

Charity Registration No. 1169879

Company Registration No. 10286899 (England and Wales)

CITIZENS ADVICE LIVERPOOL LIMITED
CONSOLIDATED ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

CITIZENS ADVICE LIVERPOOL LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr S F Anton	
	Ms K M Crowe	
	Mrs A M Gibbon	
	Mr F T Hont	
	Mr A G Malthouse	
	Dr J B Organ	
	Mr P R Wilkie	
	Ms D Aspinall	
	Ms E L Carvey	(Appointed 25 August 2021)
	Ms J K Vithlani	(Appointed 25 August 2021)
	Ms R S Harrison	(Appointed 25 August 2021)
	Mr S C Turner	(Appointed 25 August 2021)
Chief Office	Ms H Jessop	
Secretary	Ms H Jessop	
Charity number	1169879	
Company number	10286899	
Registered office	242 Picton Road Wavertree Liverpool L15 4LP	
Auditor	DSG Castle Chambers 43 Castle Street Liverpool L2 9TL	

CITIZENS ADVICE LIVERPOOL LIMITED

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CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2021

The trustees present their report and financial statements for the year ended 31 March 2021.

Citizens Advice Liverpool Limited ("the charity") was formed in July 2016 in preparation for the mergers of the four existing services in Liverpool. Due to an issue with novation of contracts, South Liverpool Citizens Advice Bureau Limited joined as a second subsidiary of Citizens Advice Liverpool Limited in April 2018.

During the financial year of 2020-21 the final merger of the remaining subsidiaries – South Liverpool Citizens Advice Bureau Limited and Wavertree Citizens Advice Bureau Limited – was completed and from 1st April 2021, Citizens Advice Liverpool Limited is operating as a single entity. More information on this merger is included below.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)".

Objectives

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

The charity provides and assists in the provision of services and outlets supplying a free, independent, confidential and impartial service of advice, information and counsel for the public.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding the activities undertaken during the year and are satisfied that the information provided in the report and accounts meet the public benefit reporting requirements.

Our Mission

Citizens Advice Liverpool aims to reduce inequality, deprivation and the lack of access to justice due to a lack of knowledge of personal rights, by providing information, advice and educational services within the local communities.

Citizens Advice Liverpool believe everyone has the right to a fair chance of participating in society and it will exercise a responsible influence on the development of social policies and services, both locally and nationally.

Our vision

Citizens Advice Liverpool is a charity working to combat discrimination, alleviate poverty and remove barriers to justice.

The charity does this by providing quality assured, free trusted advice and information delivered accessibly and innovatively and by being an informed influence and advocate on social policy.

Our values - What the charity stand for

Five core values underpin our approach:

- **Quality** - Committed to delivering a quality service and working to best practice standards in all aspects of its work.
- **A responsive approach** - Flexible organisation that will listen and learn from the experience of its clients and communities and respond to new needs and expectations.
- **Accountability** - Work in ways which are open and transparent. The charity will regularly account for and report on its work to show how the charity is meeting its purpose and aims.
- **Creativity** - Open to new ideas and ways of improving the work. Encourage learning and feedback to encourage innovation.
- **Fairness** - Treat all of the staff, volunteers, partners and clients with respect, fairness and humanity. The charity will go the extra mile for people.

CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

Activities

Finalisation of Merger

Until 31 March 2021, the charity continued to work alongside South Liverpool Citizens Advice Bureau and Wavertree Citizens Advice Bureau as the over-arching governing body and parent company of the two subsidiaries. However, this year saw the finalisation of the merger of these two organisations into Citizens Advice Liverpool and their closure as separate entities.

From the beginning of the subsidiary arrangements the Senior Management Team have worked hard to build toward the single service culture in preparation of the merger. At the start of the year, a period of consultation began with the staff and volunteers of both companies in preparation for the TUPE transfer of their contracts and terms and conditions.

It was the aim to ensure that all staff and volunteers of the services had a voice and were kept fully informed throughout the merger process, due to the pandemic all staff and volunteers worked from home and all negotiations were conducted remotely through video meetings. The staff forum has nominated representatives from each department, Unions Unison and Unite, CEO and Trustees. The forum was used at the main conduit for communications along with full team meetings and regular communications ensured the people of the services felt informed and supported throughout the process. On 1st January 2021 all staff from the subsidiaries moved across to Citizens Advice Liverpool along with their protected terms and conditions under TUPE.

An indication of the success of the transfer was shown in the results of our People Survey, a yearly anonymous survey conducted by our National Office to assess staff and volunteer satisfaction. The results of the survey indicated higher than normal satisfaction with staff feeling supported and valued.

The charity is grateful to the funders including the CCG in allowing the novation of the remaining contracts from the South Liverpool Citizens Advice Bureau to Citizens Advice Liverpool.

Following the staff transfer in January, all assets and liabilities from the two subsidiaries were transferred to Citizens Advice Liverpool on completion of the merger on 31st March 2021.

The Trustees would like to extend their thanks to the staff and volunteers of Citizens Advice Liverpool for their hard work and loyalty to the service over the years, building the service into a strong viable organisation to take forward into a single service for the people and communities of Liverpool.

COVID-19

The outbreak of Covid-19 has had a fundamental and long term impact on communities and service. The focus shifted quickly to providing COVID safe working environments and responsive services for clients, staff and volunteers during the pandemic.

This included expanding the partnership work and changing delivery methods to ensure the most vulnerable, isolated, and digitally excluded members of the communities could access advice.

The charity is grateful to Citizens Advice, National Lottery and Public Health England for providing funding to support the move to home working and the targeting of services to meet the growing demands for employment advice and support for those affected directly by COVID-19. This strategic pivot enabled the charity to provide a robust response to those hardest hit by the pandemic.

CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) **FOR THE YEAR ENDED 31 MARCH 2021**

Achievements and performance

As the pandemic hit the charity began the year having to close all offices and transfer the services from face to face to telephone and digital channels only. During the past 12 months the charity has continued remote delivery to ensure the safety of its workforce and clients was not compromised. The charity has built on its investment in IT to develop systems and provide equipment to 160 deployed staff and volunteers.

By investing in new delivery and referral methods and building partnerships such as the Access to Advice Network the charity has been able to provide clients with COVID safe and easy access routes to the advice and information they need.

Much of the work involved responding to emergencies as clients coped with lockdowns, isolation and furlough and providing digital access to emergency food provision, fuel vouchers and online applications for benefits.

Services continued to operate all projects remotely and expanded the out of hours service to cover evenings and weekends, delivering services 7 days per week during lockdowns. The charity continues to operate the 7-day service and thanks to Citizens Advice all of the lines have been Freephone since June.

As a full member of Citizens Advice, the service is regularly audited to ensure that it complies with minimum standards and quality assurance requirements.

The recent audit shows the services to be independently rated excellent for Leadership, Quality and Staff and Client feedback.

Performance and Targets.

The staff and volunteers have worked hard to ensure that the performance targets and outcomes have been met in the past year. Over the past 12 months the charity has:

- Remotely recruited and trained 56 new volunteers
- Delivered services to 25,324 clients
- Taken over 12,000 phone calls through our General Advice unit
- Made over 9,000 phone calls through our Health Programme
- Dealt with 96,186 separate issues
- Handled 35,709 cases
- Generated over £13 million additional income for clients through income maximisation

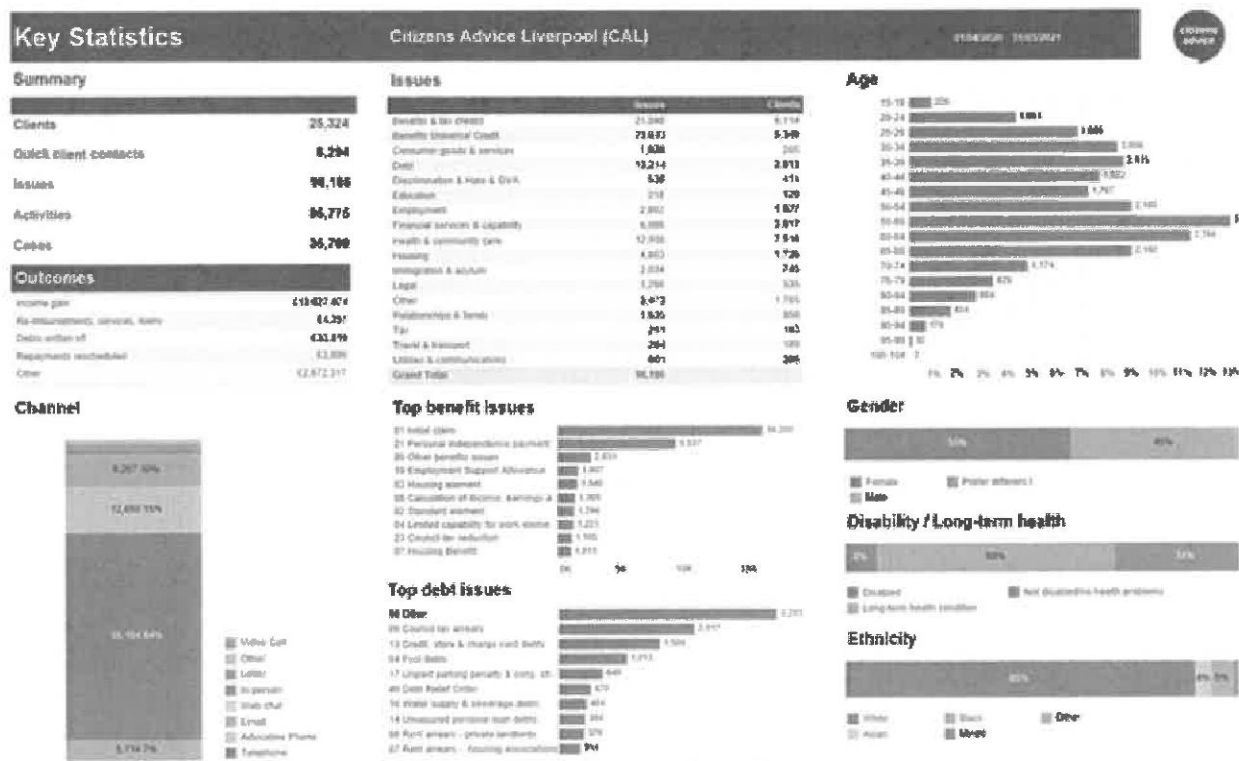
Despite operating in the pandemic all projects performed well. However, the Money Advice project did see a temporary decline in numbers due to the hold on enforcement action and collection of debts during the period.

The demographics of clients diversified with more clients with disabilities and long-term health issues and parents with young children being able to access the service through telephone advice.

The Health and Wellbeing Project team was proactive in contacting patients who were vulnerable and isolating to provide emergency advice and access to support services.

CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021



Volunteers

The pandemic affected the volunteer workforce with many of the long-term volunteers leaving or unable to commit to working from home. The charity is very grateful to all the volunteers and look forward to welcoming them back once it can reopen the buildings

During the pandemic several remote recruitment and induction and training programmes took place with 56 new volunteers joining the services in a variety of roles.

The service thrives due to the contribution of volunteers. Volunteers undertake a number of roles including advisers, administrators, and telephone advisers.

