

Company registration number: 07186736

Charity registration number: 1135081

Citizens Advice Leicestershire

(A company limited by guarantee)

Annual Report and Financial Statements

For the Year Ended 31 March 2021

The Rowleys Partnership Ltd
Chartered Accountants, Statutory Auditors
Charnwood House
Harcourt Way
Meridian Business Park
Leicester
LE19 1WP

Citizens Advice Leicestershire

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Citizens Advice Leicestershire

Reference and Administrative Details

Trustees

M. T. Flaherty – Chair
A. E. Melville – Vice Chair
G. Cook
P. J. G. Symonds
J. Walters
T. E. Render
V. T. Goodman
N. L. B. Waghela
M-A. Beere – Treasurer
M. Kynaston – Pearson- Appointed 1 December 2020

Company Secretary

R. Evans

Central Management Team

R. Evans
A. E. Steiner
H. Matthews
L. Hegarty
J. Thomas

Principal Office

Clarence House
46 Humberstone Gate
Leicester
LE1 3PJ

Registered Office

Clarence House
46 Humberstone Gate
Leicester
LE1 3PJ

The Charity is incorporated in England and Wales

Citizens Advice Leicestershire

Reference and Administrative Details

Company Registration Number	07186736
Charity Registration Number	1135081
Solicitors	Lawson West 4 Dominus Way Meridian Business Park Leicester LE19 1RP
Bankers	The Co-operative Bank plc 1 Balloon Street Manchester M60 4EP Unity Trust Bank 4 Brindley Place Birmingham B1 2JB
Auditor	The Rowleys Partnership Ltd Chartered Accountants, Statutory Auditor Charnwood House Harcourt Way Meridian Business Park Leicester LE19 1WP

Citizens Advice Leicestershire

Trustees Report

The Trustees, who are directors for the purposes of company law, present the annual report together with the financial statements and auditors' report of the charitable company for the year ended 31 March 2021.

Objectives and activities

Objects and aims

The Charity's purposes, as set out in the objects contained in the Company's Memorandum of Association, are to promote any charitable purpose for the benefit of the whole community of Leicestershire ("the area of benefit") by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

Our aims are focused on the provision of the advice people need for the problems they face and the improvement of the policies and practices that affect people's lives.

Our service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

Though the area of benefit refers to the community of Leicestershire, the organisation focuses its activities on Leicestershire and the City of Leicester.

The Charity has developed its own Mission Statement to reflect more accurately the purpose and role of the organisation:

"Citizens Advice Leicestershire (CITAL) will continue to be recognised as the leading provider of appropriate and excellent advice across the county and city. We will develop and maintain a range of provision that meets the new and emerging challenges facing people in our area, including the prevention of homelessness and the implications of Brexit".

We review our aims, objectives and activities each year at a Trustee Board away day and at an annual staff conference. In 2020/21 these were remote meetings.

Citizens Advice Leicestershire

Trustees Report

Public benefit

Our main objectives for the year have been developing our service so it matches the needs of the clients we are trying to support whilst continuing with all bidding opportunities.

We will achieve our Aim by focusing on five major objectives:

1. People – Ensuring clients remain central to our organisation and all our developments; ensuring well motivated and engaged staff and volunteers by having effective communication systems, excellent training and support.
2. Financial sustainability – Ensuring the financial sustainability of CITAL. We will do this by rigorous financial management, effective monitoring of the changing environment, accessing core funding, exploiting new markets and developing social enterprises.
3. Delivery and innovation – Ensuring all our people deliver consistently high standards of advice-giving. We will continue to innovate to best meet the new and emerging needs of our clients including the use of developing technologies as the leading provider in Leicestershire.
4. Local profile – To be recognised as market leaders in the innovative work we do and develop a high profile for the organisation locally, regionally and nationally. To focus on social policy, being articulate, visible and vocal about the consequences of local and national government policy on local people.
5. National profile - To play an effective but robust role within Citizens Advice nationally whilst reflecting the need of the local population with our own and the funders' aspirations.

All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The Board of Trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

Use of Volunteers

The organisation receives help and support in the form of voluntary assistance in offering advice to the public. Throughout 2020/21, the organisation employed over 55 staff and utilised more than 70 volunteers working together delivering various projects (including the core service).

Volunteers represent an indispensable part of the organisation and without them there would not be a Citizens Advice service. Our volunteers contribute over 22,000 hours per year based on an average of 6 hours per volunteer. This equates to an estimated value of volunteering of approximately £200,000 based on minimum wage rates alone. However, their value is inadequately expressed in monetary terms. Indeed, volunteers bring many skills and equally; the experience gained with us helps individuals return to the labour market.

Citizens Advice Leicestershire

Trustees Report

Achievements and performance

The main areas of charitable activity are: the provision of general advice and information services; the provision of specialist advice and casework services in the debt and welfare benefits categories of social welfare law and guidance on current pension regulations.

However, major operational changes were needed due to the Covid lockdown and it was pleasing to note that our organisation's business recovery plan was implemented and worked.

Throughout the year we have continued to offer advice and information in the following ways:

Telephone – we continued to operate a City and County wide telephone triage service staffed by volunteer and paid assessors. The line is answered between the hours of 9.00am and 4.30pm from Monday to Friday.

