

# THE BASSETLAW CITIZENS ADVICE BUREAU

England & Wales · Charity number 1118563

## Details

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|                |                                                                                                                  |
|----------------|------------------------------------------------------------------------------------------------------------------|
| Other names    | Citizens Advice North Nottinghamshire (nb - this is the working name only, our registered name remains the same) |
| Status         | Registered                                                                                                       |
| Legal form     | Charitable company                                                                                               |
| Company number | <a href="#">06068486</a>                                                                                         |
| Registered     | 2007-03-27                                                                                                       |
| Register       | <a href="#">View on the Charity Commission register</a>                                                          |

## Contact

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|         |                                                                |
|---------|----------------------------------------------------------------|
| Address | 100-102 Bridge Street<br>Worksop<br>Nottinghamshire<br>S80 1HZ |
| Phone   | 01909498894                                                    |
| Email   | <a href="mailto:advice@canns.org.uk">advice@canns.org.uk</a>   |
| Website | <a href="http://www.canns.org.uk">www.canns.org.uk</a>         |

## Activities

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**Objects:** to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community, predominantly but not exclusively in the districts of Bassetlaw and Mansfield, other Nottinghamshire districts and districts in nearby counties.

**Activities:** General advice in all subjects. Operating from offices in Worksop, Retford and Mansfield, with other outreach locations - see website for details. Telephone and webchat advice services for outlying villages. Specialist advice services in personal debt management and welfare rights (includes representation at benefit tribunals), macmillan, energy and housing.

## Classification

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

## Geography

- **Area of benefit:** BASSETLAW
- Nottinghamshire

## Finances

| Period end | Income     | Expenditure | Assets   | Employees |
|------------|------------|-------------|----------|-----------|
| 2025-03-31 | £1,353,435 | £1,231,949  | £772,926 | 50        |
| 2024-03-31 | £871,037   | £776,778    | £651,440 | 37        |
| 2023-03-31 | £632,504   | £673,894    | £557,181 | 34        |
| 2022-03-31 | £843,298   | £666,905    | £297,571 | 31        |
| 2021-03-31 | £573,752   | £499,844    | £17,178  | 22        |

## Trustees

| Name                  | Role  | Appointed  |
|-----------------------|-------|------------|
| Arthur Michael Deakin | Chair | 2019-02-05 |
| Barbara Harrison      |       | 2018-12-11 |
| Dawn Hickman          |       | 2020-03-10 |
| Glen Roberts          |       | 2016-09-27 |
| Jamie Walker          |       | 2025-04-29 |
| Jim Quek              |       | 2019-09-24 |
| Mark Hooper           |       | 2022-05-26 |
| Peter Dorans          |       | 2024-12-10 |

**THE BASSETLAW CITIZENS ADVICE BUREAU**

England & Wales - Charity number 1118563

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# Accounts

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**AS AMENDED**

Charity registration number 1118563 (England and Wales)

Company registration number 06068486

**BASSETLAW CITIZENS ADVICE BUREAU  
(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)  
ANNUAL REPORT AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**



**BASSETLAW CITIZENS ADVICE BUREAU**  
**(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)**  
**LEGAL AND ADMINISTRATIVE INFORMATION**

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|                                           |                                                                                                |                                                                                                        |
|-------------------------------------------|------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| <b>Trustees</b>                           | A Deakin<br>M Hooper<br>B Harrison<br>G Roberts<br>D Hickman<br>J Quek<br>P Dorans<br>J Walker | (Appointed 29 April 2025)                                                                              |
| <b>Secretary</b>                          | K Whitlam                                                                                      |                                                                                                        |
| <b>Senior management</b>                  | Arthur Deakin<br>Mark Hooper<br>Alan Rhodes<br>Anne Callaghan<br>Karen Whitlam                 | Chair<br>Treasurer / Vice Chair<br>BDC Representative<br>MDC Representative<br>Chief Executive Officer |
| <b>Charity number (England and Wales)</b> | 1118563                                                                                        |                                                                                                        |
| <b>Company number</b>                     | 06068486                                                                                       |                                                                                                        |
| <b>Registered office</b>                  | 100-102 Bridge Street<br>Worksop<br>Nottinghamshire<br>S801HZ                                  |                                                                                                        |
| <b>Auditor</b>                            | Wells Richardson<br>Cannon House<br>Rutland Road<br>Sheffield<br>South Yorkshire<br>S3 8DP     |                                                                                                        |
| <b>Bankers</b>                            | NatWest Bank plc<br>69 Bridge Street<br>Worksop<br>Nottinghamshire<br>S80 1DR                  |                                                                                                        |

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**BASSETLAW CITIZENS ADVICE BUREAU  
(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)  
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# **BASSETLAW CITIZENS ADVICE BUREAU (OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE) TRUSTEE'S REPORT (INCLUDING DIRECTORS' REPORT)**

**FOR THE YEAR ENDED 31 MARCH 2025**

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The trustees present their annual report and financial statements for the year ended 31 March 2025.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP "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)".

## **Objectives and activities**

### **Objectives**

The charity's objectives (Objects) are specifically: 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, predominantly but not exclusively in the districts of Bassetlaw and Mansfield, other Nottinghamshire districts and districts in nearby counties.

In particular the company operates as a Local Citizens Advice (LCA) office under the membership scheme of Citizens Advice.

We provide free, confidential, impartial and independent advice on many topics including debt, welfare benefits, energy issues, housing, employment, consumer and family matters. During the year we had a service delivery agreement with key funders:

- Consumer Advice and Law Service (CALS) for the provision of debt advice in the Bassetlaw and Mansfield area, as part of the East Midlands Money Advice (EMMA) service. This work is funded by the Money Advice and Pensions Service (MAPS).
- Macmillan Cancer Support for the provision of welfare benefits advice and support to those affected by cancer within the Bassetlaw area.
- Energy Redress for the provision of advice and support to those affected by fuel poverty and to reduce inequalities/issues with energy usage. Funded through the Energy Industry Voluntary Redress Scheme' [www.energyredress.org.uk](http://www.energyredress.org.uk).
- Integrated Care Board (ICB) through the Bassetlaw Place Based Partnership (BPBP) - Income Maximisation & Debt Recovery project. The aim of the project is to ensure that effective debt support advice and income maximisation support is offered to individuals experiencing mental ill health to improve quality of life, increase and improve engagement with services, increase whole health and self-management in order to promote recovery and wellbeing.
- Bassetlaw District Council - to support local people with enquiries for welfare benefits and the Cost of Living crisis.
- Mansfield District Council - to deliver advice and support to Mansfield residents struggling as a result of the cost of living crisis by providing general advice on many issues, including debt, welfare benefits, energy, housing and consumer advice.
- Notts County Council - to deliver advice, training and supervision to directly help local vulnerable people within our District. This also included being a referral partner for the Household Support Fund.
- The National Lottery (TNL) - project provides in-depth advice and support for vulnerable people. Our aim is to reduce health inequalities and deprivation by providing specialist tailored support to residents with health conditions - especially those facing poverty and/or a life-limiting diagnosis.

Citizens Advice North Nottinghamshire relies heavily on the generous support of its volunteers to maintain the service which it provides. The costs of our volunteers (other than expenses) are not included within these accounts.

The Trustee Board offers its thanks to our fantastic volunteers for the amazing work they do, without which the company could not deliver our advice service to the extent and reach that we do. Without our incredible volunteers giving their support, time, commitment and knowledge to our service delivery. The financial value of our volunteers in 24-25 is £565,763.

**BASSETLAW CITIZENS ADVICE BUREAU  
(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)  
TRUSTEE'S REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

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**Activities**

We maintained or developed the following activities:

- An increased digital and face-to-face service reaching urban and rural locations, with regular general advice services from our Retford, Worksop and Mansfield offices, together with additional outreach venues within Bassetlaw, and Mansfield.
- Welfare benefits, money management/debt, support for those living with cancer, housing, mental health and energy specialist advice services.
- Information is promoted via the internet and through our social media channels of Facebook, Twitter and our website: [www.canns.org.uk](http://www.canns.org.uk).
- Strong relationships with key stakeholders and funders which allows us to collaboratively react to support the needs of our community.
- We have developed our knowledge of the health and wellbeing needs of the community through our work with the Bassetlaw Integrated Care Partnership.

**Public benefit**

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Citizens Advice North Nottinghamshire service aims to:

- Provide the advice people need for the problems they face.
- Improve the policies and practices that affect people's lives.
- Promote the values of equity, diversity, inclusivity and challenge discrimination.

We strive to be the people's champion.

We are a charity working for the whole of society - whoever you are, whatever your problem.

We are supported by volunteers who are at the heart of the communities they serve.

We are campaigning on the issues that affect every single one of us.

We are here for you with practical advice you can really trust, when you really need it.

We are helping to build a fairer society for everyone.

Our frontline work gives us unique insight - we see the human impact of broken policies and practices, and importantly what needs to be done to fix them.

**A review of our achievements and performance**

**In total we have successfully:**

- Demonstrated consistent achievement of the Key Performance Indicators for our Quality of Advice and targets as set by our key funders listed above. We were awarded the nationally recognised **AQS (Advice Quality Standard)** certificate based on the standard of our casework advice when taking action on behalf of the client in our specialist in-house services of Debt, Welfare Benefits and Housing - **valid until July 2027**.
- Found solutions for the many challenges presented by the ongoing Cost of Living crisis, affecting many of the residents we support.
- Gained the highest ranking for all areas following the external scrutiny of our Year 3 Leadership Self-Assessment Award.
- Met the robust requirements for debt advice and casework delivered as part of the East Midlands Money Advice Service (EMMA) and stringent rules and regulations of the Financial Conduct Authority (FCA). Funding from this source is currently based on continuation to March 2027.

**BASSETLAW CITIZENS ADVICE BUREAU  
(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)  
TRUSTEE'S REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

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**In total we have reported:**

- Our highest number of activities delivered (**40,662**), demonstrating our high quality advice to **8,761** people (new and repeat) who received advice from our general and specialist services resulting in over **9,600** cases.
- Our clients enquiries included over **31,900** specific issues, of which the top five enquiry issues were; over **9,900** for welfare benefits, **6,756** for energy/consumer support, **7,019** regarding personal debt & financial capability, **1,859** relating to housing and **1,713** for crisis support such as food banks/other charitable support.
- Our debt team alone supported people with over £5 million of debt.
- Gained **£5,307,476** of additional welfare benefits and grant income for our clients.
- Over **62%** of our clients reported that they are living with an illness/disability (mental/physical).
- Over **39%** of our clients are of working age (up to 65years).
- Recruited and trained 22 new volunteers to join our volunteer team of 49 (plus our 10 trustees) - to help deliver, maintain and develop our service delivery.
- Expanded our workforce (volunteers and paid staff) team to incorporate new projects throughout the year.

**Principal funding sources**

We are extremely grateful to our funders who supported our service during this financial year

- **Bassetlaw District Council** (Grant Aid) for their continued and exceptional support for contributions towards our premises, our open door drop-in, cost of living telephone advice service, casework teams for welfare benefits and housing. We are now well established in our key Worksop High Street location and registered office (100-102 Bridge Street, Worksop).
- **Mansfield District Council** (Grant Aid) for their generous support for contributions towards our core activities which include our open-door drop-in at the Civic Centre, cost of living telephone advice service and training and supervision of our volunteers and workforce.
- **Notts County Council** (Grant Aid) for our open door drop-in, telephone advice service and as a referral provider for the Household Support Fund.
- **Energy Industry Voluntary Redress Scheme** to maintain and develop our support to people inadvertently affected by fuel poverty and issues with energy usage.
- **Citizens Advice** for delivery of our Energy Advice Project (EAP), Energy Outreach Project (EOP) and Regional Energy Lead (REL).
- **Community Advice & Law Services** (Money & Pensions Service) for our Money Advice Service debt advice services.
- **Macmillan Cancer Support** for our welfare rights specialist advice services for Bassetlaw residents and their families living with cancer.
- **Integrated Care Board (ICB)** to support Bassetlaw residents to provide effective money advice and income maximisation support to individuals experiencing mental ill health, aiming to; improve quality of life, increase and improve engagement with services, increase whole health and self-management in order to promote recovery and wellbeing.
- **The National Lottery** - for the Cost of Living Fund and the Community Health-Bridge project - to support vulnerable people with health conditions and out of poverty.
- **Trust Funds** – to support our generalist advice service and specific support.

**Our main expenditure for the year was for:**

- Salary costs associated with the services we delivered.
- Administration, IT and support costs associated with the services we delivered.

The trustees and management of our Local Citizens Advice continue to exercise firm financial control of the organisation. The trustees and management will look to implement any changes to our practices and procedures and adhere to the recommended guidelines as set by the Charity Commission and Financial Conduct Authority. We identify where we can further improve our procedures and rectify any weakness identified by our accountants and auditors.

**BASSETLAW CITIZENS ADVICE BUREAU  
(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)  
TRUSTEE'S REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

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**Financial review**

The Statement of Financial Activities on page 12 shows total Unrestricted income of £122,814 (2024 - £95,016) and total Restricted income of £1,230,621 (2024 - £776,021).

It also shows total Unrestricted expenditure of £91,539 (2024 - £9,563) and total Restricted expenditure of £1,140,409 (2024 - £767,215).

This resulted in a surplus of £31,275 (2024 - £85,453) on Unrestricted funds and £90,212 (2024 - (£8,806)) on Restricted funds.

Transfers of £20,000 were made from Unrestricted funds general to Unrestricted funds designated made up of a £10,000 redundancy contingency and an increase of £10,000 in the Development and investment (external) fund.

Transfers of £6,372 were made from Restricted funds to Unrestricted funds in respect of unused funds in agreement with the donor's.

Restricted funds overspends of £6,644 were transferred to Unrestricted funds.

Unrestricted funds general carried forward amount to £375,704 (2024 - £364,701), Unrestricted funds designated carried forward amount to £110,209 (2024 - £90,209) and Restricted funds carried forward amount to £287,014 (2024 - £196,530).

**Reserves Policy**

The following reserves policy has been approved by the Trustee Board. The trustees believe that the LCA should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of people in the event of unforeseen and potentially damaging circumstances rising. It has taken into account the reliability and continuance of future funding, timing of cash flows and working capital requirements, cover for unplanned emergencies and potential liabilities relating to staff should there be a closure of a particular activity.

When considering the right level of reserves, we will take into account the following:

- Forecasts of future income, the reliability and sustainability of each source of income and prospects for obtaining income from new sources,
- Forecasts of future expenditure, based on planned activities,
- Analysis of future requirements, opportunities, contingencies (e.g. redundancy and other contractual obligations such as maternity leave) or risks which are unlikely to be covered by income if and when they arise,
- Analysis of the likelihood of such risks arising and the consequences to the charity if they cannot be dealt with.

**Unrestricted reserves**

Unrestricted reserves are available for spending on the objectives of the charity as the Trustees wish. There are two types of unrestricted reserves; general reserves, that may be used generally to further the charity's objectives, and designated reserves, which are unrestricted funds set aside by the Trustees for the specific purposes noted below.

**i) Core service fund**

Maintaining the core service is vital, not only for clients of the generalist service, but also for referrals to our existing projects. We are also using this designated fund to look at ways in which the core service could be made more efficient. We have designated **£37,712** for this fund.

**BASSETLAW CITIZENS ADVICE BUREAU  
(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)  
TRUSTEE'S REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2025**

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**ii) Redundancy contingency**

To cover for any potential redundancy costs. **£10,000**

**iii) Development and investment (internal)**

This is an essential expenditure needed to maintain the operating capacity of our local office. We have aggregated amounts needed to spend on our infrastructure (IT and premises) and this comes to **£12,497**

**iv) Development and investment (external)** This fund is for existing and planned spend on new partnerships and opportunities and includes the following:

- unfunded pilot projects
- match-funding to support grant applications and fundraising
- costs of attending conferences and networking meetings
- our research on clients needs to pitch to new partners and investment and training in new digital campaigns to reach more people.

We have designated **£50,000** for this fund (Mansfield 15,000, Bassetlaw £15,000, Jointly £20,000)

At 31 March 2025 total designated funds amount to £110,209.

The remaining Unrestricted Reserves will be considered against the budgeted monthly operating costs for the year.

The Trustees believe that on this basis, six months Unrestricted Reserves, is a prudent level. However, from time to time the Trustees may agree a budget which shows year end expected reserves to be lower than this.

**Risk Management**

The trustees have considered the major risks to which the charity is exposed and have reviewed those risks and established systems and procedures through an annually updated Risk Assessment and Business Contingency Plan to mitigate those risks. The trustees consider low levels of reserves, held to cover running costs for a period of time plus other unplanned expenditure, to be a major risk. Additionally, any potential reductions in grant aid is a further major risk. The input from the working groups and subcommittees (Income Generation and Finance) has further developed our services and continues to identify sustainable funding streams together with a planned programme to build up an amount of reserve funding for identified needs.

**Plans for future periods**

Our business plan, reviewed annually, was rewritten to become a two-year business plan, currently covering 2024 - 2026 to take into account the changing financial environment, the complexity of client issues and the need to be more sustainable in the future.

**Our Three Key Missions**

- **Provide more people with advice fit for the future**, by being there when people need us and in ways that help make the biggest impact
- **Close the gap**, by striving to end the disparities in access and experience for marginalised people
- **Take early action** to prevent more people reaching crisis by addressing problems earlier

# **BASSETLAW CITIZENS ADVICE BUREAU (OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE) TRUSTEE'S REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025**

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## **Our Vision**

Our vision is for Citizens Advice North Nottinghamshire to be the key provider of information, advice and casework services for the areas we serve.

## **Our strategic aims are to:**

- Work in collaboration with our local community organisations, Citizens Advice colleagues and the public sector
- Be more influential
- Be more sustainable and effective
- Make it more accessible to get advice and support
- Be a stronger equality champion

## **Structure, governance and management**

Bassetlaw Citizens Advice Bureau is a company limited by guarantee and a registered charity governed by its Memorandum and Articles of Association, a revised version was filed at the Charities Commission on 8th December 2021, with a further amendment updated and approved in April 2024.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

|            |                             |
|------------|-----------------------------|
| A Deakin   |                             |
| M Hooper   |                             |
| B Harrison |                             |
| G Roberts  |                             |
| S Wigley   | (Resigned 25 February 2025) |
| D Hickman  |                             |
| D Pressley | (Resigned 28 October 2025)  |
| N Sissons  | (Resigned 18 June 2024)     |
| J Quek     |                             |
| P Dorans   |                             |
| K Bestwick | (Resigned 28 October 2025)  |
| J Walker   | (Appointed 29 April 2025)   |

## **Appointment of Trustees**

Trustees are recruited through a Board of Directors, using a Board Skills Audit and interview process in accordance with our recruitment policy and audit findings. Trustees are then appointed in accordance with the rules set out in the Articles of Association of the Bureau, revised version adopted on 8th December 2021 and April 2024. Trustees serve for a 3-year period and can be re-elected for further periods of 3 years.

## **Organisational Structure**

The Board of directors meet on a regular basis usually six times a year.

An executive board meets in-between the main board meetings.

Day-to-day decision making is delegated to the senior management team (SMT), while overall policy making strategic decisions are made by the Board.

Additionally:

- The Finance Sub-Committee meets on a bi-monthly basis.
- The Income Generation Working Group meets on a bi-monthly basis
- The Pay Review Working Group meets every 6 months, unless there is a need in-between this period.

**BASSETLAW CITIZENS ADVICE BUREAU  
(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)  
TRUSTEE'S REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2025**

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**Pay Policy for senior staff**

The directors consider the board of directors, who are the Trust's trustees, and the Chief Executive Officer to be the key management personnel of the charity in charge of directing and controlling, running and operating the Trust on a day-to-day basis.

All Trustees give their time voluntarily and receive no remuneration or other benefits with the exception of out-of-pocket expenses incurred in the undertaking of their duties as trustees and as agreed with the Board.

The pay of the Chief Executive Officer and Deputy Chief Executive Officer is reviewed annually by the trustees and is set by reference to 'Pay scales and Allowances' published by the National Joint Council for Local Government Services.

**Statement of trustee's responsibilities**

The trustees, who are also the directors of Bassetlaw Citizens Advice Bureau for the purpose of company law, are responsible for preparing the Trustee's 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 trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

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;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping adequate accounting records that 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**

In accordance with the company's articles, a resolution proposing that be reappointed as auditor of the company will be put at a General Meeting.

**Disclosure of information to auditor**

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

**Small companies exemption**

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

The trustee's report was approved by the Board of Trustees.

A Deakin  
Chair (Trustee)

9 December 2025

**BASSETLAW CITIZENS ADVICE BUREAU  
(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)  
INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF BASSETLAW CITIZENS ADVICE BUREAU**

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**Opinion**

We have audited the financial statements of Bassetlaw Citizens Advice Bureau (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

**Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the 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 trustee's 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.

**Other information**

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**Opinions on other matters prescribed by the Companies Act 2006**

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

- the information given in the trustee's report for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, is consistent with the financial statements; and
- the directors' report included within the trustee's report has been prepared in accordance with applicable legal requirements.

**BASSETLAW CITIZENS ADVICE BUREAU  
(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)  
INDEPENDENT AUDITOR'S REPORT (CONTINUED)  
TO THE MEMBERS OF BASSETLAW CITIZENS ADVICE BUREAU**

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**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 directors' report included within the trustee's 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; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustee's report and from the requirement to prepare a strategic report.

**Responsibilities of trustees**

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

**Auditor's responsibilities for the audit of the financial statements**

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

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

- Considering the nature of the sector and the charity's performance.
- Enquiry of management, and those charged with governance.
- Reviewing minutes of meetings of those charged with governance.
- Enquiry of entity staff in compliance functions to identify any instances of non-compliance with laws and regulations.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness, and evaluating the business rationale of significant transactions outside the normal course of business.

There are inherent limitations in our audit procedures including those noted above. The more removed that laws and regulations are from the financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and other management and inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error and as they may involve deliberate concealment of collusion.

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

**BASSETLAW CITIZENS ADVICE BUREAU  
(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)  
INDEPENDENT AUDITOR'S REPORT (CONTINUED)  
TO THE MEMBERS OF BASSETLAW CITIZENS ADVICE BUREAU**

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**Other matters**

It should be noted that the corresponding figures were not audited as there was no legal requirement for those figures to be audited.

**Use of our report**

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



**Grant Wade (Senior Statutory Auditor)**

For and on behalf of Wells Richardson, Statutory Auditor  
Chartered Accountants  
Cannon House  
Rutland Road  
Sheffield  
South Yorkshire  
S3 8DP  
17 December 2025

**BASSETLAW CITIZENS ADVICE BUREAU  
(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)  
STATEMENT OF FINANCIAL ACTIVITIES  
INCLUDING INCOME AND EXPENDITURE ACCOUNT**

**FOR THE YEAR ENDED 31 MARCH 2025**

|                                       |          | Unrestricted<br>funds<br>general | Unrestricted<br>funds<br>Designated | Restricted<br>funds | Total            | Unrestricted<br>funds<br>general | Unrestricted<br>funds<br>Designated | Restricted<br>funds | Total          |
|---------------------------------------|----------|----------------------------------|-------------------------------------|---------------------|------------------|----------------------------------|-------------------------------------|---------------------|----------------|
|                                       | Notes    | 2025<br>£                        | 2025<br>£                           | 2025<br>£           | 2025<br>£        | 2024<br>£                        | 2024<br>£                           | 2024<br>£           | 2024<br>£      |
| <b>Income and endowments from:</b>    |          |                                  |                                     |                     |                  |                                  |                                     |                     |                |
| Donations and legacies                | 3        | 566                              | -                                   | -                   | 566              | 3,550                            | -                                   | -                   | 3,550          |
| Charitable activities                 | 4        | 104,984                          | -                                   | 1,213,711           | 1,318,695        | 77,423                           | -                                   | 766,018             | 843,441        |
| Investments                           | 5        | 17,215                           | -                                   | -                   | 17,215           | 14,043                           | -                                   | -                   | 14,043         |
| Other income                          | 6        | 49                               | -                                   | 16,910              | 16,959           | -                                | -                                   | 10,003              | 10,003         |
| <b>Total income</b>                   |          | <b>122,814</b>                   | <b>-</b>                            | <b>1,230,621</b>    | <b>1,353,435</b> | <b>95,016</b>                    | <b>-</b>                            | <b>776,021</b>      | <b>871,037</b> |
| <b>Expenditure on:</b>                |          |                                  |                                     |                     |                  |                                  |                                     |                     |                |
| Charitable activities                 | 7        | 91,540                           | -                                   | 1,140,409           | 1,231,949        | 9,563                            | -                                   | 767,215             | 776,778        |
| <b>Total expenditure</b>              |          | <b>91,540</b>                    | <b>-</b>                            | <b>1,140,409</b>    | <b>1,231,949</b> | <b>9,563</b>                     | <b>-</b>                            | <b>767,215</b>      | <b>776,778</b> |
| <b>Net income</b>                     |          | <b>31,274</b>                    | <b>-</b>                            | <b>90,212</b>       | <b>121,486</b>   | <b>85,453</b>                    | <b>-</b>                            | <b>8,806</b>        | <b>94,259</b>  |
| Transfers between funds               | 13       | (15,841)                         | 20,000                              | (4,159)             | -                | 24,114                           | -                                   | (24,114)            | -              |
| <b>Net movement in funds</b>          | <b>9</b> | <b>15,433</b>                    | <b>20,000</b>                       | <b>86,053</b>       | <b>121,486</b>   | <b>109,567</b>                   | <b>-</b>                            | <b>(15,308)</b>     | <b>94,259</b>  |
| <b>Reconciliation of funds:</b>       |          |                                  |                                     |                     |                  |                                  |                                     |                     |                |
| Fund balances at 1 April 2024         |          | 364,701                          | 90,209                              | 196,530             | 651,440          | 255,134                          | 90,209                              | 211,838             | 557,181        |
| <b>Fund balances at 31 March 2025</b> |          | <b>380,134</b>                   | <b>110,209</b>                      | <b>282,583</b>      | <b>772,926</b>   | <b>364,701</b>                   | <b>90,209</b>                       | <b>196,530</b>      | <b>651,440</b> |

**BASSETLAW CITIZENS ADVICE BUREAU  
(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)  
STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED)  
INCLUDING INCOME AND EXPENDITURE ACCOUNT**

***FOR THE YEAR ENDED 31 MARCH 2025***

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

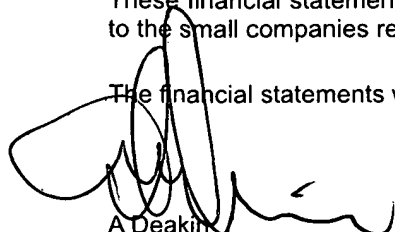
**BASSETLAW CITIZENS ADVICE BUREAU**  
**(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)**  
**BALANCE SHEET**

**AS AT 31 MARCH 2025**

|                                                       | Notes | 2025<br>£ | £       | 2024<br>£ | £       |
|-------------------------------------------------------|-------|-----------|---------|-----------|---------|
| <b>Fixed assets</b>                                   |       |           |         |           |         |
| Tangible assets                                       | 14    |           | 7,895   |           | -       |
| <b>Current assets</b>                                 |       |           |         |           |         |
| Debtors                                               | 15    | 108,628   |         | 46,371    |         |
| Cash at bank and in hand                              |       | 713,294   |         | 625,611   |         |
|                                                       |       | 821,922   |         | 671,982   |         |
| <b>Creditors: amounts falling due within one year</b> | 16    | (56,891)  |         | (20,542)  |         |
| <b>Net current assets</b>                             |       |           | 765,031 |           | 651,440 |
| <b>Total assets less current liabilities</b>          |       |           | 772,926 |           | 651,440 |
| <b>The funds of the charity</b>                       |       |           |         |           |         |
| Restricted income funds                               | 19    | 282,583   |         | 196,530   |         |
| Unrestricted funds - General                          | 21    | 380,134   |         | 364,701   |         |
| Unrestricted funds - Designated                       | 20    | 110,209   |         | 90,209    |         |
|                                                       |       | 772,926   |         | 651,440   |         |

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

The financial statements were approved by the trustees on 9 December 2025

  
A Deakin  
**Chair (Trustee)**

  
M Hooper  
**Treasurer (Trustee)**

Company registration number 06068486 (England and Wales)

**BASSETLAW CITIZENS ADVICE BUREAU**  
**(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)**  
**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

|                                                     | Notes | 2025<br>£ | £       | 2024<br>£ | £       |
|-----------------------------------------------------|-------|-----------|---------|-----------|---------|
| <b>Cash flows from operating activities</b>         |       |           |         |           |         |
| Cash generated from operations                      | 25    |           | 79,474  |           | 152,749 |
| <b>Investing activities</b>                         |       |           |         |           |         |
| Purchase of tangible fixed assets                   |       | (9,006)   |         | -         |         |
| Investment income received                          |       | 17,215    |         | 14,043    |         |
| <b>Net cash generated from investing activities</b> |       |           | 8,209   |           | 14,043  |
| <b>Net cash generated from financing activities</b> |       |           | -       |           | -       |
| <b>Net increase in cash and cash equivalents</b>    |       |           | 87,683  |           | 166,792 |
| Cash and cash equivalents at beginning of year      |       |           | 625,611 |           | 458,819 |
| <b>Cash and cash equivalents at end of year</b>     |       |           | 713,294 |           | 625,611 |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)**  
**NOTES TO THE FINANCIAL STATEMENTS**  
***FOR THE YEAR ENDED 31 MARCH 2025***

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**1 Accounting policies**

**Charity information**

Bassetlaw Citizens Advice Bureau is a private company limited by guarantee incorporated in England and Wales. The registered office is 100-102 Bridge Street, Worksop, Nottinghamshire, S801HZ.

**1.1 Basis of preparation**

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)"(effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

**1.2 Going concern**

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

**1.3 Charitable funds**

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds are unrestricted funds earmarked by the Board of Trustees for particular purposes.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

**1.4 Income**

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.

Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant. Grants related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**1 Accounting policies**

**(Continued)**

**1.5 Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit and accountancy fees and costs linked to the strategic management of the charity.

Redundancy costs incurred in the period are charged directly to the SOFA, allocated as necessary between the relevant funds.