The charity has also improved its recruitment of staff and volunteers from diverse backgrounds in line with the EDI objectives.

Financial review

Total incoming resources for the year amounted to £3,382,083 (2020: £2,974,864) and total resources expended amounted to £3,162,286 (2020: £2,869,791) giving a surplus before actuarial gains/losses in respect of the pension liability of £219,797 (2020: £105,073). Reserves at the 31 March 2021 are £1,189,506 (2020: £966,504). Unrestricted reserves are £1,089,095 (2020: £961,222) and restricted reserves are £100,411 (2020: £5,282).

The trustees extend their gratitude to Liverpool City Council who continued to support the core operating capacity of the charity.

CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) **FOR THE YEAR ENDED 31 MARCH 2021**

Reserves policy

Citizens Advice Liverpool Limited is required to ensure that any free monies are available in each financial year to meet any reasonable foreseeable contingency. Despite the short term and volatile nature of the funding the management team and trustees will endeavour to secure funding on a regular basis from as many sources as possible. The charity take all necessary steps to ensure that the cessation of one or more funding streams would not present so serious a challenge to the future of the organisation that it could not be managed. So as to continue to provide a best value advice service in reviewing the potential costs that could arise should a significant reduction in income be incurred, the trustees have determined that "free reserves" should be maintained between 3 and 6 month's normal operating expenditure. Given the recent events in relation to COVID-19 the Board have agreed that it is appropriate to hold a higher level of reserves at this time

The charity does not have an investment policy and does not currently hold investments

Review of risks

The trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the major risks.

Loss of funding is always the principal external risk. However, the charity did not experience any cancellation of existing contracts due to COVID-19 and is moving into a period of recommissioning for some services with optimism having performed so robustly against targets throughout the year. Overall risks are mitigated by seeking to secure funding across a range of sources and by holding sufficient reserves to cover some loss of funding.

Internal risks are mitigated by the implementation of strong financial controls which are regularly reviewed. The Finance, Risk and Governance Sub-Committee meets bi-monthly to review risks and controls.

Strategic plans for the future are to concentrate on integrating and optimising the services whilst continuing to seek opportunities to widen the scope of the services provided. In particular, the charity will look for opportunities to work co-operatively with other Local Citizens Advice offices across the City Region. The impact of COVID-19 has accelerated our work on the client journey and will influence decisions on the best way to provide a positive client experience while keeping staff, volunteers and clients safe.

The Trustees are confident that greater organisational benefits will flow from the complete merger of former subsidiaries into Citizens Advice Liverpool and look forward to continuing to provide quality and free advice to the people of Liverpool as a single organisation.

Structure, governance and management

The charity is a company limited by guarantee, incorporated on 19th July 2016 and registered as a charity on 26 October 2016. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. The current Memorandum and Articles of Association have been approved by the Charity Commission and Companies House. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Newly appointed trustees are provided with a comprehensive induction to Citizens Advice Liverpool Limited through the provision of induction and training material, and mentoring by experienced trustees.

At 31 March 2021 the charity had 12 trustees.

CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mr S F Anton

Ms K M Crowe

Mrs A M Gibbon

Mr F T Hont

Mr A G Malthouse

Dr J B Organ

Mr P Radford

(Retired 8 April 2020)

Mr P R Wilkie

Ms D Aspinall

Ms E L Carvey

(Appointed 25 August 2021)

Ms J K Vithlani

(Appointed 25 August 2021)

Ms R S Harrison

(Appointed 25 August 2021)

Mr S C Turner

(Appointed 25 August 2021)

Trustees are elected from the local community and must either reside or work in Merseyside. An elections committee made up of trustees, the Company Secretary and chaired by the Chair, oversees the elections process for Board appointments. A separate process agreed by the Trustee Board is followed for the election of the Chair. The procedure detailed above identifies the process by which each of the current trustees were elected. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

Citizens Advice Liverpool is governed by its members 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 and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to the Chief Officer who reports directly to the trustees. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public

Newly appointed Trustees are provided with a comprehensive induction to Citizens Advice Liverpool Limited through the provision of induction and training materials and mentoring by established trustees.

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

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

Auditor

In accordance with the company's articles, a resolution proposing that DSG be reappointed as auditor of the company will be put at a General Meeting.

CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

Disclosure of information to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The trustees' report was approved by the Board of Trustees.



Mr P R Wilkie

Trustee

Dated: 17 November 2021

CITIZENS ADVICE LIVERPOOL LIMITED

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2021

The trustees, who are also the directors of Citizens Advice Liverpool Limited for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

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

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

CITIZENS ADVICE LIVERPOOL LIMITED

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF CITIZENS ADVICE LIVERPOOL LIMITED

Opinion

We have audited the financial statements of Citizens Advice Liverpool Limited (the "parent charity") and its subsidiary ("the group") for the year ended 31 March 2021 which comprise the Consolidated Statements of Financial Activities, the Consolidated and Charitable Company Balance Sheets, Consolidated Statement of Cash Flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group's and of the parent charity's affairs as at 31 March 2021 and of the group's income and expenditure 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 (UK) (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 charity'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 other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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 LIVERPOOL LIMITED

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF CITIZENS ADVICE LIVERPOOL LIMITED

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within 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 the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which 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; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the parent charity for the purpose of company law, 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 charitable company or to cease operations, or have no realistic alternative but to do so.

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.

Capability of the audit in detecting irregularities, including fraud

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 extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

CITIZENS ADVICE LIVERPOOL LIMITED

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF CITIZENS ADVICE LIVERPOOL LIMITED

Discussions with and enquiries of management and those charged with governance were held with a view to identifying those laws and regulations that could be expected to have a material impact on the financial statements. During the engagement team briefing, the outcomes of these discussions and enquiries were shared with the team, as well as consideration as to where and how fraud may occur in the entity.

