

Company No. 06068486 (England & Wales)

BASSETLAW CITIZENS ADVICE BUREAU
(A company limited by guarantee)

REPORT & FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

CONTENTS

	Page
Report of the Trustees (Executive Committee)	1 - 6
Independent Examiners' Report	7
Statement of Financial Activities	8
Balance Sheet	9
Statement of Cash Flows	10
Notes forming part of the Financial Statements	11 - 21

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
ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS)

- 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.
- 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

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
ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS)

- 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, The Annexe Queens Buildings Potter Street Worksop Nottinghamshire S80 2AE
Accountants:	Williams Knowles & Co Chartered Accountants Lloyd Chambers 139 Carlton Road Worksop Nottinghamshire S81 7AD
Bankers:	Nat West 69 Bridge Street Worksop Nottinghamshire 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	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.

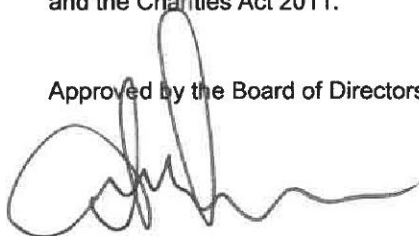
The Board of Directors are responsible for maintaining proper accounting records which disclose with reasonable accuracy, at any time, the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Board of Directors 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 Funds £	Restricted Funds £	Total 2021 £	Unrestricted Funds £	Restricted Funds £	Total 2020 £
INCOME							
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
Total income		55,909	517,843	573,752	66,805	270,023	336,828
EXPENDITURE							
Charitable activities	5	77,701	422,143	499,844	144,442	288,953	433,395
Total expenditure		77,701	422,143	499,844	144,442	288,953	433,395
Net income / (defecit) for the year	6	(21,792)	95,700	73,908	(77,637)	(18,930)	(96,567)
Statement of comprehensive income							
Net income for the year		(21,792)	95,700	73,908	(77,637)	(18,930)	(96,567)
Other comprehensive income							
Actuarial (deficit)/gain on defined benefit pension scheme	16	(129,000)	-	(129,000)	104,000	-	104,000
Total comprehensive income for the year		(150,792)	95,700	(55,092)	26,363	(18,930)	7,433
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)	-
Total funds carried forward		(85,966)	103,144	17,178	65,552	6,718	72,270

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 £	£	2020 £
Fixed Assets					
Tangible assets	10		5,761		8,262
Current Assets					
Debtors	11	78,997		42,772	
Cash at bank and in hand		426,557		363,562	
		<u>505,554</u>		<u>406,334</u>	
Creditors: Amounts falling due within one year	12	(13,137)		(8,326)	
Net Current Assets			<u>492,417</u>		<u>398,008</u>
Total Assets less Current Liabilities			498,178		406,270
Pension liability	16		(481,000)		(334,000)
Net Assets			<u>17,178</u>		<u>72,270</u>
Unrestricted Funds					
Core Fund	14		302,324		303,050
Designated Reserve	14		92,710		96,502
Pension deficit	14		(481,000)		(334,000)
Restricted Funds	14		103,144		6,718
Total Funds			<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: 26th 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 £	2020 £
Cash flows from operating activities:		
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/>
Cash flows from investing activities:		
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/>
Net increase/(decrease) in cash and cash equivalents	62,995	(83,786)
Cash and cash equivalents at the beginning of the year	363,562	447,348
	<hr/>	<hr/>
Cash and cash equivalents at the end of the year	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
FOR THE YEAR ENDED 31 MARCH 2021

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
NOTES FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

4. INCOME

a. Donations

	Unrestricted £	Restricted £	Total 2021 £	Total 2020 £
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
NOTES FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

	Unrestricted £	Restricted £	Total 2021 £	Total 2020 £
d. Investment income				
Bank interest receivable	210	-	210	1,447

5. Expenditure

Allocation basis		Core £	Debt Advice £	Welfare Rights £	Other Restricted Support services £	Total £	Total £
Charitable Activities							
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
Governance							
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
Total expenditure		77,701	107,291	81,779	233,073	499,844	433,395
Support charges							
Charitable activities							
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
FOR THE YEAR ENDED 31 MARCH 2021

6. Net Incoming Resources for the year

	2021 £	2020 £
This is stated after charging:		
Depreciation of fixed assets - 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
NOTES FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

10. Tangible Fixed Assets

	Fixtures & Fittings £	Computers and Office Equipment £	Total £
COST			
At 1 April 2020	5,597	48,871	54,468
Additions	-	-	-
Disposals	-	-	-
At 31 March 2021	5,597	48,871	54,468
ACCUMULATED DEPRECIATION			
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
NET BOOK VALUE			
At 31 March 2021	2,278	3,483	5,761
At 31 March 2020	3,038	5,224	8,262

	2021 £	2020 £
11. Debtors		
Prepayments	1,310	1,015
Debtors	77,687	41,757
	78,997	42,772

	2021 £	2020 £
12. Creditors:		
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 Funds £	Restricted Funds £	Total Funds £
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)
Net assets at 31 March 2021	(85,966)	103,144	17,178

14. Movement in Funds

	At 1 April 2020 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2021 £
Restricted Funds:					
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
	6,718	517,843	(422,143)	726	103,144
Unrestricted Funds:					
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)
Total funds	72,270	573,752	(628,844)	-	17,178

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
NOTES FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

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
FOR THE YEAR ENDED 31 MARCH 2021

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 £	2020 £
Equipment		
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 £000s	31.03.2020 £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
NOTES FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

	31.03.2021 £000s	31.03.2020 £000s
Reconciliation of opening and closing balances of the present value of the defined benefit obligation:		
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

Life expectancy from age 65 years	31.03.2021 (after CMI_ 2020 update)	31.03.2021 (before CMI_ 2020 update)	31.03.2020
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%