

**YORK AND DISTRICT  
CITIZENS ADVICE BUREAU**

**ANNUAL REPORT AND FINANCIAL STATEMENTS**

**YEAR ENDED 31<sup>ST</sup> MARCH 2021**

**CHARITY REGISTRATION NO. 1133516**

**A COMPANY LIMITED BY GUARANTEE  
COMPANY REGISTRATION NO. 7004444 (ENGLAND & WALES)**

## **YORK AND DISTRICT CITIZENS ADVICE BUREAU**

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## **YORK AND DISTRICT CITIZENS ADVICE BUREAU**

### **LEGAL AND ADMINISTRATIVE INFORMATION**

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#### **Directors/Trustees**

The following people were Directors and Trustees of the charity on the date of approval of the report or served during the year:

John Short	Chair of Trustees
Jacqueline Flynn	Treasurer - appointed 30 <sup>th</sup> July 2020
Alexander Schofield	Resigned 7 <sup>th</sup> September 2020
Simon Crack	
Victoria Ling-Williams	
Simon Mallett	
Steven Clark	Resigned 24 <sup>th</sup> Sept 2020
Margaret Everall	Resigned 25 <sup>th</sup> March 2021
Manar Matusiak	
Graham Gabriel	Resigned 30 <sup>th</sup> July 2020
John Nodder	
Rebecca Blues	Appointed 25 <sup>th</sup> March 2021
Shirley Riley	Appointed 25 <sup>th</sup> March 2021
Samantha Williams	Appointed 25 <sup>th</sup> March 2021

#### **Council Representative**

Cllr Nigel Ayre

#### **Chief Executive**

Fiona Derbyshire

#### **Company Secretary**

John Nodder resigned 21<sup>st</sup> January 2021  
Helen Digwood – appointed 21<sup>st</sup> January 2021

#### **Registered Charity No.**

1133516

#### **Company Registration No.**

7004444

#### **Principal address and Registered office**

West Offices  
Station Rise  
York YO1 6GA

#### **Independent examiner**

Karen Wood ACMA  
Outsource Accounting Services &  
Independent Examinations  
Hiscox Building  
Peasholme Green  
York YO1 7PR

#### **Bankers**

Co-operative Bank  
PO. Box 250  
Skelmersdale WN8 6WT

## **YORK AND DISTRICT CITIZENS ADVICE BUREAU**

### **2020-21 CHAIR'S REPORT**

The many and various problems caused by the Covid 19 pandemic brought into even sharper focus how vital it is for people to be able to get free informed, impartial and independent advice, whatever the problem and whenever they need it.

Throughout 2020-21, despite the operational difficulties caused by the Covid pandemic, the Citizens Advice York (CAY) team of staff and volunteers remained focused on the core aims of the service

- to provide the advice people need for the problems they face
- to improve the policies and practices that affect people's lives

In this context it's good to be able to report again that we helped over 5000 people and maintained the good quality of our work. We were also able to improve the bureau's financial resilience.

#### Providing advice and support for the people of York

The advice we provide can make a huge difference to people's lives, especially at times of real need and uncertainty like now. In 2020-21 CAY helped 4652 clients in York with 12760 different issues and a further 488 with quick enquiries or signposting. In total we helped them claim over £1.2m of previously unclaimed benefits or tax credits and manage or write off debts of over £1m.

CAY takes pride in the quality of our work and it's good to report that the national Citizens Advice organisation, which audits our work on a regular basis, rated it consistently green for client outcomes and customer service.

#### 2020-21 Financial Performance

As an independent local charity we're entirely reliant on funding the work we do with grants or fees for specific services and projects, together with the money we raise through various fundraising activities and donations.

Overall funding continues to be very tight, both for our core General Advice Service and the many and various projects we run. With many funders under serious financial pressure generating sufficient income is certainly going to become more difficult in the next few years. Income from fundraising activities is also difficult to predict. This all makes budgeting and planning difficult.

At the start of 2020-21, largely but not wholly because of Covid, the situation was very uncertain. A deficit of £20k was budgeted, with a commitment to at least reach a break-even position. I'm able to report that the outcome, with income, including donations, £26k higher than budget, and costs coming in below budget, was a surplus of £42k. Unrestricted reserves, a good indicator the bureau's financial resilience, had increased by £49k at the year end.

#### Governance

The board completed the annual Trustee Self Assessment, annual Strategic Capability Assessment and Chair appraisal. They also reviewed the trustees' mix of skills and experience. Together with the results of the national organisation's annual Leadership Self Assessment these provide confidence that governance is good.

During the year Graeme Gabriel, Stephen Clark and Margaret Everall ended their time as trustees and I would like to thank them for their considerable contribution. We welcomed four new trustees to the board: they bring a mix of excellent core and specialist skills.

My second term of office as Chair ends in October next year. Arrangements to appoint my replacement are complete and an announcement will be made very shortly

#### Thank you to staff and volunteers

At the end of 2019-20 staff and volunteers worked tirelessly, and with enormous commitment, to move from a predominantly face to face service in the City Council offices and outreach venues to one where everyone was working from home using telephone, email and webchat. These arrangements continued throughout 2020-21. Yet despite the stresses and strains this put on everyone involved the team again managed to help more than 5000 clients and scored Green (minimal risk) in the national Citizens Advice Quality of Advice Assessment.

## **YORK AND DISTRICT CITIZENS ADVICE BUREAU**

This was a splendid achievement that demonstrates clearly the team's resilience and professionalism. To each and every one of you very well done and thank you.

We've been joined during the year by a number of new volunteers and new staff: a warm welcome to all of you. I trust you enjoy working with us and thank you for joining the team.

### 2021-22 and Beyond

The Covid 19 restrictions meant we continued to work almost exclusively remotely into the spring and summer of 2021. Where necessary a few clients have been seen in person, but only in the last month or two have we been able to start planning to have more people working and seeing clients in the office and Outreach venues.

Personal interaction with clients and colleagues has many important benefits and, as the situation allows in the medium to longer term, we will be seeing more clients in the office and Outreach venues. However, email, web chat and the phone will undoubtedly have a far greater role than before the pandemic. Fiona

### Volunteers

Volunteers are involved in every aspect of what we do: providing advice in West Offices, telephone advice on Adviceline, Webchat support, working on reception, administration or fundraising. We estimate the value contributed by volunteers in 2020-21 was worth c. £250,000.