The following laws and regulations were identified as being of significance to the entity:

- Those laws and regulations considered to have a direct effect on the financial statements include UK financial reporting standards, Company Law, Tax and Pensions legislation, and Charity Law.
- Those laws and regulations for which non-compliance may be fundamental to the operating aspects of the charity and therefore may have a material effect on the financial statements include compliance with charitable objectives, public benefit, fundraising regulations, safeguarding and health and safety legislation.

Audit procedures undertaken in response to the potential risks relating to irregularities (which include fraud and non-compliance with laws and regulations) comprised of: inquiries of management and the Trustees as to whether the entity complies with such laws and regulations; enquiries with the same concerning any actual or potential litigation or claims; inspection of relevant legal correspondence; review of Trustee meeting minutes; testing the appropriateness of journal entries; and the performance of analytical review to identify unexpected movements in account balances which may be indicative of fraud.

No instances of material non-compliance were identified. However, the likelihood of detecting irregularities, including fraud, is limited by the inherent difficulty in detecting irregularities, the effectiveness of the entity's controls, and the nature, timing and extent of the audit procedures performed. Irregularities that result from fraud might be inherently more difficult to detect than irregularities that result from error. As explained above, there is an unavoidable risk that material misstatements may not be detected, even though the audit has been planned and performed in accordance with ISAs (UK).

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, 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 charitable company's members those matters we are required to state to them in an auditors' 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 the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Jean Ellis BA FCA CTA (Senior Statutory Auditor)
for and on behalf of DSG

17 November 2021

Chartered Accountants
Statutory Auditor

Castle Chambers
43 Castle Street
Liverpool
L2 9TL

CITIZENS ADVICE LIVERPOOL LIMITED
CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2021

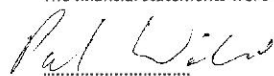
		Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	Notes	2021 £	2021 £	2021 £	2020 £	2020 £	2020 £
Income from:							
Donations and legacies	3	5,467	-	5,467	1,450	-	1,450
Charitable activities	4	874,817	2,492,722	3,367,539	1,035,062	1,924,089	2,959,151
Investments	5	9,077	-	9,077	14,263	-	14,263
Total income		889,361	2,492,722	3,382,083	1,050,775	1,924,089	2,974,864
Expenditure on:							
Charitable activities	6	(692,831)	(2,469,455)	(3,162,286)	(915,297)	(1,954,494)	(2,869,791)
Total resources expended		(692,831)	(2,469,455)	(3,162,286)	(915,297)	(1,954,494)	(2,869,791)
Net incoming/(outgoing) resources before transfers		196,530	23,267	219,797	135,478	(30,405)	105,073
Gross transfers between funds		(71,862)	71,862	-	(35,687)	35,687	-
Net income / (expenditure) for the year/ Net incoming / (outgoing) resources		124,668	95,129	219,797	99,791	5,282	105,073
Other recognised gains and losses							
Actuarial gain/(loss) on defined benefit pension schemes		3,205	-	3,205	12,377	-	12,377
Net movement in funds		127,873	95,129	223,002	112,168	5,282	117,450
Fund balance at 1 April 2020		961,222	5,282	966,504	849,054	-	849,054
Fund balances at 31 March 2021		1,089,095	100,411	1,189,506	961,222	5,282	966,504

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006

CITIZENS ADVICE LIVERPOOL LIMITED
CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2021

	Notes	£	2021	£	2020	£
Fixed assets						
Tangible assets	10			325,115		336,518
Current assets						
Debtors	12		143,836		217,143	
Cash at bank and in hand			<u>1,113,819</u>		<u>705,247</u>	
			1,257,655		922,390	
Creditors: amounts falling due within one year	13		<u>(270,926)</u>		<u>(166,861)</u>	
Net current assets				<u>986,729</u>		<u>755,529</u>
Total assets less current liabilities				1,311,844		1,092,047
Provisions for liabilities	14			<u>(122,338)</u>		<u>(125,543)</u>
Net assets				<u>1,189,506</u>		<u>966,504</u>
Income funds						
Restricted funds	17			100,411		5,282
Unrestricted funds						
Designated funds	18			380,115		-
General unrestricted funds				<u>708,980</u>		<u>961,222</u>
				<u>1,189,506</u>		<u>966,504</u>

The financial statements were approved by the Trustees on 17th November 2021.


Paul Wilkie
Trustee

Company Registration No. 10286899

CITIZENS ADVICE LIVERPOOL LIMITED
COMPANY BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	£	2021	£	£	2020	£
Fixed assets							
Tangible assets	10			325,115			153,600
Current assets							
Debtors	12		230,493			74,782	
Cash at bank and in hand			<u>1,024,512</u>			<u>230,299</u>	
			1,255,005			305,081	
Creditors: amounts falling due within one year	13		<u>(268,276)</u>			<u>(104,483)</u>	
Net current assets				<u>986,729</u>			<u>200,598</u>
Total assets less current liabilities				1,311,844			354,198
Provisions for liabilities	14			(122,338)			(125,543)
Net assets				<u>1,189,506</u>			<u>228,655</u>
Income funds							
Restricted funds	17			100,411			5,282
<u>Unrestricted funds</u>							
Designated funds	18			380,115			-
General unrestricted funds				<u>708,980</u>			<u>223,373</u>
				<u>1,189,506</u>			<u>228,655</u>

The trustees have taken advantage of Section 408 of Companies Act 2006 from the requirement to prepare a separate Statement of Financial Activities for the charity. During the year the charity made a surplus, after an actuarial gain on the defined benefit pension scheme, of £1,189,506 (2020: a surplus of £67,888). The surplus for the year includes donations from subsidiary companies of £600,136 (2020: £nil).