**1.6 Tangible fixed assets**

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses. Items are capitalised if they have an economic life in excess of one year and cost at least £1,000.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

|                       |                   |
|-----------------------|-------------------|
| Fixtures and fittings | 20% straight line |
| Computers             | 25% straight line |

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

**1.7 Impairment of fixed assets**

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

**1.8 Cash and cash equivalents**

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**1 Accounting policies**

**(Continued)**

**1.9 Financial instruments**

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

***Basic financial assets***

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

***Basic financial liabilities***

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

***Derecognition of financial liabilities***

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

**1.10 Employee benefits**

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

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

**1.11 Retirement benefits**

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**2 Critical accounting estimates and judgements**

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

**3 Income from donations and legacies**

|                     | Unrestricted<br>funds<br>2025<br>£ | Unrestricted<br>funds<br>2024<br>£ |
|---------------------|------------------------------------|------------------------------------|
| Donations and gifts | 566                                | 3,550                              |

**4 Income from charitable activities**

|                                                    | Unrestricted<br>funds<br>2025<br>£ | Restricted<br>funds<br>2025<br>£ | Total<br>2025<br>£ | Unrestricted<br>funds<br>2024<br>£ | Restricted<br>funds<br>2024<br>£ | Total<br>2024<br>£ |
|----------------------------------------------------|------------------------------------|----------------------------------|--------------------|------------------------------------|----------------------------------|--------------------|
| <b>Core activities</b>                             |                                    |                                  |                    |                                    |                                  |                    |
| Grants income                                      | 104,984                            | -                                | 104,984            | 77,423                             | -                                | 77,423             |
| <b>Money advice &amp; pensions service</b>         |                                    |                                  |                    |                                    |                                  |                    |
| Grants income                                      | -                                  | 245,787                          | 245,787            | -                                  | 151,229                          | 151,229            |
| <b>Welfare rights Bassetlaw - Macmillan</b>        |                                    |                                  |                    |                                    |                                  |                    |
| Grants income                                      | -                                  | 107,780                          | 107,780            | -                                  | 107,171                          | 107,171            |
| <b>Bassetlaw District Council - Welfare rights</b> |                                    |                                  |                    |                                    |                                  |                    |
| Grants income                                      | -                                  | 109,353                          | 109,353            | -                                  | 95,640                           | 95,640             |
| <b>Other restricted activities</b>                 |                                    |                                  |                    |                                    |                                  |                    |
| Grants income                                      | -                                  | 750,791                          | 750,791            | -                                  | 411,978                          | 411,978            |
|                                                    | 104,984                            | 1,213,711                        | 1,318,695          | 77,423                             | 766,018                          | 843,441            |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2025**

**4 Income from charitable activities**

**(Continued)**

**Performance related grants analysis**

|                                       | Core activities | Money advice<br>& pensions<br>service | Welfare rights<br>Bassetlaw -<br>Macmillan | Bassetlaw<br>District<br>Council -<br>Welfare rights | Other<br>restricted<br>activities | Total          |
|---------------------------------------|-----------------|---------------------------------------|--------------------------------------------|------------------------------------------------------|-----------------------------------|----------------|
|                                       | 2025            | 2025                                  | 2025                                       | 2025                                                 | 2025                              | 2025           |
|                                       | £               | £                                     | £                                          | £                                                    | £                                 | £              |
| Nottinghamshire<br>County Council     | 48,334          | -                                     | -                                          | -                                                    | 2,975                             | 51,309         |
| Bassetlaw District<br>Council         | 20,000          | -                                     | -                                          | 109,353                                              | 16,089                            | 145,442        |
| Mansfield District<br>Council         | 27,650          | -                                     | -                                          | -                                                    | -                                 | 27,650         |
| Broxtowe Citizens<br>Advice           | -               | -                                     | -                                          | -                                                    | 19,940                            | 19,940         |
| National Citizens<br>Advice           | -               | -                                     | -                                          | -                                                    | 85,925                            | 85,925         |
| Money Advice &<br>Pensions Service    | -               | 245,787                               | -                                          | -                                                    | -                                 | 245,787        |
| Macmillan Cancer<br>Support           | -               | -                                     | 107,780                                    | -                                                    | -                                 | 107,780        |
| NHS Nottingham and<br>Nottinghamshire | -               | -                                     | -                                          | -                                                    | 107,362                           | 107,362        |
| Energy Saving Trust                   | -               | -                                     | -                                          | -                                                    | 296,780                           | 296,780        |
| National Lottery<br>Community Fund    | -               | -                                     | -                                          | -                                                    | 123,325                           | 123,325        |
| Glasspool Charity<br>Trust            | -               | -                                     | -                                          | -                                                    | 30,000                            | 30,000         |
| Futures UK Shared<br>Prosperity Fund  | -               | -                                     | -                                          | -                                                    | 24,000                            | 24,000         |
| Trussell Trust                        | -               | -                                     | -                                          | -                                                    | 39,395                            | 39,395         |
| Warsop Parish<br>Council              | -               | -                                     | -                                          | -                                                    | 5,000                             | 5,000          |
| Thomas Farr Trust<br>Fund             | 5,000           | -                                     | -                                          | -                                                    | -                                 | 5,000          |
| Other                                 | 4,000           | -                                     | -                                          | -                                                    | -                                 | 4,000          |
|                                       | <b>104984</b>   | <b>245787</b>                         | <b>107780</b>                              | <b>109353</b>                                        | <b>750791</b>                     | <b>1318695</b> |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2025**

**4 Income from charitable activities (Continued)**

| Previous year:                        | Core activities | Money advice<br>& pensions<br>service | Welfare rights<br>Bassetlaw -<br>Macmillan | Bassetlaw<br>District<br>Council -<br>Welfare rights | Other<br>restricted<br>activities | Total          |
|---------------------------------------|-----------------|---------------------------------------|--------------------------------------------|------------------------------------------------------|-----------------------------------|----------------|
|                                       | 2024            | 2024                                  | 2024                                       | 2024                                                 | 2024                              | 2024           |
|                                       | £               | £                                     | £                                          | £                                                    | £                                 | £              |
| Nottinghamshire<br>County Council     | 26,667          | -                                     | -                                          | -                                                    | 27,451                            | 54,118         |
| Bassetlaw District<br>Council         | 50,000          | -                                     | -                                          | 95,640                                               | 5,091                             | 150,731        |
| Broxtowe Citizens<br>Advice           | -               | -                                     | -                                          | -                                                    | 18,953                            | 18,953         |
| National Citizens<br>Advice           | -               | -                                     | -                                          | -                                                    | 75,905                            | 75,905         |
| Money Advice &<br>Pensions Service    | -               | 151,229                               | -                                          | -                                                    | -                                 | 151,229        |
| Macmillan Cancer<br>Support           | -               | -                                     | 107,171                                    | -                                                    | -                                 | 107,171        |
| NHS Nottingham and<br>Nottinghamshire | -               | -                                     | -                                          | -                                                    | 73,125                            | 73,125         |
| Energy Saving Trust                   | -               | -                                     | -                                          | -                                                    | 181,007                           | 181,007        |
| National Lottery<br>Community Fund    | -               | -                                     | -                                          | -                                                    | 30,446                            | 30,446         |
| Other                                 | 756             | -                                     | -                                          | -                                                    | -                                 | 756            |
|                                       | <u>77,423</u>   | <u>151,229</u>                        | <u>107,171</u>                             | <u>95,640</u>                                        | <u>411,978</u>                    | <u>843,441</u> |

**5 Income from investments**

|                     | Unrestricted<br>funds<br>2025<br>£ | Unrestricted<br>funds<br>2024<br>£ |
|---------------------|------------------------------------|------------------------------------|
| Interest receivable | <u>17,215</u>                      | <u>14,043</u>                      |

**6 Other income**

|                     | Unrestricted<br>funds<br>2025<br>£ | Restricted<br>funds<br>2025<br>£ | Total<br>2025<br>£ | Unrestricted<br>funds<br>2024<br>£ | Restricted<br>funds<br>2024<br>£ | Total<br>2024<br>£ |
|---------------------|------------------------------------|----------------------------------|--------------------|------------------------------------|----------------------------------|--------------------|
| Funding for clients | -                                  | 16,910                           | 16,910             | -                                  | 8,309                            | 8,309              |
| Sundry income       | 49                                 | -                                | 49                 | -                                  | 1,694                            | 1,694              |
|                     | <u>49</u>                          | <u>16,910</u>                    | <u>16,959</u>      | <u>-</u>                           | <u>10,003</u>                    | <u>10,003</u>      |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2025**

**7 Expenditure on charitable activities**

|                                                           | Core<br>activities | Money<br>advice &<br>Pensions<br>service | Welfare<br>rights<br>Bassetlaw -<br>Macmillan | Bassetlaw<br>District<br>Council -<br>Welfare<br>rights | Other<br>restricted<br>activities | Total            |
|-----------------------------------------------------------|--------------------|------------------------------------------|-----------------------------------------------|---------------------------------------------------------|-----------------------------------|------------------|
|                                                           | 2025<br>£          | 2025<br>£                                | 2025<br>£                                     | 2025<br>£                                               | 2025<br>£                         | 2025<br>£        |
| <b>Direct costs</b>                                       |                    |                                          |                                               |                                                         |                                   |                  |
| Staff costs                                               | 155,985            | 204,277                                  | 100,700                                       | 94,838                                                  | 497,240                           | 1,053,040        |
| Depreciation and impairment                               | 1,111              | -                                        | -                                             | -                                                       | -                                 | 1,111            |
| Client payments                                           | -                  | -                                        | -                                             | -                                                       | 43,578                            | 43,578           |
| Telephone                                                 | 9,904              | 1,052                                    | 245                                           | 409                                                     | 5,216                             | 16,826           |
| Printing, postage and stationery                          | 2,571              | 177                                      | 79                                            | 301                                                     | 346                               | 3,474            |
| Other office costs                                        | 4,744              | 21                                       | 5                                             | -                                                       | 702                               | 5,472            |
| Information, publications and computer costs              | 26,364             | 2,218                                    | 681                                           | 864                                                     | 15,980                            | 46,107           |
| Insurance                                                 | 5,259              | -                                        | -                                             | -                                                       | -                                 | 5,259            |
| Training                                                  | 475                | 360                                      | -                                             | 378                                                     | 533                               | 1,746            |
| Premises costs                                            | 9,620              | -                                        | -                                             | -                                                       | -                                 | 9,620            |
| Volunteer expenses                                        | 4,251              | -                                        | -                                             | -                                                       | 704                               | 4,955            |
| Legal and professional fees                               | 7,677              | 1,431                                    | 114                                           | -                                                       | 703                               | 9,925            |
|                                                           | <u>227,961</u>     | <u>209,536</u>                           | <u>101,824</u>                                | <u>96,790</u>                                           | <u>565,002</u>                    | <u>1,201,113</u> |
| <b>Share of support and governance costs (see note 8)</b> |                    |                                          |                                               |                                                         |                                   |                  |
| Support                                                   | (136,803)          | 36,261                                   | 14,514                                        | 15,839                                                  | 81,421                            | 11,232           |
| Governance                                                | 382                | 382                                      | 3,423                                         | 1,920                                                   | 13,497                            | 19,604           |
|                                                           | <u>91,540</u>      | <u>246,179</u>                           | <u>119,761</u>                                | <u>114,549</u>                                          | <u>659,920</u>                    | <u>1,231,949</u> |
| <b>Analysis by fund</b>                                   |                    |                                          |                                               |                                                         |                                   |                  |
| Unrestricted funds - general                              | 91,540             | -                                        | -                                             | -                                                       | -                                 | 91,540           |
| Restricted funds                                          | -                  | 246,179                                  | 119,761                                       | 114,549                                                 | 659,920                           | 1,140,409        |
|                                                           | <u>91,540</u>      | <u>246,179</u>                           | <u>119,761</u>                                | <u>114,549</u>                                          | <u>659,920</u>                    | <u>1,231,949</u> |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2025**

**7 Expenditure on charitable activities**

**(Continued)**

| Previous year:                                            | Core activities | Money advice & Pensions service | Welfare rights Bassetlaw - Macmillan | Bassetlaw District Council - Welfare rights | Other restricted activities | Total          |
|-----------------------------------------------------------|-----------------|---------------------------------|--------------------------------------|---------------------------------------------|-----------------------------|----------------|
|                                                           | 2024<br>£       | 2024<br>£                       | 2024<br>£                            | 2024<br>£                                   | 2024<br>£                   | 2024<br>£      |
| <b>Direct costs</b>                                       |                 |                                 |                                      |                                             |                             |                |
| Staff costs                                               | 102,991         | 138,254                         | 126,142                              | 179,065                                     | 146,722                     | 693,174        |
| Depreciation and impairment                               | 760             | -                               | -                                    | -                                           | -                           | 760            |
| Client payments                                           | -               | 680                             | -                                    | -                                           | 7,139                       | 7,819          |
| Telephone                                                 | 8,851           | 1,373                           | 1,072                                | 1,686                                       | 540                         | 13,522         |
| Printing, postage and stationery                          | 919             | 436                             | 149                                  | 680                                         | 10                          | 2,194          |
| Other office costs                                        | 589             | 324                             | 324                                  | 199                                         | 1,908                       | 3,344          |
| Information, publications and computer costs              | 16,927          | 1,177                           | 1,468                                | 3,081                                       | 5,224                       | 27,877         |
| Insurance                                                 | 3,669           | -                               | -                                    | -                                           | -                           | 3,669          |
| Training                                                  | 22              | 280                             | 1,691                                | -                                           | -                           | 1,993          |
| Premises costs                                            | 4,111           | -                               | -                                    | -                                           | 2,589                       | 6,700          |
| Volunteer expenses                                        | 3,751           | -                               | 7                                    | 198                                         | 6                           | 3,962          |
| Legal and professional fees                               | 1,522           | -                               | 136                                  | -                                           | 48                          | 1,706          |
|                                                           | <u>144,112</u>  | <u>142,524</u>                  | <u>130,989</u>                       | <u>184,909</u>                              | <u>164,186</u>              | <u>766,720</u> |
| <b>Share of support and governance costs (see note 8)</b> |                 |                                 |                                      |                                             |                             |                |
| Support                                                   | (140,012)       | 29,962                          | 27,308                               | 34,891                                      | 48,643                      | 792            |
| Governance                                                | 5,463           | 842                             | 947                                  | 951                                         | 1,063                       | 9,266          |
|                                                           | <u>9,563</u>    | <u>173,328</u>                  | <u>159,244</u>                       | <u>220,751</u>                              | <u>213,892</u>              | <u>776,778</u> |
| <b>Analysis by fund</b>                                   |                 |                                 |                                      |                                             |                             |                |
| Unrestricted funds - general                              | 9,563           | -                               | -                                    | -                                           | -                           | 9,563          |
| Restricted funds                                          | -               | 173,328                         | 159,244                              | 220,751                                     | 213,892                     | 767,215        |
|                                                           | <u>9,563</u>    | <u>173,328</u>                  | <u>159,244</u>                       | <u>220,751</u>                              | <u>213,892</u>              | <u>776,778</u> |

**8 Support costs allocated to activities**

|                         | Core activities<br>2025<br>£ | Total<br>2024<br>£ |
|-------------------------|------------------------------|--------------------|
| Operating lease charges | 11,232                       | 792                |
| Governance              | <u>19,604</u>                | <u>9,266</u>       |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**8 Support costs allocated to activities** **(Continued)**

|                                   | <b>2025</b>   | <b>2024</b>  |
|-----------------------------------|---------------|--------------|
|                                   | <b>£</b>      | <b>£</b>     |
| <b>Governance costs comprise:</b> |               |              |
| Audit fees                        | 18,000        | 2,252        |
| Legal and professional            | 960           | 6,466        |
| Bank charges                      | 444           | 357          |
| Trustee expenses                  | 200           | 191          |
|                                   | <u>19,604</u> | <u>9,266</u> |

**9 Net movement in funds** **2025** **2024**

**£** **£**

The net movement in funds is stated after charging/(crediting):

|                                                                                                 |               |              |
|-------------------------------------------------------------------------------------------------|---------------|--------------|
| Fees payable for the audit (2024 independent examination) of the charity's financial statements | 18,000        | 2,252        |
| Depreciation of owned tangible fixed assets                                                     | 1,111         | 760          |
| Operating lease charges                                                                         | 11,232        | 792          |
|                                                                                                 | <u>19,604</u> | <u>9,266</u> |

**10 Trustees**

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

Trustee indemnity insurance amounted to £448 (2024 - £369).

The Board of Trustees has a representative from Bassetlaw District Council. The Charity receives grants from Bassetlaw District Council. A family member works for the charity but the trustee is a non-voting member and therefore has no influence over remuneration decisions.

**11 Employees**

The average monthly number of employees during the year was:

| <b>2025</b>   | <b>2024</b>   |
|---------------|---------------|
| <b>Number</b> | <b>Number</b> |
| <u>50</u>     | <u>37</u>     |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**11 Employees** **(Continued)**

| <b>Employment costs</b>         | <b>2025</b>      | <b>2024</b>    |
|---------------------------------|------------------|----------------|
|                                 | <b>£</b>         | <b>£</b>       |
| Wages and salaries              | 953,632          | 634,344        |
| Social security costs           | 66,763           | 39,225         |
| Other pension costs             | 17,366           | 12,092         |
| Training and volunteer expenses | 6,701            | 5,955          |
| Other staff costs               | 15,279           | 7,513          |
|                                 | <u>1,059,741</u> | <u>699,129</u> |

Redundancy payments totalling £2,777 were made in the reporting period following the ending of one employee's involvement on the Broxtowe EIW project.

There were no employees whose annual remuneration was more than £60,000.

**Remuneration of key management personnel**

The remuneration of key management personnel was as follows:

|                        | <b>2025</b>   | <b>2024</b>   |
|------------------------|---------------|---------------|
|                        | <b>£</b>      | <b>£</b>      |
| Aggregate compensation | <u>54,890</u> | <u>48,424</u> |

**12 Taxation**

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

**13 Transfers**

The following transfers have been made from Unrestricted funds to Designated funds:

Redundancy fund-£10,000

Development and investment (external)-£10,000

The following transfers have been made from Restricted funds to Unrestricted funds:

Restricted fund overspends -£6,644

Unused Restricted fund balances £6,372

**BASSETLAW CITIZENS ADVICE BUREAU**  
**(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2025**

**14 Tangible fixed assets**

|                                    | Fixtures and fittings | Computers     | Total         |
|------------------------------------|-----------------------|---------------|---------------|
|                                    | £                     | £             | £             |
| <b>Cost</b>                        |                       |               |               |
| At 1 April 2024                    | 5,597                 | 48,871        | 54,468        |
| Additions                          | 1,806                 | 7,200         | 9,006         |
|                                    | <u>7,403</u>          | <u>56,071</u> | <u>63,474</u> |
| <b>At 31 March 2025</b>            |                       |               |               |
| <b>Depreciation and impairment</b> |                       |               |               |
| At 1 April 2024                    | -                     | 54,468        | 54,468        |
| Depreciation charged in the year   | -                     | 1,111         | 1,111         |
|                                    | <u>-</u>              | <u>55,579</u> | <u>55,579</u> |
| <b>At 31 March 2025</b>            |                       |               |               |
| <b>Carrying amount</b>             |                       |               |               |
| At 31 March 2025                   | <u>7,403</u>          | <u>492</u>    | <u>7,895</u>  |

**15 Debtors**

|                                             | 2025           | 2024          |
|---------------------------------------------|----------------|---------------|
|                                             | £              | £             |
| <b>Amounts falling due within one year:</b> |                |               |
| Trade debtors                               | 18,491         | -             |
| Other debtors                               | 87,044         | 44,014        |
| Prepayments and accrued income              | 3,093          | 2,357         |
|                                             | <u>108,628</u> | <u>46,371</u> |

**16 Creditors: amounts falling due within one year**

|                                    | Notes | 2025          | 2024          |
|------------------------------------|-------|---------------|---------------|
|                                    |       | £             | £             |
| Other taxation and social security |       | 22,272        | 2,598         |
| Government grants                  | 17    | -             | 4,738         |
| Trade creditors                    |       | (625)         | 1,051         |
| Other creditors                    |       | -             | 3,441         |
| Accruals and deferred income       |       | 35,244        | 8,714         |
|                                    |       | <u>56,891</u> | <u>20,542</u> |

**17 Government grants**

Deferred income is included in the financial statements as follows:

|                                     | 2025     | 2024         |
|-------------------------------------|----------|--------------|
|                                     | £        | £            |
| Deferred income is included within: |          |              |
| Current liabilities                 | -        | 4,738        |
|                                     | <u>-</u> | <u>4,738</u> |
| <b>Movements in the year:</b>       |          |              |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2025**

**17 Government grants** **(Continued)**

|                                  |                   |                   |
|----------------------------------|-------------------|-------------------|
| Deferred income at 1 April 2024  | 4,738             | -                 |
| Released from previous periods   | (4,738)           | -                 |
| Resources deferred in the year   | -                 | 4,738             |
|                                  | <u>          </u> | <u>          </u> |
| Deferred income at 31 March 2025 | <u>          </u> | <u>4,738</u>      |

**18 Retirement benefit schemes**

|                                                                     | <b>2025</b>       | <b>2024</b>       |
|---------------------------------------------------------------------|-------------------|-------------------|
|                                                                     | <b>£</b>          | <b>£</b>          |
| <b>Defined contribution schemes</b>                                 |                   |                   |
| Charge to profit or loss in respect of defined contribution schemes | 17,366            | 12,092            |
|                                                                     | <u>          </u> | <u>          </u> |

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund. The costs are allocated on the same basis as relevant wages and salaries costs.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2025**

**19 Restricted funds**

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

|                                                  | At 1 April<br>2024<br>£ | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Transfers<br>£ | At 31 March<br>2025<br>£ |
|--------------------------------------------------|-------------------------|----------------------------|----------------------------|----------------|--------------------------|
|                                                  | -                       | -                          | -                          | (4,431)        | (4,431)                  |
| Money Advice & Pensions<br>Service               | -                       | 245,787                    | (246,179)                  | 392            | -                        |
| Welfare Rights Bassetlaw -<br>Macmillan          | 35,172                  | 107,779                    | (119,761)                  | -              | 23,190                   |
| Bassetlaw District Council -<br>Welfare Rights   | 77,813                  | 109,353                    | (114,549)                  | -              | 72,617                   |
| Energy Redress                                   | 25,773                  | 296,780                    | (279,153)                  | -              | 43,400                   |
| Energy Citizens Advice                           | 4,431                   | 29,300                     | 179                        | -              | 33,910                   |
| Notts County Council - SC                        | -                       | 2,975                      | (11)                       | -              | 2,964                    |
| Client disbursements                             | 1,183                   | 46,910                     | (43,349)                   | -              | 4,744                    |
| Trust Funds                                      | 4,411                   | -                          | -                          | -              | 4,411                    |
| Citizens Advice - Pot 1                          | 12,095                  | 13,645                     | (23,031)                   | (2,709)        | -                        |
| Better Care                                      | 3,663                   | -                          | -                          | (3,663)        | -                        |
| Broxtowe EIW                                     | 10,662                  | 19,940                     | (35,083)                   | 4,481          | -                        |
| NHS Nottingham and<br>Nottinghamshire ICB        | 16,236                  | 107,363                    | (82,146)                   | -              | 41,453                   |
| BCVS - Communities Fund                          | 5,091                   | 9,709                      | (14,833)                   | 33             | -                        |
| The National Lottery -<br>Community HealthBridge | -                       | 123,325                    | (72,990)                   | -              | 50,335                   |
| Household Support Fund                           | -                       | 42,980                     | (32,990)                   | -              | 9,990                    |
| TT (M)                                           | -                       | 39,395                     | (39,676)                   | 281            | -                        |
| Warsop PC                                        | -                       | 5,000                      | (5,466)                    | 466            | -                        |
| Futures                                          | -                       | 24,000                     | (24,232)                   | 232            | -                        |
| UK Shared Prosperity Fund                        | -                       | 6,380                      | (7,139)                    | 759            | -                        |
|                                                  | <u>196,530</u>          | <u>1,230,621</u>           | <u>(1,140,409)</u>         | <u>(4,159)</u> | <u>282,583</u>           |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2025**

**19 Restricted funds (Continued)**

| Previous year:                              | At 1 April<br>2023<br>£ | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Transfers<br>£  | At 31 March<br>2024<br>£ |
|---------------------------------------------|-------------------------|----------------------------|----------------------------|-----------------|--------------------------|
| Money Advice & Pensions Service             | 14,992                  | 152,923                    | (173,328)                  | 5,413           | -                        |
| Welfare Rights Bassetlaw - Macmillan        | 41,533                  | 107,171                    | (113,532)                  | -               | 35,172                   |
| Bassetlaw District Council - Welfare Rights | 27,749                  | 95,640                     | (45,576)                   | -               | 77,813                   |
| Energy Redress                              | 34,977                  | 181,007                    | (190,211)                  | -               | 25,773                   |
| Energy Citizens Advice                      | 18,787                  | 34,971                     | (30,540)                   | (18,787)        | 4,431                    |
| Notts County council - PSRF                 | 23,087                  | -                          | -                          | (23,087)        | -                        |
| Boots                                       | 9,950                   | -                          | (12,944)                   | 2,994           | -                        |
| Client disbursements                        | 13                      | 8,309                      | (7,139)                    | -               | 1,183                    |
| Cost of Living Crisis                       | 12,928                  | -                          | (17,519)                   | 4,591           | -                        |
| Trust Funds                                 | 5,000                   | -                          | (589)                      | -               | 4,411                    |
| Citizens Advice - Pot 1                     | -                       | 40,934                     | (28,839)                   | -               | 12,095                   |
| Better Care                                 | 8,750                   | -                          | (5,087)                    | -               | 3,663                    |
| Broxtowe EIW                                | 9,752                   | 21,270                     | (20,659)                   | 299             | 10,662                   |
| NHS Nottingham and Nottinghamshire ICB      | 4,320                   | 73,125                     | (61,209)                   | -               | 16,236                   |
| BCVS - Communities Fund                     | -                       | 5,091                      | -                          | -               | 5,091                    |
| The National Lottery - Cost of Living       | -                       | 30,446                     | (34,572)                   | 4,126           | -                        |
| Household Support Fund                      | -                       | 25,134                     | (25,139)                   | 5               | -                        |
| TT (M)                                      | -                       | -                          | (322)                      | 322             | -                        |
| Warsop PC                                   | -                       | -                          | (10)                       | 10              | -                        |
|                                             | <u>211,838</u>          | <u>776,021</u>             | <u>(767,215)</u>           | <u>(24,114)</u> | <u>196,530</u>           |

**BASSETLAW CITIZENS ADVICE BUREAU  
(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

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**19 Restricted funds**

**(Continued)**

**Money Advice & Pensions Service**

Grant received for the provision of debt advice services, regulated through the Financial Conduct Authority (FCA) throughout Bassetlaw, Mansfield and other areas as defined.

**Welfare Rights Bassetlaw - Macmillan**

Grant to deliver welfare rights advice to people affected by cancer and their families and/or for those receiving palliative care.

**Energy Redress**

This financial year incorporates our replacement energy project (Energy Advice on Prescription) funded from 1st September 2022 to 31st August 2024 to provide expert, tailored energy advice and support to assist vulnerable consumers in Bassetlaw to make better decisions and improve their current energy situation/crisis. An additional Energy Redress Project (ER3) commenced in June 2024 2-year energy project, enabling delivery in Bassetlaw, Mansfield and other Nottinghamshire districts and districts in nearby counties.

**Bassetlaw Community Voluntary Service (BCVS) - Communities Fund (UKSPF - UK Shared Prosperity Fund)**

'Community Advice & Support - Thriving Together' project to 31/12/24 focused on reaching 'hard to reach', vulnerable people and removing barriers in accessing advice services. To address inequalities, motivate change, improve life chances, increase economically active lives, by providing direct support and volunteer opportunities in the targeted high deprivation areas.

**Early Intervention Worker through Citizens Advice Central Notts (Lead for National Lottery).**

Funding enables delivery by the Local Citizens Advice, in Nottinghamshire. Funding is to ensure that vulnerable people with multi-complex issues have an Early Intervention Worker to act as a guide, to consolidate and organise an advice package across different services and organisations.

**Change, Grow, Live (CGL) - Early Intervention Worker (Led by Citizens Advice Central Notts)**

Funding enables delivery by the Local Citizens Advice in Nottinghamshire. Funding is to ensure that vulnerable people with multi-complex issues - linked with drug and alcohol addictions have an Early Intervention Worker to act as a guide, to consolidate and organise an advice package across different services and organisations.

**Client Disbursements**

Following a detailed assessment of an individual to establish the level of hardship - funding to provide specific goods to individuals (purchased by CANNS) and ordered for delivery to the client.

**Household Support Fund (Bassetlaw District Council/Notts County Council)**

CANNS as a referral partner to support individuals and organisations to the Household Support Fund, to provide advice and support on identifying the root cause of the issue causing hardship to the individual - a government fund to support low income eligible people through the cost of living crisis.

**Citizens Advice Energy Projects**

Supported by a variety of funders to deliver energy advice specific projects including Energy Advice Project (EAP), Energy Outreach Project (EOP), Regional Energy Lead (REL) for East Midlands district - to provide elements of energy advice savings and efficiencies to empower individuals to take control of their energy bills, via appointments and presentations to front-line workers and consumers.

**BASSETLAW CITIZENS ADVICE BUREAU  
(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

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**19 Restricted funds**

**(Continued)**

**The National Lottery Community Organisations Cost of Living Fund**

To enable expansion of our service, so that more people can be supported and our waiting lists reduced. Additionally, the recruitment and training of 13 new volunteers.

**Bassetlaw District Council - Cost of Living Support- Money/Benefits Caseworker**

CANNS to receive referrals from the benefits service, on a pre-approved form in respect of clients who have requested or have been proactively identified as eligible for vouchers for food and/or fuel under the scheme.

**Cost of Living Response Grant (Bassetlaw District Council)**

To assess/triage people affected by the Cost of Living crisis by a mixture of channels.

**Integrated Care Board (ICB)**

Grant received to ensure that effective debt support advice and income maximisation support is offered to individuals in Bassetlaw experiencing mental/ ill health to improve quality of life, increase and improve engagement with services, increase whole health and self-management in order to promote recovery and wellbeing.

**Integrated Neighborhood Teams (ICB)**

Grant received to increase awareness of our service delivery, enabling increased referrals into our service and embed our advice and support into rural and neighborhood healthcare settings, focus on supporting and preventing the issues faced by frailty, including long-term health conditions. Support people in the Bassetlaw areas of deprivation (IMD 1 & 2).

**The National Lottery - Community Health-Bridge Project**

To deliver high quality advice and support to individuals within Bassetlaw, aiming to alleviate poverty, illness and distress. We Strive to advance education and preserve community health, and to improve financial, physical and mental wellbeing for individuals with disabilities and long-term health conditions.

**Suicide Prevention Fund:**

To launch a new digital support initiative using WhatsApp to provide real-time, accessible help for individuals facing mental health challenges, including suicidal thoughts and other life difficulties. By engaging people through platforms they already use, we aim to offer immediate, compassionate support and connect them with appropriate resources.

Beyond crisis support, the service will address everyday stressors—such as housing, debt, employment, and legal issues—to help prevent crises before they escalate. This holistic approach supports both urgent needs and long-term wellbeing by tackling the root causes of mental health struggles.

**Futures Fund:**

"Together Progressing Forward - Extension" will combine community development principles, including digital literacy, and tailored support to enhance participants' lives using a mix of group sessions/personalised 1-2-1 support based on individual's needs, learning styles, and personal circumstances. Our holistic approach aims to improve cross referrals, social, economic, and environmental well-being of our community.

**Trust Funds**

The Trust Funds we received cover separate elements which include provision for; advice, support and training for people affected by mental health issues, hardship, volunteer recruitment/training/supervision.

**Transfers from restricted funds**

Transfers have been made from restricted funds to the general fund where projects have been completed in the year and funders have agreed that amounts will not be clawed back. An element of these underspends relate to management time and provision of assets to undertake the projects

**BASSETLAW CITIZENS ADVICE BUREAU**  
**(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**20 Unrestricted funds - Designated**

These are unrestricted funds which are material to the charity's activities.

|                                       | <b>At 1 April<br/>2024<br/>£</b> | <b>Transfers<br/>£</b> | <b>At 31 March<br/>2025<br/>£</b> |
|---------------------------------------|----------------------------------|------------------------|-----------------------------------|
| Core Service fund                     | 37,712                           | -                      | 37,712                            |
| Development and investment (internal) | 12,497                           | -                      | 12,497                            |
| Development and investment (external) | 40,000                           | 10,000                 | 50,000                            |
| Redundancy contingency                | -                                | 10,000                 | 10,000                            |
|                                       | <u>90,209</u>                    | <u>20,000</u>          | <u>110,209</u>                    |
| <br>                                  |                                  |                        |                                   |
| <b>Previous year:</b>                 | <b>At 1 April<br/>2023<br/>£</b> | <b>Transfers<br/>£</b> | <b>At 31 March<br/>2024<br/>£</b> |
| Core Service Fund                     | 37,712                           | -                      | 37,712                            |
| Development and Investment (internal) | 12,497                           | -                      | 12,497                            |
| Development and Investment (external) | 40,000                           | -                      | 40,000                            |
|                                       | <u>90,209</u>                    | <u>-</u>               | <u>90,209</u>                     |

**Core service fund**

The core service is operating at a deficit due to insufficient core funding but maintaining this service is vital, not only for clients of the generalist service but also for referrals to our existing projects. We are also using this designated fund to look at ways in which the core service could be made more efficient.

**Development and Investment (internal)**

This is essential expenditure needed to maintain the operating capacity of our local office. We have aggregated amounts needed to spend on our infrastructure (IT and premises).

**Development and Investment (external)**

This fund is for existing and planned spend on new partnerships and opportunities - and includes the following: unfunded pilot projects, match funding to support grant applications and fundraising, costs of attending conferences and networking meetings, our own research on clients' needs to pitch to new partners and investment and training in new digital campaigns to reach more people.

**Redundancy contingency**

To cover for any potential redundancy costs.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**21 Unrestricted funds**

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

|                       | <b>At 1 April<br/>2024<br/>£</b> | <b>Incoming<br/>resources<br/>£</b> | <b>Resources<br/>expended<br/>£</b> | <b>Transfers<br/>£</b> | <b>At 31 March<br/>2025<br/>£</b> |
|-----------------------|----------------------------------|-------------------------------------|-------------------------------------|------------------------|-----------------------------------|
| General funds         | 364,701                          | 122,814                             | (91,540)                            | (15,841)               | 380,134                           |
|                       | <u>          </u>                | <u>          </u>                   | <u>          </u>                   | <u>          </u>      | <u>          </u>                 |
| <b>Previous year:</b> | <b>At 1 April<br/>2023<br/>£</b> | <b>Incoming<br/>resources<br/>£</b> | <b>Resources<br/>expended<br/>£</b> | <b>Transfers<br/>£</b> | <b>At 31 March<br/>2024<br/>£</b> |
| General funds         | 255,134                          | 95,016                              | (9,563)                             | 24,114                 | 364,701                           |
|                       | <u>          </u>                | <u>          </u>                   | <u>          </u>                   | <u>          </u>      | <u>          </u>                 |

**22 Analysis of net assets between funds**

|                              | <b>Unrestricted<br/>funds<br/>general<br/>2025<br/>£</b> | <b>Unrestricted<br/>funds<br/>Designated<br/>2025<br/>£</b> | <b>Restricted<br/>funds<br/>2025<br/>£</b> | <b>Total<br/>2025<br/>£</b> |
|------------------------------|----------------------------------------------------------|-------------------------------------------------------------|--------------------------------------------|-----------------------------|
| <b>At 31 March 2025:</b>     |                                                          |                                                             |                                            |                             |
| Tangible assets              | 7,895                                                    | -                                                           | -                                          | 7,895                       |
| Current assets/(liabilities) | 372,239                                                  | 110,209                                                     | 282,583                                    | 765,031                     |
|                              | <u>380,134</u>                                           | <u>110,209</u>                                              | <u>282,583</u>                             | <u>772,926</u>              |
|                              | <u>          </u>                                        | <u>          </u>                                           | <u>          </u>                          | <u>          </u>           |
|                              | <b>Unrestricted<br/>funds<br/>general<br/>2024<br/>£</b> | <b>Unrestricted<br/>funds<br/>Designated<br/>2024<br/>£</b> | <b>Restricted<br/>funds<br/>2024<br/>£</b> | <b>Total<br/>2024<br/>£</b> |
| <b>At 31 March 2024:</b>     |                                                          |                                                             |                                            |                             |
| Current assets/(liabilities) | 364,701                                                  | 90,209                                                      | 196,530                                    | 651,440                     |
|                              | <u>364,701</u>                                           | <u>90,209</u>                                               | <u>196,530</u>                             | <u>651,440</u>              |
|                              | <u>          </u>                                        | <u>          </u>                                           | <u>          </u>                          | <u>          </u>           |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**(OPERATING AS CITIZENS ADVICE NORTH NOTTINGHAMSHIRE)**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**23 Operating lease commitments**

**Lessee**

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

|                 | 2025<br>£ | 2024<br>£ |
|-----------------|-----------|-----------|
| Within one year | 10,440    | 792       |

Total lease payments in the year amounted to £11,232 (2024 - £3,168).

