

Report of the Trustees and
Unaudited Financial Statements
for the Year Ended 31st March 2023
for
Central and East Northamptonshire
Citizens Advice Bureau
(A Company Limited by Guarantee)

Cheney & Co
310 Wellingborough Road
Northampton
NN1 4EP

Central and East Northamptonshire
Citizens Advice Bureau

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for the year ended 31st March 2023

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Central and East Northamptonshire
Citizens Advice Bureau (Registered number: 08434853)

Report of the Trustees
for the year ended 31st March 2023

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2023. The trustees have adopted the provisions of 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).

OBJECTIVES AND ACTIVITIES

Objectives and aims

The charity's objects are to promote any charitable purpose for the benefit of the community in the local authority area of Central and East Northamptonshire by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. The purpose of the organisation is to ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available to them, or through an inability to express their needs effectively, and equally to exercise a responsible influence on the development of social policies and services both locally and nationally.

Significant activities

As well as its core general help advice service, the charity continues to provide a number of specialist case work services. Details of these services can be found in the "Movement in Funds" note in the Financial Statements.

Public benefit

Central and East Northamptonshire Citizens Advice has made reference to the guidance in the Charity Commission's general guidance on Public Benefit when reviewing its aims and objectives and planning its future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set for the organisation, thus ensuring public benefit continues to be delivered.

Volunteers

The charity makes significant investment in volunteers and volunteering with 24 volunteers working for the charity during the year, with the majority of these being in the core advice service, representing a total of 11,256 hours of service provision. If monetised and assuming payment at the same rate as our paid advisers, and taking into account those volunteers who started or left part way through the year, the value of this volunteering commitment equates to some £147,791 per annum.

The Trustees are immensely grateful for the commitment of the volunteers and for their ongoing dedication to delivering the general help advice service. Their contribution to the well-being of the local population is outstanding. There has been the added pressure of needing to recruit more volunteers due to the demand on services from the impact of the cost of living crisis and the additional work this has required from the Head of Business Support in the process of recruitment and training.

The volunteers consistently provide a high level of service to clients, either from home or now that face to face service has been reestablished. We operate two days a week face to face at the Guildhall in Northampton and one appointment only at the Daylight Centre in Wellingborough. Our home-base volunteers provide advice to clients via our telephone and email service. Some volunteers also provided administrative support for projects and the general advice service. The welcome addition of Gus Ghutara as the Head of Advice Services, has meant that the Advice Service has more focussed outcomes.

Report of the Trustees
for the year ended 31st March 2023

STRATEGIC REPORT

Achievement and performance

Charitable activities

Trustees report 2022/23

The previous report noted the recovery from the impact of COVID and the various lockdown restrictions and a decrease in funding by 8%.

This trend continued as was further impacted by many external factors to combine in a perfect storm. These were - The cost of living crisis, increased energy costs, addressing our building needs (coming out of COVID) and considering what a new lease would look like on our office rents.

Our Expenditure has started to rapidly exceed our income and the potential of renewing contracts such as 'Help to Claim' became too much of a liability for the trustees to support. The future funding strategy of the Local Authority - West Northants Council was only to procure one Citizens Advice provider to manage service in West Northamptonshire.

After external consultants had confirmed that we continued to be a 'going concern', and having consolidated our financial position through a large-scale restructure of staffing, a new budget forecast was agreed for the next 12 months.

The Trustees would like to express their sincere thanks to partners at 'Eddisons Incorporating Budworth Hardcastle' for their professional advice around the depreciation schedules of the buildings we rented in Northampton and Wellingborough. We may not have survived without their intervention and due diligence.

This had a significant impact on our staff as we needed to make some positions redundant and get out of expensive building rents and associated contracts in both Northampton and Wellingborough. This was an unsettling time for all of our staff and volunteers.

The Senior Management Team was able to secure new office premises at the Doddridge Centre in Northampton and use of the Daylight Centre in Wellingborough. CENCA trustees were able to consider the medium long term future of the charity.

With support from the National Citizen Advice and the local work of the CENCA Senior Management Team, Trustees were able to fully consider the future Citizens Advice services in West Northamptonshire and consider the ongoing contract we had in East Northants - now governed by North Northamptonshire Council.