Face to face drop in – during the Year we have suspended these services as the Country went into lockdown.

Full advice – we offer general and specialist advice through our team of trained volunteer advisers and paid staff however this was delivered by telephone and email. In the latter part of the year we purchased a video package as used by the NHS called Attend Anywhere. There has been a slow take up but numbers continue to grow.

Information and self-help – supporting service users to become more self-reliant by accessing online information. During the year there were more than 480,000 website hits.

Outreach – was suspended as above.

In addition to general advice, the following specialist services are provided: specialist debt advice funded by the Money Advice Service; specialist welfare benefits advice funded through Macmillan Cancer Support for clients and their families who are affected by cancer; the provision of specialist guidance across the County on Pension Regulations and Help to Claim, a service to help people claim Universal Credit funded by the DWP.

Who Used and Benefited from our Services?

During the reporting year we delivered more than 26,000 client contacts and appointments across all delivery channels as clients continue to present with multiple problems. We helped with more than a staggering 59,000 issues. This figure ignores over 480,000 hits on our website.

The majority of our work is helping people with benefit enquiries and money advice. In total we negotiated on just over £12 million worth of debt; rescheduling or reducing the debts to make people's lives more sustainable. We also generated an estimated total of over £12 million worth additional income for our clients.

Sustaining funding levels remains a continuing challenge; however, during the financial year our method of operation and management structure ensured that we delivered in the most effective and safest way possible. In previous years we had begun to consider remodelling our services making better use of technology to deliver advice via remote platforms. This would protect the resources and ensure that the more resource intensive face to face services we kept for the most vulnerable. Those plans were forced into action. This year we answered more than 29,000 telephone calls and responded to over 8,000 emails.

Citizens Advice Leicestershire

Trustees Report

Financial review

It is fair to say the availability of funding in the Charity sector remains difficult even after the ending of “austerity”. The charity’s focus is on providing added value to its funders from a base of sound financial management and ensuring that our services remain relevant to the strategic objectives of stakeholders at local and national level.

Whilst we have worked hard to develop our service to enable us to deliver the most cost-effective service possible, the prospect of meeting the ever-increasing demand with significantly reduced funding resources is challenging.

In the reporting period the Charity generated an operating surplus of £103,466 from a total income of £1,624,577 and expenditure of £1,521,110. The surplus occurred in the main as a result of us benefitting from grants and contracts that were made available due to the Covid pandemic. We have also carried a number of staff vacancies which whilst not critical to the organisation have presented us with some operational and management difficulties.

Policy on reserves

The trustees believe that the organisation should hold financial reserves in order to ensure that the CITAL can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. The trustees have a target of retaining the equivalent of three months' expenditure as financial reserves. CITAL's reserves are also held for the following;

Redundancy- To ensure that the organisation is able to cover contractual obligations for redundancy payments to staff.

I.T – the trustees are aware that given we are now very I.T reliant that equipment must be kept up to date. Up to £30,000 of reserves are identified as I.T related in the event that no external funding can be sourced.

This reserves policy is monitored and reviewed by the trustees annually. The trustees are aware that they have reached their target for reserves but will continue to work towards maintaining that situation.

Citizens Advice Leicestershire

Trustees Report

Principal funding sources

The total income for the year of £1,624,577 represents an increase of £25,262 from 2019/20. The Trustees extend their sincere gratitude to Leicester City Council, Leicestershire County Council, Blaby District Council, Harborough District Council, Hinckley and Bosworth Borough Council, Oadby and Wigston Borough Council, North West Leicestershire District Council and Melton Borough Council who continue to support the (core) operating capacity of the Charity.

Significant project-specific funding was gratefully received from Macmillan Cancer Support, Money Advice Service's Financial Inclusion Fund through the East Midlands Money Advice Agency in support of money advice, and from Her Majesty's Treasury in respect of the Pension Wise Service and Help to Claim.

Investment policy and objectives

In furtherance of its objectives, and for no other purposes, the company has the power to invest or deposit funds in any lawful manner (but to invest only after obtaining advice from a financial expert and having regard to the suitability of investments).

Plans for future periods

Aims and key objectives for future periods

The organisation will continue to seek to increase the number of people supported by, as far as possible, continuing to channel shift away from reliance on face to face appointments. This will enable those able to access advice and information themselves to do so, so as the more vulnerable clients can be assisted using more traditional methods such as face to face or telephone. Additional effort will be made to increase funding to support both additional clients and to support the technology and training needed to channel shift.

Going concern

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Structure, governance and management

Nature of governing document

Citizens Advice Leicestershire (CITAL) is a registered Charity and was incorporated as a company by limited guarantee on 11 March 2010 under the name "South and West Leicestershire Citizens Advice Bureau". The name was changed on 1 January 2012 following the merger of the organisation with Citizens Advice Leicester, at which date the assets and liabilities of Citizens Advice Leicester were acquired. The name changed again, on 21 July 2016, following the rebranding of the organisation to Citizens Advice Leicestershire. Its objects and powers and other constitutional matters are set out in its Memorandum and Articles of Association.

