

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**  
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**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, 100-102 Bridge Street Worksop Nottinghamshire S80 1HZ
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	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.

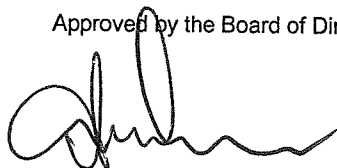
The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from the legislation in other jurisdictions.

**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**

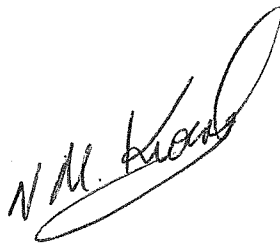
Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants in England and Wales, which is one of the listed 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 Funds £	Restricted Funds £	Total 2022 £	Unrestricted Funds £	Restricted Funds £	Total 2021 £
<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 £	£	2021 £
<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 £	2021 £
<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**  
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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 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**  
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**4. INCOME**

**a. Donations**

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

5. Expenditure		<i>Unrestricted</i>		<i>Restricted</i>			Total £	Total £
		Core £	Designated Funds £	Debt Advice £	Welfare Rights £	Other Restricted Activities £		
<b>Charitable Activities</b>								
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
<b>Governance</b>								
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
<b>Total expenditure</b>		86,795	-	101,332	77,298	401,480	666,905	499,844
<b>Support charges</b>								
<b>Charitable activities</b>								
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**  
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**6. Net Incoming Resources for the year**

	2022 £	2021 £
This is stated after charging:		
Depreciation of fixed assets - 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
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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**  
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**10. Tangible Fixed Assets**

	Fixtures & Fittings £	Computers and Office Equipment £	Total £
<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 £	2021 £
<b>11. Debtors</b>		
Prepayments	1,842	1,310
Debtors	91,833	77,687
	93,675	78,997
<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**  
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**13. Analysis of Net Assets Between Funds**

	Unrestricted Funds £	Restricted Funds £	Total Funds £
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 1 April 2021 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2022 £
<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**  
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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. 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**  
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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:

	2022 £	2021 £
<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 £000s	31.03.2021 £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**  
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	31.03.2022 £000s	31.03.2021 £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 (after CMI_ 2020 update)	31.03.2021 (before CMI_ 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%