The financial statements were approved by the Trustees on 17th November 2021.



Paul Wilkie
Trustee

Company Registration No. 10286899

CITIZENS ADVICE LIVERPOOL LIMITED
CONSOLIDATED STATEMENT OF CASH FLOWS
AS AT 31 MARCH 2021

		2021	2020
	Notes	£	£
Cash flows from operating activities			
Cash generated from/(absorbed by) operations	22	408,495	242,130
Investing activities			
Proceeds on disposal of tangible fixed assets		-	-
Interest received		77	663
Net cash used in investing activities		77	663
Financing activities			
Repayment of borrowings		-	-
Net cash used in financing activities		-	-
Net increase in cash and cash equivalents		408,572	242,793
Cash and cash equivalents at beginning of year		705,247	462,454
Cash and cash equivalents at end of year		1,113,819	705,247

CITIZENS ADVICE LIVERPOOL LIMITED

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

1 Accounting policies

Charity information

Citizens Advice Liverpool Limited is a private company limited by guarantee incorporated in England and Wales. The registered office is 242 Picton Road, Wavertree, Liverpool, L15 4LP.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

The charity was formed by the merger of North Liverpool Citizens Advice Bureau Limited and Liverpool Citizens Advice Partnership on 31 March 2017. The business combination meets the definition for merger accounting and the financial statements have been prepared on this basis, as if the group had always been operating as a combined entity.

Group Financial Statements

The financial statements consolidate the results of the charity and its wholly owned subsidiaries, Wavertree Citizens Advice Bureau Limited and South Liverpool Citizens Advice Bureau, on a line-by-line basis. Balances and transactions between the parent and the subsidiary undertaking are eliminated on consolidation.

A separate statement of financial activities, or income and expenditure account, for the charitable company itself is not presented because the charitable company has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006.

1.2 Going concern

The trustees consider that it is appropriate to prepare the accounts on a going concern basis as the charity will be able to meet its liabilities as they fall due. In making this assessment the trustees have considered the impact of the Coronavirus which is prevalent at the time of approval of these accounts and are confident that they have adequate resources to continue to operate having taken account of current and future income streams and expenditure commitments.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

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

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.5 Expenditure

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs can not be directly attributed to particular headings the have been allocated to activities on a basis consistent with the use of resources.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Freehold land and buildings	2% per annum straight line
Leasehold land and buildings	straight line over the lease
Fixtures and fittings	25% straight line
Computers	25% straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Taxation

The charity benefits from various exemptions from taxation offered by tax legislation and is not liable to corporation tax on income and gains falling within those exemptions. Recovery is made of tax deducted from qualifying income and from receipts under gift aid.

1.11 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.12 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

The cost of providing benefits under defined benefit plans is determined separately for each plan using the projected unit credit method, and is based on actuarial advice.

The change in the net defined benefit liability arising from employee service during the year is recognised as an employee cost. The cost of plan introductions, benefit changes, settlements and curtailments are recognised as incurred.

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

The net interest element is determined by multiplying the net defined benefit liability by the discount rate, taking into account any changes in the net defined benefit liability during the period as a result of contribution and benefit payments. The net interest is recognised in income/(expenditure) for the year.

Remeasurement changes comprise actuarial gains and losses, the effect of the asset ceiling and the return on the net defined benefit liability excluding amounts included in net interest. These are recognised immediately in other recognised gains and losses in the period in which they occur and are not reclassified to income/(expenditure) in subsequent periods.

The net defined benefit pension asset or liability in the balance sheet comprises the total for each plan of the present value of the defined benefit obligation (using a discount rate based on high quality corporate bonds), less the fair value of plan assets out of which the obligations are to be settled directly. Fair value is based on market price information, and in the case of quoted securities is the published bid price. The value of a net pension benefit asset is limited to the amount that may be recovered either through reduced contributions or agreed refunds from the scheme.

The charity participates in the Pensions Trust's Growth Plan for certain of its employees. The Growth Plan is a multi-employer pension plan. Assets and liabilities of the scheme are not accounted for in the financial statements in accordance with FRS 102, therefore the scheme is accounted for as a defined contribution scheme. A deficit funding plan has been agreed and a provision has been recognised in the financial statements for the net present value of the future contributions.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be 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 where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2021

3	Donations and legacies			Total	Total
		Unrestricted funds	Restricted funds	2021	2020
		£	£	£	£
	Donations and grants	5,467	-	5,467	1,450
		<u>5,467</u>	<u>-</u>	<u>5,467</u>	<u>1,450</u>
	For the year ended 31 March 2020	<u>1,450</u>	<u>-</u>		<u>1,450</u>
4	Charitable activities			2021	2020
				£	£
	Services provided under contract			3,348,597	2,947,924
	Other income			18,942	11,227
				<u>3,367,539</u>	<u>2,959,151</u>
	<u>Analysis by fund</u>				
	Unrestricted funds			874,817	1,035,062
	Restricted funds			<u>2,492,722</u>	<u>1,924,089</u>
				<u>3,367,539</u>	<u>2,959,151</u>
5	Investments			Total	Total
				2021	2020
				£	£
	Rental income			9,000	13,600
	Interest receivable			77	663
				<u>9,077</u>	<u>14,263</u>
6	Charitable Activities			2021	2020
		Note		£	£
	Staff costs	9		2,676,744	2,298,437
	Depreciation and impairment			11,403	19,126
	Premises costs			178,963	96,469
	Other costs			18,055	15,335
	Partner payments			20,408	95,758
	Office costs			135,435	138,441
	Staff and volunteer costs			19,614	47,969
	Sundry expenses			<u>1,346</u>	<u>2,061</u>
				<u>3,061,968</u>	<u>2,713,596</u>
	Share of support costs (see note 7)			73,608	133,865
	Share of governance costs (see note 7)			<u>26,710</u>	<u>22,330</u>
				<u>3,162,286</u>	<u>2,869,791</u>
	<u>Analysis by fund</u>				
	Unrestricted funds			692,831	915,297
	Restricted funds			<u>2,469,455</u>	<u>1,954,494</u>
				<u>3,162,286</u>	<u>2,869,791</u>