A new Memorandum and Articles of Association was approved at an EGM in 2020 on the advice of Citizens Advice National. No major changes were included in the update except for clarifying that volunteers involved with service delivery could not also act as Trustees. The updated Articles of Association also clarified the AGM process.

Citizens Advice Leicestershire

Trustees Report

Recruitment and appointment of trustees

The Charity is governed through a Trustee Board. Trustees who have held office during the year are listed on page 1. The Articles of Association provide for a minimum of six and a maximum of twelve trustees.

Trustees are elected to the Board and are appointed by a resolution of its members at an AGM. The Board has powers to co-opt members who shall retire at the following AGM and may offer themselves for re-election.

The Board was supported by the Finance and General purposes (F and GP) subcommittee along with task and finish groups as required. However, at a Trustee away day in early 2020 it was agreed to dissolve the F and GP and move to monthly trustee meetings. These would alternate between strategic and operational agendas with financial reporting a common theme.

However, when specific issues need to be discussed away from the main Trustee Board meeting, smaller and specific meetings have been called often involving wider representation from the paid staff group.

Induction and training of trustees

New Trustees are briefed on their legal obligations under Charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the Charity. They also meet key employees and other Trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

Arrangements for setting key management personnel remuneration

During the summer 2019 a management review was undertaken and the County Operations Director role was removed and in its place a new role of Group Manager of County and Specialist Services. Similarly, the Compliance and Contracts Manager role was replaced and became Group Manager of Central Services. With these changes some functions were reassigned.

At the same time the local Service Managers roles became Local Business Leaders with the aim to take on more responsibility and to allow for succession planning.

The Finance Manager role was unaffected.

These roles are now bedded into the organisation

Their remuneration is set by the Trustees.

Citizens Advice Leicestershire

Trustees Report

Organisational structure

CITAL is governed by its Trustee Board, which is responsible for setting the strategic direction of the organisation and the policy of the Charity. These policies are implemented by the Chief Executive. The Trustees carry the ultimate responsibility for the conduct of CITAL and for ensuring that the Charity stratifies its legal and contractual obligations. The Board has developed an induction procedure, in order to carefully select and induct new members onto its board. Trustees meet as a minimum each quarter and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management.

Under normal conditions CITAL operates from six branches at Blaby, Market Harborough, Coalville, Hinckley, Oadby and Wigston, and Leicester. It also operates numerous outreach venues. However; due to the pandemic all branches were closed with staff and volunteers working from home. Some volunteers decided to “rest” at this stage but a number continued and many new volunteers were recruited. CITAL did not furlough any of its staff.

The Melton Mowbray branch is closed permanently to the public due to a funding cut. However, reduced funding is still in place so residents of the Borough can access the services by telephone and email.

CITAL is a member 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. The organisation also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients.

Response to Covid

Along with many other organisations CITAL observed the work from home instruction in March 2020. Within hours; laptop computers, mobile and desk phones and other essential equipment was distributed to paid staff and volunteers to keep the services running. Overnight our service went from being a face to face reliant operation to a phone, email and more latterly video offer. Those working from home responded in a professional and diligent way. Some volunteers decided to “rest” as they felt this service delivery style was not one they could offer. The service remained as home working at the end of the financial year.

Some staff enquired about the government’s Furlough scheme, however as CITAL receives public funding it was not applicable. Equally; advice services have remained critical during this time with an initial spike in the numbers of clients needing advice on employment and welfare benefit related issues.

It should also be acknowledged that CITAL’s funders continued to support the organisation during this period and in some cases increased the funding level or waived invoices for items such as rent. This helped CITAL purchase much needed equipment such as telephones and computers which otherwise would have needed to be funded from reserves.

Citizens Advice Leicestershire

Trustees Report

Major risks and management of those risks

Corporate risk

CITAL has completed a Corporate Risk Management exercise and maintains a risk register that is regularly reviewed. This process cannot entirely eliminate all risks but provides reasonable assurance that problems are identified on a timely basis and their impact mitigated and managed. Major risks to which the Charity are exposed have been reviewed and systems put in place to mitigate those risks. The board will continue to review the corporate risk register and ensure that action plans are in place to mitigate its key risks.

Loss of funding

The effects of this in the short term have been minimised by maintaining reserves, and a very active programme of seeking and securing funds from a variety of sources. The Charity continues to seek to further diversify its funding sources.

Internal risks

Internal risks are minimised by the implementation of financial procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures were reviewed by an independent qualified accountant in the spring of 2013 and updated in 2017 to ensure that they still meet the needs of the Charity. They will be reviewed again during 2021/22. The Board accepted all the recommendations for further improvements to the system made in the regular three monthly review of the risk register.

Financial instruments

Objectives and policies

The charity's activities expose it to a number of financial risks including credit risk, cash flow risk and liquidity risk. The use of financial derivatives is governed by the charity's policies approved by the board of trustees, which provide written principles on the use of financial derivatives to manage these risks. The charity does not use derivative financial instruments for speculative purposes.

Credit risk

The charity's principal financial assets are bank balances and cash, trade and other debtors.

The charity's credit risk is primarily attributable to its trade debtors. The amounts presented in the balance sheet are net of allowances for doubtful debtors. An allowance for impairment is made where there is an identified loss event which, based on previous experience, is evidence of a reduction in the recoverability of the cash flows.