**24 Related party transactions**

There were no disclosable related party transactions during the year (2024 - none).

**25 Cash generated from operations**

|                                                                   | 2025<br>£     | 2024<br>£      |
|-------------------------------------------------------------------|---------------|----------------|
| Surplus for the year                                              | 121,486       | 94,259         |
| <b>Adjustments for:</b>                                           |               |                |
| Investment income recognised in statement of financial activities | (17,215)      | (14,043)       |
| Depreciation and impairment of tangible fixed assets              | 1,111         | 760            |
| <b>Movements in working capital:</b>                              |               |                |
| (Increase)/decrease in debtors                                    | (62,257)      | 66,118         |
| Increase in creditors                                             | 41,087        | 917            |
| (Decrease)/increase in deferred income                            | (4,738)       | 4,738          |
| <b>Cash generated from operations</b>                             | <u>79,474</u> | <u>152,749</u> |

**26 Analysis of changes in net funds**

The charity had no material debt during the year.

**THE BASSETLAW CITIZENS ADVICE BUREAU**

England & Wales - Charity number 1118563

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# Accounts

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**Company No. 06068486 (England & Wales)**

**BASSETLAW CITIZENS ADVICE BUREAU  
(A company limited by guarantee)**

**REPORT & FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024**

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**Charity No. 1118563**

Prepared by

**Williams Knowles & Co.**

Chartered Accountants

**BASSETLAW CITIZENS ADVICE BUREAU**  
**ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS) FOR THE YEAR ENDED 31 MARCH 2024**

The Trustees are pleased to present their annual directors' report together with the financial statements of the charity for the year ended 31 March 2024 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

### **Objectives and activities for the public benefit**

The charity has passed a resolution on 19 March 2024 to change its operating name from **Bassetlaw Citizens Advice to Citizens Advice North Nottinghamshire**. This is to reflect the fact that the area now covered by the organisation has extended to include Mansfield and other surrounding districts.

### **Objectives**

The charity's objects are specifically 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, predominantly but not exclusively in the districts of Bassetlaw and Mansfield, other Nottinghamshire districts and districts in nearby counties.

In particular the company operates as a Citizens Advice Local Office under the membership scheme of Citizens Advice.

We provide free, confidential, impartial and independent advice on many topics including debt, welfare benefits, energy issues, housing, employment, consumer and family matters.

During the year we had a service delivery agreement with key funders:

- Consumer Advice and Law Service (CALS) for the provision of debt advice in the Bassetlaw area, as part of the East Midlands Money Advice (EMMA) service. This work is funded by the Money Advice and Pensions Service (MAPS).
- Macmillan Cancer Support for the provision of welfare benefits advice and support to those affected by cancer within the Bassetlaw area.
- Energy Redress for the provision of advice and support to those affected by fuel poverty and to reduce inequalities/issues with energy usage. Funded through the Energy Industry Voluntary Redress Scheme. [www.energyredress.org.uk](http://www.energyredress.org.uk)
- Integrated Care Board (ICB) through the Bassetlaw Place Based Partnership (BPBP) - Income maximisation & debt recovery project. The aim of the project is to ensure that effective debt support advice and income maximisation support is offered to individuals experiencing mental ill health, to improve quality of life, increase and improve engagement with services, increase whole health and self-management in order to promote recovery and wellbeing.
- Bassetlaw District Council - to support local people with enquiries for welfare benefits and the Cost of Living crisis.
- Notts County Council - to deliver advice, training and supervision to directly help local vulnerable people within our District. This also included being a referral partner for the Household Support Fund.
- The National Lottery (TNL) - to provide caseworker support to ensure that local vulnerable people with multi-complex issues consolidate and organise an advice package.

Citizens Advice North Nottinghamshire relies heavily on the work of its volunteers to maintain the service which it provides. The costs of our volunteers (other than expenses) are not included within these accounts. The Trustee Board offers its thanks to our fantastic volunteers for the amazing work they do, without which the company could not deliver our advice service to the extent and reach that we do. The dedication and hard work of your volunteers and trustees make a significant impact. Their combined efforts, valued at over £470,000 per year, highlight the immense value of their contributions to our service delivery.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS) FOR THE YEAR ENDED 31 MARCH 2024**

**Public benefit**

The Citizens Advice North Nottinghamshire service aims to:

- Provide the advice people need for the problems they face.
- Improve the policies and practices that affect people's lives.
- Promote the values of equity, diversity, inclusivity and challenge discrimination.

We strive to be the people's champion.

We are a charity working for the whole of society - whoever you are, whatever your problem.

We are supported by volunteers who are at the heart of the communities they serve.

We are campaigning on the issues that affect every single one of us.

We are here for you with practical advice you can really trust, when you really need it.

We are helping to build a fairer society for everyone.

Our frontline work gives us a unique insight - we see the human impact of broken policies and practices and importantly what needs to be done to fix them.

**Activities**

**We maintained or developed the following activities:**

- An increased digital and face-to-face service reaching urban and rural locations, with regular general advice services from our Retford & Worksop offices together with additional outreach venues within Bassetlaw.
- Welfare benefits, money management/debt, support for those living with cancer, housing, mental health, energy specialist advice services.
- Information is promoted via the internet and through our social media channels of Facebook, Twitter and our website: [www.canns.org.uk](http://www.canns.org.uk).
- Strong relationships with key stakeholders and funders which allows us to collaboratively react to support the needs of our community.
- We have developed our knowledge of the health and wellbeing needs of the community through our work with the Bassetlaw Integrated Care Partnership.

**A review of our achievements and performance**

**In total we have successfully:**

- Demonstrated consistent achievement of the Key Performance Indicators for our Quality of Advice and targets as set by our key funders listed above.  
We have been awarded the nationally recognised AQS (Advice Quality Standard) certificate for a further three years based on the standard of our casework advice when taking action on behalf of the client in our specialist in-house services of Debt, Welfare Benefits and Housing - valid until July 2027.
- Found solutions for the many challenges presented by the cost of living crisis, affecting many of our Bassetlaw residents.
- Gained the highest ranking for all areas following the external scrutiny of our Year 3 Leadership Self-Assessment Award.
- Met the requirements for debt advice and casework delivered as part of the East Midlands Money Advice Service and stringent rules and regulations of the Financial Conduct Authority (FCA). Funding from this source is based on continuation to March 2025.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS) FOR THE YEAR ENDED 31 MARCH 2024**

**In total we have reported:**

- Our highest number of activities delivered (30,221), demonstrating high quality in-depth advice to 5,272 people (new and repeat) who received advice from our general and specialist services resulting in over 6,000 cases.
- Our clients enquiries included over 20,000 specific issues, of which the top five enquiry issues were; over 6,000 for welfare benefits, 5,263 for energy/consumer support, 4,268 regarding personal debt & financial capability, 982 relating to housing and 932 for crisis support such as food banks/other charitable support.
- Our debt team alone supported people with over £3.4 million of personal debt.
- Gained £4,225,526 of additional welfare benefits and grant income for our clients.
- Recruited and trained 15 new volunteers to join our volunteer team of 36 (plus our Trustees) - to help deliver, maintain and develop our service delivery.
- Expanded our workforce (volunteers and paid staff) team to incorporate new projects throughout the year.

For a further breakdown of the statistical information for the work of our general and specialist services please see our Annual Report Presentation.

**Financial review**

Income for the year was £871,037, this figure was composed of existing and some new funding streams, which meant that we were able to maintain current and develop some new advice activity. Additionally an amount of this income includes some grants paid in advance for the 2024-2025 financial year. Expenditure was £776,778. We have continued to make savings where possible by keeping tight control on expenditure.

The income figure of £871,037 shows the additional income sources when compared to the original budgeted income figure of £618,828 i.e. an increase of £252,209.

The actual income figure includes some funding received during the year ended 31 March 2024 which has been adjusted to show certain restricted funding streams as a 'carry forward' instead of a 'deferred income' figure to be recorded within this period due to the SORP regulations (The Charities Statement of Recommended Practice) which relates to income to be spent from 1 April 2024.

**Principal funding sources**

We are extremely grateful to our funders who supported our service during this financial year:

- Bassetlaw District Council (Grant Aid) for their continued and exceptional support for contributions towards our premises, our open door drop-in, Cost of Living telephone advice service and our Welfare benefits casework team. Following our final part of the relocation in May 2022, we are now well established in our key High Street location and registered office (Bridge Street, Worksop).
- Notts County Council (Grant Aid) for our open door drop-in, telephone advice service and as a referral provider for the Household Support Fund.
- Energy Industry Voluntary Redress Scheme to maintain and develop our support to people inadvertently affected by fuel poverty and issues with energy usage.
- Citizens Advice for delivery of our Energy Advice Project (EAP), Energy Outreach Project (EOP) and Regional Energy Lead (REL). Additionally for our Innovation Project reaching local vulnerable people living with ill health.
- Community Advice & Law Services (Money & Pensions Service) for our Money Advice Service debt advice services.
- Macmillan Cancer Support for our welfare rights specialist advice services for people and their families living with cancer.
- Integrated Care Board (ICB) to support Bassetlaw residents to provide effective money advice and income maximisation support to individuals experiencing mental ill health, aiming to; improve quality of life, increase and improve engagement with services, increase whole health and self-management in order to promote recovery and wellbeing.
- Trust Funds- to support our generalist advice service and specific support.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS) FOR THE YEAR ENDED 31 MARCH 2024**

**Our main expenditure for the year was for:**

- Salary costs associated with the services we delivered.
- Administration, IT and support costs associated with the services we delivered

The trustees and management of the Local Citizens Advice continue to exercise firm financial control of the organisation. The trustees and management will look to implement any changes to our practices and procedures and adhere to the recommended guidelines as set by the Charity Commission and Financial Conduct Authority. We identify where we can further improve our procedures and rectify any weakness identified by our accountants.

**Risk management**

The trustees have considered the major risks to which the charity is exposed and have reviewed those risks and established systems and procedures through an annually updated Risk Assessment and Business Contingency Plan to manage those risks. The trustees consider that the low levels of reserves, held to cover running costs for a period of time plus other unplanned expenditure, to be a major risk. Additionally any potential reductions in grant aid is a further major risk. The input from the sub-committees (Income Generation and Finance) has further developed our services and continues to identify sustainable funding streams together with a planned programme to build up an amount of reserve funding for identified needs.

**Reserves policy**

The following reserves policy has been approved by the Trustee Board. The trustees believe that the LCA should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of people in the event of unforeseen and potentially damaging circumstances arising. It has taken into account the reliability and continuance of future funding, timing of cash flows and working capital requirements, cover for unplanned emergencies and potential liabilities relating to staff should there be a closure of a particular activity.

The Trustees have determined to retain 6 months of operating costs in reserves to meet unexpected events (such as a significant loss of funding). The amount of running costs is calculated from the annual budget and amounts to £328,000. The actual amount of reserves held as at 31 March 2024 is £364,701.

The calculation of reserves is after designating funds for the following:

**i Core service fund**

The core service is operating at a deficit due to insufficient core funding but maintaining this service is vital, not only for clients of the generalist service but also for referrals to our existing projects. We are also using this designated fund to look at ways in which the core service could be made more efficient. We have designated £37,712 for this fund.

**ii Development and investment (internal)**

This is essential expenditure needed to maintain the operating capacity of our local office. We have aggregated amounts needed to spend on our infrastructure (IT and premises) and this comes to £12,497.

**iii Development and Investment ( external)**

This fund is for existing and planned spend on new partnerships and opportunities - and includes the following: unfunded pilot projects, buying-in help with grant applications and fundraising, costs of attending conferences and networking meetings, our own research on clients needs to pitch to new partners and investment and training in new digital campaigns to reach more people. We have designated £40,000 for this fund.

**The total designated funds would therefore amount to £90,209**

**Plans for the future**

Our three year business plan, reviewed annually, was rewritten (from the 2021 version) during early 2024, and altered to become a two-year business plan (2024 - 2026) to take into account the changing financial environment, the complexity of client issues and the need to be more sustainable in the future.

**BASSETLAW CITIZENS ADVICE BUREAU**  
ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS) FOR THE YEAR ENDED 31 MARCH 2024

**Our Three Key Missions**

- **Provide more people with advice fit for the future**, by being there when people need us and in ways that help make the biggest impact.
- **Close the gap**, by striving to end the disparities in access and experience for marginalised people.
- **Take early action** to prevent more people reaching crisis by addressing problems earlier.

**Our vision**

Our vision is for Citizens Advice North Nottinghamshire to be the key provider of information, advice and casework services for the people of North Nottinghamshire. **Our strategic aims are to:**

- Work in collaboration with our local community organisations and the public sector
- Be more influential
- Be more sustainable and effective
- Make it more accessible to get advice and support
- Be a stronger equality champion

**Reference and administrative details**

Company number: 06068486  
Charity number: 1118563

**Registered Office:** Bassetlaw Citizens Advice Bureau  
100-102 Bridge Street  
Worksop  
Nottinghamshire  
S80 1HZ

**Accountants:** Williams Knowles & Co  
Chartered Accountants  
Lloyd Chambers  
139 Carlton Road  
Worksop  
Nottinghamshire  
S81 7AD

**Bankers:** NatWest  
69 Bridge Street  
Worksop  
Nottinghamshire  
S80 1DR

**Board Members:**

**Directors:**

|                    |               |                      |                            |
|--------------------|---------------|----------------------|----------------------------|
| <b>Chair:</b>      | Arthur Deakin | Appointed 05.02.2019 | Due to be reappointed 2025 |
| <b>Vice Chair:</b> | Mark Hooper   | Appointed 26.05.2022 | Due to be reappointed 2025 |
| <b>Treasurer:</b>  | Mark Hooper   | Appointed 26.05.2022 | Due to be reappointed 2025 |

**Trustees:**

|                  |                      |                            |
|------------------|----------------------|----------------------------|
| Barbara Harrison | Appointed 11.12.2018 | Due to be reappointed 2024 |
| Glen Roberts     | Appointed 27.09.2016 | Due to be reappointed 2025 |
| Sue Wigley       | Appointed 24.09.2019 | Due to be reappointed 2025 |
| Dawn Hickman     | Appointed 10.03.2020 | Due to be reappointed 2026 |
| David Pressley   | Appointed 05.02.2019 | Due to be reappointed 2025 |
| Nicola Sissons   | Appointed 18.10.2007 | Resigned June 2024         |
| Jim Quek         | Appointed 24.09.2019 | Due to be reappointed 2025 |
| Karen Bestwick   | Appointed 01.12.2022 | Due to be reappointed 2025 |

## **BASSETLAW CITIZENS ADVICE BUREAU**

### **ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS) FOR THE YEAR ENDED 31 MARCH 2024**

#### **BDC Representatives**

Alan Rhodes

Elected Annually

Appointed 20.06.2023

#### **Secretary:**

Karen Whitlam

Appointed 01.05.2018

#### **Chief Executive Officer**

Karen Whitlam

Appointed 01.05.2018

### **Structure, Governance & Management**

#### **Constitution**

Bassetlaw Citizens Advice Bureau is a company limited by guarantee and a registered charity governed by its Memorandum and Articles of Association, a revised version was updated and approved in December 2021, with a further amendment updated and approved in April 2024.

#### **Appointment of Trustees**

Trustees are recruited through a Board of Directors Skills Audit and an interview against the audit findings. Trustees are then appointed in accordance with the rules set out in the Articles of Association of the Bureau, revised version adopted in April 2024. Trustees serve for a 3 year period and can be re-elected for further periods of 3 years.

#### **Organisational structure**

The Board of directors meet on a regular basis usually six times a year. An executive board meets in between the main board meetings. Day to day decision making is delegated to the senior management team (SMT), while overall policy making and strategic decisions are made by the Board.

Additionally:

- The Finance Sub-Committee meets on a bi-monthly basis.
- The Income Generation team meets on a bi-monthly basis.
- The Pay Review team meets every 6 months, unless there is a need in between.

#### **Pay policy for senior staff**

The directors consider the board of directors, who are the Trust's trustees, and the Chief Executive Officer to be the key management personnel of the charity in charge of directing and controlling, running and operating the Trust on a day-to-day basis. All Trustees give their time voluntarily and receive no remuneration or other benefits with the exception of out of pocket expenses incurred in the undertaking of their duties as Trustees and as agreed with the Board.

The pay of the Chief Executive Officer and Deputy Chief Officer is reviewed annually by the trustees and is set by reference to 'Pay scales and Allowances' published by the National Joint Council for Local Government Services.

#### **Going concern**

The directors have considered the many strategic and operational factors when reviewing the affairs of the organisation and have concluded, that the continued activity and reserves of the charitable company, are sufficient for the foreseeable future and in any case at least 12 months from the date of agreeing the financial statements, and therefore it is appropriate for them to be prepared on the going concern basis.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS) FOR THE YEAR ENDED 31 MARCH 2024**

**Trustees' responsibilities in relation to the financial statements**

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

Company law requires the Board of Directors to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure, for that period. In preparing the 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;
- make judgements and 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 on that basis.

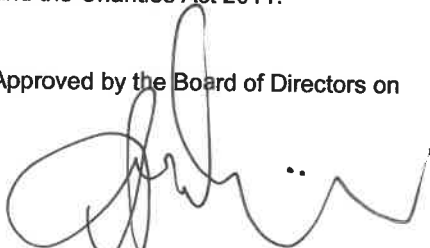
The Board of Directors are responsible for maintaining proper accounting records which disclose with reasonable accuracy, at any time, the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Board of Directors 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.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from the legislation in other jurisdictions.

**Approval**

This report has been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Companies Act 2006 and the Charities Act 2011.

Approved by the Board of Directors on 29 October 2024 and signed on its behalf by:

  
A M Deakin                      Chair

**BASSETLAW CITIZENS ADVICE BUREAU**  
**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF BASSETLAW CITIZENS ADVICE BUREAU**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows and Notes.

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

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

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.

N M Knowles ACA  
Williams Knowles & Co  
Chartered Accountants  
Lloyd Chambers  
139 Carlton Road  
Worksop  
S81 7AD



Dated:

6 December 2024

**BASSETLAW CITIZENS ADVICE BUREAU**  
**STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME & EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

|                                                            | Notes | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>2024<br>£ | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>2023<br>£ |
|------------------------------------------------------------|-------|----------------------------|--------------------------|--------------------|----------------------------|--------------------------|--------------------|
| <b>INCOME</b>                                              |       |                            |                          |                    |                            |                          |                    |
| Donations                                                  | 4a    | 3,550                      | -                        | 3,550              | 6,839                      | -                        | 6,839              |
| Income from charitable activities                          | 4b    | 77,423                     | 766,018                  | 843,441            | 44,004                     | 569,221                  | 613,225            |
| Income from other activities                               | 4c    | -                          | 10,003                   | 10,003             | 818                        | 7,736                    | 8,554              |
| Investment income                                          | 4d    | 14,043                     | -                        | 14,043             | 3,886                      | -                        | 3,886              |
| <b>Total income</b>                                        |       | <b>95,016</b>              | <b>776,021</b>           | <b>871,037</b>     | <b>55,547</b>              | <b>576,957</b>           | <b>632,504</b>     |
| <b>EXPENDITURE</b>                                         |       |                            |                          |                    |                            |                          |                    |
| Charitable activities                                      | 5     | 9,563                      | 767,215                  | 776,778            | 82,939                     | 590,955                  | 673,894            |
| <b>Total expenditure</b>                                   |       | <b>9,563</b>               | <b>767,215</b>           | <b>776,778</b>     | <b>82,939</b>              | <b>590,955</b>           | <b>673,894</b>     |
| <b>Net income / (defecit) for the year</b>                 | 6     | <b>85,453</b>              | <b>8,806</b>             | <b>94,259</b>      | <b>(27,392)</b>            | <b>(13,998)</b>          | <b>(41,390)</b>    |
| <b>Statement of comprehensive income</b>                   |       |                            |                          |                    |                            |                          |                    |
| <b>Net income / (defecit) for the year</b>                 |       | <b>85,453</b>              | <b>8,806</b>             | <b>94,259</b>      | <b>(27,392)</b>            | <b>(13,998)</b>          | <b>(41,390)</b>    |
| <b>Other comprehensive income</b>                          |       |                            |                          |                    |                            |                          |                    |
| Actuarial (deficit)/gain on defined benefit pension scheme | 16    | -                          | -                        | -                  | 301,000                    | -                        | 301,000            |
| <b>Total comprehensive income for the year</b>             |       | <b>85,453</b>              | <b>8,806</b>             | <b>94,259</b>      | <b>273,608</b>             | <b>(13,998)</b>          | <b>259,610</b>     |
| Total funds brought forward                                |       | 345,343                    | 211,838                  | 557,181            | 44,454                     | 253,117                  | 297,571            |
| Transfers between funds                                    | 14    | 24,114                     | (24,114)                 | -                  | 27,281                     | (27,281)                 | -                  |
| <b>Total funds carried forward</b>                         |       | <b>454,910</b>             | <b>196,530</b>           | <b>651,440</b>     | <b>345,343</b>             | <b>211,838</b>           | <b>557,181</b>     |

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

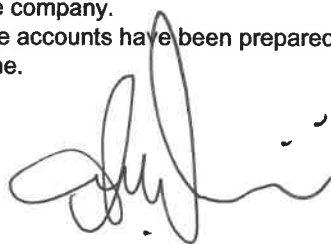
The annexed notes form part of these financial statements.

**BASSETLAW CITIZENS ADVICE BUREAU**  
BALANCE SHEET  
AS AT 31 MARCH 2024

|                                                       | Notes | £              | 2024<br>£      | £              | 2023<br>£      |
|-------------------------------------------------------|-------|----------------|----------------|----------------|----------------|
| <b>Fixed Assets</b>                                   |       |                |                |                |                |
| Tangible assets                                       | 10    |                | -              |                | 760            |
| <b>Current Assets</b>                                 |       |                |                |                |                |
| Debtors                                               | 11    | 46,371         |                | 111,438        |                |
| Cash at bank and in hand                              |       | 624,560        |                | 458,819        |                |
|                                                       |       | <u>670,931</u> |                | <u>570,257</u> |                |
| <b>Creditors:</b> Amounts falling due within one year | 12    | (19,491)       |                | (13,836)       |                |
|                                                       |       |                |                | <u></u>        |                |
| <b>Net Current Assets</b>                             |       |                | <u>651,440</u> |                | <u>556,421</u> |
| <b>Total Assets less Current Liabilities</b>          |       |                | <u>651,440</u> |                | <u>557,181</u> |
|                                                       |       |                |                |                |                |
| <b>Net Assets</b>                                     |       |                | <u>651,440</u> |                | <u>557,181</u> |
|                                                       |       |                |                |                |                |
| <b>Unrestricted Funds</b>                             |       |                |                |                |                |
| Core Fund                                             | 14    |                | 364,701        |                | 255,134        |
| Designated Reserve                                    | 14    |                | 90,209         |                | 90,209         |
| <b>Restricted Funds</b>                               | 14    |                | 196,530        |                | 211,838        |
|                                                       |       |                | <u></u>        |                | <u></u>        |
| <b>Total Funds</b>                                    |       |                | <u>651,440</u> |                | <u>557,181</u> |

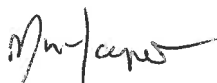
The Directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of Section 477 of the Companies Act 2006. Members have not required the company, under Section 476 of the Companies Act 2006, to obtain an audit for the year ended 31 March 2024. The Executive Committee acknowledges its responsibilities for ensuring that the company keeps accounting records which comply with Section 386 of the Companies Act 2006, and for preparing accounts which give a true and fair view of the state of affairs of the company as at 31 March 2024 and of its excess of income over expenditure for the year then ended in accordance with the requirements of Section 396, and which otherwise comply with the requirements of the Act relating to the accounts so far as applicable to the company.

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



A M Deakin

Chair



M Hooper

Treasurer

Dated: 29 October 2024

2024

The annexed notes form part of these financial statements.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

|                                                               | 2024<br>£ | 2023<br>£ |
|---------------------------------------------------------------|-----------|-----------|
| <b>Cash flows from operating activities:</b>                  |           |           |
| Net income / (deficit)                                        | 94,259    | (41,390)  |
| Adjustments for:                                              |           |           |
| Depreciation of tangible fixed assets                         | 760       | 2,500     |
| Interest from investments                                     | (14,043)  | (3,886)   |
| Pension deficit payment                                       | -         | (91,000)  |
| Changes in:                                                   |           |           |
| Trade and other debtors                                       | 65,067    | (17,763)  |
| Trade and other creditors                                     | 5,655     | (4,594)   |
|                                                               | <hr/>     | <hr/>     |
| Cash equivalents from/(used) in operations                    | 151,698   | (156,133) |
|                                                               | <hr/>     | <hr/>     |
| Net cash from operating activities                            | 151,698   | (156,133) |
|                                                               | <hr/>     | <hr/>     |
| <b>Cash flows from investing activities:</b>                  |           |           |
| Interest from investments                                     | 14,043    | 3,886     |
| Purchase of tangible fixed assets                             | -         | -         |
|                                                               | <hr/>     | <hr/>     |
| Net cash from/(used) in investing activities                  | 14,043    | 3,886     |
|                                                               | <hr/>     | <hr/>     |
| <b>Net increase/(decrease) in cash and cash equivalents</b>   | 165,741   | (152,247) |
| <b>Cash and cash equivalents at the beginning of the year</b> | 458,819   | 611,066   |
|                                                               | <hr/>     | <hr/>     |
| <b>Cash and cash equivalents at the end of the year</b>       | 624,560   | 458,819   |
|                                                               | <hr/>     | <hr/>     |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**1. GENERAL INFORMATION**

The charity is 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 Bassetlaw Citizens Advice Bureau, 100 - 102 Bridge Street, Worksop, Nottinghamshire, S80 1HZ.

**2. STATEMENT OF COMPLIANCE**

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

**3. ACCOUNTING POLICIES**

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

**a. Basis of preparation**

Bassetlaw Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The financial statements are prepared in sterling, which is the functional currency of the charity and are rounded to the nearest pound.

**b. Going concern**

The trustees have concluded that the ongoing levels of income and expenditure, together with the reserves held, provide sufficient resources for the charitable company to continue, for at least 12 months from the date of agreeing these financial statements and therefore the going concern basis of preparation, continues to be appropriate.

**c. Judgements and key sources of estimation uncertainty**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of estimation means that the outcomes could differ from those estimates.

The significant area of estimation uncertainty for the charity has previously included the calculation of the pension liability, information is included in the accounting policy pension note below and also note 16 in respect of the comparative figures.

The only other area of estimation uncertainty relates to the useful lives of fixed assets and depreciation.

**d. Fund accounting**

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the Board of Trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**e. Income**

All income is included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the charity where this can be quantified.
- The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

**f. Expenditure**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Costs of generating funds comprise the costs associated with attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the accountancy fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor areas, per capita or estimated usage.

**g. Tangible fixed assets**

Tangible fixed assets are stated at cost less depreciation. Items are capitalised if they have an economic life in excess of one year and cost at least £1,000.

Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives on the following basis:

|                       |                   |
|-----------------------|-------------------|
| Fixtures and fittings | 20% straight line |
| Office equipment      | 20% straight line |
| Computer equipment    | 25% straight line |

**h. Leasing**

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are included in expenditure as incurred.

**i. Pensions**

**Defined benefit scheme**

The charity previously participated in a multi employer defined benefit scheme, operated by Nottinghamshire County Council. The cost of the defined benefit pension plan and the present value of the pension obligation are determined using actuarial valuations. An actuarial valuation involves making various assumptions that may differ from actual outcomes. These include the determination of the discount rate, future salary increases, mortality rates and future pension increases. Due to the complexities involved in the valuation and its long term nature, a defined benefit obligation is highly sensitive to changes in these assumptions.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

The defined benefit scheme is funded, with the assets of the scheme held separately from those of the charity. Pension scheme assets are measured at fair value and liabilities are measured on the actuarial basis as described above. The resulting defined benefit asset or liability is presented separately after other net assets on the face of the balance sheet.

For the year ended 31 March 2024 the employers contributions to the scheme amounted to £nil (2023 £1,779), and contributions towards the deficit of £nil (2023 - £3,670).

In February 2023, all ongoing contributions to the scheme ceased and the charity agreed a settlement figure with the scheme for the funding of its share of the deficit amounting to £91,000.

**Defined contribution scheme**

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

The charity has opted to use NEST for its auto enrolment pension scheme.

The employers contributions in the year amounted to £12,092 (2023 - £11,751).

**j. Financial instruments**

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument. Basic financial instruments are initially recognised at the transaction price, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Cash and cash equivalents, cash is represented by cash in hand held with financial institutions.

Debtors, short term debtors are measured at the transaction price less any impairment.