Volunteering with CAY is a worthwhile and enjoyable role. Recruiting and training volunteers, particularly to be advisors, remain key challenges. I'm glad to say there's continued to be good interest in joining the team since March 2020 and hopefully some increased flexibility in working arrangements offered by digital channels will help ensure this continues.

### Funding

Overall funding continues to be very tight, both for our core General Advice Service and the many and various projects we run. With many funders under serious financial pressure generating sufficient income is almost certainly going to become more difficult in the next few years. Income from fundraising activities is also difficult to predict. This all makes budgeting and planning difficult.

The City of York Council (CYC) remain consistent and generous funders, and indeed supporters, of CAY. Thank you. Their funding is in two parts. For the core General Advice Service we're now in the second of a four year funding arrangement and benefitting from the medium certainty this provides. We also receive funding from them for a number of important projects including Advice and Information cafes and GP Outreach.

Each year, in addition to the CYC funding, we also have separately to raise some £30,000 to £40,000 plus to cover the full cost of the General Advice Service. Some of this comes from grants for training, various fundraising activities and one-off donations, but there is still large gap to fill. To do this we launched, in 2019, a Friends of CAY scheme for businesses and private individuals. In return for their regular financial support for our General Advice Service all Friends are kept up to date with what we're doing through newsletters and our Annual Review. Friends are also invited to our AGM. This includes a keynote talk, which this year will be a double header by both York MPs.

I'd like to thank all our Friends for their support; their regular contributions are very welcome and hugely helpful.

In summary 2020-21 was uniquely challenging but CAY was still able to maintain the level and quality of the service and improve its financial resilience. As we look through the remainder of 2021-22 and into the following year challenges and uncertainties are still there and will certainly become more difficult. The Trustees and the CEO are actively working to address them and, along with staff and volunteers, are all committed to continue striving to meet demand and deliver a high standard of advice and client service to the people of York.

**John Short**  
**Chair**

## **YORK AND DISTRICT CITIZENS ADVICE BUREAU**

### **TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2021**

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The Trustees, all of whom are also Directors for the purposes of company law, present their annual report and financial statements for the year ended 31<sup>st</sup> March 2021.

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Governance**

York and District Citizens Advice Bureau is an independent registered charity, No. 1133516, and a company limited by guarantee, No. 7004444. York and District Citizens Advice Bureau is also known as Citizens Advice York. The charity operates in accordance with the terms of its Memorandum and Articles of Association.

The Charity was originally established in October 1941 and registered with the Charity Commission in 1980, Charity Registration No. 509600, as an unincorporated association. The new charitable company was incorporated on 29<sup>th</sup> August 2009 and registered with the Charity Commission on 13<sup>th</sup> January 2010. On 1<sup>st</sup> April 2010 all the assets and liabilities of the former charity were transferred to the new charitable company.

##### **Recruitment and appointment of Trustees**

Members of the Trustee Board are the charity Trustees for the purposes of charity law and are also Directors for the purposes of company law.

The maximum number of Trustees is fifteen and the minimum is three. Appointment is by election at the Annual General Meeting, or by being co-opted by the Trustee Board, provided that on appointment the total number of co-opted Trustees does not exceed one third of the total number of Trustees.

All elected Trustees retire from office at the third annual general meeting following the annual general meeting at which they were elected but may be re-elected.

Due to the nature of the charity the Trustee Board seeks to ensure that the needs of the community are appropriately reflected through the diversity of the Trustee body. Trustees are drawn from all sections of the community and include individual members and members of organisations, who use their skills and experience to lead and govern the charity.

##### **Induction and training of Trustees**

All new Trustees receive an induction. This includes copies of key policies and procedures, information about the charity and the responsibilities of being a Trustee and the opportunity to meet staff and volunteers. Board members also have access to internal training sessions run by Citizens Advice York as well as courses offered by Citizens Advice nationally. All new Trustees have a follow up meeting with the Chair of Trustees after 6 months to review the induction process.

All Trustees take an active part in the management of Citizens Advice York.

##### **Organisational Structure**

Citizens Advice York is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of the charity and for ensuring that the charity satisfies its legal and contractual obligations. The Trustee Board meets as a minimum every two months and delegates the day to day management of the charity to the Chief Executive.

## **YORK AND DISTRICT CITIZENS ADVICE BUREAU**

### **Related Parties**

Citizens Advice York is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Citizens Advice York in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and local authority departments on behalf of clients. Where one of the Trustees holds the position of Trustee or Director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

A City of York Council representative is also invited to attend Citizens Advice York Trustee Board meetings.

### **Risk Management**

The Trustees have considered and reviewed the risks to which the charity is exposed and have established systems and procedures to manage them. The Audit and Risk committee maintains an effective internal control and risk framework and assists the Board to ensure compliance with standards and guidelines issued by Citizens Advice and other regulatory bodies. The risk register is reviewed regularly and Trustees ensure that action plans are in place to mitigate key risks identified and puts in place additional measures such as infection control measures during the COVID pandemic.

### **OBJECTIVES AND ACTIVITIES**

The Charity's objects, as detailed in the Memorandum and Articles of Association, are "to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in York and surrounding areas".

To achieve these objectives Citizens Advice York aims to provide free, confidential, impartial and independent advice and information for the benefit of the local community, to exercise a responsible influence on the development of social policies and services and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

### **Public Benefit**

The Trustees have paid due regard to the Charity Commission's guidance on Public Benefit in deciding the activities undertaken by Citizens Advice York during the year. The Trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

Our current activities aim to meet our objectives through the delivery of free, confidential advice and information that is accessible to all:

### **General Advice Service**

The core and largest part of our work is a comprehensive General Advice Service. This is staffed by a team of highly trained volunteer advisers, supported by experienced professional supervisors.

The service provides independent information and advice on a wide range of issues including welfare benefits, debt, housing, employment law and immigration. In normal circumstances, it comprises a Drop In Service from the central York office (co-located with the City of York Council offices), a telephone advice service (Adviceline), a dedicated 'Help to Claim' service and a specialist welfare benefits team supporting clients with more in-depth case work.