The credit risk on liquid funds is limited because the counterparties are banks with high credit-ratings assigned by international credit-rating agencies.

The charity has no significant concentration of credit risk, with exposure spread over a large number of counterparties and customers.

Liquidity risk

In order to maintain liquidity to ensure that sufficient funds are available for ongoing operations and future developments, the charity maintains sufficient funds at the bank.

Citizens Advice Leicestershire

Trustees Report

Important non-adjusting events after the financial period

CITAL has a Business Continuity plan to be implemented in times of extreme difficulty or extraordinary circumstances. This plan was enacted in late March 2020 due to the Covid lockdown and in the main was effective.

Staff and volunteers have continued to work from home allowing us to continue to offer our full range of advice and services, supported with investment in our IT infrastructure as detailed in the plan.

All funding streams continued to be received in line with funder agreements and as a result CITAL did not have to make use of any of the government support schemes.

CITAL are aware of the future operational and probable funding challenges that the Covid pandemic may create for the future and are keeping the matter under review.

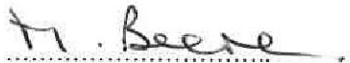
Disclosure of information to auditor

Each trustee has taken steps that they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

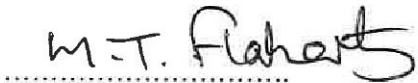
Reappointment of auditor

In accordance with section 485 of the Companies Act 2006, a resolution for the re-appointment of The Rowleys Partnership Ltd as auditors of the charity is to be proposed at the forthcoming Annual General Meeting.

The annual report was approved by the trustees of the charity on 26 October 2021 and signed on its behalf by:



M.A Beere
Treasurer



M.T. Flaherty
Chair of Trustees

Citizens Advice Leicestershire

Statement of Trustees' Responsibilities

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

Company law requires the trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and 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; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.


In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Approved by the Trustees of the charity on 26 October 2021 and signed on its behalf by:



M.A Beere
Treasurer



M.T. Flaherty
Chair of Trustees

Citizens Advice Leicestershire

Independent Auditor's Report to the Members of Citizens Advice Leicestershire

Opinion

We have audited the financial statements of Citizens Advice Leicestershire (the 'charity') for the year ended 31 March 2021, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP – FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2021 and of its results for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Citizens Advice Leicestershire

Independent Auditor's Report to the Members of Citizens Advice Leicestershire

Opinion on other matters prescribed by the Companies Act 2006

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

- The information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit.
- The trustees were not entitled to take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of Trustees' Responsibilities (set out on page 12), the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Citizens Advice Leicestershire

Independent Auditor's Report to the Members of Citizens Advice Leicestershire

Auditor's responsibilities for the audit of the financial statements

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the company and determined that the most significant which are directly relevant to specific assertions in the financial statements are those related to the financial report frameworks (UK Generally Accepted Accounting Practice, Companies Act 2006) and the relevant tax compliance regulations in the jurisdiction in which the company operates;
- We enquired of management whether they were aware of any instances of non-compliance with laws and regulations, or whether they had any knowledge of actual, suspected or alleged fraud;
- We assessed the susceptibility of the entity's financial statements to material misstatement, including how fraud might occur;
- We assessed the appropriateness of the collective competence and capabilities of the engagement team by understanding the practical experience with audit engagements of a similar nature and complexity, plus ensuring the team had appropriate and relevant training of the financial reporting framework and the relevant tax compliance regulations specific to the entity;
- We reviewed the financial statements and tested the disclosures against supporting documentation;
- We communicated relevant matters to all members of the audit team to ensure they understood the risks specific to the entity and the audit procedures planned to mitigate these;
- Our testing considered unusual or unexpected journal entries on a sample basis;
- We evaluated the assumptions and judgements used by management within significant accounting estimates and assessing if these indicate evidence of management bias;
- We tested significant transactions, in particular the evaluation of the company rationale for any which appear unusual or outside the charity's normal course of business;

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Citizens Advice Leicestershire

Use of our report

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



Robert Radford FCA (Senior Statutory Auditor)
For and on behalf of The Rowleys Partnership Ltd

Statutory Auditors
Chartered Accountants
Charnwood House
Harcourt Way
Meridian Business Park
Leicester
LE19 1WP

Date: 27/10/2021

Citizens Advice Leicestershire

Statement of Financial Activities for the Year Ended 31 March 2021 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2021 £
Income and Endowments from:				
Donations and legacies	3	4,034	-	4,034
charitable activities	4	<u>796,871</u>	<u>823,672</u>	<u>1,620,543</u>
Total income		<u>800,905</u>	<u>823,672</u>	<u>1,624,577</u>
Expenditure on:				
Charitable activities	5	(643,414)	(866,010)	(1,509,424)
Other expenditure	6	<u>(11,686)</u>	<u>-</u>	<u>(11,686)</u>
Total Expenditure		<u>(655,100)</u>	<u>(866,010)</u>	<u>(1,521,110)</u>
Net income/(expenditure)		145,805	(42,339)	103,466
Transfers between funds		<u>(43,096)</u>	<u>43,096</u>	<u>-</u>
Net movement in funds		102,709	757	103,466
Reconciliation of funds				
Total funds brought forward		<u>390,510</u>	<u>19,094</u>	<u>409,604</u>
Total funds carried forward	16	<u>493,219</u>	<u>19,851</u>	<u>513,070</u>