The trustees considered the following options:

- < Remaining as CENCA
- < Merging with one neighbouring Citizens Advice
- < Merging with two neighbouring Citizens Advice

The Trustees considered all of the above and decided that the third option was the best Strategic option to:

- < Sustain Advice services for the people in West Northamptonshire in the Future
- < Reduce liabilities to CENCA
- < Increase the reserves in line with The Charity Commission Guidance
- < Work with the National CitA to stabilise the future of advice services around the country
- < Be in a stronger position to look for funding of services in the West Northamptonshire Area

A noteworthy accomplishment in the following financial year, 23/24, was the successful merger of Central and East Northamptonshire Citizens Advice (CENCA), Citizens Advice Daventry and District (CADD), and CANOSN. This consolidation forms Citizens Advice West Northamptonshire and Cherwell, fortifying our ability to maintain a positive impact into the future despite two overarching strategic challenges: navigating a highly competitive fundraising environment and adapting to changes in local government funding.

The legal Merger was completed on 31st August 2023. Trustees are incredibly grateful to the staff and volunteers who stayed with us through this very uncertain period. The trustees wish to express appreciation to Mary Clarke, Chief Officer for her sterling work in raising funding during this difficult period and leading the organisation over the last five years. We wish her every success in her new endeavours. Special mention must go to Danny Atwere, Head of Business Support, who provided in depth support to the trustees often over and above his usual duties. Our grateful thanks also to our Finance Officer, Michelle McCullen who with the Head of Business Support, enabled us to reach deadlines in a timely manner.

**Report of the Trustees
for the year ended 31st March 2023**

Overview of 2022/23

The principal activities of the Charity continue to be the provision of a free, impartial service of information, guidance and support, and the exercise of a responsible influence on the development of social policies and services both locally and nationally. The Charity's public and campaign work covers a huge range of issues including consumer goods and services, debt, housing, benefits, immigration, employment, legal matters, and health. Locally and nationally the Charity works with policymakers, regulators, MPs, Local Government, and service providers.

A diverse range of sources has meant a good portfolio of services available to the people locally. Funding sources include Pension Wise, Macmillan, University of Northampton, National Lotteries Communities Fund, Constance Travis Endowment Fund, Access to Justice Foundation,,, West Northamptonshire Council, and North Northamptonshire Council.

In describing its activities, the Charity takes great care in ensuring that both the number of beneficiaries it supports and the way in which they have been helped are accurately measured. Its main tool for measuring its work is Casebook, a database system provided through its membership of Citizens Advice. In recording clients and activities, it is constrained by the protocols that underpin a national scheme - this assures consistency across the network of local Citizens Advice and enables local data to be aggregated across the network on a regional or national level. Based on this reporting discipline the charity provided information, advice, or casework services to 6151 unique, documented clients during the year under review, covering a total of 13,027 issues. Such a measure does not include the many other people using services informally which the Charity estimates to be an additional 2000 plus individuals, nor does it include visitors accessing information on our website or engaging with our staff and volunteers at public events or training sessions. Processes for recording activity are subject to a range of assurance processes which give trustees, funding organisations and partners confidence in these reports. We deliver advice to the Advice Quality Standard and specialist advice to the Specialist Quality Mark.

As a result of advice and assistance given to our clients, they have benefitted from financial entitlements totalling £2,021,712 during the year, as well as other amounts for debts written off, reimbursements and repayments rescheduled. This is from our annual client outcomes data stats. The issues dealt with include debt, council tax and rent arrears, benefits including universal credit, financial services, and employment. Most clients were dealt with by telephone and email, but a small proportion still received face-to-face interviews.

External challenges

The Government decided that Northamptonshire would have two unitary authorities with a start date in April 2021, and the elections to the authorities took place in May 2021. In order to achieve programme continuity various grants and contracts were rolled over into 21/22 by the two authorities. Thus, CENCA received the same amount of funding from West Northamptonshire and North Northamptonshire unitary authorities as received in the previous year. The councils have not yet announced how their funding programmes for the voluntary sector will be commissioned in the future. Trustees are maintaining contact with the authorities and working to ensure that the value of the services provided are recognised, as well as appreciated.

In a tight budgetary climate, Trustees are very conscious of the difficulty of finding new funding. The economy has suffered from the start of the war in Ukraine which has affected energy prices with an ongoing increase to nearly all other prices. These rises affect charities in that grants/funding do not necessarily rise with the rate of inflation. This has resulted in an even more competitive market for the voluntary sector than had been experienced previously. CENCA has always co-operated with partners to ensure clients got the best possible service but wants and expects to do more of this in the future.