## **YORK AND DISTRICT CITIZENS ADVICE BUREAU**

Clients are seen at our central York office at drop-in sessions on three mornings a week. They have an 'Initial check' with a supervisor and are given information, directed to an organisation better able to help them or (in over 70% of instances) given a same day appointment with an adviser.

From mid March 2020 onwards face to face services have been impacted by restrictions due to the Coronavirus pandemic. All advice shifted to digital and phone channels using the national Citizens Advice Adviceline and webchat for local calls and chat. In addition email and phone numbers were provided in outreach areas and call back forms were offered to enable clients to self refer through our website. It is likely that a blended service offering some drop in for clients in need of face to face in community locations and at West Offices as well as a continuation of all digital channels.

### **Outreach**

We also normally provide general advice at a number of Outreach locations including Huntington, Haxby and Wigginton, Acomb, Clifton, Heworth and Tang Hall, Mickelgate and Guildhall and Holgate and some local GPs' surgeries. These outreach sessions would provide a more accessible and community based service to those less able to access our city centre office. We also offer 'Advice and Information Cafes' in some outreach locations which offer informal settings and are staffed by an adviser and/or an information officer. Since March 2020 all outreach advice has been provided via dedicated phone numbers and through general digital channels. Drop in and face to face is set to resume in September 2021 and will form a blended service with digital channels.

### **Money and debt advice**

Our money and debt advice service allows us to give in-depth help to people who are struggling to manage their finances. Our debt team is funded by the Money Advice Service and City of York Council.

### **Research & Campaigns**

In 2020-21, we continued our strong research and campaigning work on local and national issues. Research & Campaign volunteers, with our team of advisers submitted evidence forms to national Citizens Advice across the year. Evidence forms are the way we highlight cases where the client is facing particular detriment due to a systemic issue, or an issue where policy is unfair and needs changing as a result. These are then gathered together by national Citizens Advice and used to campaign for change.

We expanded our research work to incorporate larger scale reports and campaigns. This included research projects into student housing in collaboration with York University Students Union and the development of our zero hours contracts report from last year with the benefit of a student intern. The latter will be published later in 2021. We were also lucky enough to benefit from a paid student researcher to undertake research via public surveys in York outer wards to identify demand for our services there. This report will be published later in 2021.

## **CHIEF EXECUTIVE'S REPORT**

### **ACHIEVEMENTS AND FUTURE PLANS**

This year saw the continued impact of the COVID pandemic in the UK. It meant 60 + years of face to face delivery of advice had to stop over night and it ushered in a time of unprecedented change for clients and advisers as the impact rolled out. With many of our volunteers in the older age range many were required to self isolate. Vulnerable clients who had been routinely free to come and seek our support could no longer do so through our drop in service at West Offices or in our community based venues.

Our volunteers and staff rose to the challenge and regardless of personal challenges and fear transitioned readily to providing advice by phone and Adviceline. In time we added webchat and call back forms. We helped almost as many clients as before the pandemic which was testament to our teams skills and adaptability to new delivery models. Many of those clients needed more support and had more issues than pre pandemic indicating the sheer detriment to many people who live in York of the various COVID measures and restrictions. Our clients were often new to claiming benefits and were younger. Stories of their lives being totally derailed were difficult for even experienced advisers to deal with. We had to offer suicide awareness and training to support our team.



## **YORK AND DISTRICT CITIZENS ADVICE BUREAU**

We continued to meet York's advice needs and targets with high quality standards and positive client feedback ratings.

Our debt service provided more complex debt advice including high numbers of Debt Relief Orders for clients in financial crisis. We continued to support GP surgeries with advice via and worked with CVS on social prescribing.

I worked with key partners in the City on digital inclusion having produced a report on the risk to our older and disabled clients in accessing services digitally. We continue to undertake research to ensure we are adapting our service to be accessible to all.

I worked on regional recovery panels to with local authority and other sector stakeholders giving key contributions on challenges our clients were facing.

As the year progressed and COVID rules changes we flexed each time it looked as if face to face would be allowed, working with CYC, the libraries, Tang Hall big local and ward venues to resume in person advice. Staff and volunteers showed willing to face the risk of infection although we worked hard to limit risk. Each time we were thwarted as rules changed again.

Whilst the change and demand on us has been great we have continued to serve our clients by whatever means we could.

Our Help to Claim and Welfare Benefits work supported clients in need and we continued to provide essential help to residents with EU Settled status applications as the deadline for applications loomed. Our Yorlaw free legal service has supported clients with family and employment issues throughout even when solicitors were unable to provide pro bono support.

With the University of York Students Union we have launched our research on student housing and worked to have students voices heard on the challenges they face in the private rented sector. We continued to expand on our zero hours and insecure employment research to examine this through the lense of COVID and will raise awareness through campaigns and work on solutions with our partners in response.

With all events cancelled our fundraising plans were thwarted. It is only thanks to our Friends and donors that we were able to avoid financial challenges that many others in the sector face.

I continue to use our voice and work hard to strengthen relationships with stakeholders and partners to ensure that we remain relevant to the City's future and our offer is both effective and valued and our client's needs are met. I am immensely proud to head up this organisation but am humbled by the outstanding dedication and quality of service our team and volunteers tirelessly provide.

We are looking at providing more community based advice and continue to offer all channels so that clients can contact us in the way they choose. We will work on funding to enable this. We are working with partners on expanding our pro bono legal services as part of an ambitious project with colleagues in mid and North Yorkshire. We are talking to the health sector about the value of what we do to help and prevent clients physical and mental health issues from deteriorating by helping them with their problems.

We ended the year on a reasonable high which will enable us to weather the storms of a much less certain and far more challenging future.

**Fiona Derbyshire**  
Chief Executive

## **YORK AND DISTRICT CITIZENS ADVICE BUREAU**

### **FINANCIAL REVIEW**

#### **Financial Position**

Incoming resources for the year were £449,354 (2020: £433,325). Of this £273,614 related to project restricted activities (2020: £283,635)

A surplus of £42,401 was achieved in the year (2020: surplus of £5,634), of which, £49,062 surplus relates to unrestricted funds and a £6,661 deficit related to restricted funds which is offset against restricted funds brought forward. At 31 March 2021 total funds were £197,300 of which £174,755 represented unrestricted funds (2020 £125,693).