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2021

7 Support costs

			2021	2020	Basis of allocation
	Support costs	Governance costs			
	£	£	£	£	
Staff costs	-	-	-	-	
Impairment	-	-	-	-	
Other costs	73,608	-	73,608	133,865	
Audit fees	-	13,375	13,375	16,963	Governance
Accountancy	-	-	-	-	Governance
Legal and professional	-	4,441	4,441	750	Governance
Other costs	-	12	12	577	Governance
Consultancy	-	-	-	-	Governance
Bank charges	-	-	-	-	Governance
Trustee expenses	-	13	13	248	Governance
Merger costs	-	-	-	-	Governance
Other governance costs - unrestricted	-	8,869	8,869	3,792	Governance
	73,608	26,710	100,318	156,195	
Analysed between	73,608	26,710	100,318	156,195	
Charitable activities					

8 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

During the year, the trustees received a total of £nil (2020: £nil) in expenses from the charity.

9 Employees

Number of employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
Administration	24	18
Service providers	88	77
	112	95

Employment costs

	Note	2021	2020
		£	£
Wages and salaries		2,383,442	2,046,402
Social security costs		199,646	169,120
Other pension costs		93,656	82,915
	6	2,676,744	2,298,437

There were no employees whose annual remuneration was £60,000 or more.

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2021

10	Tangible fixed assets					
	Group					
		Freehold land and buildings	Leasehold land and buildings	Fixtures and fittings	Computers	Total
		£	£	£	£	£
	Cost					
	At 1 April 2020	471,812	95,991	241,474	112,992	922,269
	Business combinations	-	-	-	-	-
	Disposals	-	-	-	-	-
	At 31 March 2021	471,812	95,991	241,474	112,992	922,269
	Depreciation and impairment					
	At 1 April 2020	137,261	95,991	241,474	111,025	585,751
	Business combinations	-	-	-	-	-
	Depreciation charged in the year	9,436	-	-	1,967	11,403
	Revaluation	-	-	-	-	-
	At 31 March 2021	146,697	95,991	241,474	112,992	597,154
	Carrying amount					
	At 31 March 2021	325,115	-	-	-	325,115
	At 31 March 2020	334,551	-	-	1,967	336,518
	Company					
		Freehold land and buildings	Leasehold land and buildings	Fixtures and fittings	Computers	Total
		£	£	£	£	£
	Cost					
	At 1 April 2020	160,000	95,991	189,272	14,847	460,110
	Business combinations	174,715	-	-	-	174,715
	Disposals	-	-	-	-	-
	At 31 March 2021	334,715	95,991	189,272	14,847	634,825
	Depreciate and impairment					
	At 1 April 2020	6,400	95,991	189,272	14,847	306,510
	Depreciation charged in the year	3,200	-	-	-	3,200
	Revaluation	-	-	-	-	-
	At 31 March 2021	9,600	95,991	189,272	14,847	309,710
	Carrying amount					
	At 31 March 2021	325,115	-	-	-	325,115
	At 31 March 2020	153,600	-	-	-	153,600

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2021

11	Financial Instruments		2021	2020
		Group	£	£
	Carrying amount of financial assets			
	Debt instruments measured at amortised cost		<u>138,317</u>	<u>200,037</u>
	Carrying amount of financial liabilities			
	Measured at amortised cost		<u>71,220</u>	<u>91,312</u>
	Company			
			2021	2020
			£	£
	Carrying amount of financial assets			
	Debt instruments measured at amortised cost		<u>138,317</u>	<u>50,409</u>
	Carrying amount of financial liabilities			
	Measured at amortised cost		<u>68,570</u>	<u>29,127</u>
12	Debtors		2021	2020
		Group	£	£
	Amounts falling due within one year:			
	Trade debtors		58,200	152,791
	Other debtors		80,117	47,246
	Prepayments and accrued income		<u>5,519</u>	<u>17,106</u>
			<u>143,836</u>	<u>217,143</u>
	Company			
			2021	2020
			£	£
	Amounts falling due within one year:			
	Trade debtors		58,200	6,208
	Amounts owed by fellow group undertakings		86,657	14,825
	Other debtors		80,117	44,201
	Prepayments and accrued income		<u>5,519</u>	<u>9,548</u>
			<u>230,493</u>	<u>74,782</u>

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2021

13	Creditors: amounts falling due within one year			
	Group	Notes	2021	2020
			£	£
	Other taxation and social security		53,585	40,213
	Deferred income	15	146,121	35,336
	Trade creditors		38,879	26,534
	Other creditors		16,908	3,578
	Accruals		15,433	61,200
			<u>270,926</u>	<u>166,861</u>
	Company	Notes	2021	2020
			£	£
	Other taxation and social security		53,585	40,020
	Deferred income	15	146,121	35,336
	Trade creditors		38,879	13,277
	Other creditors		16,908	-
	Accruals and deferred income		12,783	15,850
			<u>268,276</u>	<u>104,483</u>
14	Provisions for liabilities			
	Group and company	Notes	2021	2020
			£	£
	Retirement benefit obligations	16	122,338	125,543
			<u>122,338</u>	<u>125,543</u>
15	Deferred income			
	Group and company		2021	2020
			£	£
	Other deferred income		146,121	35,336
			<u>146,121</u>	<u>35,336</u>

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2021

16

Retirement benefit schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those the charity in an independently administered fund.