Citizens Advice Leicestershire

Comparative Statement of Financial Activities for the Year Ended 31 March 2020 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

		Unrestricted funds £	Restricted funds £	Total 2020 £
	Note			
Income and Endowments from:				
Donations and legacies	3	3,284	6,000	9,284
charitable activities	4	<u>867,782</u>	<u>722,249</u>	<u>1,590,031</u>
Total income		<u>871,066</u>	<u>728,249</u>	<u>1,599,315</u>
Expenditure on:				
Charitable activities	5	(874,226)	(742,603)	(1,616,829)
Other expenditure	6	<u>(16,077)</u>	<u>-</u>	<u>(16,077)</u>
Total Expenditure		<u>(890,303)</u>	<u>(742,603)</u>	<u>(1,632,906)</u>
Net income/(expenditure)		(19,237)	(14,354)	(33,591)
Transfers between funds		<u>(33,448)</u>	<u>33,448</u>	<u>-</u>
Net movement in funds		(52,685)	19,094	(33,591)
Reconciliation of funds				
Total funds brought forward		<u>443,195</u>	<u>-</u>	<u>443,195</u>
Total funds carried forward	16	<u><u>390,510</u></u>	<u><u>19,094</u></u>	<u><u>409,604</u></u>

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

Citizens Advice Leicestershire

(Registration number: 07186736)

Balance Sheet as at 31 March 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	12	-	606
Current assets			
Debtors	13	55,658	112,882
Cash at bank and in hand		664,899	453,042
		<u>720,557</u>	<u>565,924</u>
Creditors: Amounts falling due within one year	14	<u>(207,487)</u>	<u>(156,926)</u>
Net current assets		<u>513,070</u>	<u>408,998</u>
Net assets		<u>513,070</u>	<u>409,604</u>
Funds of the charity:			
Restricted funds		19,851	19,094
Unrestricted income funds			
Unrestricted funds		<u>493,219</u>	<u>390,510</u>
Total funds	16	<u>513,070</u>	<u>409,604</u>

The financial statements on pages 15 to 32 were approved by the trustees, and authorised for issue on 26 October 2021 and signed on their behalf by:



M.A Beere
Treasurer



M.T. Flaherty
Chair of Trustees

Citizens Advice Leicestershire

Statement of Cash Flows for the Year Ended 31 March 2021

		2021	2020
	Note	£	£
Cash flows from operating activities			
Net cash income		103,466	(33,591)
Adjustments to cash flows from non-cash items			
Depreciation	12	<u>606</u>	<u>743</u>
		104,072	(32,848)
Working capital adjustments			
(Increase)/decrease in debtors	13	57,224	103,829
(Decrease)/increase in creditors	14	(919)	18,441
Decrease in deferred income	14	<u>51,482</u>	<u>(38,775)</u>
Net cash flows from operating activities		211,857	50,647
Cash flows from investing activities			
Purchase of tangible fixed asset	12	<u>-</u>	<u>-</u>
Net increase in cash and cash equivalents	18	211,857	50,647
 Cash and cash equivalents at 1 April 2020	18	 <u>453,042</u>	 <u>402,395</u>
Cash and cash equivalents at 31 March 2021	18	<u><u>664,899</u></u>	<u><u>453,042</u></u>

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

Citizens Advice Leicestershire

Notes to the Financial Statements for the Year Ended 31 March 2021

1 Charity status

The charity is a charity limited by guarantee and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

Clarence House
46 Humberstone Gate
Leicester
LE1 3PJ

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

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 (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation

Citizens Advice Leicestershire 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 notes.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Citizens Advice Leicestershire

Notes to the Financial Statements for the Year Ended 31 March 2021

Judgements

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The company makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are that a selection of support costs are subject to an estimated allocation split between the funds.

Income and endowments

All income is included in the statement of financial activities when the Charity is entitled to the funds and the amount can be measured with reasonable certainty. Income is deferred only when the Charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

Voluntary income is received by way of grants, donations and gifts, including gift aid income where applicable, and is included in full in the statement of financial activities when receivable. Income from grants, where related to performance and specific deliverables, are accounted for when it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Donated services and facilities

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

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable that settlement is required and the amount can be measured reliably- All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category- Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

All resources expended are inclusive of irrecoverable VAT.

Charitable activities

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.

Citizens Advice Leicestershire

Notes to the Financial Statements for the Year Ended 31 March 2021

Support costs

Support costs includes all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity. They also include those costs not associated with the other two headings and includes costs of meeting the constitutional and statutory requirements of the Charity, the audit fees and costs linked to the strategic management of the Charity- They have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. staff costs by time spent and other costs by estimated usage.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets

Individual fixed assets costing £2,000 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Furniture and equipment	33.3% straight line

Trade debtors

Trade debtors are amounts due from customers for services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Citizens Advice Leicestershire

Notes to the Financial Statements for the Year Ended 31 March 2021

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Trade creditors are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Borrowings

Interest-bearing borrowings are initially recorded at fair value, net of transaction costs. Interest-bearing borrowings are subsequently carried at amortised cost, with the difference between the proceeds, net of transaction costs, and the amount due on redemption being recognised as a charge to the Statement of Financial Activities over the period of the relevant borrowing.