#### **Principal Funding Sources**

The Trustees are grateful to all the organisations and individuals who have given grants or donations during the year. The principal funding sources were as follows:

City of York Council: The largest grant received during the year was the core grant of £150,100 towards the delivery of the general advice service. The Council also supported a number of specialist projects including the GP Outreach, the continuation of Advice & Information Cafes around the city and ward grants for advice outreaches

Money Advice and Pensions Service (MAPS): continued grant funding for 1.6 FTE's providing much needed additional capacity for the debt advice service.

Citizens Advice: Citizens Advice has funded support for clients making Universal Support claims and also energy advice projects via funding from energy companies.

SJP Law: SJP Law provided funding for specialist outreach at York Hospital.

Two Ridings Community Foundation: provided funding to support services changes required for remote working during Covid lockdown

The charity did not have any borrowings from providers of funding or other sources at the balance sheet date.

The Trustees remain committed to finding new and diverse funding sources and to safeguarding and increasing reserves in order to ensure the charity has a secure financial base for the future.

#### **Reserves Policy**

Citizens Advice York aims to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency, including loss of income and necessary but unbudgeted cost. The charity maintains a projection of income for the future and endeavours to ensure that this continues to be derived from as wide a variety of sources possible.

In reviewing the potential costs that could arise should a significant reduction in income or the need for unbudgeted expenditure occur the Trustees have determined that free reserves of £101,738 should be maintained which is equal to 3 months normal operating expenditure for the General & Specialist Advice services including general overheads. This is in addition to designated funds of £43,000. The current level of unrestricted funds (excluding designated funds and fixed assets) is £131,755 which would cover approximately 3.9 months. In the longer term Trustees consider it prudent to aim to increase the level of reserves to 6 months. The reserves policy is monitored and reviewed by Trustees annually.

#### **Designated Funds**

Unrestricted funds have been designated for the following purposes:

- Contingency reserve:– £38,000 set aside to cover any costs arising in the event of the charity's closure, such as redundancies.
- Equipment reserve:– £5,000 set aside towards future equipment requirements.

The Trustees are free to designate funds in this way, and to release such funds to make them available for general purposes as they see fit.

### **Restricted Funds**

*Details of Restricted Funds are set out in Note 17 to the Accounts. These funds are restricted by the donor or funder and cannot be used for the general purposes of the charity. Their existence, and the sums of money therein, do not imply that there has been an under spend but may result from a variety of circumstances including timing differences between the charity's financial year and the funding year of the project concerned.*

### **Investment Policy**

As detailed in its Memorandum paragraph 4.19, in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

*Owing to the nature of its funding the charity has no long-term investments, but it keeps monies not required in the short term in a no-notice deposit account with Scottish Widows. The Trustees review the interest rates available from time to time to ensure a reasonable return on deposits is being achieved.*

### **DIRECTORS' RESPONSIBILITIES**

The charity trustees (who are also the directors of York and District Citizens Advice Bureau 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 charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources in 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 in business.

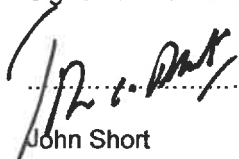
The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the charity and hence 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.

In preparing this report, the Trustees have taken advantage of the small companies exemption. The Trustees declare that they have approved the Trustees Annual Report and Accounts

Signed on behalf of the Trustees

  
.....  
John Short

Date.....26.10.21.....

Chair of Trustees

**YORK AND DISTRICT CITIZENS ADVICE BUREAU**

**STATEMENT OF FINANCIAL ACTIVITIES YEAR ENDED 31 MARCH 2021  
(INCLUDING INCOME AND EXPENDITURE ACCOUNT  
AND STATEMENT OF TOTAL RECOGNISED GAINS AND LOSSES)**

		<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2021</b>	<b>Total 2020</b>
	<b>Note</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Income and endowments from:</b>					
Donations & legacies	3	25,308	-	25,308	17,920
Charitable activities	4	150,100	273,614	423,714	411,922
Investment income	5	82	-	82	84
Other income (including fundraising)	6	250	-	250	3,399
<b>TOTAL INCOME</b>		<b>175,740</b>	<b>273,614</b>	<b>449,354</b>	<b>433,325</b>
<b>EXPENDITURE ON</b>					
<b>Charitable activities</b>					
Raising funds		-	-	-	2,316
Advice and Information	7	132,606	274,347	406,953	425,375
<b>TOTAL EXPENDITURE</b>		<b>132,606</b>	<b>274,347</b>	<b>406,953</b>	<b>427,691</b>
<b>NET INCOME/ (EXPENDITURE)</b>		<b>43,134</b>	<b>(733)</b>	<b>42,401</b>	<b>5,634</b>
Transfers Between Funds		5,928	(5,928)	-	-
<b>NET MOVEMENT IN FUNDS</b>		<b>49,062</b>	<b>(6,661)</b>	<b>42,401</b>	<b>5,634</b>
<b>Reconciliation of Funds</b>					
Funds brought forward at 1 April 2020		125,693	29,206	154,899	149,265
<b>Funds carried forward 31 March 2021</b>		<b>174,755</b>	<b>22,545</b>	<b>197,300</b>	<b>154,899</b>

A comparative Statement of Financial Activities is found in Note 2


All of the Charity's activities derive from continuing operations during the above two periods.