Creditors, short term creditors are measured at the transaction price.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**4. INCOME**

|                                                       | Unrestricted<br>£ | Restricted<br>£ | Total<br>2024<br>£ | Total<br>2023<br>£ |
|-------------------------------------------------------|-------------------|-----------------|--------------------|--------------------|
| <b>a. Donations</b>                                   |                   |                 |                    |                    |
| Trust fund donation                                   | -                 | -               | -                  | 2,000              |
| Heart of England Foundation                           | 2,000             | -               | 2,000              | 2,291              |
| Joint initiatives fund                                | -                 | -               | -                  | 2,427              |
| Other donations                                       | 1,550             | -               | 1,550              | 121                |
|                                                       | <b>3,550</b>      | <b>-</b>        | <b>3,550</b>       | <b>6,839</b>       |
| <b>b. Income from charitable activities</b>           |                   |                 |                    |                    |
| Nottinghamshire County Council                        | 26,667            | -               | 26,667             | 28,460             |
| Bassetlaw District Council                            | -                 | -               | -                  | 29,149             |
| Bassetlaw District Council - New projects             | 20,000            | -               | 20,000             | -                  |
| Bassetlaw District Council - Core                     | 30,000            | -               | 30,000             | -                  |
| Bassetlaw District Council - BCVS - Communities fund  | -                 | 5,091           | 5,091              | -                  |
| Bassetlaw District Council - Cost of Living           | -                 | -               | -                  | 6,898              |
| Bassetlaw District Council - Welfare rights           | -                 | 95,640          | 95,640             | -                  |
| Boots                                                 | -                 | -               | -                  | 9,950              |
| Broxtowe Citizens Advice - Early Intervention Project | -                 | 18,953          | 18,953             | 18,401             |
| Citizens Advice - Early adoption                      | -                 | -               | -                  | 500                |
| Citizens Advice - Energy Redress                      | -                 | -               | -                  | 133,651            |
| Citizens Advice -Help to Claim                        | -                 | -               | -                  | 372                |
| Citizens Advice -Energy CitA                          | -                 | -               | -                  | 38,480             |
| Citizens Advice - Cost of Living                      | -                 | -               | -                  | 15,000             |
| Citizens Advice - Pot 1                               | -                 | 40,934          | 40,934             | -                  |
| Citizens Advice - EAP / EOP                           | -                 | 34,971          | 34,971             | 15,000             |
| Citizens Advice - Other                               | -                 | -               | -                  | -                  |
| DWP                                                   | 756               | -               | 756                | -                  |
| Kickstart                                             | -                 | -               | -                  | 18,665             |
| Nottinghamshire County Council - Broxtowe EIW         | -                 | 2,317           | 2,317              | -                  |
| Money Advice & Pensions Service                       | -                 | 151,229         | 151,229            | 159,074            |
| Macmillan Cancer Support                              | -                 | 107,171         | 107,171            | 107,186            |
| NHS Nottingham and Nottinghamshire- ICB               | -                 | 73,125          | 73,125             | -                  |
| Nottinghamshire County Council - Household Support    | -                 | 25,134          | 25,134             | 10,267             |
| Energy Saving Trust                                   | -                 | 181,007         | 181,007            | -                  |
| National Lottery Community Fund                       | -                 | 30,446          | 30,446             | -                  |
| The Access to Justice Foundation                      | -                 | -               | -                  | 14,672             |
| Western Power                                         | -                 | -               | -                  | 2,500              |
| Thomas Farr Trust Fund                                | -                 | -               | -                  | 5,000              |
|                                                       | <b>77,423</b>     | <b>766,018</b>  | <b>843,441</b>     | <b>613,225</b>     |
| <b>c. Income from other activities</b>                |                   |                 |                    |                    |
| Funding for clients                                   | -                 | 8,309           | 8,309              | 7,606              |
| Kickstart                                             | -                 | -               | -                  | -                  |
| Other income                                          | -                 | 1,694           | 1,694              | 948                |
|                                                       | <b>-</b>          | <b>10,003</b>   | <b>10,003</b>      | <b>8,554</b>       |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

|                             | Unrestricted<br>£ | Restricted<br>£ | Total<br>2024<br>£ | Total<br>2023<br>£ |
|-----------------------------|-------------------|-----------------|--------------------|--------------------|
| <b>d. Investment income</b> |                   |                 |                    |                    |
| Bank interest receivable    | 14,043            | -               | 14,043             | 3,886              |

|                                        |                  | <i>Unrestricted</i> |                     |                | <i>R e s t r i c t e d</i> |                  |                                |         |         |
|----------------------------------------|------------------|---------------------|---------------------|----------------|----------------------------|------------------|--------------------------------|---------|---------|
|                                        | Allocation basis | Core                | Designated<br>Funds | Debt<br>Advice | Welfare<br>Rights          | Energy<br>Advice | Other Restricted<br>Activities | Total   | Total   |
|                                        |                  | £                   | £                   | £              | £                          | £                | £                              | £       | £       |
| <b>Charitable Activities</b>           |                  |                     |                     |                |                            |                  |                                |         |         |
| Client Payments                        | actual           | -                   | -                   | 680            | -                          | -                | 7,139                          | 7,819   | 4,144   |
| Project partner payments               | actual           | -                   | -                   | -              | -                          | -                | -                              | -       | 3,761   |
| Telephone                              | actual           | 8,851               | -                   | 1,373          | 1,072                      | 1,686            | 540                            | 13,522  | 19,020  |
| Print post & copy                      | actual           | 919                 | -                   | 436            | 149                        | 680              | 10                             | 2,194   | 2,164   |
| Other office costs                     | actual           | 589                 | -                   | 324            | 324                        | 199              | 1,908                          | 3,344   | 2,442   |
| <b>Information, Publications &amp;</b> |                  |                     |                     |                |                            |                  |                                |         |         |
| Computer costs                         | actual           | 17,719              | -                   | 1,177          | 1,468                      | 3,081            | 5,224                          | 28,669  | 25,694  |
| Insurance                              | actual           | 3,669               | -                   | -              | -                          | -                | -                              | 3,669   | 1,810   |
| Staff costs                            | actual           | 102,991             | -                   | 138,254        | 126,142                    | 179,065          | 146,722                        | 693,174 | 581,944 |
| Training                               | actual           | 22                  | -                   | 280            | 1,691                      | -                | -                              | 1,993   | 1,680   |
| Premises costs                         | actual           | 4,111               | -                   | -              | -                          | -                | 2,589                          | 6,700   | 3,196   |
| Volunteer expenses                     | actual           | 3,751               | -                   | -              | 7                          | 198              | 6                              | 3,962   | 3,895   |
| Depreciation                           | actual           | 760                 | -                   | -              | -                          | -                | -                              | 760     | 2,500   |
| Legal & Professional                   | actual           | 1,522               | -                   | -              | 136                        | -                | 48                             | 1,706   | 1,926   |
| Other expenses                         | actual           | -                   | -                   | -              | -                          | -                | -                              | -       | 6,068   |
| Support charges                        | Staff time       | (140,804)           | -                   | 29,962         | 27,308                     | 34,891           | 48,643                         | -       | -       |
|                                        |                  | 4,100               | -                   | 172,486        | 158,297                    | 219,800          | 212,829                        | 767,512 | 660,244 |
| <b>Governance</b>                      |                  |                     |                     |                |                            |                  |                                |         |         |
| Accountancy                            | actual           | 7,868               | -                   | -              | -                          | -                | -                              | 7,868   | 7,173   |
| Independent examination                | actual           | 850                 | -                   | -              | -                          | -                | -                              | 850     | 750     |
| Pension advice                         | actual           | -                   | -                   | -              | -                          | -                | -                              | -       | 5,324   |
| <b>Bank charges &amp;</b>              |                  |                     |                     |                |                            |                  |                                |         |         |
| interest                               | actual           | 355                 | -                   | -              | 2                          | -                | -                              | 357     | 322     |
| Other                                  | actual           | 143                 | -                   | -              | 48                         | -                | -                              | 191     | 81      |
| Support charges                        | Staff time       | (3,753)             | -                   | 842            | 897                        | 951              | 1,063                          | -       | -       |
|                                        |                  | 5,463               | -                   | 842            | 947                        | 951              | 1,063                          | 9,266   | 13,650  |
| <b>Total expenditure</b>               |                  |                     |                     |                |                            |                  |                                |         |         |
|                                        |                  | 9,563               | -                   | 173,328        | 159,244                    | 220,751          | 213,892                        | 776,778 | 673,894 |
| <b>Support charges</b>                 |                  |                     |                     |                |                            |                  |                                |         |         |
| <b>Charitable activities</b>           |                  |                     |                     |                |                            |                  |                                |         |         |
| Salaries                               |                  | (99,246)            | -                   | 20,293         | 18,137                     | 23,897           | 36,919                         | -       | -       |
| Staff & volunteer exp                  |                  | (1,960)             | -                   | 456            | 442                        | 508              | 554                            | -       | -       |
| Office expenses                        |                  | (35,281)            | -                   | 8,184          | 7,830                      | 9,359            | 9,908                          | -       | -       |
| Premises costs                         |                  | (3,724)             | -                   | 893            | 762                        | 975              | 1,094                          | -       | -       |
| Other costs                            |                  | (593)               | -                   | 136            | 137                        | 152              | 168                            | -       | -       |
|                                        |                  | (140,804)           | -                   | 29,962         | 27,308                     | 34,891           | 48,643                         | -       | -       |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**6. Net Incoming Resources for the year**

|                                                          | 2024<br>£ | 2023<br>£ |
|----------------------------------------------------------|-----------|-----------|
| This is stated after charging:                           |           |           |
| Depreciation of fixed assets -<br>for use by the charity | 760       | 2,500     |
| Independent examiners fee                                | 850       | 750       |
| Accountancy fees paid to independent examiner            | 1,415     | 1,354     |
| Payroll processing fees paid to independent examiner     | 1,593     | 1,486     |
| Other consultants accountancy fees                       | 4,860     | 4,333     |

**7. Staff costs and numbers**

Included in staff costs were the following:

|                       |                |                |
|-----------------------|----------------|----------------|
| Salaries and pensions | 646,436        | 548,695        |
| Social security costs | 44,225         | 35,117         |
| Employment Allowance  | (5,000)        | (5,000)        |
| Other staff costs     | 13,468         | 8,707          |
|                       | <u>699,129</u> | <u>587,519</u> |

No employee received emoluments of more than £60,000.

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

|                                                        | Number | Number |
|--------------------------------------------------------|--------|--------|
| Activities in the furtherance of the charity's objects | 37     | 34     |

**8. Trustee Remuneration & Related Party Transactions**

No members of the Board of Trustees received any remuneration during the year.

Trustee expenses were as follows:

|                                                                 |     |     |
|-----------------------------------------------------------------|-----|-----|
| Number of trustees who were paid expenses                       | -   | -   |
| Amounts paid                                                    |     |     |
| Travel                                                          | -   | -   |
| Also paid on behalf of all trustees was an indemnity insurance: |     |     |
| Indemnity Insurance                                             | 369 | 280 |

The Board of Trustees has a representative from Bassetlaw District Council who is a non-voting member.  
The Charity receives grants from Bassetlaw District Council as listed in note 4.

There were no disclosable related party transactions during the year (2023 - none)

**9. Taxation**

Bassetlaw Citizens Advice Bureau is a registered charity and as such is a charity within the meaning of schedule 6 of the Finance Act 2010. Accordingly, it is potentially entitled to tax exemption under part 11 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992 in respect of income and gains arising.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**10. Tangible Fixed Assets**

|                                 | Fixtures &<br>Fittings<br>£ | Computers<br>and Office<br>Equipment<br>£ | Total<br>£ |
|---------------------------------|-----------------------------|-------------------------------------------|------------|
| <b>COST</b>                     |                             |                                           |            |
| At 1 April 2023                 | 5,597                       | 48,871                                    | 54,468     |
| Additions                       | -                           | -                                         | -          |
| Disposals                       | -                           | -                                         | -          |
| At 31 March 2024                | 5,597                       | 48,871                                    | 54,468     |
| <b>ACCUMULATED DEPRECIATION</b> |                             |                                           |            |
| At 1 April 2023                 | 4,838                       | 48,870                                    | 53,708     |
| Charge for the year             | 759                         | 1                                         | 760        |
| Eliminated on disposal          | -                           | -                                         | -          |
| At 31 March 2024                | 5,597                       | 48,871                                    | 54,468     |
| <b>NET BOOK VALUE</b>           |                             |                                           |            |
| At 31 March 2024                | -                           | -                                         | -          |
| At 31 March 2023                | 759                         | 1                                         | 760        |

**11. Debtors**  
Prepayments  
Debtors

| 2024<br>£ | 2023<br>£ |
|-----------|-----------|
| 2,357     | 2,838     |
| 44,014    | 108,600   |

|        |         |
|--------|---------|
| 46,371 | 111,438 |
|--------|---------|

**12. Creditors:** Amounts falling due within one year

|                            | 2024<br>£ | 2023<br>£ |
|----------------------------|-----------|-----------|
| Accruals & deferred income | 16,893    | 11,729    |
| Other creditors            | 2,598     | 2,107     |
|                            | 19,491    | 13,836    |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**13. Analysis of Net Assets Between Funds**

|                             | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>Funds<br>£ |
|-----------------------------|----------------------------|--------------------------|---------------------|
| Current assets              | 463,783                    | 207,148                  | 670,931             |
| Current liabilities         | (8,873)                    | (10,618)                 | (19,491)            |
| Net assets at 31 March 2024 | 454,910                    | 196,530                  | 651,440             |

**14. Movement in Funds**

|                                             | At<br>1 April<br>2023<br>£ | Incoming<br>Resources<br>£ | Outgoing<br>Resources<br>£ | Transfers<br>£ | At<br>31 March<br>2024<br>£ |
|---------------------------------------------|----------------------------|----------------------------|----------------------------|----------------|-----------------------------|
| <b>Restricted Funds:</b>                    |                            |                            |                            |                |                             |
| Money Advice & Pensions Service             | 14,992                     | 152,923                    | 173,328                    | 5,413          | -                           |
| Welfare Rights Bassetlaw - Macmillan        | 41,533                     | 107,171                    | 113,532                    | -              | 35,172                      |
| Bassetlaw District Council - Welfare Rights | 27,749                     | 95,640                     | 45,576                     | -              | 77,813                      |
| Energy Redress                              | 34,977                     | 181,007                    | 190,211                    | -              | 25,773                      |
| Energy Citizens Advice                      | 18,787                     | 34,971                     | 30,540                     | (18,787)       | 4,431                       |
| Notts County Council - PSRF                 | 23,087                     | -                          | -                          | (23,087)       | -                           |
| Boots                                       | 9,950                      | -                          | 12,944                     | 2,994          | -                           |
| Client disbursements                        | 13                         | 8,309                      | 7,139                      | -              | 1,183                       |
| Cost of Living Crisis                       | 12,928                     | -                          | 17,519                     | 4,591          | -                           |
| Trust Funds                                 | 5,000                      | -                          | 589                        | -              | 4,411                       |
| Citizens Advice - Pot 1                     | -                          | 40,934                     | 28,839                     | -              | 12,095                      |
| Better Care                                 | 8,750                      | -                          | 5,087                      | -              | 3,663                       |
| Broxtowe EIW                                | 9,752                      | 21,270                     | 20,659                     | 299            | 10,662                      |
| NHS Nottingham and Nottinghamshire ICB      | 4,320                      | 73,125                     | 61,209                     | -              | 16,236                      |
| BCVS - Communities fund                     | -                          | 5,091                      | -                          | -              | 5,091                       |
| The National Lottery - Cost of Living       | -                          | 30,446                     | 34,572                     | 4,126          | -                           |
| Household Support Fund                      | -                          | 25,134                     | 25,139                     | 5              | -                           |
| TT (M)                                      | -                          | -                          | 322                        | 322            | -                           |
| Warsop PC                                   | -                          | -                          | 10                         | 10             | -                           |
|                                             | 211,838                    | 776,021                    | 767,215                    | (24,114)       | 196,530                     |
| <b>Unrestricted Funds:</b>                  |                            |                            |                            |                |                             |
| Core Fund                                   | 255,134                    | 95,016                     | 9,563                      | 24,114         | 364,701                     |
| Designated Reserve Fund                     | 90,209                     | -                          | -                          | -              | 90,209                      |
| <b>Total funds</b>                          | <b>557,181</b>             | <b>871,037</b>             | <b>776,778</b>             | <b>-</b>       | <b>651,440</b>              |

**Purposes of Restricted Funds**

**Money Advice & Pensions Service**

Grant received for the provision of debt advice services, regulated through the Financial Conduct Authority (FCA) throughout Bassetlaw and other areas as defined.

**Welfare Rights Bassetlaw - Macmillan**

Grant to deliver welfare rights advice to people affected by cancer and their families and/or for those receiving palliative care.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**Energy Redress**

This financial year incorporates our replacement energy project (Energy Advice on Prescription) funded from 1 September 2022 to 31 August 2024 to provide expert, tailored energy advice and support to assist vulnerable consumers in Bassetlaw to make better decisions and improve their current energy situation/crisis.

**Bassetlaw Community Voluntary Service (BCVS) - Communities Fund (UKSPF - UK Shared Prosperity Fund)**

Community Advice & Support - 'Thriving Together' project to 31/12/24 focussed on reaching hard to reach', vulnerable people and removing barriers in accessing advice services. To address inequalities, motivate change, improve life chances, increase economically active lives, by providing direct support and volunteer opportunities in the targeted high deprivation areas.

**Boots Foundation**

Our Help with Hardship project will reach and support more Bassetlaw residents negatively affected by the financial impact of the cost of living crisis. We will do this by helping/empowering individuals to find the root cause of the problem and explore solutions to maximise income/reduce expenditure.

**Citizens Advice Central Notts (Lead for National Lottery) - Early Intervention Worker**

Funding provided via a consortium of Nottinghamshire Local Citizens Advice. Funding is to ensure that vulnerable people with multi-complex issues have an Early Intervention Worker to act as a guide, to consolidate and organise an advice package across different services and organisations.

**Change, Grow, Live (CGL) - Early Intervention Worker (Led by Citizens Advice Central Notts)**

Funding provided via a consortium of Nottinghamshire Local Citizens Advice. Funding is to ensure that vulnerable people with multi complex issues - linked with drug and alcohol addictions have an Early Intervention Worker to act as a guide, to consolidate and organise an advice package across different services and organisations

**Citizens Advice (national) Pot 1 - Innovation**

To fund creative initiatives in service delivery that support clients through the cost of living crisis, via any channel or mix of channels (remote and/or face-to-face).

**Client Disbursements**

Following a detailed assessment of an individual to establish the level of hardship-funding to provide specific goods to individuals (purchased by BCA and ordered for delivery to the client).

**Household Support Fund (Bassetlaw District Council/Notts County Council)**

BCA as a referral partner to support individuals and organisations to the Household Support Fund, to provide advice and support on identifying the root cause of the issue causing hardship to the individual - a government fund to support low income eligible people through the cost of living crisis.

**Citizens Advice Energy Projects**

Supported by a variety of funders to deliver energy advice specific projects including Energy Advice Project (EAP), Energy Outreach Project (EOP), Regional Energy Lead (REL) for East Midlands district - to provide elements of energy advice savings and efficiencies to empower individuals to take control of their energy bills, via appointments and presentations to front-line workers and consumers.

**The National Lottery Community Organisations Cost of Living Fund**

To enable expansion of our service, so that more people can be supported and our waiting lists reduced. Additionally, the recruitment and training of 13 new volunteers.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**Bassetlaw District Council - Cost of Living Support - Money/Benefits caseworker**

BCA to receive referrals from the benefits service, on a pre-approved form in respect of clients who have requested or have been proactively identified as eligible for vouchers for food and/or fuel under the scheme.

**Cost of Living Response Grant (Bassetlaw District Council)**

To assess/triage people affected by the Cost of Living crisis by a mixture of channels.

**Integrated Care Board (ICB)**

Grant received to ensure that effective debt support advice and income maximisation support is offered to individuals experiencing mental ill health to improve quality of life, increase and improve engagement with services, increase whole health and self-management in order to promote recovery and wellbeing.

**Trust Funds**

The Trust Funds we received cover separate elements which include provision for; advice, support and training for people affected by mental health issues, hardship, volunteer recruitment/training/supervision.

**Transfers from/to restricted funds**

Transfers have been made from restricted funds to the general fund where projects have been completed in the year and funders have agreed that amounts will not be clawed back. An element of these underspends relate to management time and provision of assets to undertake the projects.

Transfers have been made to the restricted funds from the general fund to cover some of the overspend on projects.

**15. Finance leases and hire purchase contracts**

The charity had total future minimum lease payments under finance leases and hire purchase contracts are as follows:

|                   | 2024<br>£ | 2023<br>£ |
|-------------------|-----------|-----------|
| <b>Equipment</b>  |           |           |
| Within one year   | 792       | 3,168     |
| Two to five years | -         | -         |

**THE BASSETLAW CITIZENS ADVICE BUREAU**

England & Wales - Charity number 1118563

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# Accounts

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**BASSETLAW CITIZENS ADVICE BUREAU**  
(A company limited by guarantee)

**REPORT & FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**Charity No. 1118563**

Prepared by

**Williams Knowles & Co.**

Chartered Accountants

**BASSETLAW CITIZENS ADVICE BUREAU**  
ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS) FOR THE YEAR ENDED 31 MARCH 2023

The Trustees are pleased to present their annual directors' report together with the financial statements of the charity for the year ended 31 March 2023 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

### **Objectives and activities for the public benefit**

#### **Objectives**

The charity's objects are specifically 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 predominantly but not exclusively in the district of Bassetlaw, County of Nottinghamshire and surrounding areas.

In particular the company operates as a Citizens Advice Local Office under the membership scheme of Citizens Advice.

We provide free, confidential, impartial and independent advice on many topics including debt, welfare benefits, energy issues, housing, employment, consumer and family matters.

During the year we had a service delivery agreement with key funders:

- Consumer Advice and Law Service (CALS) for the provision of debt advice in the Bassetlaw area, as part of the East Midlands Money Advice (EMMA) service. This work is funded by the Money Advice and Pensions Service (MAPS).
- Macmillan Cancer Support for the provision of welfare benefits advice and support to those affected by cancer within the Bassetlaw area.
- Energy Redress for the provision of advice and support to those affected by fuel poverty and to reduce inequalities/issues with energy usage. Funded through the Energy Industry Voluntary Redress Scheme. [www.energyredress.org.uk](http://www.energyredress.org.uk)
- Bassetlaw Clinical Commissioning Group (CCG) - Income maximisation & debt recovery  
The aim of the project is to ensure that effective debt support advice and income maximisation support is offered to individuals experiencing mental ill health, to improve quality of life, increase and improve engagement with services, increase whole health and self-management in order to promote recovery and wellbeing. Please note that CCG ceased to exist from 30 June 2022. From 1 July 2022 this became the Integrated Care Board (ICB) - each of these acronyms are included in the accounts.
- Bassetlaw District Council - to support local people with enquiries for welfare benefits and the Cost of Living crisis.
- Notts County Council - to deliver advice, training and supervision to directly help local vulnerable people affected by the impact of covid-19.
- National Lottery - to provide caseworker support to ensure that local vulnerable people with multi-complex issues consolidate and organise an advice package.

Bassetlaw Citizens Advice relies heavily on the work of its volunteers to maintain the service which it provides. The cost of our volunteers (other than expenses) are not included within these accounts. The Trustee Board offers its thanks to our fantastic volunteers for the amazing work they do, without which the company could not operate effectively.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS) FOR THE YEAR ENDED 31 MARCH 2023**

**Public benefit**

The Citizens Advice Bassetlaw service aims to:

- Provide the advice people need for the problems they face.
- Improve the policies and practices that affect people's lives.
- Promote the values of equity, diversity, inclusivity and challenge discrimination.

**Activities**

**We maintained or developed the following activities:**

- An increased digital and face-to-face service reaching urban and rural locations, with regular general advice services from our Retford & Worksop offices.
- Welfare benefits, money management/debt, support for those living with cancer, mental health, energy specialist advice services.
- Information is promoted via the internet and through our social media channels of Facebook, Twitter and our website: [www.bassetlawca.org.uk](http://www.bassetlawca.org.uk).
- Strong relationships with key stakeholders and funders which allows us to collaboratively react to support the needs of our community.
- We have developed our knowledge of the health and wellbeing needs of the community through our work with the Bassetlaw Integrated Care Partnership.

**A review of our achievements and performance**

**In total we have successfully:**

- Completely relocated from our main Worksop office to a prominent High Street location
- Demonstrated consistent achievement of the Key Performance Indicators for our Quality of Advice and targets as set by our key funders listed above
- Found solutions for the many challenges presented by Covid-19 followed closely by the cost of living crisis
- Gained the highest ranking for all areas of our Year 2 Leadership Self-Assessment Award
- Met the requirements for debt advice and casework delivered as part of the East Midlands Money Advice Service Funding from this source is based on continuation to March 2025.

**In total we have reported:**

- 6,566 people (new and repeat) received advice from our general and specialist services.
- Our clients made 24,361 specific enquiries, of which the top six enquiry issues were; welfare benefits (8,222), personal debt & financial capability (4,509), employment (462), housing (1,058), relationship problems (583) and utility issues (4,534).
- Supported with over £5.4 million of personal debt.
- Gained £3,941,052 of additional welfare benefits and grant income for our clients.
- Recruited 25 volunteers to help maintain our general advice services at Retford and Worksop.
- Expanded our staff team to incorporate new projects throughout the year.

For a further breakdown of the statistical information for the work of our general and specialist services please see our Annual Report Presentation.

**Financial review**

Income for the year was £632,504, this figure was composed of existing and some new funding streams, which meant that we were able to maintain current and develop some new advice activity. Additionally an amount of this income

**BASSETLAW CITIZENS ADVICE BUREAU**  
**ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS) FOR THE YEAR ENDED 31 MARCH 2023**

includes some grants paid in advance for the 2023-2024 financial year. Expenditure was £673,894. We have continued to make savings where possible by keeping tight control on expenditure.

The income figure of £632,504 shows the additional income sources when compared to the original budgeted income figure of £297,112 i.e. an increase of £335,392.

The actual income figure includes some funding received during the year ended 31 March 2023 which has been adjusted to show certain restricted funding streams as a 'carry forward' instead of a 'deferred income' figure to be recorded within *this period due to the SORP regulations* (The Charities Statement of Recommended Practice) which relates to income to be spent from 1 April 2023.

Due to the agreed settlement of the pension liability, the statutory accounts reflect the actuarial gain of £301,000 as 'other' comprehensive income, which actually sits outside of the net surplus or deficit figure for the year end 31 March 2023. This is due to the £91,000 exit liability being paid in full in February 2023.

### **Principal funding sources**

We are extremely grateful to our funders who supported our service during this financial year:

- Bassetlaw District Council (Grant Aid) for their continued support with our premises and open-door drop-in and telephone advice service - particularly as this was the year that we relocated our main premises and had outstanding support from the many people involved in this process.
- Notts County Council (Grant Aid) for our open door drop-in and telephone advice service and our welfare rights specialist advice services.
- Energy Industry Voluntary Redress Scheme to maintain and develop our support people inadvertently affected by fuel poverty and issues with energy usage.
- Citizens Advice for Energy Best Deal presentations, Energy Best Deal Extra one-to-one sessions.
- Community Advice & Law Services (Money & Pensions Service) for our Money Advice Service debt advice services.
- Macmillan Cancer Support for our welfare rights and specialist advice services for people affected by cancer.
- Clinical Commissioning Group (Bassetlaw) - amended to ICB from 1 July 2023, to ensure that effective debt support advice and income maximisation support is offered to individuals experiencing mental ill health to improve quality of life, increase and improve engagement with services, increased whole health and self-management in order to promote recovery and wellbeing.
- Trust Funds- to support our generalist advice service and specific support.

### **Our main expenditure for the year was for:**

- Salary costs associated with the services we delivered.
- Administration, IT and support costs associated with the services we delivered
- Pension Liability payment (Cessation figure)

The trustees and management of the Local Citizens Advice continue to exercise firm financial control of the organisation. The trustees and management will look to implement any changes to our practices and procedures where we realise we can further improve them or rectify any weakness identified by our accountants.

### **Risk management**

The trustees have considered the major risks to which the charity is exposed and have reviewed those risks and established systems and procedures through an annually updated Risk Assessment and Business Contingency Plan to manage those risks. The trustees consider that the low levels of reserves, held to cover running costs for a period of time plus other unplanned expenditure, to be a major risk. Additionally the reductions in grant aid over the past 5 years is a further major risk. The input from the sub-committees (Income Generation and Finance) has further developed our services and continues to identify sustainable funding streams together with a planned programme to build up an amount of reserve funding for identified needs.

### **Reserves policy**

The following reserves policy has been approved by the Trustee Board. The trustees believe that the LCA should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of people in the event of unforeseen and potentially damaging circumstances arising. It has taken into account the reliability and continuance of future funding, timing of cash flows and working capital requirements, cover for unplanned emergencies

**BASSETLAW CITIZENS ADVICE BUREAU**  
ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS) FOR THE YEAR ENDED 31 MARCH 2023

and potential liabilities relating to staff should there be a closure of a particular activity.

The Trustees have determined to retain 6 months of operating costs in reserves to meet unexpected events (such as a significant loss of funding). The amount of running costs is calculated from the annual budget and amounts to £328,000. The actual amount of reserves held as at 31 March 2023 is £255,134.

The calculation of reserves is after designating funds for the following:

**i Core service fund**

The core service is operating at a deficit due to insufficient core funding but maintaining this service is vital, not only for clients of the generalist service but also for referrals to our existing projects. We are also using this designated fund to look at ways in which the core service could be made more efficient. We have designated £37,712 for this fund.

**ii Development and investment (internal)**

This is essential expenditure needed to maintain the operating capacity of our local office. We have aggregated amounts needed to spend on our infrastructure (IT and premises) and this comes to £12,497.

**iii Development and Investment ( external)** This fund is for existing and planned spend on new partnerships and opportunities - and includes the following:  
unfunded pilot projects, buying-in help with grant applications and fundraising, costs of attending conferences and networking meetings, our own research on clients needs to pitch to new partners and investment and training in new digital campaigns to reach more people.  
We have designated £40,000 for this fund.

**The total designated funds would therefore amount to £90,209**

**Plans for the future**

The key strategy for Bassetlaw Citizens Advice is:

- **To help more people get the advice they need** - ensuring our client's needs are at the forefront of everything that we do.
- **Securing** a sustainable service is the forefront of everything that we do through a structured and proactive approach to our fundraising strategy.
- **Providing a wrap-around service** for people, working with other organisations to provide complimentary services.
- **Identifying** opportunities for development and overcoming challenges.

Our three year business plan, which is reviewed annually, was rewritten during 2021 to take into account the changing financial environment, the complexity of client issues and the need to be more sustainable in the future.

**Our vision**

Our vision is for Citizens Advice Bassetlaw to be the key provider of information, advice and casework services for the people of Bassetlaw. **Our strategic aims are to:**

- Work in collaboration with our local community organisations and the public sector
- Be more influential
- Be more sustainable and effective
- Make it more accessible to get advice and support
- Be a stronger equality champion

**Reference and administrative details**

Company number: 06068486  
Charity number: 1118563

**Registered Office:** Bassetlaw Citizens Advice Bureau  
100-102 Bridge Street  
Worksop  
Nottinghamshire  
S80 1HZ

**BASSETLAW CITIZENS ADVICE BUREAU**  
ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS) FOR THE YEAR ENDED 31 MARCH 2023

**Accountants:** Williams Knowles & Co  
Chartered Accountants  
Lloyd Chambers  
139 Carlton Road  
Worksop  
Nottinghamshire  
S81 7AD

**Bankers:** Natwest  
69 Bridge Street  
Worksop  
Nottinghamshire  
S80 1DR

**Board Members:**

**Directors:**

|                    |               |                      |                                |
|--------------------|---------------|----------------------|--------------------------------|
| <b>Chair:</b>      | Arthur Deakin | Appointed 05.02.2019 | Due to be reappointed 2025     |
| <b>Vice chair</b>  | Roger Smith   | Appointed 04.01.2012 | Resigned 2022                  |
| <b>Vice Chair:</b> | Mark Hooper   | Appointed 26.05.2022 | Due to be reappointed 2025     |
| <b>Treasurer:</b>  | Jim Quek      | Appointed 24.09.2019 | Resigned (Treasurer Role) 2022 |
| <b>Treasurer:</b>  | Mark Hooper   | Appointed 26.05.2022 | Due to be reappointed 2025     |

**Trustees:**

|                  |                      |                            |
|------------------|----------------------|----------------------------|
| Barbara Harrison | Appointed 11.12.2018 | Due to be reappointed 2024 |
| Glen Roberts     | Appointed 27.09.2016 | Due to be reappointed 2025 |
| Sue Wigley       | Appointed 24.09.2019 | Due to be reappointed 2025 |
| Dawn Hickman     | Appointed 10.03.2020 | Due to be reappointed 2023 |
| David Pressley   | Appointed 05.02.2019 | Due to be reappointed 2025 |
| Nicola Sissons   | Appointed 18.10.2007 | Due to be reappointed 2025 |
| Jim Quek         | Appointed 24.09.2019 | Due to be reappointed 2025 |
| Karen Bestwick   | Appointed 01.12.2022 | Due to be reappointed 2025 |

**BDC Representatives**

|             |                  |                      |
|-------------|------------------|----------------------|
| June Evans  | Elected Annually | Resigned 20.06.2023  |
| Alan Rhodes | Elected Annually | Appointed 20.06.2023 |

**Secretary:**

|               |                      |
|---------------|----------------------|
| Karen Whitlam | Appointed 01.05.2018 |
|---------------|----------------------|

**Chief Executive Officer**

|               |                      |
|---------------|----------------------|
| Karen Whitlam | Appointed 01.05.2018 |
|---------------|----------------------|

**Structure, Governance & Management**

**Constitution**

Bassetlaw Citizens Advice Bureau is a company limited by guarantee and a registered charity governed by its Memorandum and Articles of Association, a revised version was filed at the Charities Commission on 8 December 2021.

**Appointment of Trustees**

Trustees are recruited through a Board of Directors Skills Audit and an interview against the audit findings. Trustees are then appointed in accordance with the rules set out in the Articles of Association of the Bureau, revised version adopted on 8 December 2021. Trustees serve for a 3 year period and can be re-elected for further periods of 3 years.

**Organisational structure**

The Board of directors meet on a regular basis usually six times a year. An executive board meets in between the

## **BASSETLAW CITIZENS ADVICE BUREAU**

### **ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS) FOR THE YEAR ENDED 31 MARCH 2023**

main board meetings. Day to day decision making is delegated to senior staff, while overall policy making and strategic decisions are made by the Board.

Additionally:

- The Finance Sub-Committee meets on a bi-monthly basis.
- The Income Generation team meets on a bi-monthly basis.
- The Pay Review team meets every 6 months, unless there is a need in between.

#### **Pay policy for senior staff**

The directors consider the board of directors, who are the Trust's trustees, and the Chief Executive Officer to be the key management personnel of the charity in charge of directing and controlling, running and operating the Trust on a day-to-day basis. All Trustees give their time voluntarily and receive no remuneration or other benefits with the exception of out of pocket expenses incurred in the undertaking of their duties as Trustees and as agreed with the Board.

The pay of the Chief Executive Officer is reviewed annually by the trustees and is set by reference to 'Pay scales and Allowances' published by the National Joint Council for Local Government Services.