Interest expense is recognised on the basis of the effective interest method and is included in interest payable and similar charges.

Borrowings are classified as current liabilities unless the charity has an unconditional right to defer settlement of the liability for at least twelve months after the reporting date.

Fund structure

Unrestricted income funds are general funds that are available for use at the Trustee's discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

The Charity operates a defined contribution group personal pension plan for its employees. Payments are charged to the statement of financial activities in the period in which they are incurred.

Financial instruments

Classification.

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

Citizens Advice Leicestershire

Notes to the Financial Statements for the Year Ended 31 March 2021

Recognition and measurement

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through the statement of financial activities, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the charity intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the charity transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the charity, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

Citizens Advice Leicestershire

Notes to the Financial Statements for the Year Ended 31 March 2021

3 Income from donations and legacies

	Unrestricted funds	Restricted funds	Total 2021	Unrestricted funds	Restricted funds	Total 2020
	£	£	£	£	£	£
Donations and legacies:						
Donations	4,034	-	4,034	3,284	6,000	9,284
	<u>4,034</u>	<u>-</u>	<u>4,034</u>	<u>3,284</u>	<u>6,000</u>	<u>9,284</u>

4 Income from charitable activities

	Unrestricted funds	Restricted funds	Total 2021	Unrestricted funds	Restricted funds	Total 2020
	£	£	£	£	£	£
General advice	796,871	101,343	898,214	867,782	41,578	909,360
Debt advice	-	171,065	171,065	-	152,728	152,728
Benefits advice	-	468,931	468,931	-	432,743	432,743
Pensions guidance and financial capability	-	82,332	82,332	-	95,200	95,200
	<u>796,871</u>	<u>823,672</u>	<u>1,620,543</u>	<u>867,782</u>	<u>722,249</u>	<u>1,590,031</u>

5 Expenditure on charitable activities

	Unrestricted funds	Restricted funds	Total 2021	Unrestricted funds	Restricted funds	Total 2020
	£	£	£	£	£	£
General advice	619,570	103,919	723,489	862,994	53,187	916,181
Debt advice	23,844	192,291	216,135	11,232	157,972	169,204
Benefits advice	-	487,468	487,468	-	438,330	438,330
Pensions guidance and financial capability	-	82,332	82,332	-	93,114	93,114
	<u>643,414</u>	<u>866,010</u>	<u>1,509,424</u>	<u>874,226</u>	<u>742,603</u>	<u>1,616,829</u>
	Activity undertaken directly	Activity support costs	Total 2021	Activity undertaken directly	Activity support costs	Total 2020
	£	£	£	£	£	£
General advice	572,140	151,349	723,489	700,682	215,499	916,181
Debt advice	183,237	32,898	216,135	128,345	40,859	169,204
Benefits advice	409,016	78,452	487,468	338,169	100,161	438,330
Pensions guidance and financial capability	67,784	14,548	82,332	74,251	18,863	93,114
	<u>1,232,177</u>	<u>277,247</u>	<u>1,509,424</u>	<u>1,241,447</u>	<u>375,382</u>	<u>1,616,829</u>

Citizens Advice Leicestershire

Notes to the Financial Statements for the Year Ended 31 March 2021

6 Other expenditure

	Unrestricted funds	Total	Total
	General	2021	2020
	£	£	£
Staff costs			
Other staff costs	4,106	4,106	3,924
Audit fees			
Audit of the financial statements	6,780	6,780	6,600
Other fees paid to auditors	194	194	4,810
Depreciation, amortisation and other similar costs	606	606	743
	<u>11,686</u>	<u>11,686</u>	<u>16,077</u>

7 Analysis of support costs

Support costs allocated to charitable activities

	Basis of allocation	Governance costs	Staff costs	Office costs	Premises costs	Total	Total
		£	£	£	£	2021	2020
						£	£
General advice	Staff costs	7,229	3,112	86,695	54,313	151,349	215,499
Debt service	Staff costs	1,571	676	18,845	11,806	32,898	40,859
Benefits service	Staff costs	3,747	1,613	44,939	28,153	78,452	100,161
Pensions guidance and financial capability	Staff costs	695	299	8,333	5,221	14,548	18,863
		<u>13,242</u>	<u>5,700</u>	<u>158,812</u>	<u>99,493</u>	<u>277,247</u>	<u>375,382</u>

8 Net incoming/ outgoing resources

Net incoming resources for the year include:

	2021	2020
	£	£
Audit fees	6,780	6,600
Other non-audit services	194	4,810
Depreciation of fixed assets	<u>606</u>	<u>743</u>

Citizens Advice Leicestershire

Notes to the Financial Statements for the Year Ended 31 March 2021

9 Trustees remuneration and expenses

During the year the charity made the following transactions with trustees:

N.L. B. Waghela

£Nil (2020- £33) of travel expenses were reimbursed to N. L. B. Waghela during the year.

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any other benefits from the charity during the year.