# YORK AND DISTRICT CITIZENS ADVICE BUREAU

## BALANCE SHEET AS AT 31 MARCH 2021

	note	2021 £	2020 £
<b>FIXED ASSETS</b>			
Tangible Assets	12	-	-
<b>CURRENT ASSETS</b>			
Debtors	13	45,634	29,055
Cash at bank and in hand		186,816	163,962
		<u>232,450</u>	<u>193,017</u>
<b>CREDITORS: Amounts falling due within one year</b>	14	(35,150)	(38,118)
<b>NET CURRENT ASSETS</b>		<u>197,300</u>	<u>154,899</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>197,300</u>	<u>154,899</u>
<b>TOTAL NET ASSETS</b>		<u>197,300</u>	<u>154,899</u>
<b>FUNDS</b>			
Restricted income funds	17	22,545	29,206
Designated funds	17	43,000	43,000
Unrestricted funds	17	131,755	82,693
<b>TOTAL FUNDS</b>		<u>197,300</u>	<u>154,899</u>

The financial statements on pages 11 to 24 were approved by the Trustees, and authorised for issue on 26/10/21 and signed on their behalf by

  
name: JACKIE FLYNN  
Trustee

Company Registration Number : 7004444 (England & Wales)

**YORK AND DISTRICT CITIZENS ADVICE BUREAU**

**STATEMENT OF CASH FLOWS**  
**YEAR ENDED 31 MARCH 2021**

	note	2021 £	2020 £
<b>Cash flows from operating activities</b>			
Net income/(Expenditure) for the period		42,401	5,634
<b>Adjusted for:</b>			
Depreciation charge	12	-	-
Investment income	5	(82)	(84)
Decrease/(increase) in debtors	13	(16,579)	(10,018)
(Decrease)/increase in creditors	14	(2,968)	17,127
<b>Net cash flows from operating activities</b>		<u>22,772</u>	<u>12,659</u>
<b>Cash flows from investing activities</b>			
Interest receivable and similar income	5	82	84
Purchase of tangible fixed assets	12	<u>-</u>	<u>-</u>
Net cash flows from investing activities		<u>82</u>	<u>84</u>
Net increase/(decrease) in cash and cash equivalents		22,854	12,743
Cash and cash equivalents at 1 April 2020		<u>163,962</u>	<u>151,219</u>
Cash and cash equivalents at 31 March 2021	19	<u><u>186,816</u></u>	<u><u>163,962</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

## **YORK AND DISTRICT CITIZENS ADVICE BUREAU**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021**

#### **1. Accounting Policies**

##### **Basis of preparation**

The financial statements have been prepared under the historical cost convention and 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 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006, applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

##### **Going concern**

The trustees consider there are no material uncertainties about the Charity's ability to continue as a going concern. The review of our financial position, reserves levels and future plans gives Trustees confidence the charity remains a going concern for the foreseeable future.

##### **Income and endowments**

###### **i) Recognition of income**

Items of income are recognised and included in the accounts when all of the following criteria are met:

- The charity has entitlement to the funds;
- Any performance conditions attached to the item(s) of income have been met or are fully within the control of the charity;
- There is sufficient certainty that receipt of the income is considered probable; and
- The amount can be measured reliably.

###### **ii) Grants receivable**

Grants made to finance the activities of the local Citizens Advice are credited to the income and expenditure account in the period to which they relate.

###### **iii) Bank interest**

Bank interest is included in the income and expenditure account on receipt.

###### **iv) Gifts and Intangible income**

In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public. This help and support is not included in the financial statements. However, its value to the Charity has been estimated and disclosed in the Directors' Report.

###### **v) Other income**

Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included as they were received.

###### **vi) Deferred income**

Grants received in advance of the period in which the funder requires the expenditure to be applied will be reflected in deferred income within the balance sheet.

## **YORK AND DISTRICT CITIZENS ADVICE BUREAU**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021**

#### **Expenditure and irrecoverable VAT**

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

Expenditure is classified under the following activity headings:

- Costs of raising funds includes costs associated with any fundraising events.
- Charitable activities includes the costs of providing general advice and other specialist advice services and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

#### **Support costs**

Support costs include office and premises overheads, finance, admin and governance costs. They have been allocated to projects in proportion to staff time spent on each activity/project.

#### **Operating Leases**

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases.

#### **Tangible fixed assets and depreciation**

Individual fixed assets costing £1,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Computer equipment	3 years on a straight line basis
Fittings & office equipment	5 years on a straight line basis

#### **Pensions**

The charity operates a defined contribution group personal pension plan for its employees. Payments are charged to the income and expenditure account in the period in which they are incurred.

#### **Accumulated funds**

Restricted funds are subject to specific conditions by donors as to how they may be used. The purpose and uses of the restricted funds are set out in the notes to the accounts.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the

Unrestricted funds are funds that can be used in accordance with the charitable objects at the discretion of the trustees.



**YORK AND DISTRICT CITIZENS ADVICE BUREAU**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2021**

**2. Comparative Statement of Financial Activities Year Ended 31 March 2020  
(Including Income And Expenditure Account  
And Statement Of Total Recognised Gains And Losses)**

	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total 2020 £</b>
<b>Income and endowments from:</b>			
Donations & legacies	16,230	1,690	17,920
Charitable activities	131,200	280,722	411,922
Investments	84	-	84
Other	2,176	1,223	3,399
<b>TOTAL INCOMING RESOURCES</b>	<b>149,690</b>	<b>283,635</b>	<b>433,325</b>
<b>RESOURCES EXPENDED</b>			<b>-</b>
<b>Charitable activities</b>			
Raising funds	1,366	950	2,316
Advice and Information	139,306	286,069	425,375
<b>TOTAL RESOURCES EXPENDED</b>	<b>140,672</b>	<b>287,019</b>	<b>427,691</b>
<b>NET INCOME/ (EXPENDITURE)</b>	<b>9,018</b>	<b>(3,384)</b>	<b>5,634</b>
Transfers between funds	1,711	(1,711)	
<b>NET MOVEMENT IN FUNDS</b>	<b>10,729</b>	<b>(5,095)</b>	<b>5,634</b>
<b>Reconciliation of Funds</b>			
Funds brought forward at 1 April 2019	114,964	34,301	149,265
<b>Funds carried forward 31 March 2020</b>	<b>125,693</b>	<b>29,206</b>	<b>154,899</b>

# YORK AND DISTRICT CITIZENS ADVICE BUREAU

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

### 3. Income from Donations and Legacies

	Unrestricted Funds	Restricted Funds	Total 2021	Total 2020
	£	£	£	£
Donations	25,308	-	25,308	17,920
Total	<u>25,308</u>	<u>-</u>	<u>25,308</u>	<u>17,920</u>