#### **Going concern**

The COVID 19 global pandemic has continued to influence people's lives and the charity's operational procedures. This has continued to have an impact upon the way we have delivered our services and the consequent increased demand. The directors have considered these factors when reviewing the affairs of the organisation and have concluded, that the continued activity and reserves of the charitable company, are sufficient for the foreseeable future and in any case at least 12 months from the date of agreeing the financial statements, and therefore it is appropriate for them to be prepared on the going concern basis.

#### **Trustees' responsibilities in relation to the financial statements**

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

Company law requires the Board of Directors to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure, for that period. In preparing the 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;
- make judgements and 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 on that basis.

## **BASSETLAW CITIZENS ADVICE BUREAU**

### **ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS) FOR THE YEAR ENDED 31 MARCH 2023**

The Board of Directors are responsible for maintaining proper accounting records which disclose with reasonable accuracy, at any time, the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Board of Directors 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.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from the legislation in other jurisdictions.

#### **Approval**

This report has been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Companies Act 2006 and the Charities Act 2011.

Approved by the Board of Directors on

28/11/2023

and signed on its behalf by:



A M Deakin

Chair

**BASSETLAW CITIZENS ADVICE BUREAU**  
**INDEPENDANT EXAMINER'S REPORT TO THE TRUSTEES OF BASSETLAW CITIZENS ADVICE BUREAU**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows and Notes.

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

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

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.

N M Knowles ACA  
Williams Knowles & Co  
Chartered Accountants  
Lloyd Chambers  
139 Carlton Road  
Worksop  
S81 7AD



Dated:

28 November 2023

**BASSETLAW CITIZENS ADVICE BUREAU**  
**STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME & EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

|                                                            | Notes    | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>2023<br>£ | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>2022<br>£ |
|------------------------------------------------------------|----------|----------------------------|--------------------------|--------------------|----------------------------|--------------------------|--------------------|
| <b>INCOME</b>                                              |          |                            |                          |                    |                            |                          |                    |
| Donations                                                  | 4a       | 6,839                      | -                        | 6,839              | 222                        | -                        | 222                |
| Income from charitable activities                          | 4b       | 44,004                     | 569,221                  | 613,225            | 44,960                     | 755,602                  | 800,562            |
| Income from other activities                               | 4c       | 818                        | 7,736                    | 8,554              | 40,721                     | 1,660                    | 42,381             |
| Investment income                                          | 4d       | 3,886                      | -                        | 3,886              | 133                        | -                        | 133                |
| <b>Total income</b>                                        |          | <b>55,547</b>              | <b>576,957</b>           | <b>632,504</b>     | <b>86,036</b>              | <b>757,262</b>           | <b>843,298</b>     |
| <b>EXPENDITURE</b>                                         |          |                            |                          |                    |                            |                          |                    |
| Charitable activities                                      | 5        | 82,939                     | 590,955                  | 673,894            | 86,795                     | 580,110                  | 666,905            |
| <b>Total expenditure</b>                                   |          | <b>82,939</b>              | <b>590,955</b>           | <b>673,894</b>     | <b>86,795</b>              | <b>580,110</b>           | <b>666,905</b>     |
| <b>Net income / (defecit) for the year</b>                 | <b>6</b> | <b>(27,392)</b>            | <b>(13,998)</b>          | <b>(41,390)</b>    | <b>(759)</b>               | <b>177,152</b>           | <b>176,393</b>     |
| <b>Statement of comprehensive income</b>                   |          |                            |                          |                    |                            |                          |                    |
| <b>Net income / (defecit) for the year</b>                 |          | <b>(27,392)</b>            | <b>(13,998)</b>          | <b>(41,390)</b>    | <b>(759)</b>               | <b>177,152</b>           | <b>176,393</b>     |
| <b>Other comprehensive income</b>                          |          |                            |                          |                    |                            |                          |                    |
| Actuarial (deficit)/gain on defined benefit pension scheme | 16       | 301,000                    | -                        | 301,000            | 104,000                    | -                        | 104,000            |
| <b>Total comprehensive income for the year</b>             |          | <b>273,608</b>             | <b>(13,998)</b>          | <b>259,610</b>     | <b>103,241</b>             | <b>177,152</b>           | <b>280,393</b>     |
| Total funds brought forward                                |          | 44,454                     | 253,117                  | 297,571            | (85,966)                   | 103,144                  | 17,178             |
| Transfers between funds                                    | 14       | 27,281                     | (27,281)                 | -                  | 27,179                     | (27,179)                 | -                  |
| <b>Total funds carried forward</b>                         |          | <b>345,343</b>             | <b>211,838</b>           | <b>557,181</b>     | <b>44,454</b>              | <b>253,117</b>           | <b>297,571</b>     |

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

The annexed notes form part of these financial statements.

**BASSETLAW CITIZENS ADVICE BUREAU**  
BALANCE SHEET  
AS AT 31 MARCH 2023

|                                                          | Notes | £              | 2023<br>£      | £              | 2022<br>£      |
|----------------------------------------------------------|-------|----------------|----------------|----------------|----------------|
| <b>Fixed Assets</b>                                      |       |                |                |                |                |
| Tangible assets                                          | 10    |                | 760            |                | 3,260          |
| <b>Current Assets</b>                                    |       |                |                |                |                |
| Debtors                                                  | 11    | 111,438        |                | 93,675         |                |
| Cash at bank and in hand                                 |       | 458,819        |                | 611,066        |                |
|                                                          |       | <u>570,257</u> |                | <u>704,741</u> |                |
| <b>Creditors:</b> Amounts falling due<br>within one year | 12    | (13,836)       |                | (18,430)       |                |
|                                                          |       |                |                | <u></u>        |                |
| <b>Net Current Assets</b>                                |       |                | <u>556,421</u> |                | <u>686,311</u> |
| <b>Total Assets less Current Liabilities</b>             |       |                | 557,181        |                | 689,571        |
| <b>Pension liability</b>                                 | 16    |                | -              |                | (392,000)      |
|                                                          |       |                | <u></u>        |                | <u></u>        |
| <b>Net Assets</b>                                        |       |                | <u>557,181</u> |                | <u>297,571</u> |
|                                                          |       |                | <u></u>        |                | <u></u>        |
| <b>Unrestricted Funds</b>                                |       |                |                |                |                |
| Core Fund                                                | 14    |                | 255,134        |                | 346,245        |
| Designated Reserve                                       | 14    |                | 90,209         |                | 90,209         |
| Pension deficit                                          | 14    |                | -              |                | (392,000)      |
| <b>Restricted Funds</b>                                  | 14    |                | 211,838        |                | 253,117        |
|                                                          |       |                | <u></u>        |                | <u></u>        |
| <b>Total Funds</b>                                       |       |                | <u>557,181</u> |                | <u>297,571</u> |

The Directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of Section 477 of the Companies Act 2006. Members have not required the company, under Section 476 of the Companies Act 2006, to obtain an audit for the year ended 31 March 2023. The Executive Committee acknowledges its responsibilities for ensuring that the company keeps accounting records which comply with Section 386 of the Companies Act 2006, and for preparing accounts which give a true and fair view of the state of affairs of the company as at 31 March 2023 and of its excess of income over expenditure for the year then ended in accordance with the requirements of Section 396, and which otherwise comply with the requirements of the Act relating to the accounts so far as applicable to the company.

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

A M Deakin

Chair

M Hooper

Treasurer

Dated:

28/11/23

2023

The annexed notes form part of these financial statements.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

|                                                               | 2023<br>£ | 2022<br>£ |
|---------------------------------------------------------------|-----------|-----------|
| <b>Cash flows from operating activities:</b>                  |           |           |
| Net income / (deficit)                                        | (41,390)  | 176,393   |
| Adjustments for:                                              |           |           |
| Depreciation of tangible fixed assets                         | 2,500     | 2,501     |
| Interest from investments                                     | (3,886)   | (133)     |
| Interest payable and similar charges                          | -         | 9,000     |
| Defined benefit pension service charges                       | -         | 6,000     |
| Pension deficit payment                                       | (91,000)  | -         |
| Changes in:                                                   |           |           |
| Trade and other debtors                                       | (17,763)  | (14,678)  |
| Trade and other creditors                                     | (4,594)   | 5,293     |
|                                                               | <hr/>     | <hr/>     |
| Cash equivalents from/(used) in operations                    | (156,133) | 184,376   |
|                                                               | <hr/>     | <hr/>     |
| Net cash from operating activities                            | (156,133) | 184,376   |
|                                                               | <hr/>     | <hr/>     |
| <b>Cash flows from investing activities:</b>                  |           |           |
| Interest from investments                                     | 3,886     | 133       |
| Purchase of tangible fixed assets                             | -         | -         |
|                                                               | <hr/>     | <hr/>     |
| Net cash from/(used) in investing activities                  | 3,886     | 133       |
|                                                               | <hr/>     | <hr/>     |
| <b>Net increase/(decrease) in cash and cash equivalents</b>   | (152,247) | 184,509   |
| <b>Cash and cash equivalents at the beginning of the year</b> | 611,066   | 426,557   |
|                                                               | <hr/>     | <hr/>     |
| <b>Cash and cash equivalents at the end of the year</b>       | 458,819   | 611,066   |
|                                                               | <hr/>     | <hr/>     |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**1. GENERAL INFORMATION**

The charity is 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 Bassetlaw Citizens Advice Bureau, 100 - 102 Bridge Street, Worksop, Nottinghamshire, S80 1HZ.

**2. STATEMENT OF COMPLIANCE**

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

**3. ACCOUNTING POLICIES**

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

**a. Basis of preparation**

Bassetlaw Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The financial statements are prepared in sterling, which is the functional currency of the charity and are rounded to the nearest pound.

**b. Going concern**

The charity has previously had low unrestricted reserves due to a provision in respect of a pension deficit in a multi employer defined benefit pension scheme.

The charity has made settlement of its deficit in the year, in an agreement with the scheme, this in turn has released funds from the provision and now shows a much healthier balance on unrestricted funds.

The trustees have concluded that the ongoing levels of income and expenditure, together with the reserves held, provide sufficient resources for the charitable company to continue, for at least 12 months from the date of agreeing these financial statements and therefore the going concern basis of preparation, continues to be appropriate.

**c. Judgements and key sources of estimation uncertainty**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of estimation means that the outcomes could differ from those estimates.

The significant area of estimation uncertainty for the charity has previously included the calculation of the pension liability, information is included in the accounting policy pension note below and also note 16 in respect of the comparative figures.

The only other area of estimation uncertainty relates to the useful lives of fixed assets and depreciation.

**d. Fund accounting**

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

Designated funds are unrestricted funds earmarked by the Board of Trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor.

**e. Income**

All income is included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the charity where this can be quantified.
- The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

**f. Expenditure**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Costs of generating funds comprise the costs associated with attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the accountancy fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor areas, per capita or estimated usage.

**g. Tangible fixed assets**

Tangible fixed assets are stated at cost less depreciation. Items are capitalised if they have an economic life in excess of one year and cost at least £1,000.

Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives on the following basis:

|                       |                   |
|-----------------------|-------------------|
| Fixtures and fittings | 20% straight line |
| Office equipment      | 20% straight line |
| Computer equipment    | 25% straight line |

**h. Leasing**

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are included in expenditure as incurred.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**i. Pensions**

**Defined benefit scheme**

The charity previously participated in a multi employer defined benefit scheme, operated by Nottinghamshire County Council. The cost of the defined benefit pension plan and the present value of the pension obligation are determined using actuarial valuations. An actuarial valuation involves making various assumptions that may differ from actual outcomes. These include the determination of the discount rate, future salary increases, mortality rates and future pension increases. Due to the complexities involved in the valuation and its long term nature, a defined benefit obligation is highly sensitive to changes in these assumptions.

The defined benefit scheme is funded, with the assets of the scheme held separately from those of the charity. Pension scheme assets are measured at fair value and liabilities are measured on the actuarial basis as described above. The resulting defined benefit asset or liability is presented separately after other net assets on the face of the balance sheet.

For the year ended 31 March 2023 the employers contributions to the scheme amounted to £1,779 (2022 £2,093), and contributions towards the deficit of £3,670 (2022 - £3,863).

In February 2023, all ongoing contributions to the scheme ceased and the charity agreed a settlement figure with the scheme for the funding of its share of the deficit amounting to £91,000.

**Defined contribution scheme**

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

The charity has opted to use NEST for its auto enrolment pension scheme.

The employers contributions in the year amounted to £11,751 (2022 - £7,299).

**j. Financial instruments**

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument. Basic financial instruments are initially recognised at the transaction price, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Cash and cash equivalents, cash is represented by cash in hand held with financial institutions.

Debtors, short term debtors are measured at the transaction price less any impairment.

Creditors, short term creditors are measured at the transaction price.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**4. INCOME**

|                                                       | Unrestricted<br>£ | Restricted<br>£ | Total<br>2023<br>£ | Total<br>2022<br>£ |
|-------------------------------------------------------|-------------------|-----------------|--------------------|--------------------|
| <b>a. Donations</b>                                   |                   |                 |                    |                    |
| Trust fund donation                                   | 2,000             | -               | 2,000              | -                  |
| Heart of England Foundation                           | 2,291             | -               | 2,291              | -                  |
| Hot desk facility                                     | 2,427             | -               | 2,427              | -                  |
| Other donations                                       | 121               | -               | 121                | 222                |
|                                                       | 6,839             | -               | 6,839              | 222                |
| <b>b. Income from charitable activities</b>           |                   |                 |                    |                    |
| Nottinghamshire County Council                        | 28,460            | -               | 28,460             | 145,660            |
| Bassetlaw District Council                            | -                 | 29,149          | 29,149             | 20,000             |
| Bassetlaw District Council - Better Care              | -                 | -               | -                  | 12,258             |
| Bassetlaw District Council - Cost of Living           | -                 | 6,898           | 6,898              | -                  |
| Boots                                                 | -                 | 9,950           | 9,950              | -                  |
| Broxtowe Citizens Advice - Early Intervention Project | -                 | 18,401          | 18,401             | 17,865             |
| Broxtowe Citizens Advice - Household Support Fund     | -                 | -               | -                  | 2,750              |
| Citizens Advice - Early adoption                      | 500               | -               | 500                | -                  |
| Citizens Advice - Energy Redress                      | -                 | 133,651         | 133,651            | 94,232             |
| Citizens Advice -Help to Claim                        | 372               | -               | 372                | 36,711             |
| Citizens Advice -Energy Cita                          | -                 | 38,480          | 38,480             | -                  |
| Citizens Advice - Cost of Living                      | -                 | 15,000          | 15,000             | -                  |
| Citizens Advice - EAP / EOP                           | -                 | 15,000          | 15,000             | -                  |
| Citizens Advice - Other                               | -                 | -               | -                  | 112                |
| Kickstart                                             | -                 | 18,665          | 18,665             | -                  |
| Nottinghamshire County Council                        | -                 | -               | -                  | 21,700             |
| Money Advice & Pensions Service                       | -                 | 159,074         | 159,074            | 111,505            |
| Macmillan Cancer Support                              | -                 | 107,186         | 107,186            | 100,376            |
| NHS Bassetlaw - CCG                                   | -                 | -               | -                  | 189,323            |
| Nottinghamshire County Council - Household Support    | -                 | 10,267          | 10,267             | -                  |
| Hospitality Action - Bankruptcy Grant                 | -                 | -               | -                  | 680                |
| Energy Saving Trust                                   | -                 | -               | -                  | 43,380             |
| National Lottery Community Fund                       | -                 | -               | -                  | -                  |
| The Access to Justice Foundation                      | 14,672            | -               | 14,672             | -                  |
| Western Power                                         | -                 | 2,500           | 2,500              | -                  |
| Thomas Farr Trust Fund                                | -                 | 5,000           | 5,000              | -                  |
| The Lady Hind Trust                                   | -                 | -               | -                  | 2,500              |
| Freemasons Fund                                       | -                 | -               | -                  | 1,000              |
| Hospital Saturday Fund                                | -                 | -               | -                  | 510                |
|                                                       | 44,004            | 569,221         | 613,225            | 800,562            |
| <b>c. Income from other activities</b>                |                   |                 |                    |                    |
| Training                                              | -                 | -               | -                  | 1,320              |
| Funding for clients                                   | -                 | 7,606           | 7,606              | 340                |
| Kickstart                                             | -                 | -               | -                  | 40,721             |
| Other income                                          | 818               | 130             | 948                | -                  |
|                                                       | 818               | 7,736           | 8,554              | 42,381             |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

|                             | Unrestricted<br>£ | Restricted<br>£ | Total<br>2023<br>£ | Total<br>2022<br>£ |
|-----------------------------|-------------------|-----------------|--------------------|--------------------|
| <b>d. Investment income</b> |                   |                 |                    |                    |
| Bank interest receivable    | 3,886             | -               | 3,886              | 133                |

|                                        |            | <i>Unrestricted</i> |       | <i>Restricted</i> |         |                  |         |         |
|----------------------------------------|------------|---------------------|-------|-------------------|---------|------------------|---------|---------|
|                                        |            | Designated          |       | Debt              | Welfare | Other Restricted |         |         |
| Allocation basis                       |            | Core                | Funds | Advice            | Rights  | Activities       | Total   | Total   |
|                                        |            | £                   | £     | £                 | £       | £                | £       | £       |
| <b>Charitable Activities</b>           |            |                     |       |                   |         |                  |         |         |
| Client Payments                        | actual     | -                   | -     | -                 | -       | 4,144            | 4,144   | 2,565   |
| Project partner payments               | actual     | -                   | -     | -                 | -       | 3,761            | 3,761   | 103,298 |
| Telephone                              | actual     | 9,308               | -     | 2,328             | 3,237   | 4,147            | 19,020  | 11,539  |
| Print post & copy                      | actual     | 858                 | -     | 242               | 797     | 267              | 2,164   | 1,180   |
| Other office costs                     | actual     | 676                 | -     | 545               | 440     | 781              | 2,442   | 2,431   |
| <b>Information, Publications &amp;</b> |            |                     |       |                   |         |                  |         |         |
| Computer costs                         | actual     | 14,245              | -     | 2,125             | 1,282   | 8,042            | 25,694  | 14,079  |
| Insurance                              | actual     | 1,810               | -     | -                 | -       | -                | 1,810   | 1,567   |
| Staff costs                            | actual     | 115,873             | -     | 115,614           | 77,554  | 272,903          | 581,944 | 476,289 |
| Training                               | actual     | 100                 | -     | 115               | 1,149   | 316              | 1,680   | 1,485   |
| Premises costs                         | actual     | 3,765               | -     | -                 | -       | 569              | 3,196   | 8,839   |
| Volunteer expenses                     | actual     | 3,753               | -     | -                 | 36      | 106              | 3,895   | 252     |
| Depreciation                           | actual     | 2,500               | -     | -                 | -       | -                | 2,500   | 2,501   |
| Legal & Professional                   | actual     | 1,526               | -     | -                 | 120     | 280              | 1,926   | 12,898  |
| Other expenses                         | actual     | 2,569               | -     | -                 | -       | 3,499            | 6,068   | 5,182   |
| <b>Defined benefit pension costs</b>   |            |                     |       |                   |         |                  |         |         |
| Service costs                          | actual     | -                   | -     | -                 | -       | -                | -       | 6,000   |
| Interest                               | actual     | -                   | -     | -                 | -       | -                | -       | 9,000   |
| Support charges                        | Staff time | (85,829)            | -     | 22,953            | 13,573  | 49,303           | -       | -       |
|                                        |            | 71,154              | -     | 143,922           | 98,188  | 346,980          | 660,244 | 659,105 |
| <b>Governance</b>                      |            |                     |       |                   |         |                  |         |         |
| Accountancy                            | actual     | 6,548               | -     | -                 | -       | 625              | 7,173   | 6,725   |
| Independent examination                | actual     | 750                 | -     | -                 | -       | -                | 750     | 750     |
| Pension advice                         | actual     | 5,324               | -     | -                 | -       | -                | 5,324   | -       |
| Bank charges & interest                | actual     | 322                 | -     | -                 | -       | -                | 322     | 325     |
| Other                                  | actual     | 81                  | -     | -                 | -       | -                | 81      | -       |
| Support charges                        | Staff time | (1,240)             | -     | 290               | 205     | 745              | -       | -       |
|                                        |            | 11,785              | -     | 290               | 205     | 1,370            | 13,650  | 7,800   |
| <b>Total expenditure</b>               |            |                     |       |                   |         |                  |         |         |
|                                        |            | 82,939              | -     | 144,212           | 98,393  | 348,350          | 673,894 | 666,905 |
| <b>Support charges</b>                 |            |                     |       |                   |         |                  |         |         |
| <b>Charitable activities</b>           |            |                     |       |                   |         |                  |         |         |
| Salaries                               |            | (53,824)            | -     | 14,163            | 8,599   | 31,062           | -       | -       |
| Staff & volunteer exp                  |            | (1,162)             | -     | 296               | 181     | 685              | -       | -       |
| Office expenses                        |            | (25,119)            | -     | 6,900             | 3,918   | 14,301           | -       | -       |
| Premises costs                         |            | (4,296)             | -     | 1,120             | 641     | 2,535            | -       | -       |
| Other costs                            |            | (1,428)             | -     | 474               | 234     | 720              | -       | -       |
|                                        |            | (85,829)            | -     | 22,953            | 13,573  | 49,303           | -       | -       |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**6. Net Incoming Resources for the year**

|                                                          | 2023<br>£ | 2022<br>£ |
|----------------------------------------------------------|-----------|-----------|
| This is stated after charging:                           |           |           |
| Depreciation of fixed assets -<br>for use by the charity | 2,500     | 2,501     |
| Independent examiners fee                                | 750       | 750       |
| Accountancy fees paid to independent examiner            | 1,354     | 1,017     |
| Payroll processing fees paid to independent examiner     | 1,486     | 1,388     |
| Other consultants accountancy fees                       | 4,333     | 4,320     |

**7. Staff costs and numbers**

Included in staff costs were the following:

|                       |                |                |
|-----------------------|----------------|----------------|
| Salaries and pensions | 548,695        | 452,731        |
| Social security costs | 35,117         | 26,664         |
| Employment Allowance  | (5,000)        | (4,000)        |
| Other staff costs     | 8,707          | 2,631          |
|                       | <u>587,519</u> | <u>478,026</u> |

No employee received emoluments of more than £60,000.

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

|                                                        | Number | Number |
|--------------------------------------------------------|--------|--------|
| Activities in the furtherance of the charity's objects | 34     | 31     |

**8. Trustee Remuneration & Related Party Transactions**

No members of the Board of Trustees received any remuneration during the year.

Trustee expenses were as follows:

|                                                                 |     |     |
|-----------------------------------------------------------------|-----|-----|
| Number of trustees who were paid expenses                       | -   | -   |
| Amounts paid                                                    |     |     |
| Travel                                                          | -   | -   |
| Also paid on behalf of all trustees was an indemnity insurance: |     |     |
| Indemnity Insurance                                             | 280 | 280 |

The Board of Trustees has a representative from Bassetlaw District Council who is a non-voting member.  
The Charity received a grant from Bassetlaw District Council as listed in note 4.

There were no disclosable related party transactions during the year (2022 - none)

**9. Taxation**

Bassetlaw Citizens Advice Bureau is a registered charity and as such is a charity within the meaning of schedule 6 of the Finance Act 2010. Accordingly, it is potentially entitled to tax exemption under part 11 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992 in respect of income and gains arising.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**10. Tangible Fixed Assets**

|                                 | Fixtures &<br>Fittings<br>£ | Computers<br>and Office<br>Equipment<br>£ | Total<br>£ |
|---------------------------------|-----------------------------|-------------------------------------------|------------|
| <b>COST</b>                     |                             |                                           |            |
| At 1 April 2022                 | 5,597                       | 48,871                                    | 54,468     |
| Additions                       | -                           | -                                         | -          |
| Disposals                       | -                           | -                                         | -          |
| At 31 March 2023                | 5,597                       | 48,871                                    | 54,468     |
| <b>ACCUMULATED DEPRECIATION</b> |                             |                                           |            |
| At 1 April 2022                 | 4,079                       | 47,129                                    | 51,208     |
| Charge for the year             | 759                         | 1,741                                     | 2,500      |
| Eliminated on disposal          | -                           | -                                         | -          |
| At 31 March 2023                | 4,838                       | 48,870                                    | 53,708     |
| <b>NET BOOK VALUE</b>           |                             |                                           |            |
| At 31 March 2023                | 759                         | 1                                         | 760        |
| At 31 March 2022                | 1,518                       | 1,742                                     | 3,260      |

**11. Debtors**  
Prepayments  
Debtors

| 2023<br>£ | 2022<br>£ |
|-----------|-----------|
| 2,838     | 1,842     |
| 108,600   | 91,833    |

|         |        |
|---------|--------|
| 111,438 | 93,675 |
|---------|--------|

**12. Creditors:**

Amounts falling due within one year

Accruals  
Other creditors

| 2023<br>£ | 2022<br>£ |
|-----------|-----------|
| 11,729    | 9,307     |
| 2,107     | 9,123     |
| 13,836    | 18,430    |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**13. Analysis of Net Assets Between Funds**

|                             | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>Funds<br>£ |
|-----------------------------|----------------------------|--------------------------|---------------------|
| Tangible fixed assets       | 760                        | -                        | 760                 |
| Current assets              | 352,810                    | 217,447                  | 570,257             |
| Current liabilities         | (8,227)                    | (5,609)                  | (13,836)            |
| Net assets at 31 March 2023 | 345,343                    | 211,838                  | 557,181             |

**14. Movement in Funds**

|                                             | At<br>1 April<br>2022<br>£ | Incoming<br>Resources<br>£ | Outgoing<br>Resources<br>£ | Transfers<br>£ | At<br>31 March<br>2023<br>£ |
|---------------------------------------------|----------------------------|----------------------------|----------------------------|----------------|-----------------------------|
| <b>Restricted Funds:</b>                    |                            |                            |                            |                |                             |
| Money Advice & Pensions Service             | -                          | 159,204                    | 144,212                    | -              | 14,992                      |
| Welfare Rights Bassetlaw - Macmillan        | 31,340                     | 107,186                    | 96,993                     | -              | 41,533                      |
| Bassetlaw District Council - Welfare Rights | -                          | 29,149                     | 1,400                      | -              | 27,749                      |
| Energy Redress                              | 9,726                      | 133,651                    | 108,400                    | -              | 34,977                      |
| Notts County Council - PSRF                 | 49,687                     | -                          | 26,600                     | -              | 23,087                      |
| Boots                                       | -                          | 9,950                      | -                          | -              | 9,950                       |
| Client disbursements                        | -                          | 7,606                      | 7,593                      | -              | 13                          |
| Cost of Living Crisis                       | -                          | 21,898                     | 8,970                      | -              | 12,928                      |
| Energy Citizens Advice                      | 28,494                     | 53,480                     | 34,693                     | (28,494)       | 18,787                      |
| Trust Funds                                 | 3,009                      | 5,000                      | 3,009                      | -              | 5,000                       |
| Kickstart                                   | -                          | 18,665                     | 18,419                     | (246)          | -                           |
| Better Care                                 | 10,520                     | -                          | 1,770                      | -              | 8,750                       |
| Broxtowe Citizens Advice                    | 10,326                     | 18,401                     | 18,975                     | -              | 9,752                       |
| Bassetlaw CCG                               | 110,015                    | -                          | 105,695                    | -              | 4,320                       |
| Household Support                           | -                          | 10,267                     | 10,267                     | -              | -                           |
| Western Power                               | -                          | 2,500                      | 3,959                      | 1,459          | -                           |
|                                             | 253,117                    | 576,957                    | 590,955                    | (27,281)       | 211,838                     |
| <b>Unrestricted Funds:</b>                  |                            |                            |                            |                |                             |
| Core Fund                                   | 346,245                    | 55,547                     | 82,939                     | (63,719)       | 255,134                     |
| Designated Reserve Fund                     | 90,209                     | -                          | -                          | -              | 90,209                      |
| Defined benefit pension liability           | (392,000)                  | 301,000                    | -                          | 91,000         | -                           |
| <b>Total funds</b>                          | 297,571                    | 933,504                    | 673,894                    | -              | 557,181                     |

**Purposes of Restricted Funds**

**Access to Justice**

Cost of Living Legal Support Grant - to support people who are facing hardship as a result of the rise in the cost of living. This grant will increase sustainability of the advice sector to meet increases in demand throughout the cost of living crisis, so that the sector can continue to provide essential services to individuals.

**Money Advice & Pensions Service**

Grant received for the provision of debt advice services, regulated through the Financial Conduct Authority (FCA) throughout Bassetlaw and other areas as defined.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**Welfare Rights Bassetlaw - Macmillan**

Grant to deliver welfare rights advice to people affected by cancer and their families and/or for those receiving palliative care.

**Energy Redress**

This financial year incorporates funding to August 2022 - continuation of the previous years project (Be Savvy - Be Energy Smart), with a replacement project (Energy Advice on Prescription) funded from September 2022 - to provide expert energy advice and support to assist vulnerable consumers in Bassetlaw to make better decisions and improve their current energy situation/crisis.

**Citizens Advice Energy Projects**

Supported by a variety of funders (BESN, CMAP, EAP/EOP - to provide elements of energy advice savings and efficiencies to empower individuals to take control of their energy bills, via appointments and presentations.

**Bassetlaw District Council - Cost of Living Support- Money advisor**

BCA to receive referrals from the benefits service, on a pre-approved form in respect of clients who have requested or have been proactively identified as eligible for vouchers for food and/or fuel under the scheme.

**Boots Foundation**

Our Help with Hardship project will reach and support more Bassetlaw residents negatively affected by the financial impact of the cost of living crisis. We will do this by helping/empowering individuals to find the root cause of the problem and explore solutions to maximise income/reduce expenditure.

**Broxtowe Citizens Advice (Lead for National Lottery (Early Intervention Worker)**

Funding provided via a consortium of Nottinghamshire Local Citizens Advice. Funding is to ensure that vulnerable people with multi-complex issues have a caseworker to act as a guide, to consolidate and organise an advice package across different services and organisations.

**Bassetlaw Clinical Commissioning Group (CCG) /Integrated Care Board**

Grant received to ensure that effective debt support advice and income maximisation support is offered to individuals experiencing mental ill health to improve quality of life, increase and improve engagement with services, increase whole health and self-management in order to promote recovery and wellbeing.

**Cost of Living Response Grant (Bassetlaw District Council)**

To assess/triage people affected by the Cost of Living crisis.

**Household Support Fund (Bassetlaw District Council/Notts County Council**

BCA as a referral partner to support individuals and organisations to the Household Support Fund - a government fund to support low income eligible people through the cost of living crisis.

**Kickstart (Department of Work & Pensions/East Midlands Chamber of Commerce)**

To provide opportunities for employment for people under the age of 25 years, struggling to gain work experience.

**Notts County Council (Partnership Recovery Fund)**

Bassetlaw Citizens Advice (as lead organisation) for two projects for contribution to the delivery of advice, training and supervision to directly help vulnerable, higher risk Nottinghamshire people affected by COVID-19

**Trust Funds**

The Trust Funds we received cover separate elements which include provision for; advice, support and training for people affected by mental health issues, hardship, volunteer recruitment/training/supervision.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**Western Power - Holiday Hunger - Family Support in Bassetlaw**

The project funding is to specifically target families on low incomes and vulnerable situations to educate them and provide ongoing advice and support to reduce food poverty.

**Transfers from restricted funds**

Transfers have been made from restricted funds to the general fund where projects have been completed in the year and funders have agreed that amounts will not be clawed back. An element of these underspends relate to management time and provision of assets to undertake the projects.

**15. Finance leases and hire purchase contracts**

The charity had total future minimum lease payments under finance leases and hire purchase contracts are as follows:

|                   | 2023<br>£ | 2022<br>£ |
|-------------------|-----------|-----------|
| <b>Equipment</b>  |           |           |
| Within one year   | 3,168     | 3,858     |
| Two to five years | -         | 5,166     |

**16. Pension commitments**

The charity participated in the Local Government Pension Scheme operated by Nottinghamshire County Council. This scheme is a multi employer defined benefit scheme. The plans assets are held in separate trustee administered funds. The plan exposed the charity to actuarial risk, namely investment risk, interest rate risk, inflation risk, longevity risk and salary risk.

After taking advice, the charity has made a settlement with the pension scheme which now takes away any future risks and uncertainty surrounding its liability for future pensions for ex-employees.