10 Staff costs

The aggregate payroll costs were as follows:

	2021	2020
	£	£
Staff costs during the year were:		
Other staff costs	-	-
Wages and salaries	1,121,013	1,113,503
Social security costs	78,280	86,299
Pension costs	55,016	56,840
	<u>1,254,309</u>	<u>1,256,642</u>

The monthly average number of persons (including senior management team) employed by the charity during the year expressed as Full time equivalents was as follows:

	2021	2020
	No	No
Charitable purposes	54	54
Management and administration	4	5
	<u>58</u>	<u>59</u>

58 (2020 – 59) of the above employees participated in the defined contribution pension schemes.

Contributions to the employee pension schemes for the year totalled £55,016 (2020 - £56,840).

Citizens Advice Leicestershire

Notes to the Financial Statements for the Year Ended 31 March 2021

The number of employees whose emoluments fell within the following bands was:

	2021 No	2020 No
£60,001 - £70,000	<u>1</u>	<u>1</u>

The total employee benefits of the key management personnel of the charity were £214,286 (2020 - £224,482).

The chief executive officer, as the highest paid member of staff, received benefits totalling £65,372 (2020 - £63,622)

11 Taxation

The charity is a registered charity and is therefore exempt from taxation.

12 Tangible fixed assets

	Furniture and equipment £	Totals £
Cost		
At 1 April 2020	<u>81,795</u>	<u>81,795</u>
At 31 March 2021	<u>81,795</u>	<u>81,795</u>
Depreciation		
At 1 April 2020	81,189	81,189
Charge for the year	<u>606</u>	<u>606</u>
At 31 March 2021	<u>81,795</u>	<u>81,795</u>
Net book value		
At 31 March 2021	<u>-</u>	<u>-</u>
At 31 March 2020	<u>606</u>	<u>606</u>

13 Debtors

	2021 £	2020 £
Trade debtors	10,761	11,049
Prepayments	28,771	26,499
Accrued income	<u>16,126</u>	<u>75,334</u>
	<u>55,658</u>	<u>112,882</u>

Citizens Advice Leicestershire

Notes to the Financial Statements for the Year Ended 31 March 2021

14 Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade Creditors	17,097	25,142
Other Creditors	24,558	42,514
Accruals	81,402	56,320
Deferred income	84,430	32,950
	<u>207,487</u>	<u>156,926</u>

15 Obligations under leases and hire purchase contracts

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

	2021	2020
	£	£
Land and Buildings		
Within one year	9,370	13,953
Between one and five years	<u>9,370</u>	<u>18,740</u>
	<u>18,740</u>	<u>32,693</u>

Citizens Advice Leicestershire

Notes to the Financial Statements for the Year Ended 31 March 2021

16 Funds

	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	Balance at 31 March 2021
	£	£	£	£	£
Unrestricted funds					
<i>General</i>					
General funds	369,156	482,058	(308,221)	(43,096)	499,897
Leicester City Council	21,354	318,847	(346,879)		(6,678)
Total net assets	<u>390,510</u>	<u>800,905</u>	<u>(655,100)</u>	<u>(43,096)</u>	<u>493,219</u>
Restricted funds					
Universal Credit	4,710	-	-	-	4,710
EBDX	6,272	-	-	-	6,272
MESO	-	25,818	(25,459)	-	359
Seven Locks	467	-	-	-	467
Macmillan	-	170,193	(189,487)	19,294	-
Pension Wise	-	82,332	(82,332)	-	-
Money Advice Service	-	170,804	(192,029)	21,226	-
Martin Lewis	114	-	-	-	114
BESN	523	-	-	-	523
Coronavirus Community Support Fund	-	66,063	(66,063)	-	-
Help to claim	-	208,290	(208,290)	-	-
Help to Claim Best Practice	-	39,300	(39,300)	-	-
Moneywise Plus	1,008	262	(262)	-	1,008
CSF	-	4,989	(4,591)	-	398
Market Harborough	6,000	-	-	-	6,000
Fairpay	-	20,341	(20,341)	-	-
Leicestershire Communities Fund	-	13,409	(13,409)	-	-
New Normal Fund	-	9,720	(9,720)	-	-
Severn Trent Recovery	-	10,000	(10,015)	15	-
Soft Phones	-	2,151	(2,151)	-	-
GREAT project	-	-	(2,561)	2,561	-
Total restricted funds	<u>19,094</u>	<u>823,672</u>	<u>(866,010)</u>	<u>43,096</u>	<u>19,851</u>
Total funds	<u>409,604</u>	<u>1,624,577</u>	<u>(1,521,110)</u>	<u>-</u>	<u>513,070</u>