### 4. Income from Charitable Activity

Advice & Information Services:

Funder	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Brelms Trust	-	3,000	3,000	3,000
Citizens Advice - BEIS Covid Fund	-	9,000	9,000	-
Citizens Advice - Broadband	-	-	-	250
Citizens Advice - Energy Advice	-	1,920	1,920	5,665
Citizens Advice - Help to Claim Citizens Advice	-	25,361	25,361	27,528
Citizens Advice - MAPS Face to Face Debt Advi	-	85,679	85,679	64,973
City of York Council - Acomb Ward	-	10,121	10,121	5,996
City of York Council - Advice & Information Cafés	-	28,360	28,360	38,339
City of York Council - Advice York	-	-	-	11,158
City of York Council - EU Settled Status	-	13,639	13,639	4,574
City of York Council - General Advice Service	150,100	-	150,100	131,200
City of York Council - GP Outreach	-	14,722	14,722	24,041
City of York Council - Guildhall Ward	-	2,926	2,926	-
City of York Council - Heworth Ward	-	6,088	6,088	654
City of York Council - Holgate Ward	-	2,733	2,733	-
City of York Council - Hull Road Ward	-	3,220	3,220	4,457
City of York Council - Micklegate Ward	-	5,109	5,109	854
City of York Council - Specialist Debt	-	-	-	24,703
Garfield Weston	-	5,333	5,333	1,333
Harrogate Citizens Advice	-	-	-	208
Haxby Town Council	-	2,730	2,730	2,503
Huntington Parish Council	-	6,023	6,023	4,818
Joseph Rowntree Trust	-	-	-	7,128
Refugee Action York	-	667	667	-
Shepherd Group	-	-	-	5,000
Stamp Jackson & Proctor	-	11,579	11,579	11,820
Tang Hall Big Local	-	11,372	11,372	10,000
Two Ridings Community Foundation - Covid	-	10,000	10,000	4,966
Two Ridings Community Foundation - Surviving Winter	-	1,000	1,000	-
Wigginton Parish Council	-	5,532	5,532	4,569
York CVS	-	7,500	7,500	10,000
Your Consortium - Action Towards Inclusion	-	-	-	2,185
Total	<u>150,100</u>	<u>273,614</u>	<u>423,714</u>	<u>411,922</u>

**YORK AND DISTRICT CITIZENS ADVICE BUREAU**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2021**

**5. Investment Income**

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2021</b>	<b>Total 2020</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Interest receivable on bank deposits	82	-	82	84
<b>Total</b>	<b>82</b>	<b>-</b>	<b>82</b>	<b>84</b>

**6. Other Income**

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2021</b>	<b>Total 2020</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Other Income	250	-	250	3,399
<b>Total</b>	<b>250</b>	<b>-</b>	<b>250</b>	<b>3,399</b>

**7. Resources Expended**

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2021</b>	<b>Total 2020</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Advice &amp; information services:</b>				
Direct costs	101,926	211,041	312,967	328,668
Allocated Support Costs (note 7b)	30,435	62,966	93,401	95,716
Governance Costs	245	340	585	991
<b>Total Resources Expended</b>	<b>132,606</b>	<b>274,347</b>	<b>406,953</b>	<b>425,375</b>

**7b. Support Costs**

	<b>Staff Costs</b>	<b>Other Costs</b>	<b>Total 2021</b>	<b>Total 2020</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Allocated Support Costs	84,529	8,872	93,401	93,937

**8. Net incoming/outgoing resources**

Net outgoing resources for the year include:

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Operating Lease costs - Land & Buildings	-	15,000
Operating Lease costs - Equipment	1,349	1,633
Depreciation	-	-
Independent Examiner fees	550	550

Operating Lease costs - Land & Buildings was credited in full - £15000 for the year 20/21 due to Covid restrictions

**YORK AND DISTRICT CITIZENS ADVICE BUREAU**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**9. Trustees remuneration and expenses**

No Trustees, nor any persons connected with them:

- were reimbursed for expenses throughout the year.
- received any benefits in kind.
- received any remuneration from the charity during the year.

**10. Staff Costs**

Staff costs during the year were:

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Wages and salaries	291,439	298,392
Social security costs	22,598	17,820
Pension costs	17,410	6,609
	<u>331,448</u>	<u>322,821</u>

The average number of full time equivalent employees during the year was

	<b>2021</b>	<b>2020</b>
	<b>No.</b>	<b>No.</b>
Advice	5.5	5.8
Admin & support	0.8	0.9
Operational management	4.4	4.3
Senior management	0.9	0.7
Total	11.6	11.7

Volunteer Advice workers during the year were 8.6 FTE

No employee received emoluments of more than £60,000 during the year.  
(2020 - nil)

**11. Taxation**

No tax was charged in the year (2020 - £nil)

**YORK AND DISTRICT CITIZENS ADVICE BUREAU**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2021**

**12. Tangible Fixed Assets**

	Computer Equipment	Other Tangible Assets	Total
<b>Cost</b>			
At 1 April 2020	-	-	-
Additions	-	-	-
At 31 March 2021	-	-	-
<b>Depreciation</b>			
At 1 April 2020	-	-	-
charge for the year	-	-	-
At 31 March 2021	-	-	-
<b>Net Book Value</b>			
At 1 April 2020	-	-	-
At 31 March 2021	-	-	-

<b>13. Debtors</b>	<b>2021</b>	<b>2020</b>
	£	£
Trade Debtors	38,132	-
Accrued Income	5,635	27,631
Prepayments	1,867	449
Other Debtors	-	975
Total	45,634	29,055

<b>14. Creditors</b>	<b>2021</b>	<b>2020</b>
	£	£
Trade Creditors	3,545	-
Deferred income	19,352	26,031
Taxation & social security	5,510	5,844
Accruals	1,696	4,270
Other Creditors	5,047	1,973
Total	35,150	38,118

**YORK AND DISTRICT CITIZENS ADVICE BUREAU  
NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2021**

**15. Commitments Under Operating Leases**

Total future minimum lease payments under non-cancellable operating leases are as follows:

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
<b>Land &amp; buildings</b>		
Within 1 year	<u>7,500</u>	<u>15,000</u>
<b>Total</b>	<u><u>7,500</u></u>	<u><u>15,000</u></u>
 <b>Equipment</b>		
Within 1 year	1,349	1,348
1 - 5 years	<u>4,384</u>	<u>-</u>
<b>Total</b>	<u><u>5,733</u></u>	<u><u>1,348</u></u>

**16. Charity status**

The Charity is a Charity limited by guarantee and consequently does not have share capital. Each of the member is liable to contribute an amount not exceeding £1 towards the assets of the Charity in the event of liquidation while they are members or within one year thereafter.