**Statement of financial position as at 31 March 2023**

|                                                              | 31.03.2023<br>£000s | 31.03.2022<br>£000s |
|--------------------------------------------------------------|---------------------|---------------------|
| Present value of the defined benefit obligation              | -                   | 997                 |
| Fair value of Fund Assets (bid value)                        | -                   | 605                 |
| Deficit / (Surplus)                                          | -                   | 392                 |
| Net defined benefit liability                                | -                   | 392                 |
| <b>Amounts recognised in the profit and loss statements:</b> |                     |                     |
| Service cost                                                 | -                   | 6                   |
| Net interest on the defined liability(asset)                 | -                   | 9                   |
| Total                                                        | -                   | 15                  |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

|                                                                                                               | 31.03.2023<br>£000s | 31.03.2022<br>£000s |
|---------------------------------------------------------------------------------------------------------------|---------------------|---------------------|
| <b>Reconciliation of opening and closing balances of the present value of the defined benefit obligation:</b> |                     |                     |
| Opening defined benefit obligation                                                                            | -                   | 998                 |
| Current service cost                                                                                          | -                   | 6                   |
| Interest cost                                                                                                 | -                   | 20                  |
| Change in financial assumptions                                                                               | -                   | 63                  |
| Change in demographic assumptions                                                                             | -                   | -                   |
| Experience loss/(gain) on defined benefit obligation                                                          | -                   | 2                   |
| Estimated benefits paid net of transfers in                                                                   | -                   | 33                  |
| Past service costs, including curtailments                                                                    | -                   | -                   |
| Contributions by Scheme participants and other employers                                                      | -                   | 1                   |
| Closing defined benefit obligation                                                                            | <u>-</u>            | <u>997</u>          |

**Reconciliation of the opening and closing balances of the fair value of Fund assets:**

|                                                           |          |            |
|-----------------------------------------------------------|----------|------------|
| Opening fair value of Fund assets                         | -        | 517        |
| Interest on assets                                        | -        | 11         |
| Return on assets less interest                            | -        | 37         |
| Other actuarial gains/(losses)                            | -        | -          |
| Contributions by employers                                | -        | 6          |
| Contributions by scheme participants                      | -        | 1          |
| Estimated benefits paid plus unfunded net of transfers in | -        | 33         |
| Closing fair value of fund assets                         | <u>-</u> | <u>605</u> |

**The estimated asset allocation of funds held in the scheme is as follows:**

|                              |          |            |
|------------------------------|----------|------------|
| Equities                     | -        | 329        |
| Gilts                        | -        | 18         |
| Other bonds                  | -        | 39         |
| Property                     | -        | 55         |
| Cash                         | -        | 28         |
| Inflation-linked pooled fund | -        | 20         |
| Infrastructure               | -        | 28         |
| Total                        | <u>-</u> | <u>517</u> |

The following assumptions were made by the Actuaries in arriving at the above figures

| <b>Life expectancy from age 65 years</b> | <b>31.03.2023</b> | <b>31.03.2022</b> |
|------------------------------------------|-------------------|-------------------|
| Retiring today - males                   | -                 | 21.6 years        |
| - females                                | -                 | 24.3 years        |
| Retiring in 20 years - males             | -                 | 23 years          |
| - females                                | -                 | 25.8 years        |
| Discount rate                            | -                 | 2.60%             |
| Pension increases                        | -                 | 3.20%             |
| Salary increases                         | -                 | 4.20%             |

**THE BASSETLAW CITIZENS ADVICE BUREAU**

England & Wales - Charity number 1118563

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# Accounts

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Company No. 06068486 (England & Wales)

**BASSETLAW CITIZENS ADVICE BUREAU**  
(A company limited by guarantee)

**REPORT & FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2022**

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Charity No. 1118563

Prepared by

**Williams Knowles & Co.**

Chartered Accountants

**BASSETLAW CITIZENS ADVICE BUREAU**  
**ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS)**

The Trustees are pleased to present their annual directors' report together with the financial statements of the charity for the year ended 31 March 2022 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

**Objectives and activities for the public benefit**

**Objectives**

The charity's objects are specifically 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 predominantly but not exclusively in the district of Bassetlaw, County of Nottinghamshire and surrounding areas.

In particular the company operates as a Citizens Advice Local Office under the membership scheme of Citizens Advice.

We provide free, confidential, impartial and independent advice on many topics including debt, welfare benefits, energy issues, housing, employment, consumer and family matters.

During the year we had a service delivery agreement with:

- Consumer Advice and Law Service (CALS) for the provision of debt advice in the Bassetlaw area, as part of the East Midlands Money Advice (EMMA) service. This work is funded by the Money Advice and Pensions Service (MAPS).
- Macmillan Cancer Support for the provision of welfare benefits advice and support to those affected by cancer within the Bassetlaw area.
- Energy Redress for the provision of advice and support to those affected by fuel poverty and to reduce inequalities/issues with energy usage. Funded through the Energy Industry Voluntary Redress Scheme. [www.energyredress.org.uk](http://www.energyredress.org.uk)
- Department of Work and Pensions (DWP) via Citizens Advice for the provision of support to aid vulnerable clients to make a claim for Universal Credit through the Help to Claim scheme.
- Bassetlaw Clinical Commissioning Group (CCG) - Income maximisation & assisting people to recover from their debts. The aim of the project is to ensure that effective debt support advice and income maximisation support is offered to individuals experiencing mental ill health, to improve quality of life, increase and improve engagement with services, increase whole health and self-management in order to promote recovery and wellbeing.
- Notts County Council - under their Local Improvement Scheme (LIS) funding.

The company relies heavily on the work of its volunteers to maintain the service which it provides. The Trustee board offers its thanks to our fantastic volunteers for the amazing work that they do, without which the company could not operate effectively.

**Public benefit**

The Citizens Advice Bassetlaw service aims to:

- Provide the advice people need for the problems they face.
- Improve the policies and practices that affect people's lives.
- It values diversity, promotes equality and challenges discrimination.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS)**

## **Activities**

### **We maintained or developed the following activities:**

- An increased digital service, a face-to-face channel and outreach venues outside of Covid-19 lockdowns to provide general advice services from our Retford & Worksop offices.
- Welfare benefits, money management, mental health, debt and energy specialist advice services.
- Information is available via the internet and through our social media channels of Facebook, Twitter and our website: [www.bassetlawcab.org.uk](http://www.bassetlawcab.org.uk).
- Strong relationships with key stakeholders and funders which allows us to collaboratively react to support the needs of our community.
- We have developed our knowledge of the health and wellbeing needs of the community through our work with the Bassetlaw Integrated Care Partnership.

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding on the services and activities that the LCA (Local Citizens Advice) has undertaken during the year in question. Based on the services and activities outlined in this report, the trustees are satisfied that they meet the public benefit reporting requirements.

### **A review of our achievements and performance**

#### **In total we have evidenced:**

- Consistent achievement of the Key Performance Indicators for our Quality of Advice
- Finding solutions for the many challenges presented by Covid 19
- Our Year 3 Leadership Self-Assessment Award - the highest ranking for all areas of the Assessment
- We met the requirements for debt advice and casework delivered as part of the East Midlands Money Advice Service. Funding from this source is based on continuation to January 2023.

#### **In total we have reported:**

- 4,521 people (new and repeat) were helped through advice and support from our general and specialist services.
- Our clients raised 19,978 specific enquiries, of which the top six enquiry issues were; welfare benefits (6,153), personal debt & financial capability (3,940), employment (609), housing (902), relationship problems (536) and utility issues (3,791).
- Supported clients with £5.7 million of personal debt.
- Gained £1,173,930 of additional welfare benefits and grant income for our clients.
- Recruited and trained additional volunteers to help maintain our general advice services in Retford and Worksop.

## **Financial review**

Income for the year was £843,298, this figure was composed of existing and some new funding and meant that we were able to maintain current and develop some new advice activity. An amount of the above income includes some grants paid in advance for the 2022-2023 financial year. Expenditure was £666,905. We have continued to make savings where possible by keeping tight control on expenditure.

***The Charity prepares its accounts to comply with Accounting and Reporting by Charities: Statement of Recommended Practice and income from donations or grants is recognised when there is evidence of entitlement to the amount, receipt is probable and its amount can be measured reliably. The use of the accrual model option for the recognition of income from government grants is not permitted by the SORP.***

***Included within the income for the year of £843,298 is income for the following financial year 2022 - 2023 of £243,160, from two of the key restricted income streams CCG - £97,500 and NCC - £145,660.***

## **Principal funding sources**

We are extremely grateful to our funders who supported our service during this financial year:

- Bassetlaw District Council (Grant Aid) for their continued support with our premises and open-door drop-in and telephone advice service.
- Nottinghamshire County Council (Grant Aid) for our open-door drop-in and telephone advice service and our welfare rights specialist advice services.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS)**

- Energy Industry Voluntary Redress Scheme to support people inadvertently affected by fuel poverty and issues with energy usage.
- Citizens Advice for Energy Best Deal presentations, Energy Best Deal Extra one-to-one sessions.
- Community Advice & Law Services for our Money Advice Service (Debt Advice).
- Macmillan Cancer Support for our welfare rights specialist advice services for people affected by cancer.
- Department of Work & Pensions to support people through the Universal Credit Help to Claim project.
- Trust Funds (including Retford Rotary, Lady Hind and Thomas Farr) - to support our generalist advice service.
- Better Care Fund - for support with capital and IT upgrades.
- Kick Starter scheme (DWP) - to introduce young people to the workforce and provide training, work experience and opportunities for employment.

Our main expenditure for the year was for:

- Salary costs associated with the services we delivered.
- Administration, IT and support costs associated with the services we delivered.

The trustees and management of the Local Citizens Advice continue to exercise firm financial control of the organisation. The trustees and management will look to implement any changes to our practices and procedures where we realise we can further improve them or rectify any weakness identified by our accountants.

#### **Risk management**

The trustees have considered the major risks to which the charity is exposed and have reviewed those risks and established systems and procedures through an annually updated Risk Assessment and Business Contingency Plan to manage those risks. The trustees consider that the low levels of reserves, held to cover running costs for a period of time plus other unplanned expenditure, to be a major risk. Additionally the reductions in grant aid over the past 5 years is a further major risk. The input from the sub-committees (Income Generation and Finance) has further developed our services and continues to identify sustainable funding streams together with a planned programme to build up an amount of reserve funding for identified needs.

#### **Reserves policy**

The following reserves policy has been approved by the Trustee Board. The trustees believe that the LCA should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. It has taken into account the reliability and continuance of future funding, timing of cash flows and working capital requirements, cover for unplanned emergencies and potential liabilities relating to staff should there be a closure of a particular activity.

The Trustees have determined to retain 6 months of operating costs in reserves to meet unexpected events (such as a significant loss of funding). The amount of running costs is calculated from the annual budget and amounts to £280,000. The actual amount of reserves held as at 31st March 2022 is £346,245. The LGPS defined benefit pension scheme fund is in deficit by £392,000.

The trustees have excluded the Local Government Pension Scheme pension exit liability from the calculation of reserves on the basis that this is a long-term liability that is being adequately managed and is not expected to crystallise in the foreseeable future. The trustees keep the pension liability under regular review and understand the circumstances when it would become payable.

The calculation of reserves is after designating funds for the following:

##### **i Core service fund**

The core service is operating at a deficit due to insufficient core funding but maintaining this service is vital, not only for clients of the generalist service but also for referrals to our existing projects. We are also using this designated fund to look at ways in which the core service could be made more efficient. We have designated £37,712 for this fund.

##### **ii Development and investment (internal)**

This is essential expenditure needed to maintain the operating capacity of our local office. We have aggregated amounts needed to spend on our infrastructure (IT and premises) and this comes to £12,497.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS)**

**iii Development and Investment (external)**

This fund is for existing and planned spend on new partnerships and opportunities - and includes the following: unfunded pilot projects, buying-in help with grant applications and fundraising, costs of attending conferences and networking meetings, our own research on client needs to pitch to new partners and investment and training in new digital campaigns to reach clients. We have designated £40,000 for this fund.

The total designated funds would therefore amount to £90,209.

**Plans for the future**

The key strategy for Bassellaw Citizens Advice is:

- **To help more people get the advice they need** - ensuring our client's needs are at the forefront of everything that we do.
- **Securing** a sustainable service is the forefront of everything that we do through a structured and proactive approach to our fundraising strategy.
- **Providing a wrap-around service** for people, working with other organisations to provide complimentary services.
- **Identifying** opportunities for development and overcoming challenges.

Our three year business plan, which is reviewed yearly was rewritten during 2021 to take into account the changing financial environment, the complexity of client issues and the need to be more sustainable in the future.

**Our vision**

**Our strategic aims are to:**

- Ensure that the people needing our help are at the forefront of what we do and we will provide accurate, up-to-date advice, support and information on their rights and responsibilities.
- Work in collaboration with our local community organisations and the public sector.
- Be more influential in helping to solve the problems people face through our research and campaign work.
- Be more sustainable and effective.
- Make it more accessible to get advice and support.
- Be a stronger equality champion.

**Reference and administrative details**

|                    |                                                                                                                               |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------|
| Charity number:    | 1118563                                                                                                                       |
| Company number:    | 06068486 (England & Wales)                                                                                                    |
| Registered Office: | Bassetlaw Citizens Advice Bureau,<br>100-102 Bridge Street<br>Worksop<br>Nottinghamshire<br>S80 1HZ                           |
| Accountants:       | Williams Knowles & Co<br>Chartered Accountants<br>Lloyd Chambers<br>139 Carlton Road<br>Worksop<br>Nottinghamshire<br>S81 7AD |
| Bankers:           | Nat West<br>69 Bridge Street<br>Worksop<br>Nottinghamshire<br>S80 1DR                                                         |

**BASSETLAW CITIZENS ADVICE BUREAU**  
ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS)

|                         |                            |          | Appointed | Resigned |
|-------------------------|----------------------------|----------|-----------|----------|
| Executive committee:    |                            |          |           |          |
| Chair:                  | Arthur Deakin              | Director | 05.02.19  |          |
| Vice chair              | Roger Smith                | Director | 04.01.12  | 26.05.22 |
| Treasurer:              | Jim Quek                   | Director | 24.09.19  | 26.05.22 |
|                         | Mark Hooper                | Director | 26.05.22  |          |
|                         | Nicola Sissons             | Director | 18.10.07  |          |
|                         | Glen Roberts               | Director | 01.11.16  |          |
|                         | Dr Victoria McGregor Riley | Director | 28.11.17  | 08.06.21 |
|                         | Barbara Harrison           | Director | 11.12.18  |          |
|                         | David Pressley             | Director | 05.02.19  |          |
|                         | Sue Wigley                 | Director | 24.09.19  |          |
|                         | Dawn Hickman               | Director | 10.03.20  |          |
|                         | Francesca Passaseo         | Director | 27.10.20  | 07.12.21 |
|                         | Jim Quek                   | Director | 24.09.19  |          |
|                         | June Evans                 | BDC rep  |           |          |
| Company secretary:      | Karen Whitlam              |          | 01.05.18  |          |
| Chief Executive Officer | Karen Whitlam              |          | 01.05.18  |          |

## STRUCTURE, GOVERNANCE & MANAGEMENT

### Constitution

Bassetlaw Citizens Advice Bureau is a company limited by guarantee and a registered charity governed by its Memorandum and Articles of Association, a revised version was adopted at the AGM on 8 December 2021.

### Appointment of Trustees

Trustees are recruited through a Board of Directors Skills Audit and an interview against the audit findings. Trustees are then appointed in accordance with the rules set out in the Articles of Association of the Bureau, adopted on 8 December 2021. Trustees serve for a 3 year period and can be re-elected for further periods of 3 years.

### Organisational structure

The Board of directors meet on a regular basis usually six times a year. An executive board meets in between the main board meetings. Day to day decision making is delegated to senior staff, while overall policy making and strategic decisions are made by the Board.

Additionally:

- The Finance Sub-Committee meets on a bi-monthly basis.
- The Income Generation team meets on a bi-monthly basis.
- The Pay Review team meets every 6 months, unless there is a need in between.

### Pay policy for senior staff

The directors consider the board of directors, who are the Trust's trustees, and the Chief Executive Officer to be the key management personnel of the charity in charge of directing and controlling, running and operating the Trust on a day-to-day basis. All Trustees give their time voluntarily and receive no remuneration or other benefits with the exception of out of pocket expenses incurred in the undertaking of their duties as Trustees and as agreed with the Board.

The pay of the Chief Executive Officer is reviewed annually by the trustees and is set by reference to 'Pay scales and Allowances' published by the National Joint Council for Local Government Services.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS)**

**Going concern**

The COVID 19 global pandemic has continued to influence people's lives and the charity's operational procedures. This has continued to have an impact upon the way we have delivered our services and the consequent increased demand. The directors have considered these factors when reviewing the affairs of the organisation and have concluded, that the continued activity and reserves of the charitable company, are sufficient for the foreseeable future and in any case at least 12 months from the date of agreeing the financial statements, and therefore it is appropriate for them to be prepared on the going concern basis.

**Trustees' responsibilities in relation to the financial statements**

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

Company law requires the Board of Directors to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure, for that period. In preparing the 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;
- make judgements and 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 on that basis.

The Board of Directors are responsible for maintaining proper accounting records which disclose with reasonable accuracy, at any time, the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Board of Directors 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.

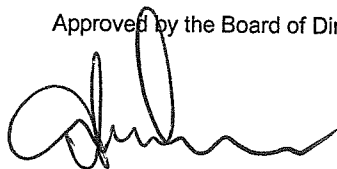
The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from the legislation in other jurisdictions.

**Approval**

This report has been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Companies Act 2006 and the Charities Act 2011.

Approved by the Board of Directors on

and signed on its behalf by:



A M Deakin

Chair

**BASSETLAW CITIZENS ADVICE BUREAU**  
**INDEPENDANT EXAMINER'S REPORT TO THE TRUSTEES OF BASSETLAW CITIZENS ADVICE BUREAU**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows and Notes.

**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**

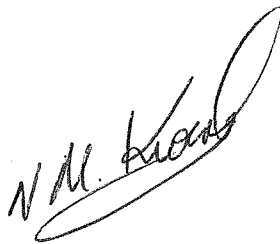
Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants in England and Wales, which is one of the listed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

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

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.

N M Knowles ACA  
Williams Knowles & Co  
Chartered Accountants  
Lloyd Chambers  
139 Carlton Road  
Worksop  
S81 7AD



Dated: 22/11/22

**BASSETLAW CITIZENS ADVICE BUREAU**  
**STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME & EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

|                                                            | Notes    | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>2022<br>£ | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>2021<br>£ |
|------------------------------------------------------------|----------|----------------------------|--------------------------|--------------------|----------------------------|--------------------------|--------------------|
| <b>INCOME</b>                                              |          |                            |                          |                    |                            |                          |                    |
| Donations                                                  | 4a       | 222                        | -                        | 222                | 5,412                      | 2,000                    | 7,412              |
| Income from charitable activities                          | 4b       | 44,960                     | 755,602                  | 800,562            | 49,300                     | 511,041                  | 560,341            |
| Income from other activities                               | 4c       | 40,721                     | 1,660                    | 42,381             | 987                        | 4,802                    | 5,789              |
| Investment income                                          | 4d       | 133                        | -                        | 133                | 210                        | -                        | 210                |
| <b>Total income</b>                                        |          | <b>86,036</b>              | <b>757,262</b>           | <b>843,298</b>     | <b>55,909</b>              | <b>517,843</b>           | <b>573,752</b>     |
| <b>EXPENDITURE</b>                                         |          |                            |                          |                    |                            |                          |                    |
| Charitable activities                                      | 5        | 86,795                     | 580,110                  | 666,905            | 77,701                     | 422,143                  | 499,844            |
| <b>Total expenditure</b>                                   |          | <b>86,795</b>              | <b>580,110</b>           | <b>666,905</b>     | <b>77,701</b>              | <b>422,143</b>           | <b>499,844</b>     |
| <b>Net income / (defecit) for the year</b>                 | <b>6</b> | <b>(759)</b>               | <b>177,152</b>           | <b>176,393</b>     | <b>(21,792)</b>            | <b>95,700</b>            | <b>73,908</b>      |
| <b>Statement of comprehensive income</b>                   |          |                            |                          |                    |                            |                          |                    |
| <b>Net income for the year</b>                             |          | <b>(759)</b>               | <b>177,152</b>           | <b>176,393</b>     | <b>(21,792)</b>            | <b>95,700</b>            | <b>73,908</b>      |
| <b>Other comprehensive income</b>                          |          |                            |                          |                    |                            |                          |                    |
| Actuarial (deficit)/gain on defined benefit pension scheme | 16       | 104,000                    | -                        | 104,000            | (129,000)                  | -                        | (129,000)          |
| <b>Total comprehensive income for the year</b>             |          | <b>103,241</b>             | <b>177,152</b>           | <b>280,393</b>     | <b>(150,792)</b>           | <b>95,700</b>            | <b>(55,092)</b>    |
| Total funds brought forward                                |          | (85,966)                   | 103,144                  | 17,178             | 65,552                     | 6,718                    | 72,270             |
| Transfers between funds                                    | 14       | 27,179                     | (27,179)                 | -                  | (726)                      | 726                      | -                  |
| <b>Total funds carried forward</b>                         |          | <b>44,454</b>              | <b>253,117</b>           | <b>297,571</b>     | <b>(85,966)</b>            | <b>103,144</b>           | <b>17,178</b>      |

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

The annexed notes form part of these financial statements.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**BALANCE SHEET**  
**AS AT 31 MARCH 2022**

|                                                       | Notes | £              | 2022<br>£      | £              | 2021<br>£      |
|-------------------------------------------------------|-------|----------------|----------------|----------------|----------------|
| <b>Fixed Assets</b>                                   |       |                |                |                |                |
| Tangible assets                                       | 10    |                | 3,260          |                | 5,761          |
| <b>Current Assets</b>                                 |       |                |                |                |                |
| Debtors                                               | 11    | 93,675         |                | 78,997         |                |
| Cash at bank and in hand                              |       | 611,066        |                | 426,557        |                |
|                                                       |       | <u>704,741</u> |                | <u>505,554</u> |                |
| <b>Creditors:</b> Amounts falling due within one year | 12    | (18,430)       |                | (13,137)       |                |
|                                                       |       |                |                |                |                |
| <b>Net Current Assets</b>                             |       |                | <u>686,311</u> |                | <u>492,417</u> |
| <b>Total Assets less Current Liabilities</b>          |       |                | 689,571        |                | 498,178        |
| <b>Pension liability</b>                              | 16    |                | (392,000)      |                | (481,000)      |
|                                                       |       |                |                |                |                |
| <b>Net Assets</b>                                     |       |                | <u>297,571</u> |                | <u>17,178</u>  |
|                                                       |       |                |                |                |                |
| <b>Unrestricted Funds</b>                             |       |                |                |                |                |
| Core Fund                                             | 14    |                | 346,245        |                | 302,324        |
| Designated Reserve                                    | 14    |                | 90,209         |                | 92,710         |
| Pension deficit                                       | 14    |                | (392,000)      |                | (481,000)      |
| <b>Restricted Funds</b>                               | 14    |                | 253,117        |                | 103,144        |
|                                                       |       |                |                |                |                |
| <b>Total Funds</b>                                    |       |                | <u>297,571</u> |                | <u>17,178</u>  |

The Directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of Section 477 of the Companies Act 2006. Members have not required the company, under Section 476 of the Companies Act 2006, to obtain an audit for the year ended 31 March 2022. The Executive Committee acknowledges its responsibilities for ensuring that the company keeps accounting records which comply with Section 386 of the Companies Act 2006, and for preparing accounts which give a true and fair view of the state of affairs of the company as at 31 March 2022 and of its excess of income over expenditure for the year then ended in accordance with the requirements of Section 396, and which otherwise comply with the requirements of the Act relating to the accounts so far as applicable to the company.

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

A M Deakin

Chair

M Hooper

Treasurer

Dated:

2022

The annexed notes form part of these financial statements.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

|                                                               | 2022<br>£             | 2021<br>£             |
|---------------------------------------------------------------|-----------------------|-----------------------|
| <b>Cash flows from operating activities:</b>                  |                       |                       |
| Net income / (deficit)                                        | 176,393               | 73,908                |
| Adjustments for:                                              |                       |                       |
| Depreciation of tangible fixed assets                         | 2,501                 | 2,501                 |
| Interest from investments                                     | (133)                 | (210)                 |
| Interest payable and similar charges                          | 9,000                 | 8,000                 |
| Defined benefit pension service charges                       | 6,000                 | 10,000                |
| Changes in:                                                   |                       |                       |
| Trade and other debtors                                       | (14,678)              | (36,225)              |
| Trade and other creditors                                     | 5,293                 | 4,811                 |
| Cash equivalents from/(used) in operations                    | <u>184,376</u>        | <u>62,785</u>         |
| Net cash from operating activities                            | <u>184,376</u>        | <u>62,785</u>         |
| <b>Cash flows from investing activities:</b>                  |                       |                       |
| Interest from investments                                     | 133                   | 210                   |
| Purchase of tangible fixed assets                             | -                     | -                     |
| Net cash from/(used) in investing activities                  | <u>133</u>            | <u>210</u>            |
| <b>Net increase/(decrease) in cash and cash equivalents</b>   | <b>184,509</b>        | <b>62,995</b>         |
| <b>Cash and cash equivalents at the beginning of the year</b> | <b>426,557</b>        | <b>363,562</b>        |
| <b>Cash and cash equivalents at the end of the year</b>       | <b><u>611,066</u></b> | <b><u>426,557</u></b> |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**1. GENERAL INFORMATION**

The charity is 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 Bassetlaw Citizens Advice Bureau, The Annexe, Queens Buildings, Potter Street, Worksop, Nottinghamshire, S80 2AE.

**2. STATEMENT OF COMPLIANCE**

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

**3. ACCOUNTING POLICIES**

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

**a. Basis of preparation**

Bassetlaw Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The financial statements are prepared in sterling, which is the functional currency of the charity and are rounded to the nearest pound.

**b. Going concern**

At the year end the charity has a relative low amount in unrestricted funds. The main reason for this is the provision of £392,000 in respect of the charity's share of the pension deficit in the multi employer defined benefit pension scheme. There is an agreement made by the charity to increase the annual contribution rate and also make monthly lump sum payments into the scheme in order to reduce this deficit.

The trustees have shown in a separate fund the liability to the pension deficit as they recognise that without this provision there would be a larger unrestricted fund surplus.

The trustees have further considered the impact of the COVID-19 global pandemic and the uncertainty this has caused within the whole economy, together with a resulting increase in demand for the services provided by the charitable company.

The trustees have concluded that the ongoing levels of income and expenditure, together with the reserves held, provide sufficient resources for the charitable company to continue, for at least 12 months from the date of agreeing these financial statements and therefore the going concern basis of preparation, continues to be appropriate.

**c. Judgements and key sources of estimation uncertainty**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of estimation means that the outcomes could differ from those estimates.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

The significant area of estimation uncertainty for the charity includes the calculation of the pension liability, information is included in the accounting policy pension note below and also note 16.

**d. Fund accounting**

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the Board of Trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor.

**e. Income**

All income is included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the charity where this can be quantified.
- The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

**f. Expenditure**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Costs of generating funds comprise the costs associated with attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the accountancy fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor areas, per capita or estimated usage.

**g. Tangible fixed assets**

Tangible fixed assets are stated at cost less depreciation. Items are capitalised if they have an economic life in excess of one year and cost at least £1,000.

Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives on the following basis:

|                       |                   |
|-----------------------|-------------------|
| Fixtures and fittings | 20% straight line |
| Office equipment      | 20% straight line |
| Computer equipment    | 25% straight line |

**h. Leasing**

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are included in expenditure as incurred.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**i. Pensions**

**Defined benefit scheme**

The charity participates in a multi employer defined benefit scheme, operated by Nottinghamshire County Council. The cost of the defined benefit pension plan and the present value of the pension obligation are determined using actuarial valuations. An actuarial valuation involves making various assumptions that may differ from actual outcomes. These include the determination of the discount rate, future salary increases, mortality rates and future pension increases. Due to the complexities involved in the valuation and its long term nature, a defined benefit obligation is highly sensitive to changes in these assumptions.

The defined benefit scheme is funded, with the assets of the scheme held separately from those of the charity. Pension scheme assets are measured at fair value and liabilities are measured on the actuarial basis as described above. The resulting defined benefit asset or liability is presented separately after other net assets on the face of the balance sheet.

For the year ended 31 March 2022 the employers contributions to the scheme amounted to £2,093 (2021 £5,959), and contributions towards the deficit of £3,863 (2021 - £3,727).

**Defined contribution scheme**

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

The charity has opted to use NEST for its auto enrolment pension scheme.

The employers contributions in the year amounted to £7,299 (2021 - £5,587).

**j. Financial instruments**

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument. Basic financial instruments are initially recognised at the transaction price, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Cash and cash equivalents, cash is represented by cash in hand held with financial institutions.

Debtors, short term debtors are measured at the transaction price less any impairment.

