

BASSETLAW CITIZENS ADVICE BUREAU
(A company limited by guarantee)

REPORT & FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

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Charity No. 1118563

Prepared by

Williams Knowles & Co.

Chartered Accountants

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

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

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

Objectives and activities for the public benefit

Objectives

The charity's objects are specifically to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community predominantly but not exclusively in the district of Bassetlaw, County of Nottinghamshire and surrounding areas.

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

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

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

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

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

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

Public benefit

The Citizens Advice Bassetlaw service aims to:

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

Activities

We maintained or developed the following activities:

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

A review of our achievements and performance

In total we have successfully:

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

In total we have reported:

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

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

Financial review

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

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

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

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

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

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

Principal funding sources

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

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

Our main expenditure for the year was for:

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

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

Risk management

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

Reserves policy

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

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

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

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

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

i Core service fund

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

ii Development and investment (internal)

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

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

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

Plans for the future

The key strategy for Bassetlaw Citizens Advice is:

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

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

Our vision

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

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

Reference and administrative details

Company number: 06068486
Charity number: 1118563

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

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

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

Bankers: Natwest
69 Bridge Street
Worksop
Nottinghamshire
S80 1DR

Board Members:

Directors:

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

Trustees:

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

BDC Representatives

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

Secretary:

Karen Whitlam	Appointed 01.05.2018
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Chief Executive Officer

Karen Whitlam	Appointed 01.05.2018
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Structure, Governance & Management

Constitution

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

Appointment of Trustees

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

Organisational structure

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

BASSETLAW CITIZENS ADVICE BUREAU

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

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

Additionally:

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

Pay policy for senior staff

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

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

Going concern

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

Trustees' responsibilities in relation to the financial statements

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

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

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

BASSETLAW CITIZENS ADVICE BUREAU

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

The Board of Directors are responsible for maintaining proper accounting records which disclose with reasonable accuracy, at any time, the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Board of Directors are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

Approval

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

Approved by the Board of Directors on

28/11/2023

and signed on its behalf by:



A M Deakin

Chair

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

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

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

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

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

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)]

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

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



Dated:

28 November 2023

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

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

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

The annexed notes form part of these financial statements.

BASSETLAW CITIZENS ADVICE BUREAU
BALANCE SHEET
AS AT 31 MARCH 2023

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

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

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

A M Deakin

Chair

M Hooper

Treasurer

Dated:

28/11/23

2023

The annexed notes form part of these financial statements.

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

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

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

1. GENERAL INFORMATION

The charity is a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Bassetlaw Citizens Advice Bureau, 100 - 102 Bridge Street, Worksop, Nottinghamshire, S80 1HZ.

2. STATEMENT OF COMPLIANCE

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

3. ACCOUNTING POLICIES

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

a. Basis of preparation

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

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

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

b. Going concern

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

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

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

c. Judgements and key sources of estimation uncertainty

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

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

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

d. Fund accounting

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

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

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

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

e. Income

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

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

f. Expenditure

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

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

g. Tangible fixed assets

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

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

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

h. Leasing

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

BASSETLAW CITIZENS ADVICE BUREAU
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i. Pensions

Defined benefit scheme

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

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

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

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

Defined contribution scheme

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

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

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

j. Financial instruments

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

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

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

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

BASSETLAW CITIZENS ADVICE BUREAU
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4. INCOME

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

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	Unrestricted £	Restricted £	Total 2023 £	Total 2022 £
d. Investment income				
Bank interest receivable	3,886	-	3,886	133

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

BASSETLAW CITIZENS ADVICE BUREAU
NOTES FORMING PART OF THE FINANCIAL STATEMENTS
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6. Net Incoming Resources for the year

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

7. Staff costs and numbers

Included in staff costs were the following:

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

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

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

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

8. Trustee Remuneration & Related Party Transactions

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

Trustee expenses were as follows:

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

The Board of Trustees has a representative from Bassetlaw District Council who is a non-voting member.

The Charity received a grant from Bassetlaw District Council as listed in note 4.

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

9. Taxation

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

BASSETLAW CITIZENS ADVICE BUREAU
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10. Tangible Fixed Assets

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

11. Debtors	2023 £	2022 £
Prepayments	2,838	1,842
Debtors	108,600	91,833
	<u>111,438</u>	<u>93,675</u>

12. Creditors:	2023 £	2022 £
Amounts falling due within one year		
Accruals	11,729	9,307
Other creditors	2,107	9,123
	<u>13,836</u>	<u>18,430</u>

BASSETLAW CITIZENS ADVICE BUREAU
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13. Analysis of Net Assets Between Funds

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

14. Movement in Funds

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

Purposes of Restricted Funds

Access to Justice

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

Money Advice & Pensions Service

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

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Welfare Rights Bassetlaw - Macmillan

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

Energy Redress

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

Citizens Advice Energy Projects

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

Bassetlaw District Council - Cost of Living Support- Money advisor

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

Boots Foundation

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

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

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

Bassetlaw Clinical Commissioning Group (CCG) /Integrated Care Board

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

Cost of Living Response Grant (Bassetlaw District Council)

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

Household Support Fund (Bassetlaw District Council/Notts County Council

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

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

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

Notts County Council (Partnership Recovery Fund)

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

Trust Funds

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

BASSETLAW CITIZENS ADVICE BUREAU
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Western Power - Holiday Hunger - Family Support in Bassetlaw

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

Transfers from restricted funds

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

15. Finance leases and hire purchase contracts

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

	2023 £	2022 £
Equipment		
Within one year	3,168	3,858
Two to five years	-	5,166

16. Pension commitments

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

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

Statement of financial position as at 31 March 2023

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

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

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

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

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

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

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

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