# YORK AND DISTRICT CITIZENS ADVICE BUREAU

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

### 17. Funds

	Balance 1 April 2020 £	Incoming Resources £	Outgoing Resources £	Transfers £	Balance 31 March 2021 £
<b>Unrestricted funds:</b>					
General Funds	82,693	175,740	(132,606)	5,928	131,755
Designated Funds	43,000	-	-	-	43,000
Pension reserve	-	-	-	-	-
<b>Total unrestricted funds</b>	<b>125,693</b>	<b>175,740</b>	<b>(132,606)</b>	<b>5,928</b>	<b>174,755</b>
<b>Restricted Funds:</b>					
Brelms Trust	-	3,000	(3,000)	-	-
Citizens Advice - BEIS Covid Fund	-	9,000	(9,000)	-	-
Citizens Advice - Broadband	1,000	-	(1,000)	-	-
Citizens Advice - Energy Advice	2,470	1,920	(4,390)	-	-
Citizens Advice - Help to Claim Citizens Advice	-	25,361	(25,361)	-	-
Citizens Advice - MAPS Face to Face Debt Advice	1,328	85,679	(81,079)	(5,928)	-
City of York Council - Acomb Ward	-	10,121	(8,282)	-	1,839
City of York Council - Advice & Information Cafés	5,184	28,360	(33,544)	-	-
City of York Council - Advice York	3,878	-	(3,878)	-	-
City of York Council - EU Settled Status	1,054	13,639	(7,487)	-	7,206
City of York Council - GP Outreach	272	14,722	(14,994)	-	-
City of York Council - Guildhall Ward	-	2,926	(2,533)	-	393
City of York Council - Heworth Ward	166	6,088	(5,538)	-	716
City of York Council - Holgate Ward	-	2,733	-	-	2,733
City of York Council - Hull Road Ward	-	3,220	(2,984)	-	236
City of York Council - Micklegate Ward	-	5,109	(4,554)	-	555
City of York Council - Specialist Debt	2,290	-	(2,290)	-	-
Garfield Weston	479	5,333	(5,812)	-	-
Hardship Fund	1,788	-	(508)	-	1,280
Haxby Town Council	-	2,730	(2,730)	-	-
Huntington Parish Council	-	6,023	(6,023)	-	-
Jack Brunton CT - Yorlaw	673	-	(673)	-	-
Joseph Rowntree Trust	2,662	-	(2,662)	-	-
Refugee Action York	-	667	(625)	-	42
Stamp Jackson & Proctor	1,437	11,579	(10,526)	-	2,490
Tang Hall Big Local	1,140	11,372	(9,767)	-	2,745
Two Ridings Community Foundation - Covid	-	10,000	(10,000)	-	-
Two Ridings Community Foundation - Surviving Winter	225	1,000	(35)	-	1,190
Two Ridings Community Foundation - Research & Campaigns	2,083	-	(2,083)	-	-
Wigginton Parish Council	-	5,532	(4,785)	-	747
York Childrens Trust	518	-	(145)	-	373
York CVS	-	7,500	(7,500)	-	-
York Independent Living Network	559	-	(559)	-	-
<b>Total restricted funds</b>	<b>29,206</b>	<b>273,614</b>	<b>(274,347)</b>	<b>(5,928)</b>	<b>22,545</b>
<b>Total funds</b>	<b>154,899</b>	<b>449,354</b>	<b>(406,953)</b>	<b>-</b>	<b>197,300</b>

# YORK AND DISTRICT CITIZENS ADVICE BUREAU

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

### 17. Funds (prior year comparative)

	Balance 1 April 2019 £	Incoming Resources £	Outgoing Resources £	Transfers £	Balance 31 March 2020 £
<b>Unrestricted funds:</b>					
General Funds	74,964	149,690	(140,672)	(1,289)	82,693
Designated Funds	40,000	-	-	3,000	43,000
<b>Total unrestricted funds</b>	<b>114,964</b>	<b>149,690</b>	<b>(140,672)</b>	<b>1,711</b>	<b>125,693</b>
<b>Restricted Funds:</b>					
Action Towards Inclusion	817	2,185	(3,002)	-	-
Citizens Advice - Broadband	750	250	-	-	1,000
Citizens Advice - Energy Advice	2,466	5,665	(5,661)	-	2,470
Citizens Advice - MAPS Face to Face					
Debt Advice	1,214	64,973	(64,859)	-	1,328
City of York Council - Advice &					
Information Cafés	7,652	38,339	(40,807)	-	5,184
City of York Council - Advice York	2,721	11,158	(10,001)	-	3,878
City of York Council - EU Settled					
Status	-	4,574	(3,520)	-	1,054
City of York Council - GP Outreach	294	34,041	(34,063)	-	272
City of York Council - Heworth Ward	4,819	11,961	(16,614)	-	166
City of York Council - Specialist Debt	115	24,703	(22,528)	-	2,290
CVS MIEB	250	-	(250)	-	-
Friends - Sponsorship	700	-	(700)	-	-
Garfield Weston	792	10,407	(10,720)	-	479
Hardship Fund	1,996	1,339	(1,547)	-	1,788
Harrogate Citizens Advice	-	208	(208)	-	-
Help to Claim	-	27,528	(25,750)	(1,778)	-
Huntington Parish Outreach	-	4,818	(4,851)	33	-
Jack Brunton CT - Yorlaw	1,076	-	(403)	-	673
Joseph Rowntree Trust	-	7,128	(4,466)	-	2,662
Stamp Jackson & Proctor	2,600	11,820	(12,983)	-	1,437
Tang Hall Big Local	1,513	10,000	(10,373)	-	1,140
Two Ridings Community Foundation -					
Surviving Winter	-	500	(275)	-	225
Two Ridings Community Foundation -					
Research & Campaigns	2,137	4,966	(5,020)	-	2,083
Wigginton & Haxby Outreach	-	7,072	(7,106)	34	-
York Childrens Trust	1,830	-	(1,312)	-	518
York Independent Living Network	559	-	-	-	559
<b>Total restricted funds</b>	<b>34,301</b>	<b>283,635</b>	<b>(287,019)</b>	<b>(1,711)</b>	<b>29,206</b>
<b>Total funds</b>	<b>149,265</b>	<b>433,325</b>	<b>(427,691)</b>	<b>-</b>	<b>154,899</b>