Fundraising activities

Contracts were extended or expanded with Pension Wise, Macmillan, University of Northampton and the National Lottery. Together with the continuation of other existing contractual arrangements, the organisation's income for the financial year was £773,333.

Financial review

Financial position and performance

In the reporting period the charity generated an operating deficit of £24,109 (2022 deficit £135,372) from a total income of £773,333 (2022, £949,948) and expenditure of £797,442 (2022, £1,085,320). At the year end the charity held funds of £74,870 of which £69,573 were unrestricted and £5,297 were restricted.

Investment policy and objectives

The charity does not hold material investments, other than cash investments held on deposit with the Co-Operative Bank.

**Report of the Trustees
for the year ended 31st March 2023**

STRATEGIC REPORT

Financial review

Reserves policy

The trustees' policy is to hold a contingency of reserves (i.e. unrestricted funds less unrestricted fixed assets), representing the figure the trustees consider would be needed for the organisation to continue in the event of a major loss of funding.

However, due to challenging financial circumstances the reserves at the end of the financial year 31 March 2022 of £98,979 had fallen substantially below the minimum reserves required in accordance with the policy, of £150,000. The trustees have therefore focussed on seeking new funding, reorganising the Charity's establishment levels and reviewing expenditure budgets to rebuild reserves back to minimum policy level within two years.

As a result of operational challenges and continuing financial difficulties the Charity's reserves were further depleted at 31 March 2023 due to expenditure in the financial year exceeding income by over £24,000.

Going concern

After completing a large scale restructure of staff and facilities costs over March to July 2022 and with new funding agreed, the charity has significantly changed its budget and forecast for the next 12 months and is expecting to not make a loss in the forthcoming year and beyond. It has also taken advice from external consultants and that has informed the Trustees' expectations and confidence in its decision to have reasonable expectation that the charity 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.

Risk management

The trustees have a duty to identify and review the risks to which the Charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. The main risk that the charity is subject to is that of significant cuts in income, and the reserves policy is set to ensure operations are able to be maintained in the event of such a cut. The organisation has public, employer, and professional indemnity insurance to protect it in case of a claim. Risks, including those of health and safety, are reviewed regularly at Trustee meetings.

Future plans

Trustees assessed the diminishing reserves position, the difficulty in acquiring unrestricted funding to boost the reserves, the lack of accessing funding for broader services and the proposed funding positions of the two unitary authorities. West Northants Council expressed a preference for funding a single advice service and North Northants Council reviewed how advice services would be funded on a reduced scale.

The additional pressure of demand from service users due to the cost of living crisis led the trustees to the conclusion that other options for the organisation need to be pursued. With support from National Citizens Advice (CfA) discussions started in November 2022 on the value of merging with Citizens Advice North Oxfordshire and South Northants (CANOSN) and Citizens Advice Daventry District (CADD).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Charity is a Company Limited by Guarantee, having no share capital. It is also a registered charity. Trustees and managers operate under a deed of trust, and Memorandum and Articles of Association as defined by Companies Act 2006.

Recruitment and appointment of new trustees

Trustees, who are also Directors of the Company, are elected from the local community and must either reside or work in Northamptonshire. There is a formal recruitment and interview process managed by the Chair, supported by the Chief Officer, and a formal election process for Board appointments. A separate process agreed by the Trustee Board is followed for election of the Chair. No other persons or bodies external to the Charity are entitled to appoint persons to the Trustee Board.

Organisational structure

Central and East Northamptonshire Citizens Advice 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 organisation and for ensuring that the charity satisfies its legal contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation to the Chief Officer Mary Clarke.

**Report of the Trustees
for the year ended 31st March 2023**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Induction and training of new trustees

Trustees are interviewed following an open recruitment process, and according to the identified skills profiles required by the organisation. Upon election or appointment new Trustees are subject to a formal process of induction..

Wider network

The charity is part of the network of Citizens Advice across England and Wales. Each charity is a separate legal entity. Central and East Northamptonshire Citizens Advice is a member of Citizens Advice, the national membership body, which sets standards for the quality of advice and provides training, information systems and support to member organisations. Central and East Northamptonshire Citizens Advice also delivers projects and services in partnership with other local and national voluntary sector organisations and agencies for the benefit of service users.

Related parties

There were no related party transactions for the year ended 31st March 2023.