Creditors, short term creditors are measured at the transaction price.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**4. INCOME**

**a. Donations**

|                                    | Unrestricted<br>£ | Restricted<br>£ | Total<br>2022<br>£ | Total<br>2021<br>£ |
|------------------------------------|-------------------|-----------------|--------------------|--------------------|
| The Derek John Badger Family Trust | -                 | -               | -                  | 5,175              |
| Retford & District Rotary Club     | -                 | -               | -                  | 2,000              |
| Other donations                    | 222               | -               | 222                | 237                |
|                                    | <b>222</b>        | <b>-</b>        | <b>222</b>         | <b>7,412</b>       |

**b. Income from charitable activities**

|                                                       |               |                |                |                |
|-------------------------------------------------------|---------------|----------------|----------------|----------------|
| Nottinghamshire County Council                        | -             | 145,660        | 145,660        | 35,730         |
| Bassetlaw District Council                            | 20,000        | -              | 20,000         | 20,000         |
| Bassetlaw District Council - Better Care              | -             | 12,258         | 12,258         | -              |
| Broxtowe Citizens Advice - Early Intervention Project | -             | 17,865         | 17,865         | -              |
| Broxtowe Citizens Advice - Household Support Fund     | 2,750         | -              | 2,750          | -              |
| Citizens Advice (BEIS Remote Working)                 | -             | -              | -              | 7,037          |
| Citizens Advice (Energy Redress)                      | -             | 94,232         | 94,232         | -              |
| Citizens Advice (Help to Claim)                       | -             | 36,711         | 36,711         | 43,980         |
| Citizens Advice (Single Queue)                        | -             | -              | -              | 10,000         |
| Citizens Advice (Innovation Community)                | -             | -              | -              | 25,000         |
| Citizens Advice (Energy Advice Programme)             | -             | -              | -              | 13,645         |
| Citizens Advice (BESN/BESW)                           | -             | -              | -              | 11,341         |
| Citizens Advice (HMPT Phone & Chat/Email)             | -             | -              | -              | 28,000         |
| Citizens Advice (Other)                               | -             | 112            | 112            | 100            |
| Nottinghamshire County Council                        | 21,700        | -              | 21,700         | -              |
| Money Advice & Pensions Service                       | -             | 111,505        | 111,505        | 132,686        |
| Macmillan Cancer Support                              | -             | 100,376        | 100,376        | 88,266         |
| NHS Bassetlaw (CCG)                                   | -             | 189,323        | 189,323        | -              |
| Nottinghamshire Community Foundation                  | -             | -              | -              | 9,980          |
| Hospitality Action (Bankruptcy Grant)                 | -             | 680            | 680            | -              |
| Energy Saving Trust                                   | -             | 43,380         | 43,380         | 78,676         |
| National Lottery Community Fund                       | -             | -              | -              | 9,700          |
| The Access to Justice Foundation                      | -             | -              | -              | 29,200         |
| Thomas Farr Trust Fund                                | -             | -              | -              | 4,500          |
| The Williamson Benevolent Trust                       | -             | -              | -              | 5,000          |
| The Jones 1986 Charitable Trust                       | -             | -              | -              | 5,000          |
| The Lady Hind Trust                                   | -             | 2,500          | 2,500          | 2,500          |
| Freemasons Fund                                       | -             | 1,000          | 1,000          | -              |
| Hospital Saturday Fund                                | 510           | -              | 510            | -              |
|                                                       | <b>44,960</b> | <b>755,602</b> | <b>800,562</b> | <b>560,341</b> |

**c. Income from other activities**

|                          |               |              |               |              |
|--------------------------|---------------|--------------|---------------|--------------|
| Room hire                | -             | -            | -             | 360          |
| Training                 | -             | 1,320        | 1,320         | 320          |
| Westgate for clients     | -             | 340          | 340           | 2,994        |
| Other income for clients | -             | -            | -             | 1,700        |
| Other income             | -             | -            | -             | 415          |
| Kickstart                | 40,721        | -            | 40,721        | -            |
|                          | <b>40,721</b> | <b>1,660</b> | <b>42,381</b> | <b>5,789</b> |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

|                             | Unrestricted<br>£ | Restricted<br>£ | Total<br>2022<br>£ | Total<br>2021<br>£ |
|-----------------------------|-------------------|-----------------|--------------------|--------------------|
| <b>d. Investment income</b> |                   |                 |                    |                    |
| Bank interest receivable    | 133               | -               | 133                | 210                |

|                                            |                  | Unrestricted |                  | Restricted  |                |                             |         |         |
|--------------------------------------------|------------------|--------------|------------------|-------------|----------------|-----------------------------|---------|---------|
| 5. Expenditure                             | Allocation basis | Core         | Designated Funds | Debt Advice | Welfare Rights | Other Restricted Activities | Total   | Total   |
|                                            |                  | £            | £                | £           | £              | £                           | £       | £       |
| Charitable Activities                      |                  |              |                  |             |                |                             |         |         |
| Client Payments                            | actual           | 510          | -                | 1,510       | -              | 545                         | 2,565   | 28,106  |
| Project partner payments                   | actual           | -            | -                | -           | -              | 103,298                     | 103,298 | -       |
| Telephone                                  | actual           | 7,866        | -                | 533         | 717            | 2,423                       | 11,539  | 13,416  |
| Print post & copy                          | actual           | 557          | -                | 104         | 344            | 175                         | 1,180   | 6,209   |
| Other office costs                         | actual           | 355          | -                | 272         | 221            | 1,583                       | 2,431   | 1,861   |
| Information, Publications & Computer costs | actual           | 1,222        | -                | 1,030       | 1,540          | 10,287                      | 14,079  | 28,390  |
| Insurance                                  | actual           | 1,567        | -                | -           | -              | -                           | 1,567   | 1,572   |
| Staff costs                                | actual           | 78,479       | -                | 87,102      | 65,857         | 244,851                     | 476,289 | 379,838 |
| Training                                   | actual           | 98           | -                | 545         | 642            | 200                         | 1,485   | 3,595   |
| Premises costs                             | actual           | 6,331        | -                | -           | -              | 2,508                       | 8,839   | 3,072   |
| Volunteer expenses                         | actual           | 252          | -                | -           | -              | -                           | 252     | 162     |
| Depreciation                               | actual           | 2,501        | -                | -           | -              | -                           | 2,501   | 2,501   |
| Legal & Professional                       | actual           | 12,658       | -                | 40          | 40             | 160                         | 12,898  | 1,676   |
| Other expenses                             | actual           | 4,700        | -                | 212         | -              | 270                         | 5,182   | 5,415   |
| Defined benefit pension costs              | actual           | -            | -                | -           | -              | -                           | -       | -       |
| Service costs                              | actual           | 6,000        | -                | -           | -              | -                           | 6,000   | 10,000  |
| Interest                                   | actual           | 9,000        | -                | -           | -              | -                           | 9,000   | 8,000   |
| Support charges                            | Staff time       | (48,048)     | -                | 8,842       | 7,179          | 32,027                      | -       | -       |
|                                            |                  | 84,048       | -                | 100,190     | 76,540         | 398,327                     | 659,105 | 493,813 |
| Governance                                 |                  |              |                  |             |                |                             |         |         |
| Accountancy                                | actual           | 6,725        | -                | -           | -              | -                           | 6,725   | 5,010   |
| Independent examination                    | actual           | 750          | -                | -           | -              | -                           | 750     | 750     |
| Trustee expenses                           | actual           | -            | -                | -           | -              | -                           | -       | -       |
| Bank charges & interest                    | actual           | 325          | -                | -           | -              | -                           | 325     | 271     |
| Support charges                            | Staff time       | (5,053)      | -                | 1,142       | 758            | 3,153                       | -       | -       |
|                                            |                  | 2,747        | -                | 1,142       | 758            | 3,153                       | 7,800   | 6,031   |
| Total expenditure                          |                  | 86,795       | -                | 101,332     | 77,298         | 401,480                     | 666,905 | 499,844 |
| Support charges                            |                  |              |                  |             |                |                             |         |         |
| Charitable activities                      |                  |              |                  |             |                |                             |         |         |
| Salaries                                   |                  | (26,916)     | -                | 5,164       | 4,035          | 17,717                      | -       | -       |
| Staff & volunteer exp                      |                  | (208)        | -                | 38          | 31             | 139                         | -       | -       |
| Office expenses                            |                  | (13,869)     | -                | 2,642       | 2,051          | 9,176                       | -       | -       |
| Premises costs                             |                  | (6,216)      | -                | 861         | 935            | 4,420                       | -       | -       |
| Other costs                                |                  | (839)        | -                | 137         | 127            | 575                         | -       | -       |
|                                            |                  | (48,048)     | -                | 8,842       | 7,179          | 32,027                      | -       | -       |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**6. Net Incoming Resources for the year**

|                                                          | 2022<br>£ | 2021<br>£ |
|----------------------------------------------------------|-----------|-----------|
| This is stated after charging:                           |           |           |
| Depreciation of fixed assets -<br>for use by the charity | 2,501     | 2,501     |
| Independent examiners fee                                | 750       | 750       |
| Accountancy fees paid to independent examiner            | 1,017     | 1,050     |
| Payroll processing fees paid to independent examiner     | 1,388     | 1,188     |
| Other consultants accountancy fees                       | 4,320     | 3,960     |

**7. Staff costs and numbers**

Included in staff costs were the following:

|                       |                |                |
|-----------------------|----------------|----------------|
| Salaries and pensions | 452,731        | 360,658        |
| Social security costs | 26,664         | 22,407         |
| Employment Allowance  | (4,000)        | (4,000)        |
| Other staff costs     | 2,631          | 4,530          |
|                       | <u>478,026</u> | <u>383,595</u> |

No employee received emoluments of more than £60,000.

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

|                                                        | Number | Number |
|--------------------------------------------------------|--------|--------|
| Activities in the furtherance of the charity's objects | 31     | 22     |

**8. Trustee Remuneration & Related Party Transactions**

No members of the Board of Trustees received any remuneration during the year.

Trustee expenses were as follows:

|                                           |   |   |
|-------------------------------------------|---|---|
| Number of trustees who were paid expenses | - | - |
| Amounts paid                              |   |   |
| Travel                                    | - | - |

Also paid on behalf of all trustees was an indemnity insurance:

|                     |     |     |
|---------------------|-----|-----|
| Indemnity Insurance | 280 | 274 |
|---------------------|-----|-----|

The Board of Trustees has a representative from Bassetlaw District Council who is a non-voting member.  
The Charity received a grant from Bassetlaw District Council as listed in note 4.

There were no disclosable related party transactions during the year (2021 - none)

**9. Taxation**

Bassetlaw Citizens Advice Bureau is a registered charity and as such is a charity within the meaning of schedule 6 of the Finance Act 2010. Accordingly, it is potentially entitled to tax exemption under part 11 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992 in respect of income and gains arising.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**10. Tangible Fixed Assets**

|                                 | Fixtures &<br>Fittings<br>£ | Computers<br>and Office<br>Equipment<br>£ | Total<br>£ |
|---------------------------------|-----------------------------|-------------------------------------------|------------|
| <b>COST</b>                     |                             |                                           |            |
| At 1 April 2021                 | 5,597                       | 48,871                                    | 54,468     |
| Additions                       | -                           | -                                         | -          |
| Disposals                       | -                           | -                                         | -          |
| At 31 March 2022                | 5,597                       | 48,871                                    | 54,468     |
| <b>ACCUMULATED DEPRECIATION</b> |                             |                                           |            |
| At 1 April 2021                 | 3,319                       | 45,388                                    | 48,707     |
| Charge for the year             | 760                         | 1,741                                     | 2,501      |
| Eliminated on disposal          | -                           | -                                         | -          |
| At 31 March 2022                | 4,079                       | 47,129                                    | 51,208     |
| <b>NET BOOK VALUE</b>           |                             |                                           |            |
| At 31 March 2022                | 1,518                       | 1,742                                     | 3,260      |
| At 31 March 2021                | 2,278                       | 3,483                                     | 5,761      |

|                                     | 2022<br>£ | 2021<br>£ |
|-------------------------------------|-----------|-----------|
| <b>11. Debtors</b>                  |           |           |
| Prepayments                         | 1,842     | 1,310     |
| Debtors                             | 91,833    | 77,687    |
|                                     | 93,675    | 78,997    |
|                                     |           |           |
|                                     | 2022<br>£ | 2021<br>£ |
| <b>12. Creditors:</b>               |           |           |
| Amounts falling due within one year |           |           |
| Accruals                            | 9,307     | 2,350     |
| Other creditors                     | 9,123     | 10,787    |
|                                     | 18,430    | 13,137    |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**13. Analysis of Net Assets Between Funds**

|                             | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>Funds<br>£ |
|-----------------------------|----------------------------|--------------------------|---------------------|
| Tangible fixed assets       | 3,260                      | -                        | 3,260               |
| Current assets              | 439,044                    | 265,697                  | 704,741             |
| Current liabilities         | (5,850)                    | (12,580)                 | (18,430)            |
| Pension liability           | (392,000)                  | -                        | (392,000)           |
| Net assets at 31 March 2022 | 44,454                     | 253,117                  | 297,571             |

**14. Movement in Funds**

|                                      | At<br>1 April<br>2021<br>£ | Incoming<br>Resources<br>£ | Outgoing<br>Resources<br>£ | Transfers<br>£ | At<br>31 March<br>2022<br>£ |
|--------------------------------------|----------------------------|----------------------------|----------------------------|----------------|-----------------------------|
| <b>Restricted Funds:</b>             |                            |                            |                            |                |                             |
| Money Advice & Pensions Service      | 14,995                     | 83,521                     | (75,599)                   | (22,917)       | -                           |
| Welfare Rights Bassetlaw - Macmillan | 8,012                      | 100,626                    | (77,298)                   | -              | 31,340                      |
| Universal Credit - Help to Claim     | -                          | 36,711                     | (36,711)                   | -              | -                           |
| Energy Redress                       | -                          | 94,232                     | (84,506)                   | -              | 9,726                       |
| Notts County Council - PSRF          | -                          | 145,660                    | (95,973)                   | -              | 49,687                      |
| BEIS Innovation                      | 14,492                     | -                          | (14,568)                   | 76             | -                           |
| BEIS HMPT                            | 31,750                     | -                          | (34,248)                   | 2,498          | -                           |
| BEIS Digital                         | 1,665                      | -                          | (2,403)                    | 738            | -                           |
| Access for Justice                   | 3,498                      | -                          | (3,553)                    | 55             | -                           |
| BESW/BESN                            | 8,323                      | 43,380                     | (23,209)                   | -              | 28,494                      |
| Trust Funds                          | 17,720                     | 3,500                      | (18,211)                   | -              | 3,009                       |
| Debt - Increasing Capacity           | 2,689                      | 30,186                     | (25,735)                   | (7,140)        | -                           |
| Better Care                          | -                          | 12,258                     | (1,738)                    | -              | 10,520                      |
| Broxtowe Citizens Advice             | -                          | 17,865                     | (7,539)                    | -              | 10,326                      |
| Bassetlaw CCG                        | -                          | 189,323                    | (78,819)                   | (489)          | 110,015                     |
|                                      | 103,144                    | 757,262                    | (580,110)                  | (27,179)       | 253,117                     |
| <b>Unrestricted Funds:</b>           |                            |                            |                            |                |                             |
| Core Fund                            | 302,324                    | 86,036                     | (71,795)                   | 29,680         | 346,245                     |
| Designated Reserve Fund              | 92,710                     | -                          | -                          | (2,501)        | 90,209                      |
| Defined benefit pension liability    | (481,000)                  | 104,000                    | (15,000)                   | -              | (392,000)                   |
| <b>Total funds</b>                   | 17,178                     | 947,298                    | (666,905)                  | -              | 297,571                     |

**Purposes of Restricted Funds**

**Money Advice & Pensions Service**

Grant received for the provision of debt advice services, regulated through the Financial Conduct Authority (FCA) throughout Bassetlaw and other areas as defined.

**Welfare Rights Bassetlaw - Macmillan**

Commissioned service to deliver welfare rights advice to people affected by cancer and/or receiving palliative care.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**Universal Credit - Help to Claim**

To provide a 'no wrong door' service for local individuals who are struggling to make a claim. Support is provided with the assistance they need and to check their benefit entitlement in order to start and complete a claim for Universal Credit.

**Energy Redress**

To provide in-depth energy advice to individuals to redress complex energy issues, maximise income and assist with fuel debt management.

**Notts County Council (Partnership Social Recovery Fund)**

Bassetlaw Local Citizens Advice as lead (with Newark & Sherwood and Rushcliffe & Gedling) for two projects for contribution to the delivery of advice, training and supervision to directly help vulnerable, higher risk Nottinghamshire people affected by the effects of COVID-19.

**BEIS**

**Innovation** - To identify ways to access remote advice for 'hard to reach' clients.

**HMPT** - Helping More People Together - providing advice and support for the problems people face through digital and face-to-face channels of delivery.

**Digital** - To provide technical equipment to support the digital service delivery we provide.

**Access for Justice**

To provide welfare rights and money advice at caseworker level for vulnerable clients with mental health issues.

**BESW/BESN**

To engage the community to reach more individuals by raising awareness of energy savings and efficiencies to empower under-represented groups to take control of their energy bills, but to also offer one-to-one appointments for those needing more support.

**Trust Funds**

The Trust funds we received cover separate elements which include provision for advice, support and training for; people affected by mental health issues, people in the Retford area affected by hardship, volunteer recruitment/training/supervision.

**Debt - Increasing Capacity**

To recruit and train additional debt caseworkers, alongside our funded debt team.

**Better Care Fund**

To support older people, and those with complex needs, to manage their own health and wellbeing and live independently in their communities for as long as possible.

**Broxtowe Citizens Advice (Lead for National Lottery - Early Intervention worker)**

Funding provided via a consortium of Nottinghamshire Local Citizens Advice. Funding is to ensure that vulnerable people with multi-complex issues, have a caseworker to act as a guide, to consolidate and organise an advice package across different services and organisations.

**Bassetlaw Clinical Commissioning Group**

Grant received to provide welfare benefit and debt advice to people affected by mental health issues.

**Transfers from restricted funds**

Transfers have been made from restricted funds to the general fund where projects have been completed in the year and funders have agreed that amounts will not be clawed back. An element of these underspends relate to management time and provision of assets to undertake the projects.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**15. Finance leases and hire purchase contracts**

The charity had total future minimum lease payments under finance leases and hire purchase contracts are as follows:

|                   | 2022<br>£ | 2021<br>£ |
|-------------------|-----------|-----------|
| <b>Equipment</b>  |           |           |
| Within one year   | 3,858     | 3,858     |
| Two to five years | 5,166     | 9,024     |

**16. Pension commitments**

The charity participates in the Local Government Pension Scheme operated by Nottinghamshire County Council. This scheme is a multi employer defined benefit scheme. The plans assets are held in separate trustee administered funds. The plan exposes the charity to actuarial risk, namely investment risk, interest rate risk, inflation risk, longevity risk and salary risk.

The most recent actuarial valuation of plan liabilities and the present value of the defined benefit obligations were carried out by Barnett Waddingham, Fellow of the Institute of Actuaries, at 31 March 2022. The figures were prepared in accordance with their understanding of FRS 102 and the advice complies with Technical Actuarial Standard 100: Principles for Technical Actuarial Work.

**Statement of financial position as at 31 March 2022**

|                                                 | 31.03.2022<br>£000s | 31.03.2021<br>£000s |
|-------------------------------------------------|---------------------|---------------------|
| Present value of the defined benefit obligation | 997                 | 998                 |
| Fair value of Fund Assets (bid value)           | (605)               | (517)               |
| Deficit / (Surplus)                             | <u>392</u>          | <u>481</u>          |
| Net defined benefit liability                   | 392                 | 481                 |

**Amounts recognised in the profit and loss statements:**

|                                              |           |           |
|----------------------------------------------|-----------|-----------|
| Service cost                                 | 6         | 10        |
| Net interest on the defined liability(asset) | 9         | 8         |
| Total                                        | <u>15</u> | <u>18</u> |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

|                                                                                                               | 31.03.2022<br>£000s | 31.03.2021<br>£000s |
|---------------------------------------------------------------------------------------------------------------|---------------------|---------------------|
| <b>Reconciliation of opening and closing balances of the present value of the defined benefit obligation:</b> |                     |                     |
| Opening defined benefit obligation                                                                            | 998                 | 793                 |
| Current service cost                                                                                          | 6                   | 10                  |
| Interest cost                                                                                                 | 20                  | 18                  |
| Change in financial assumptions                                                                               | (63)                | 242                 |
| Change in demographic assumptions                                                                             | -                   | (8)                 |
| Experience loss/(gain) on defined benefit obligation                                                          | 2                   | (9)                 |
| Estimated benefits paid net of transfers in                                                                   | 33                  | (50)                |
| Past service costs, including curtailments                                                                    | -                   | -                   |
| Contributions by Scheme participants and other employers                                                      | 1                   | 2                   |
| Closing defined benefit obligation                                                                            | <u>997</u>          | <u>998</u>          |

**Reconciliation of the opening and closing balances of the fair value of Fund assets:**

|                                                           |            |            |
|-----------------------------------------------------------|------------|------------|
| Opening fair value of Fund assets                         | 517        | 459        |
| Interest on assets                                        | 11         | 10         |
| Return on assets less interest                            | 37         | 86         |
| Other actuarial gains/(losses)                            | -          | -          |
| Contributions by employers                                | 6          | 10         |
| Contributions by scheme participants                      | 1          | 2          |
| Estimated benefits paid plus unfunded net of transfers in | 33         | (50)       |
| Closing fair value of fund assets                         | <u>605</u> | <u>517</u> |

**The estimated asset allocation of funds held in the scheme is as follows:**

|                              |            |            |
|------------------------------|------------|------------|
| Equities                     | 366        | 329        |
| Gilts                        | 18         | 18         |
| Other bonds                  | 41         | 39         |
| Property                     | 78         | 55         |
| Cash                         | 34         | 28         |
| Inflation-linked pooled fund | 32         | 20         |
| Infrastructure               | 36         | 28         |
| Total                        | <u>605</u> | <u>517</u> |

The following assumptions were made by the Actuaries in arriving at the above figures

| Life expectancy from age 65 years | 31.03.2022 | 31.03.2021<br>(after CMI_<br>2020 update) | 31.03.2021<br>(before CMI_<br>2020 update) |
|-----------------------------------|------------|-------------------------------------------|--------------------------------------------|
| Retiring today - males            | 21.6 years | 21.6 years                                | 21.9 years                                 |
| - females                         | 24.3 years | 24.3 years                                | 24.5 years                                 |
| Retiring in 20 years - males      | 23 years   | 22.9 years                                | 23.3 years                                 |
| - females                         | 25.8 years | 25.7 years                                | 25.9 years                                 |
| Discount rate                     | 2.60%      | 2.00%                                     | 2.00%                                      |
| Pension increases                 | 3.20%      | 2.85%                                     | 2.85%                                      |
| Salary increases                  | 4.20%      | 3.85%                                     | 3.85%                                      |

**THE BASSETLAW CITIZENS ADVICE BUREAU**

England & Wales - Charity number 1118563

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# Accounts

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Company No. 06068486 (England & Wales)

**BASSETLAW CITIZENS ADVICE BUREAU**  
(A company limited by guarantee)

**REPORT & FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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Charity No. 1118563

Prepared by

**Williams Knowles & Co.**

Chartered Accountants

**BASSETLAW CITIZENS ADVICE BUREAU**  
**ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS)**

The Trustees are pleased to present their annual directors' report together with the financial statements of the charity for the year ended 31 March 2021 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

**Objectives and activities for the public benefit**

**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 Nottinghamshire, but not exclusively, along with the surrounding areas.

In particular the company operates as a Citizens Advice Local Office under the membership scheme of Citizens Advice.

We provide free, confidential, impartial and independent advice on many issues including debt, welfare benefits, housing, employment, consumer and family matters.

During this financial year, we had a service delivery agreement with;

- Consumer Advice and Law Service (CALS) for the provision of debt advice in the Bassetlaw area, as part of the East Midlands Money Advice (EMMA) service. This work is funded by the Money Advice and Pensions Service (MaPS).
- Macmillan Cancer Support for the provision of welfare benefits advice and support to those affected by cancer within the Bassetlaw area.
- Energy Redress for the provision of advice and support to those affected by fuel poverty and to reduce inequalities/issues with energy usage.
- Department of Work and Pensions (DWP) via Citizens Advice for the provision of support to aid vulnerable clients to make a claim for Universal Credit through the Help to Claim scheme.

The company relies heavily on the work of our volunteers to maintain the service which it provides. The costs of our volunteers (other than expenses) are not included within these accounts. The Trustee board offers its thanks to the volunteers for the amazing work that they do, without which the company could not operate effectively, providing a cost-effective service delivery.

**Public benefit**

The Citizens Advice Bassetlaw service aims to:

- Provide the advice people need for the problems they face.
- Improve the policies and practices that affect people's lives.
- It values diversity, promotes equality and challenges discrimination.

**Activities**

We maintained or developed the following activities:

- Face-to-face service delivery, where possible - outside of lockdown restrictions and an increased digital service, which includes telephone, email and webchat channels of delivery.
- Welfare benefits, money management, debt and energy specialist advice services.
- Additional projects delivered to support individual's finances where affected by: mental health issues, energy efficiency and digital channels.

**BASSETLAW CITIZENS ADVICE BUREAU**  
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- Outreach advice services, when possible - outside of lockdown restrictions to local communities and the Aurora Wellbeing Centre.
- Membership of the North Notts Support Partnership.
- Information is available via the internet and through our social media channels of Facebook, Twitter and our website: [www.bassetlawcab.org.uk](http://www.bassetlawcab.org.uk).
- We have developed strong relationships with key stakeholders and funders which allows us to collaboratively react to support the needs of our community.
- We have developed our knowledge of the health and wellbeing needs of the community through our work with the Bassetlaw Integrated Care Partnership.

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding on the services and activities that the LCA (Local Citizens Advice) has undertaken during the year in question. Based on the evidence outlined in this report, the trustees are satisfied that they meet the public benefit reporting requirements.

### **A review of our achievements and performance**

In total we have reported:

- 4,378 people (new and repeat) received advice from our general and specialist services.
- Our clients raised 14,624 specific issues which demonstrates the multi-complex issues clients face.
- The top six enquiry issues were; welfare benefits (4,682), personal debt & financial capability (3,229), employment (1,247), housing (822), utility issues (1,328) and relationship problems (598).
- We supported our clients with £4.9 million of personal debt.
- Our Macmillan team gained over £1.3 million of additional welfare benefits and grant income for our clients.
- Recruited and trained volunteers remotely to help maintain our general advice services.
- We met the Key Performance Indicators for our Quality of Advice and other key project targets.
- We achieved a 'green rating' for our Leadership Self-Assessment in all nine areas; Governance, Strategic Business Planning, Risk Management, Financial Management, People Management, Operational Performance Management, Partnership Working, Research and Campaigns and Equality

For a further breakdown of the statistical information for the work of our general and specialist services please see our Annual Report published on our website: [www.bassetlawcab.org.uk](http://www.bassetlawcab.org.uk)

### **Financial review**

Income for the year was £573,752, this figure was composed of existing and some new funding and meant that we were able to maintain current and develop some new advice activity.

Expenditure was £499,844.

We have continued to make savings where possible by keeping a tight control on expenditure.

### **Principal funding sources**

We are extremely grateful to our funders who supported our service during this financial year:

- Bassetlaw District Council for contributions towards our open door drop-in and digital advice service and our base at Worksop and Retford.
- Nottinghamshire County Council for contributions towards our open door drop-in and digital advice service.
- Citizens Advice for contributions to our projects for; Energy Advice (Big Energy Saving Network), Helping More People Together, Innovation Project and Technical Project (through BEIS).
- Community Advice & Law Services for our Money Advice Service.
- Department of Work & Pensions for the Universal Credit - Help to Claim project.
- Energy Saving Trust - Energy Redress.
- Macmillan Cancer Support for our welfare rights specialist advice services for clients and their carers affected by cancer.
- National Lottery Community Fund.
- Community Justice Fund
- Trust Funds which include: The Williamson Benevolent Trust, Thomas Farr Trust Fund, The Lady Hind Trust, The Jones 1986 Charitable Trust,
- Retford & District Rotary Club

**BASSETLAW CITIZENS ADVICE BUREAU**  
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- The Derek John Badger Family Trust
- National Emergencies Trust (NET) / Nottinghamshire Community Foundation (NCF).
- Donations from the public.

Our main expenditure for the year was for:

- Salary costs associated with the services we delivered.
- Administration, training, IT and support costs associated with the services we delivered.

The trustees and management of the Local Citizens Advice continue to exercise firm financial control of the organisation. The trustees and management will look to implement any changes to our practices and procedures where we realise we can further improve them or rectify any weakness identified by our accountants.

### **Risk management**

The trustees have considered the major risks to which the charity is exposed and have reviewed those risks and established systems and procedures through an annually updated Risk Assessment and Business Contingency Plan to manage those risks. The trustees consider that the low levels of reserves, held to cover running costs for a period of time plus other unplanned expenditure, to be a major risk. Additionally the reductions in grant aid over the past 5 years is a further major risk. To minimise both risks, we formed an Income Generation Sub-Committee and a Finance Sub-Committee. Their input has further developed our services and continues to identify sustainable fundraising streams together with a planned programme to build up an amount of reserve funding for identified needs.

### **Reserves policy**

The following reserves policy has been approved by the Trustee Board. The trustees believe that the LCA should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. It has taken into account the reliability and continuance of future funding, timing of cash flows and working capital requirements, cover for unplanned emergencies and potential liabilities relating to staff should there be a closure of a particular activity.

The Trustees have determined to retain 5 months of operating costs in reserves to meet unexpected events (such as a significant loss of funding). The amount of running costs is calculated from the annual budget and amounts to £226,300. The actual amount of reserves held as at 31st March 2021 is £296,563. The LGPS defined benefit pension scheme fund is in deficit by £481,000.

The trustees have excluded the Local Government Pension Scheme pension exit liability from the calculation of reserves on the basis that this is a long-term liability that is being adequately managed and is not expected to crystallise in the foreseeable future. The trustees keep the pension liability under regular review and understand the circumstances when it would become payable.

The calculation of reserves is after designating funds for the following:

#### **i Core service fund**

The core service is operating at a deficit due to insufficient core funding but maintaining this service is vital, not only for clients of the generalist service but also for referrals to our existing projects. We are also using this designated fund to look at ways in which the core service could be made more efficient. We have designated £37,712 for this fund.

#### **ii Development and investment (internal)**

This is essential expenditure needed to maintain the operating capacity of our local office. We have aggregated amounts needed to spend on our infrastructure (IT and premises) and this comes to £14,998.

#### **iii Development and investment (external)**

This fund is for existing and planned spend on new partnerships and opportunities - and includes the following: unfunded pilot projects, buying-in help with grant applications and fund-raising, costs of attending conferences and networking meetings, our own research on client needs to pitch to new partners and investment and training in new digital campaigns to reach clients. We have designated £40,000 for this fund.

The total designated funds would therefore amount to £92,710.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS)**

**Plans for the future**

The Local Citizens Advice has a number of future plans as outlined in our business plan:

**Our strategy is to focus on four key areas:**

- 1) Helping more people get the advice they need - **Ensuring** our client's needs are at the forefront of everything that we do.
  - 2) Resources and funding - **Securing** a sustainable service through a structured and proactive approach to fundraising strategy.
  - 3) Working in collaboration - **Providing** a wrap-around service for clients working with other organisations to provide complimentary services.
  - 4) Planning for the future - **Identifying** opportunities for development and overcoming challenges.
- Clients will not struggle to get help from us.
  - Our service will feel joined up.
  - We are here to help people find a way forward, whatever their problem.
  - Clients will get the level of support they need.
  - We will speak up for the problems faced by clients.

Our three year business plan, which is reviewed yearly was rewritten during 2021 to take into account the changing financial environment, the complexity of client issues and the need to be more sustainable in the future.

**Reference and administrative details**

|                    |                                                                                                                               |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------|
| Charity number:    | 1118563                                                                                                                       |
| Company number:    | 06068486 (England & Wales)                                                                                                    |
| Registered Office: | Bassetlaw Citizens Advice Bureau,<br>The Annexe<br>Queens Buildings<br>Potter Street<br>Worksop<br>Nottinghamshire<br>S80 2AE |
| Accountants:       | Williams Knowles & Co<br>Chartered Accountants<br>Lloyd Chambers<br>139 Carlton Road<br>Worksop<br>Nottinghamshire<br>S81 7AD |
| Bankers:           | Nat West<br>69 Bridge Street<br>Worksop<br>Nottinghamshire<br>S80 1DR                                                         |

**BASSETLAW CITIZENS ADVICE BUREAU**  
ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS)

|                             |                            |          | Appointed | Resigned |
|-----------------------------|----------------------------|----------|-----------|----------|
| <b>Executive committee:</b> |                            |          |           |          |
| Chair:                      | Arthur Deakin              | Director | 05.02.19  |          |
| Vice chair                  | William Dean               | Director | 21.11.14  | 10.12.20 |
|                             | Roger Smith                | Director | 04.01.12  |          |
| Treasurer:                  | Jim Quek                   | Director | 24.09.19  |          |
|                             | Nicola Sissons             | Director | 18.10.07  |          |
|                             | Glen Roberts               | Director | 01.11.16  |          |
|                             | Dr Victoria McGregor-Riley | Director | 28.11.17  | 18.06.20 |
|                             | Barbara Harrison           | Director | 11.12.18  |          |
|                             | David Pressley             | Director | 05.02.19  |          |
|                             | Sue Wigley                 | Director | 24.09.19  |          |
|                             | Dawn Hickman               | Director | 10.03.20  |          |
|                             | Francesca Passaseo         | Director | 27.10.20  |          |
|                             | June Evans                 | BDC rep  |           |          |
| Company secretary:          | Karen Whitlam              |          | 01.05.18  |          |
| Chief Executive Officer     | Karen Whitlam              |          |           |          |

## **STRUCTURE, GOVERNANCE & MANAGEMENT**

### **Constitution**

Bassetlaw Citizens Advice Bureau is a company limited by guarantee and a registered charity governed by its Memorandum and Articles of Association, a revised version was filed at Companies House on 21 March 2013.

### **Appointment of Trustees**

Trustees are recruited following a Board of Directors Skill Audit and an interview against the audit findings. Trustees are then appointed in accordance with the rules set out in the Articles of Association of the Bureau, adopted on 21 March 2013. Trustees serve for a 3 year period and can be re-elected for further periods of 3 years.

### **Organisational structure**

The Board of directors meet on a regular basis usually six times a year, an executive board meet in between the main board meetings. Day to day decision making is delegated to senior staff whilst overall policy making and strategic decisions are made by the Board.

### **Pay policy for senior staff**

The directors consider the board of directors, who are the Trust's trustees, and the Chief Executive Officer to be the key management personnel of the charity in charge of directing and controlling, running and operating the Trust on a day to day basis. All Trustees give their time voluntarily and receive no remuneration or other benefits with the exception of out of pocket expenses incurred in the undertaking of their duties as Trustees and as agreed with the Board.

The pay of the Chief Executive Officer is reviewed annually by the trustees and is set by reference to 'Pay scales and Allowances' published by the National Joint Council for Local Government Services.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS)**

**Going concern**

The COVID 19 global pandemic has continued to dominate people's lives and has challenged operational procedures. This clearly has had a significant impact upon the way we have been able to deliver our services and has also increased the demand. The directors have considered these factors when reviewing the affairs of the organisation and have concluded, that the continued activity and reserves of the charitable company, are sufficient for the foreseeable future and in any case at least 12 months from the date of agreeing the financial statements, and therefore it is appropriate for them to be prepared on the going concern basis.

**Post balance sheet events**

The ongoing global crisis caused by the COVID 19 pandemic has had a significant impact on the general economic outlook. This has created uncertainty for the short and medium term for the economy as a whole. The directors have considered the implications of this for the accounts and do not consider there are any post balance sheet events that require adjustment in the accounts or any additional disclosures.

**Trustees' responsibilities in relation to the financial statements**

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

Company law requires the Board of Directors to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure, for that period. In preparing the 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;
- make judgements and 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 on that basis.

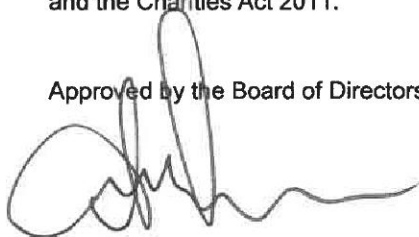
The Board of Directors are responsible for maintaining proper accounting records which disclose with reasonable accuracy, at any time, the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Board of Directors 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.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from the legislation in other jurisdictions.

**Approval**

This report has been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Companies Act 2006 and the Charities Act 2011.

Approved by the Board of Directors on 26 October 2021 and signed on its behalf by:



A M Deakin

Chair

**BASSETLAW CITIZENS ADVICE BUREAU**  
**INDEPENDANT EXAMINER'S REPORT TO THE TRUSTEES OF BASSETLAW CITIZENS ADVICE BUREAU**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows and Notes.

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

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

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.