## **YORK AND DISTRICT CITIZENS ADVICE BUREAU**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021**

#### **17. Funds (continued)**

The specific purposes for which the funds are to be applied are as follows:

##### **DESIGNATED FUNDS:**

The designated funds balance comprises the following designations taken from the general funds of the charity

- Equipment Reserve £5000
- Contingency Reserve £38000

##### **RESTRICTED FUNDS:**

###### **Brelms Trust**

Funding to recruit and train more volunteers - funded by 3 funders

###### **Citizens Advice - BEIS Covid Fund**

Funding to support Covid measure required for remote working

###### **Citizens Advice - Broadband**

Funding to subsidise the move of broadband provider

###### **Citizens Advice - Energy Advice**

Funding for energy advice to people in York

###### **Citizens Advice - Help to Claim Citizens Advice**

Funding to support clients make a Universal Support claim

###### **Citizens Advice - MAPS Face to Face Debt Advice**

Funding for a Face to Face debt advice service

###### **City of York Council - Acomb Ward**

Funding for an outreach advice service in the Acomb Ward

###### **City of York Council - Advice & Information Cafés**

Funding for advice in informal café settings

###### **City of York Council - Advice York**

Funding to coordinate the partnership of advice agencies in York

###### **City of York Council - EU Settled Status**

Funding to assist EU migrant to receive settled status in the UK

## **YORK AND DISTRICT CITIZENS ADVICE BUREAU**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021**

#### **City of York Council - GP Outreach**

Funding for advice in GP surgeries

#### **City of York Council - Guildhall Ward**

Funding for an outreach advice service in the Guildhall Ward

#### **City of York Council - Heworth Ward**

Funding for an outreach advice service in the Heworth Ward

#### **City of York Council - Holgate Ward**

Funding for an outreach advice service in the Holgate Ward

#### **City of York Council - Hull Road Ward**

Funding for an outreach advice service in the Hull Road Ward

#### **City of York Council - Micklegate Ward**

Funding for an outreach advice service in the Micklegate Ward

#### **City of York Council - Specialist Debt**

Funding to provide a specialist debt advice project to vulnerable clients

#### **Garfied Weston**

Funding to recruit and train more volunteers - funded by 3 funders

#### **Hardship Fund**

Funding specifically to give small grant to clients experiencing financial hardship

#### **Haxby Town Council**

Funding for an outreach advice service in Haxby Town

#### **Huntington Parish Council**

Funding for an outreach advice service in Huntington

#### **Jack Brunton CT - Yorlaw**

Funding to support clients of Yorlaw legal services

#### **Joseph Rowntree Trust**

Funding to give advice to the Refugee communities of York

**YORK AND DISTRICT CITIZENS ADVICE BUREAU**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**Refugee Action York**

Funding to give advice to the Refugee communities of York

**Stamp Jackson & Proctor**

Funding for advice in the head injury & Stroke unit at the hospital

**Tang Hall Big Local**

Funding for advice in Tang Hall

**Two Ridings Community Foundation - Covid**

Funding to support Covid remote working

**Two Ridings Community Foundation - Surviving Winter**

Funding specifically to give small grant to clients experiencing winter hardship

**Two Ridings Community Foundation -Research & Campaigns**

Funding to support Research and Campaigns

**Wigginton Parish Council**

Funding for an outreach advice service in the Wigginton Parish

**York Childrens Trust**

Funding specifically to give small grant to clients in hardship with children

**York CVS**

Funding for advice in GP surgeries

**York Independent Living Network**

Funding for advice for clients engaged with the York Independent Living Network

**TRANSFERS:**

A transfer from 'Citizens Advice - MAPS Face to Face Debt Advice' to Unrestricted was the fund balance unspent at the end of year transferrable to Unrestricted with permission from the funder

**YORK AND DISTRICT CITIZENS ADVICE BUREAU**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2021**

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

	<b>Tangible fixed assets</b>	<b>Current assets</b>	<b>Current liabilities</b>	<b>Total funds 2021</b>
Unrestricted	-	136,001	(4,246)	131,755
Designated	-	43,000	-	43,000
Restricted	-	53,449	(30,904)	22,545
<b>Total</b>	<b>-</b>	<b>232,450</b>	<b>(35,150)</b>	<b>197,300</b>

	<b>Tangible fixed assets</b>	<b>Net current assets</b>	<b>Current liabilities</b>	<b>Total funds 2020</b>
Unrestricted	-	93,253	(10,560)	82,693
Designated	-	43,000	-	43,000
Restricted	-	56,764	(27,558)	29,206
<b>Total</b>	<b>-</b>	<b>193,017</b>	<b>(38,118)</b>	<b>154,899</b>

**19. Analysis of Cash and Cash Equivalents**

	<b>At 1 April 2020</b>	<b>cashflow</b>	<b>at 31 March 2021</b>
Cash at bank and in hand	163,962	22,854	186,816
<b>Total</b>	<b>163,962</b>	<b>22,854</b>	<b>186,816</b>

	<b>At 1 April 2019</b>	<b>cashflow</b>	<b>at 31 March 2020</b>
Cash at bank and in hand	151,219	12,743	163,962
<b>Total</b>	<b>151,219</b>	<b>12,743</b>	<b>163,962</b>

**20. Related Party Transactions**

There were no related party transactions during the year (2020 - £nil)