Remuneration of Key Personnel

Trustees have approved salary levels for the charity's key management. Key management personnel salary levels are set, based on a comparison against other, similar charities as well as consideration of levels of responsibility, number of direct reports and experience and qualifications.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

08434853 (England and Wales)

Registered Charity number

1151555

Registered office

Doddridge Centre
St James Road
Northampton
Northamptonshire
NN5 5LD

Trustees

S B Hills Director (resigned 7.11.2022)
U Gravesende Director
S Stringer Director
D Kotecha Director
R Poole Director
D Pickard Director (resigned 29.6.2022)
C Hawkins Director
W Begg Yule (appointed 7.11.2022)

Independent Examiner

Paul Sparks FCA FCCA
Cheney & Co
310 Wellingborough Road
Northampton
NN1 4EP

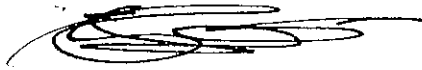
Bankers

Co-Operative Bank
Business Direct
PO Box 250
Skelmersdale
WN8 6WT

Central and East Northamptonshire
Citizens Advice Bureau (Registered number: 08434853)

Report of the Trustees
for the year ended 31st March 2023

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 25th January 2024 and signed on the board's behalf by:

A handwritten signature in black ink, appearing to be 'S Stringer', written over a horizontal line.

S Stringer - Trustee

Independent Examiner's Report to the Trustees of
Central and East Northamptonshire
Citizens Advice Bureau (Registered number: 08434853)

Independent examiner's report to the trustees of Central and East Northamptonshire Citizens Advice Bureau ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31st March 2023.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

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

Paul Sparks FCA FCCA

Cheney & Co
310 Wellingborough Road
Northampton
NN1 4EP

25th January 2024

**Central and East Northamptonshire
Citizens Advice Bureau**

**Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the year ended 31st March 2023**

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	1,767	-	1,767	80
Charitable activities					
Access and casework	4	185,829	96,508	282,337	562,785
Utilities and Education		-	473,835	487,247	377,235
Investment income	3	-	-	-	18
Other Income		1,982	-	1,982	9,830
Total		189,578	570,343	773,333	949,948
EXPENDITURE ON					
Charitable activities					
Access and casework	5	187,312	113,067	300,379	677,028
Utilities and Education		-	481,158	497,063	408,292
Total		187,312	594,225	797,442	1,085,320
NET INCOME/(EXPENDITURE)					
Transfers between funds	13	2,266 (26,375)	(23,882) 23,882	(24,109) -	(135,372) -
Net movement in funds		(24,109)	-	(24,109)	(135,372)
RECONCILIATION OF FUNDS					
Total funds brought forward		93,682	5,297	98,979	234,351
TOTAL FUNDS CARRIED FORWARD		69,573	5,297	74,870	98,979

The notes form part of these financial statements

Statement of Financial Position
31st March 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
CURRENT ASSETS					
Debtors	10	15,505	-	15,505	47,238
Cash at bank		73,068	5,297	78,365	119,815
		<u>88,573</u>	<u>5,297</u>	<u>93,870</u>	<u>167,053</u>
CREDITORS					
Amounts falling due within one year	11	(19,000)	-	(19,000)	(68,074)
		<u>69,573</u>	<u>5,297</u>	<u>74,870</u>	<u>98,979</u>
NET CURRENT ASSETS					
		<u>69,573</u>	<u>5,297</u>	<u>74,870</u>	<u>98,979</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>69,573</u>	<u>5,297</u>	<u>74,870</u>	<u>98,979</u>
NET ASSETS		<u>69,573</u>	<u>5,297</u>	<u>74,870</u>	<u>98,979</u>
FUNDS	13				
Unrestricted funds				69,573	93,682
Restricted funds				5,297	5,297
TOTAL FUNDS				<u>74,870</u>	<u>98,979</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31st March 2023.

The members have not required the company to obtain an audit of its financial statements for the year ended 31st March 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The financial statements were approved by the Board of Trustees and authorised for issue on 25th January 2024 and were signed on its behalf by:



S Stringer - Trustee

Central and East Northamptonshire
Citizens Advice Bureau

Statement of Cash Flows
for the year ended 31st March 2023

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	(41,450)	(95,989)
Net cash used in operating activities		(41,450)	(95,989)
Cash flows from investing activities			
Interest received		-	18
Net cash provided by investing activities		-	18
Change in cash and cash equivalents in the reporting period		(41,450)	(95,971)
Cash and cash equivalents at the beginning of the reporting period		119,815	215,786
Cash and cash equivalents at the end of the reporting period		78,365	119,815