There are two retirement benefit schemes.

Defined benefit schemes

Key assumptions

	2021	2020
	%	%
Discount rate	2.1	2.4
Expected rate of increase of pensions in payment	2.8	2.2
Expected rate of salary increases	4.2	3.6
CPI inflations	2.7	2.1

Mortality assumptions

The assumed life expectations on retirement at age 65 are:

	2021	2020
	Years	Years
Retiring today		
- Males	21	21
- Females	24	24

Amounts recognised in the profit and loss account:

	2021	2020
	£	£
Current service cost	15,000	14,000
Net interest on defined benefit liability/(asset)	4,000	4,000
Other costs and income	461	29,315
Total costs	19,461	47,315

The amounts included in the balance sheet arising from the charity's obligations in respect of defined benefit plans are as follows:

	2021	2020
	£	£
Present value of defined benefit obligations	1,067,338	917,543
Fair value of plan assets	(945,000)	(792,000)
Deficit in scheme	122,338	125,543

Movements in the present value of defined benefits obligations:

	2021
	£
Liabilities at 1 April 2020	917,543
Current service cost	15,000
Benefits paid	-
Contributions from scheme members	3,000
Actuarial gains and losses	112,593
Interest cost	23,000
Other	(3,798)
At 31 March 2021	1,067,338

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2021

16	Retirement benefit schemes	(Continued)
	The defined benefit obligations arise from plans which are wholly or partly funded.	
	Movement in the fair value of plan assets:	
		2020
		£
	Fair value of assets at 1 April 2020	792,000
	Interest income	19,000
	Return on plan assets (excluding amounts included in net interest)	111,000
	Benefits paid	-
	Contributions by the employer	20,000
	Contributions by scheme members	3,000
	Other	-
	At 31 March 2021	<u>945,000</u>

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2021

17 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

					Movement in funds				Balance at 31 March 2021 £
	Balance at 1 April 2019 £	Incoming resources £	Resources expended £	Transfers £	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	
Group & Company									
EUSS	-	39,000	(40,030)	1,030	-	61,414	(61,503)	89	-
Access to Justice	-	-	-	-	-	43,120	(40,241)	-	2,879
BEIS	-	-	-	-	-	59,056	(41,029)	-	12,027
Health and Wellbeing	-	-	-	-	-	139,000	(85,454)	(47,546)	-
APP Perinatal	-	-	-	-	-	37,128	(24,929)	-	12,199
APP Respiratory	-	-	-	-	-	19,000	(9,112)	-	9,888
Macmillan Right by You	-	-	-	-	-	46,680	(43,574)	-	3,106
Liverpool City Council Community Resources Grant	-	176,116	(173,429)	(2,687)	-	171,549	(246,812)	75,263	-
Macmillan Welfare	-	-	-	-	-	21,006	(8,111)	-	12,895
PALS	-	96,074	(96,602)	528	-	104,356	(94,079)	-	10,277
Pension Wise	-	117,704	(118,074)	370	-	119,884	(119,682)	(202)	-
Lottery Advice in Crisis	-	-	-	-	-	47,000	(46,978)	(22)	-
Money Advice Service	-	600,165	(600,591)	426	-	659,352	(618,446)	(40,906)	-
Money Advice Service - Increased Capacity	-	-	-	-	-	70,828	(56,401)	-	14,427
Help 2 Claim	-	482,807	(485,333)	2,526	-	445,990	(445,820)	(170)	-
Hate Crimes	-	21,166	(17,683)	(3,483)	-	28,807	(22,833)	-	5,974
PCN North	-	56,660	(57,074)	414	-	-	-	-	-
BL Equalities	-	47,550	(42,268)	-	5,282	85,837	(74,380)	-	16,739
	-	1,637,242	(1,631,084)	(876)	5,282	2,148,007	(2,039,384)	(13,494)	100,411
Group									
Liverpool Clinical Commissioning Group (Macmillan)	-	42,011	(43,742)	1,731	-	21,006	(32,214)	11,208	-
Liverpool City Council Community Resources Grant	-	98,336	(133,392)	35,056	-	73,794	(56,077)	(17,717)	-
Hate Crimes	-	8,500	(8,276)	(224)	-	-	-	-	-
Health and Wellbeing	-	138,000	(138,000)	-	-	133,000	(180,330)	47,330	-
Money Advice Service	-	-	-	-	-	97,915	(138,515)	40,600	-
Innovations	-	-	-	-	-	19,000	(22,935)	3,935	-
	-	1,924,089	(1,954,494)	35,687	5,282	2,492,722	(2,469,455)	71,862	100,411

EUSS
Home Office funding to deliver practical support to vulnerable EU, EEA and Swiss citizens to help them make their EU Settlement Scheme application so they can remain in the UK post Brexit.

Access to Justice
Research project to combat and evidence the severe impact of cuts to access to free legal advice in Liverpool, highlighting the necessity of access to free legal advice and the negative socio-economic and health impacts its absence can have.

BEIS
Government funding managed by Citizens Advice National Office to support innovation to our service and additional equipment and services during the COVID pandemic.

Health and Wellbeing
Funding from the Health and Wellbeing Fund to increase the evidence base on social prescribing by delivering and evaluating the delivery of a programme in Liverpool.

APP Perinatal
Funding from Liverpool CCG enabling the expansion of Citizens Advice on Prescription into child and maternity services, as part of the wider Ways to Wellbeing for All initiative.