Citizens Advice Leicestershire

Notes to the Financial Statements for the Year Ended 31 March 2021

16 Funds continued

	Balance at 1 April 2019	Incoming resources	Resources expended	Transfers	Balance at 31 March 2020
	£	£	£	£	£
Unrestricted funds					
General					
General funds	430,328	501,750	(529,474)	(33,448)	369,156
Leicester City Council	12867	369,316	(360,829)	-	21,354
Total net assets	<u>443,195</u>	<u>871,066</u>	<u>(890,303)</u>	<u>(33,448)</u>	<u>390,510</u>
Restricted funds					
Universal Credit	-	-	-	4,710	4,710
EBDX	-	9,300	(4,210)	1,182	6,272
MESO	-	25,342	(26,859)	1,517	-
Seven Locks	-	-	-	467	467
Macmillan	-	154,131	(154,131)	-	-
East Midland Housing	-	25,766	(29,836)	4,070	-
Pension Wise	-	95,200	(93,114)	(2,086)	-
Money Advice Service	-	145,820	(157,865)	12,045	-
Martin Lewis	-	-	-	114	114
BESN	-	-	-	523	523
EDIC	-	19,788	(36,487)	16,699	-
Help to claim	-	191,426	(191,426)	-	-
Help to Claim Best Practice	-	36,078	(36,078)	-	-
Moneywise Plus	-	6,908	(107)	(5,793)	1,008
PBS	-	12,490	(12,490)	-	-
Market Harborough	-	6,000	-	-	6,000
Total restricted funds	<u>-</u>	<u>728,249</u>	<u>(742,603)</u>	<u>33,448</u>	<u>19,094</u>
Total funds	<u>443,195</u>	<u>1,599,315</u>	<u>(1,632,906)</u>	<u>-</u>	<u>409,604</u>

Citizens Advice Leicestershire

Notes to the Financial Statements for the Year Ended 31 March 2021

Transfers from the general to restricted funds are done so to meet overspends on restricted projects or to correct previous period transfers made in error.

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

Leicester City Council – to provide general and specialist advice to the residents of Leicester City.

EBDX – funding to assist service users to reduce their energy costs.

MESO – funding to provide specialist advice to sufferers of mesothelioma.

Macmillan – part of countywide funding received from Macmillan Cancer to offer advice to those living with cancer, their careers and family.

East Midlands Housing – to provide specialist debt advice and casework to tenants of East Midlands Housing across Leicestershire.

Pension Wise – the Bureau was appointed as a delivery centre for the Government's Pension Wise Guidance Service. The Bureau delivered the service across the County from 2016 as part of a consortium of Local Citizen Advice.

Money Advice Service – EMMA is the lead contractor in the East Midlands for the Government's Money Advice Service (MAS) and provides funding for three full time equivalent specialist Money Advice caseworker roles.

Europe Direct Information Centre (EDIC) – to provide information about the European Union and its citizens for people who live in East Midlands (South), covering Leicestershire, Rutland and Northamptonshire. The project is funded by the European Commission.

Coronavirus Community Support – Leaflet campaign to increase awareness of our advice and support in deprived postcodes.

Help to Claim Service – Part of a national service supporting people to make a Universal Credit claim and supporting them through that process until they receive their first full payment.

Help to Claim Best Practice – A project, which covers the East Midlands, is part of a national network of Best Practice Leads with a remit to gather information about how Universal Credit and the Help to Claim service is performing, develop relationships with relevant local stakeholder and share ideas and best practice.

Moneywise Plus – provides free and instant digital, financial and employability support to people across Leicester and Leicestershire who are not in work or economically inactive and can evidence their right to live and work in the UK.

CSF – Funding for recruitment, training and support to enable volunteers to deliver advice remotely.

PBS – A project funded by the DWP to help people understand and develop their budgeting skills.

Safe Space – Uses cognitive-behavioural techniques to build young people's understanding of complex issues and develop skills to challenge extremist views through workshops on topics such as identity, stereotypes, listening, conflict resolution, dealing with emotions and making positive interventions. The training supported 143 young people at 10 schools across Leicester and Leicestershire.

Market Harborough- The Charity was in receipt of a legacy that must be utilised for charitable objects within the Market Harborough district of operation.

Citizens Advice Leicestershire

Notes to the Financial Statements for the Year Ended 31 March 2021

Fairpay – 6 month pilot community engagement working with Leicester's garment sector.

Leicestershire Communities Fund – Emergency funding in response to Covid-19 for additional laptops to enable advice services to be delivered remotely.

New Normal Fund – Funding for additional laptops to enable continued remote working.

Servern Trent Recovery – 12 month pilot of Attend Anywhere video appointment software.

Citizens Advice Leicestershire

Notes to the Financial Statements for the Year Ended 31 March 2021

17 Analysis of net assets between funds

	Unrestricted funds	Total Funds
	£	£
Tangible fixed assets	-	-
Current assets	720,557	720,557
Current liabilities	(207,487)	(207,487)
Total net assets	513,070	513,070

18 Analysis of net funds

	At 1 April 2020	Cash flow	At 31 March 2021
	£	£	£
Cash at bank and in hand	453,042	211,857	664,899
Net funds	453,042	211,857	664,899

19 Related party transactions

During the year the charity made the following related party transactions:

Citizens Advice (UK)

CITAL is a member of Citizens Advice, the national Charity (Charity Number: 279057) which sets out a framework for standards of advice and case management and supports bureaux with an information system, training and other services. A representative of Citizens Advice attends bureau meetings in an advisory, control and regulatory capacity.

Costs for accountancy support, administrative and other services were £11,080 (2020 - £15,334).

At the balance sheet date the amount due from Citizens Advice (UK) was £Nil (2020 -£113).