The notes form part of these financial statements

Central and East Northamptonshire
Citizens Advice Bureau

Notes to the Statement of Cash Flows
for the year ended 31st March 2023

1. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023	2022
	£	£
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(24,109)	(135,372)
Adjustments for:		
Depreciation charges	-	9,866
Interest received	-	(18)
Decrease in debtors	31,733	15,909
(Decrease)/increase in creditors	(49,074)	13,626
Net cash used in operations	<u>(41,450)</u>	<u>(95,989)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.22	Cash flow	At 31.3.23
	£	£	£
Net cash			
Cash at bank and in hand	119,815	(41,450)	78,365
	119,815	(41,450)	78,365
Total	<u>119,815</u>	<u>(41,450)</u>	<u>78,365</u>

Central and East Northamptonshire
Citizens Advice Bureau

Notes to the Financial Statements
for the year ended 31st March 2023

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

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

The presentation currency of the financial statements is the Pound Sterling (£).

The principal activity of the charity in the year was 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 Northamptonshire and surrounding areas. The charity does not carry out any fund raising activities.

Critical accounting judgements and key sources of estimation uncertainty

In the application of the charity's accounting policies, which are described in note 1, management is required to make judgements, estimates and underlying assumptions about the carrying values of assets and liabilities that are not readily separated from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

The directors have set a materiality level of £2,500 per individual item under which no purchase will be capitalised.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Funds held by the charity are either:

- Unrestricted General Funds - these are funds that can be used in accordance with the charitable objects at the discretion of the Executive Committee.
- Designated Funds - these are funds set aside by the Executive Committee out of unrestricted funds for specific future purposes or projects.
- Restricted Funds - these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

**Central and East Northamptonshire
Citizens Advice Bureau**

**Notes to the Financial Statements - continued
for the year ended 31st March 2023**

1. ACCOUNTING POLICIES - continued

Fund accounting

Further explanations of the nature and purpose of each fund is included in the notes to the financial statements.

Company status

The charity is a company limited by guarantee. The members of the company are individuals and organisations who are interested in furthering the work of the Bureau and include the trustees named on page 5. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Risk Assessment

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. The Charity does not believe it is subject to any substantial risk beyond the liabilities disclosed in its Annual Report and Accounts.

The organisation has public, employer and professional indemnity insurance to protect it in case of a claim.

Reserves and Investment policies

The current reserve policy is to maintain sufficient cash flow for known commitments and replacement of certain assets. Most of the charity's income is by way of grants/fees received at various times in the year. The charity does not hold material investments, other than cash investments held on deposit with the bank.

Operating leases and hire purchase agreements

The charity classifies the lease of property, printing and telecommunications equipment as operating leases, the title to the property and equipment remains with the lessor. Rental charges are charged on a straight line basis over the term of the lease.

Going concern

The Trustees consider there are no material uncertainties about the Charity's ability to continue as a going concern. Their review of the financial position, reserves levels and future plans give the Trustees confidence that the charity shall remain a going concern for a period of at least twelve months following approval of these financial statements.

Debtors and creditors receivable or payable within one year

Debtors and creditors that are receivable or payable within one year are recorded at the transaction price.

Cash at bank and in hand

Cash at bank and in hand represents such accounts that are available on demand.

2. DONATIONS AND LEGACIES

	2023	2022
	£	£
Donations	1,767	80

**Central and East Northamptonshire
Citizens Advice Bureau**

**Notes to the Financial Statements - continued
for the year ended 31st March 2023**

3. INVESTMENT INCOME

	2023 £	2022 £
Deposit account Interest	-	18
	<u>-</u>	<u>18</u>

4. INCOME FROM CHARITABLE ACTIVITIES

	2023 £	2022 £
General Fund	163,454	103,323
Access to Justice Foundation	-	30,000
Nationwide Community Grant Fund	-	12,484
University Northampton	9,375	13,292
Households Support Fund	-	26,680
Macmillan Cancer Research	51,508	53,192
The National Lottery		
Community Fund	45,000	18,750
Legal Aid Agency	-	(1,000)
Help through Crisis	-	10,228
Help to claim	-	282,836
Constance Travis Endowment Fund	13,000	13,000
Pension Wise	473,835	377,235
Integrated Care Northants	2,917	-
Grant National Cit Advice	10,495	-
	<u>769,584</u>	<u>940,020</u>