APP Respiratory
Provision of Advice on Prescription for patients with a respiratory disease diagnosis.

Macmillan Right by You
Funding for two link connectors to support the delivery of a virtual wellbeing service, in conjunction with Liverpool University Hospitals NHST for people in Liverpool with a diagnosis of cancer.

Liverpool City Council Community Resources Grant
Funding from Liverpool City Council to support the delivery of CAL's core advice service to the people of Liverpool.

Macmillan Welfare
Funding for casework advice to people in Liverpool with a diagnosis of cancer.

PALS
Funding from the Freshfield Foundation (via Sefton Citizens Advice) to provide a tribunal representation service to clients.

Pension Wise
Pension Wise helps people aged 50 and over to understand their defined contribution pension options enough to make an informed next step.

Lottery Advice in Crisis
Coronavirus Community Support funding to ensure the delivery of advice in a crisis.

Money Advice Service
Funding from Greater Merseyside Money Advice Partnership to provide debt and other money advice to clients.

Money Advice Service - Increased Capacity
Funding to support the training and development of new money advice case workers.

Help 2 Claim
DWP funding managed by Citizens Advice National office supporting people in Liverpool to make their first Universal Credit claim.

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2021

17 Restricted funds

(Continued)

Hate Crimes

Police and Crime Commissioner funding for the provision of a support service to victims of Gender Identity and Sexual Orientation Hate Crimes.

PCN North

Primary Care Network income to provide Link Workers in deprived areas of Liverpool

BL Equalities

Lottery funding to support BME people living in Liverpool by recruiting and retaining

Liverpool Clinical Commissioning Group (Macmillan)

This project forms part of the Advice on Prescription programme initially for a 2 year period and then recommissioned in 2019/20. It has two component: firstly to provide specialist welfare benefits advice to people with cancer and their families, and secondly to identify social policy issues on welfare benefits and people with cancer to influence policy changes and improvements to access benefits as well as promoting the APP cancer service to health professionals.

Innovations

Funding received from Liverpool CCG to provide practical support and advice to clients with a respiratory disease diagnosis.

Transfers are made from unrestricted funds to make good any deficit on restricted funds where expenditure has exceeded income.

The following table gives an overview of specific funds across the group as a whole:

	Movement in funds				Movement in funds				Balance at 31 March 2021
	Balance at 1 April 2019	Incoming resources	Resources expended	Transfers	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	
Health and Wellbeing	-	138,000	(138,000)	-	-	266,000	(265,784)	(216)	-
Money Advice Service	-	600,165	(600,591)	426	-	757,267	(756,961)	(306)	-
	-	738,165	(738,591)	426	-	1,023,267	(1,022,745)	(522)	-

18 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds				Movement in funds				Balance at 31 March 2021
	Balance at 1 April 2019	Incoming resources	Resources expended	Transfers	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	
Restructuring reserve fund	-	-	-	-	-	55,000	-	-	55,000
Land and building reserve fund	-	-	-	-	-	325,115	-	-	325,115
	-	-	-	-	-	380,115	-	-	380,115

Restructuring reserve fund

This fund reflects the estimated costs relating to the expected organisational restructure around known recommissioning of significant projects in 2021/22 and 2022/23.

Land and building reserve fund

This fund reflects the carrying value of the property owned and used operationally by the charity. These properties are not held for sale and are intrinsic to the charity's aim and objectives.

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19 Analysis of net assets between funds

Group	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2021	2021	2021	2020	2020	2020
	£	£	£	£	£	£
Fund balances at 31 March 2021 are represented by:						
Tangible assets	325,115	-	325,115	336,518	-	336,518
Current assets/(liabilities)	886,318	100,411	986,729	750,247	5,282	755,529
Long term liabilities	-	-	-	-	-	-
Provisions and pensions	(122,338)	-	(122,338)	(125,543)	-	(125,543)
	<u>1,089,095</u>	<u>100,411</u>	<u>1,189,506</u>	<u>961,222</u>	<u>5,282</u>	<u>966,504</u>
Company	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2021	2021	2021	2020	2020	2020
	£	£	£	£	£	£
Fund balances at 31 March 2021 are represented by:						
Tangible assets	325,115	-	325,115	153,600	-	153,600
Current assets/(liabilities)	886,318	100,411	986,729	195,316	5,282	200,598
Long term liabilities	-	-	-	-	-	-
Provisions and pensions	(122,338)	-	(122,338)	(125,543)	-	(125,543)
	<u>1,089,095</u>	<u>100,411</u>	<u>1,189,506</u>	<u>223,373</u>	<u>5,282</u>	<u>228,655</u>

20 Company limited by guarantee

Citizens Advice Liverpool Limited is incorporated under the Companies Act as a company limited by guarantee. The liability of the members is limited to £1.

21 Related party transactions

Group

Remuneration of key management personnel

The remuneration of key management personnel is as follows

	2021	2020
	£	£
Aggregate compensation	<u>75,120</u>	<u>70,166</u>

Company

There were no disclosable related party transactions during the year (2020 - none).

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22	Consolidated cash generated from operations	2021	2020
		£	£
	Surplus for the year	223,002	117,450
	Adjustments for:		
	Investment income recognised in statement of financial activities	(77)	(663)
	Depreciation and impairment of tangible fixed assets	11,403	19,126
	Gain on disposal of tangible fixed asset	-	-
	Movements in working capital:		
	Decrease/(Increase) in debtors	73,307	186,339
	(Decrease)/Increase in creditors	(9,925)	(67,032)
	Increase/(Decrease) in deferred income	110,785	(13,090)
		<u>408,495</u>	<u>242,130</u>