N M Knowles ACA  
Williams Knowles & Co  
Chartered Accountants  
Lloyd Chambers  
139 Carlton Road  
Worksop  
S81 7AD



Dated:

27 October 2021

**BASSETLAW CITIZENS ADVICE BUREAU**  
**STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME & EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

|                                                            | Notes    | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>2021<br>£ | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>2020<br>£ |
|------------------------------------------------------------|----------|----------------------------|--------------------------|--------------------|----------------------------|--------------------------|--------------------|
| <b>INCOME</b>                                              |          |                            |                          |                    |                            |                          |                    |
| Donations                                                  | 4a       | 5,412                      | 2,000                    | 7,412              | 694                        | 90                       | 784                |
| Income from charitable activities                          | 4b       | 49,300                     | 511,041                  | 560,341            | 60,360                     | 261,705                  | 322,065            |
| Income from other activities                               | 4c       | 987                        | 4,802                    | 5,789              | 4,304                      | 8,228                    | 12,532             |
| Investment income                                          | 4d       | 210                        | -                        | 210                | 1,447                      | -                        | 1,447              |
| <b>Total income</b>                                        |          | <b>55,909</b>              | <b>517,843</b>           | <b>573,752</b>     | <b>66,805</b>              | <b>270,023</b>           | <b>336,828</b>     |
| <b>EXPENDITURE</b>                                         |          |                            |                          |                    |                            |                          |                    |
| Charitable activities                                      | 5        | 77,701                     | 422,143                  | 499,844            | 144,442                    | 288,953                  | 433,395            |
| <b>Total expenditure</b>                                   |          | <b>77,701</b>              | <b>422,143</b>           | <b>499,844</b>     | <b>144,442</b>             | <b>288,953</b>           | <b>433,395</b>     |
| <b>Net income / (defecit) for the year</b>                 | <b>6</b> | <b>(21,792)</b>            | <b>95,700</b>            | <b>73,908</b>      | <b>(77,637)</b>            | <b>(18,930)</b>          | <b>(96,567)</b>    |
| <b>Statement of comprehensive income</b>                   |          |                            |                          |                    |                            |                          |                    |
| <b>Net income for the year</b>                             |          | <b>(21,792)</b>            | <b>95,700</b>            | <b>73,908</b>      | <b>(77,637)</b>            | <b>(18,930)</b>          | <b>(96,567)</b>    |
| <b>Other comprehensive income</b>                          |          |                            |                          |                    |                            |                          |                    |
| Actuarial (deficit)/gain on defined benefit pension scheme | 16       | (129,000)                  | -                        | (129,000)          | 104,000                    | -                        | 104,000            |
| <b>Total comprehensive income for the year</b>             |          | <b>(150,792)</b>           | <b>95,700</b>            | <b>(55,092)</b>    | <b>26,363</b>              | <b>(18,930)</b>          | <b>7,433</b>       |
| Total funds brought forward                                |          | 65,552                     | 6,718                    | 72,270             | (12,023)                   | 76,860                   | 64,837             |
| Transfers between funds                                    | 14       | (726)                      | 726                      | -                  | 51,212                     | (51,212)                 | -                  |
| <b>Total funds carried forward</b>                         |          | <b>(85,966)</b>            | <b>103,144</b>           | <b>17,178</b>      | <b>65,552</b>              | <b>6,718</b>             | <b>72,270</b>      |

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

The annexed notes form part of these financial statements.

**BASSETLAW CITIZENS ADVICE BUREAU**

**BALANCE SHEET  
AS AT 31 MARCH 2021**

|                                                       | Notes | £              | 2021<br>£      | £              | 2020<br>£      |
|-------------------------------------------------------|-------|----------------|----------------|----------------|----------------|
| <b>Fixed Assets</b>                                   |       |                |                |                |                |
| Tangible assets                                       | 10    |                | 5,761          |                | 8,262          |
| <b>Current Assets</b>                                 |       |                |                |                |                |
| Debtors                                               | 11    | 78,997         |                | 42,772         |                |
| Cash at bank and in hand                              |       | 426,557        |                | 363,562        |                |
|                                                       |       | <u>505,554</u> |                | <u>406,334</u> |                |
| <b>Creditors: Amounts falling due within one year</b> | 12    | (13,137)       |                | (8,326)        |                |
| <b>Net Current Assets</b>                             |       |                | <u>492,417</u> |                | <u>398,008</u> |
| <b>Total Assets less Current Liabilities</b>          |       |                | 498,178        |                | 406,270        |
| <b>Pension liability</b>                              | 16    |                | (481,000)      |                | (334,000)      |
| <b>Net Assets</b>                                     |       |                | <u>17,178</u>  |                | <u>72,270</u>  |
| <b>Unrestricted Funds</b>                             |       |                |                |                |                |
| Core Fund                                             | 14    |                | 302,324        |                | 303,050        |
| Designated Reserve                                    | 14    |                | 92,710         |                | 96,502         |
| Pension deficit                                       | 14    |                | (481,000)      |                | (334,000)      |
| <b>Restricted Funds</b>                               | 14    |                | 103,144        |                | 6,718          |
| <b>Total Funds</b>                                    |       |                | <u>17,178</u>  |                | <u>72,270</u>  |

The Directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of Section 477 of the Companies Act 2006. Members have not required the company, under Section 476 of the Companies Act 2006, to obtain an audit for the year ended 31 March 2021. The Executive Committee acknowledges its responsibilities for ensuring that the company keeps accounting records which comply with Section 386 of the Companies Act 2006, and for preparing accounts which give a true and fair view of the state of affairs of the company as at 31 March 2021 and of its excess of income over expenditure for the year then ended in accordance with the requirements of Section 396, and which otherwise comply with the requirements of the Act relating to the accounts so far as applicable to the company.

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

A M Deakin

Chair

J Quek

Treasurer

Dated: 26<sup>th</sup> October 2021

The annexed notes form part of these financial statements.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

|                                                               | 2021<br>£ | 2020<br>£ |
|---------------------------------------------------------------|-----------|-----------|
| <b>Cash flows from operating activities:</b>                  |           |           |
| Net income / (deficit)                                        | 73,908    | (96,567)  |
| Adjustments for:                                              |           |           |
| Depreciation of tangible fixed assets                         | 2,501     | 2,502     |
| Interest from investments                                     | (210)     | (1,447)   |
| Interest payable and similar charges                          | 8,000     | 10,000    |
| Defined benefit pension service charges                       | 10,000    | 28,000    |
| Changes in:                                                   |           |           |
| Trade and other debtors                                       | (36,225)  | (12,207)  |
| Trade and other creditors                                     | 4,811     | (4,750)   |
|                                                               | <hr/>     | <hr/>     |
| Cash equivalents from/(used) in operations                    | 62,785    | (74,469)  |
|                                                               | <hr/>     | <hr/>     |
| Net cash from operating activities                            | 62,785    | (74,469)  |
|                                                               | <hr/>     | <hr/>     |
| <b>Cash flows from investing activities:</b>                  |           |           |
| Interest from investments                                     | 210       | 1,447     |
| Purchase of tangible fixed assets                             | -         | (10,764)  |
|                                                               | <hr/>     | <hr/>     |
| Net cash from/(used) in investing activities                  | 210       | (9,317)   |
|                                                               | <hr/>     | <hr/>     |
| <b>Net increase/(decrease) in cash and cash equivalents</b>   | 62,995    | (83,786)  |
| <b>Cash and cash equivalents at the beginning of the year</b> | 363,562   | 447,348   |
|                                                               | <hr/>     | <hr/>     |
| <b>Cash and cash equivalents at the end of the year</b>       | 426,557   | 363,562   |
|                                                               | <hr/>     | <hr/>     |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**1. GENERAL INFORMATION**

The charity is 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 Bassetlaw Citizens Advice Bureau, The Annexe, Queens Buildings, Potter Street, Worksop, Nottinghamshire, S80 2AE.

**2. STATEMENT OF COMPLIANCE**

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

**3. ACCOUNTING POLICIES**

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

**a. Basis of preparation**

Bassetlaw Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The financial statements are prepared in sterling, which is the functional currency of the charity and are rounded to the nearest pound.

**b. Going concern**

At the year end the charity has a relative low amount in unrestricted funds. The main reason for this is the provision of £481,000 in respect of the charity's share of the pension deficit in the multi employer defined benefit pension scheme. There is an agreement made by the charity to increase the annual contribution rate and also make monthly lump sum payments into the scheme in order to reduce this deficit.

The trustees have shown in a separate fund the liability to the pension deficit as they recognise that without this provision there would be a larger unrestricted fund surplus.

The trustees have further considered the impact of the COVID-19 global pandemic and the uncertainty this has caused within the whole economy, together with a resulting increase in demand for the services provided by the charitable company.

The trustees have concluded that the ongoing levels of income and expenditure, together with the reserves held, provide sufficient resources for the charitable company to continue, for at least 12 months from the date of agreeing these financial statements and therefore the going concern basis of preparation, continues to be appropriate.

**c. Judgements and key sources of estimation uncertainty**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of estimation means that the outcomes could differ from those estimates.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

The significant area of estimation uncertainty for the charity includes the calculation of the pension liability, information is included in the accounting policy pension note below and also note 16.

**d. Fund accounting**

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the Board of Trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor.

**e. Income**

All income is included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the charity where this can be quantified.
- The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

**f. Expenditure**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Costs of generating funds comprise the costs associated with attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the accountancy fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor areas, per capita or estimated usage.

**g. Tangible fixed assets**

Tangible fixed assets are stated at cost less depreciation. Items are capitalised if they have an economic life in excess of one year and cost at least £1,000.

Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives on the following basis:

|                       |                   |
|-----------------------|-------------------|
| Fixtures and fittings | 20% straight line |
| Office equipment      | 20% straight line |
| Computer equipment    | 25% straight line |

**h. Leasing**

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are included in expenditure as incurred.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
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**i. Pensions**

**Defined benefit scheme**

The charity participates in a multi employer defined benefit scheme, operated by Nottinghamshire County Council. The cost of the defined benefit pension plan and the present value of the pension obligation are determined using actuarial valuations. An actuarial valuation involves making various assumptions that may differ from actual outcomes. These include the determination of the discount rate, future salary increases, mortality rates and future pension increases. Due to the complexities involved in the valuation and its long term nature, a defined benefit obligation is highly sensitive to changes in these assumptions.

The defined benefit scheme is funded, with the assets of the scheme held separately from those of the charity. Pension scheme assets are measured at fair value and liabilities are measured on the actuarial basis as described above. The resulting defined benefit asset or liability is presented separately after other net assets on the face of the balance sheet.

For the year ended 31 March 2021 the employers contributions to the scheme amounted to £5,959 (2020 £7,331), and contributions towards the deficit of £3,727 (2020 - £5,496).

**Defined contribution scheme**

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

The charity has opted to use NEST for its auto enrolment pension scheme.

The employers contributions in the year amounted to £5,587 (2020 - £4,555).

**j. Financial instruments**

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument. Basic financial instruments are initially recognised at the transaction price, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Cash and cash equivalents, cash is represented by cash in hand held with financial institutions.

Debtors, short term debtors are measured at the transaction price less any impairment.

Creditors, short term creditors are measured at the transaction price.

**BASSETLAW CITIZENS ADVICE BUREAU**  
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**4. INCOME**

**a. Donations**

|                                    | Unrestricted<br>£ | Restricted<br>£ | Total<br>2021<br>£ | Total<br>2020<br>£ |
|------------------------------------|-------------------|-----------------|--------------------|--------------------|
| The Derek John Badger Family Trust | 5,175             | -               | 5,175              | -                  |
| Retford & District Rotary Club     | -                 | 2,000           | 2,000              | -                  |
| Other donations                    | 237               | -               | 237                | 784                |
|                                    | 5,412             | 2,000           | 7,412              | 784                |

**b. Income from charitable activities**

|                                             |        |         |         |         |
|---------------------------------------------|--------|---------|---------|---------|
| Nottinghamshire County Council              | 29,200 | 6,530   | 35,730  | 29,200  |
| Bassetlaw District Council                  | 20,000 | -       | 20,000  | 20,000  |
| Citizens Advice (BEIS Remote Working)       | -      | 7,037   | 7,037   | -       |
| Citizens Advice (Universal Credit)          | -      | -       | -       | 41,606  |
| Citizens Advice (Help to Claim)             | -      | 43,980  | 43,980  | -       |
| Citizens Advice (Single Queue)              | -      | 10,000  | 10,000  | -       |
| Citizens Advice (Innovation Community)      | -      | 25,000  | 25,000  | -       |
| Citizens Advice (Energy Advice Programme)   | -      | 13,645  | 13,645  | 17,040  |
| Citizens Advice (BESN/BESW)                 | -      | 11,341  | 11,341  | 5,750   |
| Citizens Advice (HMPT Phone & Chat/Email)   | -      | 28,000  | 28,000  | -       |
| Citizens Advice (Other)                     | 100    | -       | 100     | 160     |
| Money Advice & Pensions Service             | -      | 132,686 | 132,686 | 100,755 |
| Macmillan Cancer Support                    | -      | 88,266  | 88,266  | 96,054  |
| DWP (Universal Credit)                      | -      | -       | -       | 500     |
| Nottinghamshire Community Foundation        | -      | 9,980   | 9,980   | -       |
| Bassetlaw District Council - Brexit Support | -      | -       | -       | 3,000   |
| Energy Saving Trust                         | -      | 78,676  | 78,676  | -       |
| National Lottery Community Fund             | -      | 9,700   | 9,700   | -       |
| The Access to Justice Foundation            | -      | 29,200  | 29,200  | -       |
| Thomas Farr Trust Fund                      | -      | 4,500   | 4,500   | -       |
| The Williamson Benevolent Trust             | -      | 5,000   | 5,000   | 8,000   |
| The Jones 1986 Charitable Trust             | -      | 5,000   | 5,000   | -       |
| The Lady Hind Trust                         | -      | 2,500   | 2,500   | -       |
|                                             | 49,300 | 511,041 | 560,341 | 322,065 |

**c. Income from other activities**

|                          |     |       |       |        |
|--------------------------|-----|-------|-------|--------|
| Room hire                | 360 | -     | 360   | -      |
| Training                 | 320 | -     | 320   | 1,060  |
| Westgate for clients     | -   | 2,994 | 2,994 | 7,052  |
| Other income for clients | -   | 1,700 | 1,700 | 1,176  |
| Other income             | 307 | 108   | 415   | 3,244  |
|                          | 987 | 4,802 | 5,789 | 12,532 |

**BASSETLAW CITIZENS ADVICE BUREAU**  
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|                             | Unrestricted<br>£ | Restricted<br>£ | Total<br>2021<br>£ | Total<br>2020<br>£ |
|-----------------------------|-------------------|-----------------|--------------------|--------------------|
| <b>d. Investment income</b> |                   |                 |                    |                    |
| Bank interest receivable    | 210               | -               | 210                | 1,447              |

**5. Expenditure**

| Allocation basis              |            | Core<br>£     | Debt<br>Advice<br>£ | Welfare<br>Rights<br>£ | Other Restricted<br>Support services<br>£ | Total<br>£     | Total<br>£     |
|-------------------------------|------------|---------------|---------------------|------------------------|-------------------------------------------|----------------|----------------|
| <b>Charitable Activities</b>  |            |               |                     |                        |                                           |                |                |
| Client Payments               | actual     | -             | 6,314               | 250                    | 21,542                                    | 28,106         | 5,208          |
| Telephone                     | actual     | 7,758         | 545                 | 414                    | 4,699                                     | 13,416         | 5,427          |
| Print post & copy             | actual     | 4,733         | 29                  | 177                    | 1,270                                     | 6,209          | 8,497          |
| Other office costs            | actual     | 1,321         | 220                 | 190                    | 130                                       | 1,861          | 2,333          |
| Information, Publications &   |            |               |                     |                        |                                           |                |                |
| Computer costs                | actual     | 8,636         | 547                 | 758                    | 18,449                                    | 28,390         | 17,203         |
| Insurance                     | actual     | 1,572         | -                   | -                      | -                                         | 1,572          | 1,572          |
| Staff costs                   | actual     | 80,909        | 82,823              | 66,825                 | 149,281                                   | 379,838        | 337,192        |
| Training                      | actual     | -             | 128                 | 89                     | 3,378                                     | 3,595          | 2,341          |
| Premises costs                | actual     | 2,841         | -                   | -                      | 231                                       | 3,072          | 2,755          |
| Volunteer expenses            | actual     | 38            | -                   | -                      | 124                                       | 162            | 3,972          |
| Depreciation                  | actual     | 2,501         | -                   | -                      | -                                         | 2,501          | 2,502          |
| Legal & Professional          | actual     | 864           | 80                  | 80                     | 652                                       | 1,676          | -              |
| Other expenses                | actual     | 664           | 50                  | -                      | 4,701                                     | 5,415          | 1,021          |
| Defined benefit pension costs | actual     | Note 16       |                     |                        |                                           |                |                |
| Service costs                 | actual     | 10,000        | -                   | -                      | -                                         | 10,000         | 28,000         |
| Interest                      | actual     | 8,000         | -                   | -                      | -                                         | 8,000          | 10,000         |
| Support charges               | Staff time | (57,567)      | 16,365              | 12,899                 | 28,303                                    | -              | -              |
|                               |            | 72,270        | 107,101             | 81,682                 | 232,760                                   | 493,813        | 428,023        |
| <b>Governance</b>             |            |               |                     |                        |                                           |                |                |
| Accountancy                   | actual     | 5,010         | -                   | -                      | -                                         | 5,010          | 3,917          |
| Independent examination       | actual     | 750           | -                   | -                      | -                                         | 750            | 750            |
| Trustee expenses              | actual     | -             | -                   | -                      | -                                         | -              | 336            |
| Bank charges & interest       | actual     | 271           | -                   | -                      | -                                         | 271            | 369            |
| Support charges               | Staff time | (600)         | 190                 | 97                     | 313                                       | -              | -              |
|                               |            | 5,431         | 190                 | 97                     | 313                                       | 6,031          | 5,372          |
| <b>Total expenditure</b>      |            | <b>77,701</b> | <b>107,291</b>      | <b>81,779</b>          | <b>233,073</b>                            | <b>499,844</b> | <b>433,395</b> |
| <b>Support charges</b>        |            |               |                     |                        |                                           |                |                |
| <b>Charitable activities</b>  |            |               |                     |                        |                                           |                |                |
| Salaries                      |            | (33,143)      | 10,586              | 8,567                  | 13,990                                    | -              | -              |
| Staff & volunteer exp         |            | (69)          | 14                  | 12                     | 43                                        | -              | -              |
| Office expenses               |            | (19,468)      | 5,280               | 3,952                  | 10,236                                    | -              | -              |
| Premises costs                |            | (4,734)       | 442                 | 336                    | 3,956                                     | -              | -              |
| Other costs                   |            | (153)         | 43                  | 32                     | 78                                        | -              | -              |
|                               |            | (57,567)      | 16,365              | 12,899                 | 28,303                                    | -              | -              |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
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**6. Net Incoming Resources for the year**

|                                                          | 2021<br>£ | 2020<br>£ |
|----------------------------------------------------------|-----------|-----------|
| This is stated after charging:                           |           |           |
| Depreciation of fixed assets -<br>for use by the charity | 2,501     | 2,502     |
| Independent examiners fee                                | 750       | 750       |
| Accountancy fees paid to independent examiner            | 1,050     | 947       |
| Payroll processing fees paid to independent examiner     | 1,188     | 1,170     |
| Other consultants accountancy fees                       | 3,960     | 1,800     |

**7. Staff costs and numbers**

Included in staff costs were the following:

|                       |                |                |
|-----------------------|----------------|----------------|
| Salaries and pensions | 360,658        | 344,043        |
| Social security costs | 22,407         | 18,765         |
| Employment Allowance  | (4,000)        | (3,000)        |
| Other staff costs     | 4,529          | 7,725          |
|                       | <u>383,594</u> | <u>367,533</u> |

No employee received emoluments of more than £60,000.

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

|                                                        | Number | Number |
|--------------------------------------------------------|--------|--------|
| Activities in the furtherance of the charity's objects | 22     | 22     |

**8. Trustee Remuneration & Related Party Transactions**

No members of the Board of Trustees received any remuneration during the year.

Trustee expenses were as follows:

|                                                                 |     |     |
|-----------------------------------------------------------------|-----|-----|
| Number of trustees who were paid expenses                       | -   | 1   |
| Amounts paid                                                    |     |     |
| Travel                                                          | -   | 34  |
| Also paid on behalf of all trustees was an indemnity insurance: |     |     |
| Indemnity Insurance                                             | 274 | 302 |

The Board of Trustees has a representative from Bassetlaw District Council who is a non-voting member.  
The Charity received a grant from Bassetlaw District Council as listed in note 4.

There were no disclosable related party transactions during the year (2020 - none)

**9. Taxation**

Bassetlaw Citizens Advice Bureau is a registered charity and as such is a charity within the meaning of schedule 6 of the Finance Act 2010. Accordingly, it is potentially entitled to tax exemption under part 11 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992 in respect of income and gains arising.

**BASSETLAW CITIZENS ADVICE BUREAU**  
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**10. Tangible Fixed Assets**

|                                 | Fixtures &<br>Fittings<br>£ | Computers<br>and Office<br>Equipment<br>£ | Total<br>£ |
|---------------------------------|-----------------------------|-------------------------------------------|------------|
| <b>COST</b>                     |                             |                                           |            |
| At 1 April 2020                 | 5,597                       | 48,871                                    | 54,468     |
| Additions                       | -                           | -                                         | -          |
| Disposals                       | -                           | -                                         | -          |
| At 31 March 2021                | 5,597                       | 48,871                                    | 54,468     |
| <b>ACCUMULATED DEPRECIATION</b> |                             |                                           |            |
| At 1 April 2020                 | 2,559                       | 43,647                                    | 46,206     |
| Charge for the year             | 760                         | 1,741                                     | 2,501      |
| Eliminated on disposal          | -                           | -                                         | -          |
| At 31 March 2021                | 3,319                       | 45,388                                    | 48,707     |
| <b>NET BOOK VALUE</b>           |                             |                                           |            |
| At 31 March 2021                | 2,278                       | 3,483                                     | 5,761      |
| At 31 March 2020                | 3,038                       | 5,224                                     | 8,262      |

|                    | 2021<br>£ | 2020<br>£ |
|--------------------|-----------|-----------|
| <b>11. Debtors</b> |           |           |
| Prepayments        | 1,310     | 1,015     |
| Debtors            | 77,687    | 41,757    |
|                    | 78,997    | 42,772    |

|                                     | 2021<br>£ | 2020<br>£ |
|-------------------------------------|-----------|-----------|
| <b>12. Creditors:</b>               |           |           |
| Amounts falling due within one year |           |           |
| Accruals                            | 2,350     | 1,767     |
| Other creditors                     | 10,787    | 6,559     |
|                                     | 13,137    | 8,326     |

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**13. Analysis of Net Assets Between Funds**

|                                    | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>Funds<br>£ |
|------------------------------------|----------------------------|--------------------------|---------------------|
| Tangible fixed assets              | 5,761                      | -                        | 5,761               |
| Current assets                     | 398,903                    | 106,651                  | 505,554             |
| Current liabilities                | (9,630)                    | (3,507)                  | (13,137)            |
| Pension liability                  | (481,000)                  | -                        | (481,000)           |
| <b>Net assets at 31 March 2021</b> | <b>(85,966)</b>            | <b>103,144</b>           | <b>17,178</b>       |

**14. Movement in Funds**

|                                      | At<br>1 April<br>2020<br>£ | Incoming<br>Resources<br>£ | Outgoing<br>Resources<br>£ | Transfers<br>£ | At<br>31 March<br>2021<br>£ |
|--------------------------------------|----------------------------|----------------------------|----------------------------|----------------|-----------------------------|
| <b>Restricted Funds:</b>             |                            |                            |                            |                |                             |
| Money Advice & Pensions Service      | 5,193                      | 117,093                    | (107,291)                  | -              | 14,995                      |
| Welfare Rights Bassetlaw - Macmillan | 1,525                      | 88,266                     | (81,779)                   | -              | 8,012                       |
| Universal Credit - Help to Claim     | -                          | 43,980                     | (46,033)                   | 2,053          | -                           |
| Energy Advice Programme              | -                          | 13,645                     | (14,682)                   | 1,037          | -                           |
| Energy Redress                       | -                          | 54,299                     | (54,299)                   | -              | -                           |
| Energy Redress Fuel Vouchers         | -                          | 24,377                     | (21,661)                   | (2,716)        | -                           |
| Notts Community Foundation           | -                          | 9,980                      | (10,046)                   | 66             | -                           |
| Notts County Council LIS             | -                          | 6,530                      | (6,642)                    | 112            | -                           |
| National Lottery Community Fund      | -                          | 9,700                      | (9,814)                    | 114            | -                           |
| BEIS Innovation                      | -                          | 25,000                     | (10,508)                   | -              | 14,492                      |
| BEIS HMPT                            | -                          | 38,000                     | (6,250)                    | -              | 31,750                      |
| BEIS Digital                         | -                          | 7,037                      | (5,372)                    | -              | 1,665                       |
| Access for Justice                   | -                          | 29,200                     | (25,762)                   | 60             | 3,498                       |
| BESW/BESN                            | -                          | 11,341                     | (3,018)                    | -              | 8,323                       |
| Trust Funds                          | -                          | 19,000                     | (1,280)                    | -              | 17,720                      |
| Debt - Increasing Capacity           | -                          | 20,395                     | (17,706)                   | -              | 2,689                       |
|                                      | <b>6,718</b>               | <b>517,843</b>             | <b>(422,143)</b>           | <b>726</b>     | <b>103,144</b>              |
| <b>Unrestricted Funds:</b>           |                            |                            |                            |                |                             |
| Core Fund                            | 303,050                    | 55,909                     | (59,701)                   | 3,066          | 302,324                     |
| Designated Reserve Fund              | 96,502                     | -                          | -                          | (3,792)        | 92,710                      |
| Defined benefit pension liability    | (334,000)                  | -                          | (147,000)                  | -              | (481,000)                   |
| <b>Total funds</b>                   | <b>72,270</b>              | <b>573,752</b>             | <b>(628,844)</b>           | <b>-</b>       | <b>17,178</b>               |

**Purposes of Restricted Funds**

**Money Advice & Pensions Service**

Grant received to provide debt advice services throughout Bassetlaw and other areas.

**Welfare Rights Bassetlaw - Macmillan**

Commissioned service to deliver welfare rights advice to people affected by cancer and/or receiving palliative care.

**BASSETLAW CITIZENS ADVICE BUREAU**  
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**Universal Credit - Help to Claim**

To provide a 'no wrong door' service for local individuals who are struggling to make a claim by providing the support they need and to check their benefit entitlement in order to start and complete a claim for Universal Credit.

**Energy Advice Programme**

To encourage and empower people to save money on their energy bills by switching and saving, and highlighting ways to be energy efficient. Checking eligibility for energy related grants and schemes.

**Energy Redress**

To provide casework level advice to individuals to redress complex energy issues, maximise income and assist with fuel debt management.

**Energy Redress Fuel Vouchers**

To issue fuel vouchers to those in financial hardship to support with their gas/electricity payments meters.

**Notts Community Foundation**

To help recruit and train additional volunteers for our General Advice Service delivery, enabling us to support more clients during Covid.

**Notts County Council LIS**

To support the general service delivery for the problems people face.

**National Lottery Community Fund**

To support additional enquiries through our volunteer service to provide advice and support and change in channel delivery during Covid-19.

**BEIS Innovation**

To identify ways to access remote advice for 'hard to reach' clients

**BEIS HMPT**

Helping More People Together - providing advice and support for the problems people face through digital and face-to-face channels of delivery.

**BEIS Digital**

To provide technical equipment to support the digital service delivery we provide.

**Access for Justice**

To provide welfare rights and money advice at caseworker level for vulnerable clients with mental health issues

**BESW/BESN**

To engage the community to reach more individuals by raising awareness of energy savings and efficiencies to empower under-represented groups to take control of their energy bills, but to also offer one-to-one appointments for those needing more support.

**Trust Funds**

The Trust funds we received cover separate elements which include provision for advice, support and training for; clients affected by mental health issues, clients in Retford area affected by hardship, volunteer recruitment, training and support for dealing with clients affected by mental health.

**Debt - Increasing Capacity**

To recruit and train additional debt caseworkers, alongside our existing debt team.

**Transfers from restricted funds**

Transfers have been made from restricted funds to the general fund where projects have been completed in the year and funders have agreed that amounts will not be clawed back. An element of these underspends relate to management time and provision of assets to undertake the projects.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
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**15. Finance leases and hire purchase contracts**

The charity had total future minimum lease payments under finance leases and hire purchase contracts are as follows:

|                   | 2021<br>£ | 2020<br>£ |
|-------------------|-----------|-----------|
| <b>Equipment</b>  |           |           |
| Within one year   | 3,858     | 3,858     |
| Two to five years | 9,024     | 12,882    |

**16. Pension commitments**

The charity participates in the Local Government Pension Scheme operated by Nottinghamshire County Council. This scheme is a multi employer defined benefit scheme. The plans assets are held in separate trustee administered funds. The plan exposes the charity to actuarial risk, namely investment risk, interest rate risk, inflation risk, longevity risk and salary risk.

The most recent actuarial valuation of plan liabilities and the present value of the defined benefit obligations were carried out by Barnett Waddingham, Fellow of the Institute of Actuaries, at 31 March 2021. The figures were prepared in accordance with their understanding of FRS 102 and the advice complies with Technical Actuarial Standard 100: Principles for Technical Actuarial Work.

**Statement of financial position as at 31 March 2021**

|                                                 | 31.03.2021<br>£000s | 31.03.2020<br>£000s |
|-------------------------------------------------|---------------------|---------------------|
| Present value of the defined benefit obligation | 998                 | 793                 |
| Fair value of Fund Assets (bid value)           | (517)               | (459)               |
| Deficit / (Surplus)                             | <u>481</u>          | <u>334</u>          |
| Net defined benefit liability                   | 481                 | 334                 |

**Amounts recognised in the profit and loss statements:**

|                                              |           |           |
|----------------------------------------------|-----------|-----------|
| Service cost                                 | 10        | 28        |
| Net interest on the defined liability(asset) | 8         | 10        |
| Total                                        | <u>18</u> | <u>38</u> |

**BASSETLAW CITIZENS ADVICE BUREAU**  
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|                                                                                                               | 31.03.2021<br>£000s | 31.03.2020<br>£000s |
|---------------------------------------------------------------------------------------------------------------|---------------------|---------------------|
| <b>Reconciliation of opening and closing balances of the present value of the defined benefit obligation:</b> |                     |                     |
| Opening defined benefit obligation                                                                            | 793                 | 908                 |
| Current service cost                                                                                          | 10                  | 20                  |
| Interest cost                                                                                                 | 18                  | 22                  |
| Change in financial assumptions                                                                               | 242                 | (104)               |
| Change in demographic assumptions                                                                             | (8)                 | (15)                |
| Experience loss/(gain) on defined benefit obligation                                                          | (9)                 | (29)                |
| Estimated benefits paid net of transfers in                                                                   | (50)                | (20)                |
| Past service costs, including curtailments                                                                    | -                   | 8                   |
| Contributions by Scheme participants and other employers                                                      | 2                   | 3                   |
| Closing defined benefit obligation                                                                            | <u>998</u>          | <u>793</u>          |

**Reconciliation of the opening and closing balances of the fair value of Fund assets:**

|                                                           |            |            |
|-----------------------------------------------------------|------------|------------|
| Opening fair value of Fund assets                         | 459        | 508        |
| Interest on assets                                        | 10         | 12         |
| Return on assets less interest                            | 86         | (54)       |
| Other actuarial gains/(losses)                            | -          | (3)        |
| Contributions by employers                                | 10         | 13         |
| Contributions by scheme participants                      | 2          | 3          |
| Estimated benefits paid plus unfunded net of transfers in | (50)       | (20)       |
| Closing fair value of fund assets                         | <u>517</u> | <u>459</u> |

**The estimated asset allocation of funds held in the scheme is as follows:**

|                              |            |            |
|------------------------------|------------|------------|
| Equities                     | 329        | 294        |
| Gilts                        | 18         | 15         |
| Other bonds                  | 39         | 40         |
| Property                     | 55         | 58         |
| Cash                         | 28         | 11         |
| Inflation-linked pooled fund | 20         | 17         |
| Infrastructure               | 28         | 24         |
| Total                        | <u>517</u> | <u>459</u> |

The following assumptions were made by the Actuaries in arriving at the above figures

| <b>Life expectancy from age 65 years</b> | <b>31.03.2021</b><br>(after CMI_<br>2020 update) | <b>31.03.2021</b><br>(before CMI_<br>2020 update) | <b>31.03.2020</b> |
|------------------------------------------|--------------------------------------------------|---------------------------------------------------|-------------------|
| Retiring today - males                   | 21.6 years                                       | 21.9 years                                        | 21.8 years        |
| - females                                | 24.3 years                                       | 24.5 years                                        | 24.4 years        |
| Retiring in 20 years - males             | 22.9 years                                       | 23.3 years                                        | 23.2 years        |
| - females                                | 25.7 years                                       | 25.9 years                                        | 25.8 years        |
| Discount rate                            | 2.00%                                            | 2.00%                                             | 2.35%             |
| Pension increases                        | 2.85%                                            | 2.85%                                             | 1.85%             |
| Salary increases                         | 3.85%                                            | 3.85%                                             | 2.85%             |