5. CHARITABLE ACTIVITIES EXPENDITURE

	Access & Casework	2023 Utilities & Education	Total	2022 Total
Direct Costs				
Salaries and wages	120,725	149,773	270,498	523,114
Staff and volunteers	5,247	1,889	7,136	10,269
Office costs	4,958	-	4,958	17,385
Governance costs	90	-	90	5,315
Other costs	43,828	211,984	255,812	184,572
	<u>174,848</u>	<u>363,646</u>	<u>538,494</u>	<u>740,655</u>
Support Costs				
Salaries and wages	61,463	72,295	133,758	143,913
Staff and volunteers	1,481	1,397	2,878	4,666
Office costs	42,144	41,090	83,234	73,633
Premises costs	19,512	17,585	37,097	96,868
Governance costs	710	775	1,485	24,457
Other costs	222	275	496	1,128
	<u>125,531</u>	<u>133,417</u>	<u>258,948</u>	<u>344,665</u>
Total expenditure on charitable activities	<u>300,379</u>	<u>497,063</u>	<u>797,442</u>	<u>1,085,320</u>

**Central and East Northamptonshire
Citizens Advice Bureau**

**Notes to the Financial Statements - continued
for the year ended 31st March 2023**

6. NET INCOME/(EXPENDITURE)

Net resources are stated after charging/(crediting):

	2023	2022
	£	£
Independent Examiners / Auditors' remuneration	4,000	3,840
Depreciation - owned assets	-	9,865
Operating leases- land and buildings	41,778	49,077
Operating leases - other	6,402	10,544
	<u>6,402</u>	<u>10,544</u>

7. TRUSTEES' REMUNERATION AND BENEFITS

During the year no remuneration for services as a trustee have been paid by the charity to any trustee or to any person known to be connected with them.

Trustees' expenses

During the year the trustees were paid £90 for expenses (2022 Nil).

8. STAFF COSTS

	2023	2022
	£	£
Wages and salaries	404,256	667,027
	<u>404,256</u>	<u>667,027</u>

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

	2023	2022
Advice workers and support staff	11	28
Key management personnel	5	3
Volunteers	24	32
	<u>40</u>	<u>63</u>

No employees received emoluments in excess of £60,000.

Employment Costs

	2023	2022
	Total	Total
	£	£
Wages and salaries	343,788	603,749
Social security costs	29,594	43,599
Employer pension costs	30,874	19,679
	<u>404,256</u>	<u>667,027</u>

Key management personnel who served throughout the year were M Clarke (Chief Officer), D Atwere, D Massarella, S Mason and K Sutton.

The key management personnel remuneration and benefits in the year totalled £187,806 (2022 - £160,475)

**Central and East Northamptonshire
Citizens Advice Bureau**

**Notes to the Financial Statements - continued
for the year ended 31st March 2023**

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	80	-	80
Charitable activities			
Access and casework	197,779	365,006	562,785
Utilities and Education	-	377,235	377,235
Investment income	18	-	18
Other income	9,830	-	9,830
Total	207,707	742,241	949,948
EXPENDITURE ON			
Charitable activities			
Access and casework	285,348	391,680	677,028
Utilities and Education	-	408,292	408,292
Total	285,348	799,972	1,085,320
NET INCOME/(EXPENDITURE)	(77,641)	(57,731)	(135,372)
Transfers between funds	(52,933)	52,933	-
Net movement in funds	(130,574)	(4,798)	(135,372)
RECONCILIATION OF FUNDS			
Total funds brought forward	224,256	10,095	234,351
TOTAL FUNDS CARRIED FORWARD	93,682	5,297	98,979

10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade debtors	-	5,831
Prepayments and accrued income	15,505	41,407
	15,505	47,238

**Central and East Northamptonshire
Citizens Advice Bureau**

**Notes to the Financial Statements - continued
for the year ended 31st March 2023**

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Trade creditors	-	152
Social security and other taxes	-	12,750
Accruals and deferred income	19,000	55,172
	<u>19,000</u>	<u>68,074</u>

Deferred income represents grants received in respect of services which will be delivered in a future period. The balance at 31st March 2023 totals £15,000 (2022 - £27,712).

12. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2023 £	2022 £
Within one year	-	10,658
Between one and five years	-	4,248
	<u>-</u>	<u>14,906</u>

13. MOVEMENT IN FUNDS

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General funds	93,682	(6,313)	(17,796)	69,573
Constance Travis Endowment Fund	-	8,579	(8,579)	-
Grant National Citizens Advice	-	(2,276)	2,276	-
Integrated Care Northamptonshire	-	(217)	217	-
	<u>93,682</u>	<u>(227)</u>	<u>(23,882)</u>	<u>69,573</u>
Restricted funds				
Macmillan	-	(16,559)	16,559	-
Pension Wise	-	(7,323)	7,323	-
The National Lottery Community Fund	5,297	-	-	5,297
	<u>5,297</u>	<u>(23,882)</u>	<u>23,882</u>	<u>5,297</u>
TOTAL FUNDS	<u>98,979</u>	<u>(24,109)</u>	<u>-</u>	<u>74,870</u>

**Central and East Northamptonshire
Citizens Advice Bureau**

**Notes to the Financial Statements - continued
for the year ended 31st March 2023**

13. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General funds	167,203	(173,516)	(6,313)
University of Northampton	9,375	(9,375)	-
Constance Travis Endowment Fund	13,000	(4,421)	8,579
Grant National Citizens Advice	10,495	(12,771)	(2,276)
Integrated Care Northamptonshire	2,917	(3,134)	(217)
	<u>202,990</u>	<u>(203,217)</u>	<u>(227)</u>
Restricted funds			
Macmillan	51,508	(68,067)	(16,559)
Pension Wise	473,835	(481,158)	(7,323)
The National Lottery Community Fund	45,000	(45,000)	-
	<u>570,343</u>	<u>(594,225)</u>	<u>(23,882)</u>
TOTAL FUNDS	<u><u>773,333</u></u>	<u><u>(797,442)</u></u>	<u><u>(24,109)</u></u>

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General funds	224,256	(77,992)	(52,582)	93,682
Legal Aid Agency	-	(8,519)	8,519	-
University of Northampton	-	2,514	(2,514)	-
Access to Justice Foundation	-	5,175	(5,175)	-
Nationwide Community Grant Fund	-	(20,150)	20,150	-
Constance Travis Endowment Fund	-	1,278	(1,278)	-
Households Support Fund	-	20,053	(20,053)	-
	<u>224,256</u>	<u>(77,641)</u>	<u>(52,933)</u>	<u>93,682</u>
Restricted funds				
Macmillan	-	(16,494)	16,494	-
Pension Wise	10,095	(28,557)	18,462	-
Help through Crisis	-	263	(263)	-
Help to Claim	-	(15,740)	15,740	-
Energy Advice Programme	-	(2,500)	2,500	-
The National Lottery Community Fund	-	5,297	-	5,297
	<u>10,095</u>	<u>(57,731)</u>	<u>52,933</u>	<u>5,297</u>
TOTAL FUNDS	<u><u>234,351</u></u>	<u><u>(135,372)</u></u>	<u><u>-</u></u>	<u><u>98,979</u></u>

**Central and East Northamptonshire
Citizens Advice Bureau**

**Notes to the Financial Statements - continued
for the year ended 31st March 2023**

13. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General funds	113,251	(191,243)	(77,992)
Legal Aid Agency	(1,000)	(7,519)	(8,519)
University of Northampton	13,292	(10,778)	2,514
Access to Justice Foundation	30,000	(24,825)	5,175
Nationwide Community Grant Fund	12,484	(32,634)	(20,150)
Constance Travis Endowment Fund	13,000	(11,722)	1,278
Households Support Fund	26,680	(6,627)	20,053
	207,707	(285,348)	(77,641)
Restricted funds			
Macmillan	53,192	(69,686)	(16,494)
Pension Wise	377,235	(405,792)	(28,557)
Help through Crisis	10,228	(9,965)	263
Help to Claim	282,836	(298,576)	(15,740)
Energy Advice Programme	-	(2,500)	(2,500)
The National Lottery Community Fund	18,750	(13,453)	5,297
	742,241	(799,972)	(57,731)
TOTAL FUNDS	949,948	(1,085,320)	(135,372)

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General funds	224,256	(84,305)	(70,378)	69,573
Legal Aid Agency	-	(8,519)	8,519	-
University of Northampton	-	2,514	(2,514)	-
Access to Justice Foundation	-	5,175	(5,175)	-
Nationwide Community Grant Fund	-	(20,150)	20,150	-
Constance Travis Endowment Fund	-	9,857	(9,857)	-
Households Support Fund	-	20,053	(20,053)	-
Grant National Citizens Advice	-	(2,276)	2,276	-
Integrated Care Northamptonshire	-	(217)	217	-
	224,256	(77,868)	(76,815)	69,573
Restricted funds				
Macmillan	-	(33,053)	33,053	-
Pension Wise	10,095	(35,880)	25,785	-
Help through Crisis	-	263	(263)	-
Help to Claim	-	(15,740)	15,740	-
Energy Advice Programme	-	(2,500)	2,500	-
The National Lottery Community Fund	-	5,297	-	5,297
	10,095	(81,613)	76,815	5,297
TOTAL FUNDS	234,351	(159,481)	-	74,870

**Central and East Northamptonshire
Citizens Advice Bureau**

**Notes to the Financial Statements - continued
for the year ended 31st March 2023**

13. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General funds	280,454	(364,759)	(84,305)
Legal Aid Agency	(1,000)	(7,519)	(8,519)
University of Northampton	22,667	(20,153)	2,514
Access to Justice Foundation	30,000	(24,825)	5,175
Nationwide Community Grant Fund	12,484	(32,634)	(20,150)
Constance Travis Endowment Fund	26,000	(16,143)	9,857
Households Support Fund	26,680	(6,627)	20,053
Grant National Citizens Advice	10,495	(12,771)	(2,276)
Integrated Care Northamptonshire	2,917	(3,134)	(217)
	<u>410,697</u>	<u>(488,565)</u>	<u>(77,868)</u>
Restricted funds			
Macmillan	104,700	(137,753)	(33,053)
Pension Wise	851,070	(886,950)	(35,880)
Help through Crisis	10,228	(9,965)	263
Help to Claim	282,836	(298,576)	(15,740)
Energy Advice Programme	-	(2,500)	(2,500)
The National Lottery Community Fund	63,750	(58,453)	5,297
	<u>1,312,584</u>	<u>(1,394,197)</u>	<u>(81,613)</u>
TOTAL FUNDS	<u><u>1,723,281</u></u>	<u><u>(1,882,762)</u></u>	<u><u>(159,481)</u></u>

Restricted Funds Details

The National Lottery Community Fund

The fund supports ideas and projects that matter to people and their communities.

14. CONTINGENT LIABILITIES

There were no contingent liabilities as at 31st March 2023 or 31st March 2022.

15. CAPITAL COMMITMENTS

There were no capital commitments as at 31st March 2023 or 31st March 2022.

16. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31st March 2023 or 31st March 2022.

Central and East Northamptonshire
Citizens Advice Bureau

Notes to the Financial Statements - continued
for the year ended 31st March 2023

17. PENSIONS

There is a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the Charity in an Independently administered fund. The pension cost charge for the year was £30,874 (2022- £19,679).

Central and East Northamptonshire
Citizens Advice Bureau

Detailed Statement of Financial Activities
for the year ended 31st March 2023

	2023 £	2022 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	1,767	80
Investment income		
Deposit account interest	-	18
Charitable activities		
General Fund	163,454	103,323
Access to Justice Foundation	-	30,000
Nationwide Community Grant Fund	-	12,484
University Northampton	9,375	13,292
Households Support Fund	-	26,680
Macmillan Cancer Research	51,508	53,192
The National Lottery Community Fund	45,000	18,750
Legal Aid Agency	-	(1,000)
Help through Crisis	-	10,228
Pension Wise	473,835	377,235
Help to claim	-	282,836
Constance Travis Endowment Fund	13,000	13,000
Integrated Care Northants	2,917	-
Grant National Cit Advice	10,495	-
	769,584	940,020
Other income		
Other Income	1,982	9,830
Total Incoming resources	773,333	949,948
EXPENDITURE		
Charitable activities		
Wages	404,256	667,027
Rent, rates and insurance	48,325	62,705
Recruitment	-	4,852
Light and heat	6,046	8,753
Telephone	24,825	28,126
Postage, stationery and advertising	4,274	14,496
Sundries	1,896	1,525
Staff and volunteer travel	9,053	7,976
Training and conference	259	2,107
Repairs and maintenance	37,980	24,340
IT and office equipment	17,380	19,993
Books and subscriptions	10,973	12,960
Bank charges	312	386
Partner payment	207,166	184,208
Accountancy and consultancy	24,697	36,000
Improvements to property	-	5,741
Computer equipment	-	4,125
	797,442	1,085,320
Total resources expended	797,442	1,085,320
Net expenditure	(24,109)	(135,372)

This page does not form part of the statutory financial statements