

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 2022

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 Carey | (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 | 2nd Floor 242 Picton Road Wavertree Liverpool L15 4LP | |
| Auditor | DSG Castle Chambers 43 Castle Street Liverpool L2 9TL | |

CITIZENS ADVICE LIVERPOOL LIMITED

CONTENTS

| | Page |
|--|-------------|
| Trustees' report | 1 - 6 |
| Statement of trustees' responsibilities | 7 |
| Independent auditor's report | 8 - 10 |
| Consolidated statement of financial activities | 11 |
| Consolidated balance sheet | 12 |
| Company balance sheet | 13 |
| Consolidated statement of cash flows | 14 |
| Notes to the financial statements | 15 - 28 |

CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

The trustees present their annual report and financial statements for the year ended 31 March 2022.

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 – was completed and from 1st April 2021, Citizens Advice Liverpool Limited operated as a single entity. More information on this merger is below.

The financial statements have been prepared in accordance with the accounting policies set out in note 2 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 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.

The 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 will exercise a responsible influence on the development of social policies and services, both locally and nationally.

The 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.

The Values – What the charity stands for

Five core values underpin the approach:

- **Quality** - Committed to delivering a quality service and working to best practice standards in all aspects of the work.
- **A responsive approach** - A flexible organisation that will listen and learn from the experience of clients and communities and respond to new needs and expectations.
- **Accountability** - Work in ways which are open and transparent. Regularly account for and report on work to show how the charity is meeting its purpose and aims.
- **Creativity** - Open to new ideas and ways of improving the work. The charity encourages learning and feedback to encourage innovation.
- **Fairness** - Treat all 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 2022**

Activities

This has been the first year for the organisation operating as a single entity, and despite the continuing difficult circumstances, a very successful one.

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 and remaining resolute in their commitment to tackling inequality, poverty and need.

The consolidation into a single organisation has resulted in allowing the charity to make better use of its resources and generate a surplus to rebuild the reserves and fund further operational improvements. In particular the charity is looking to rationalise the office space to make use of the efficiencies offered by the new approach to service provision that has been adopted over the last years.

The values and mission drive the behaviours of the charity and how it connects to its clients, communities, and the people. With the successful completion of the mergers, a new business plan was produced. In preparation, the charity conducted stakeholder analysis whilst actively seeking out views and feedback from staff, volunteers, and clients. The feedback has helped to redefine the future goals and objectives to deliver strong and robust services and be a positive and inclusive partner and workplace for the teams. The business plan spans the next three years of operation, though, yearly reviews will ensure it remains relevant and responsive to the issues affecting the communities.

As lockdown eased, the charity focused on the safe return to the offices, reopening its buildings for appointments and delivering outreach services through community venues and libraries. As part of the return to offices, a new hybrid working pattern is being trialled for staff. Welcoming staff and volunteers back to offices and hearing of the benefits of social interactions when working together in a team has been a highlight of the year.

The charity continues to review the client journey to ensure its clients have straightforward access to the services in a way that best suits their needs. Building on the telephone and digital services delivered during lockdown, the charity reopened the in-person appointments and drop-in outreach sessions at a range of community venues across the City. Working with partners such as GPs and healthcare providers to create direct referrals forms to ensure access for vulnerable patients.

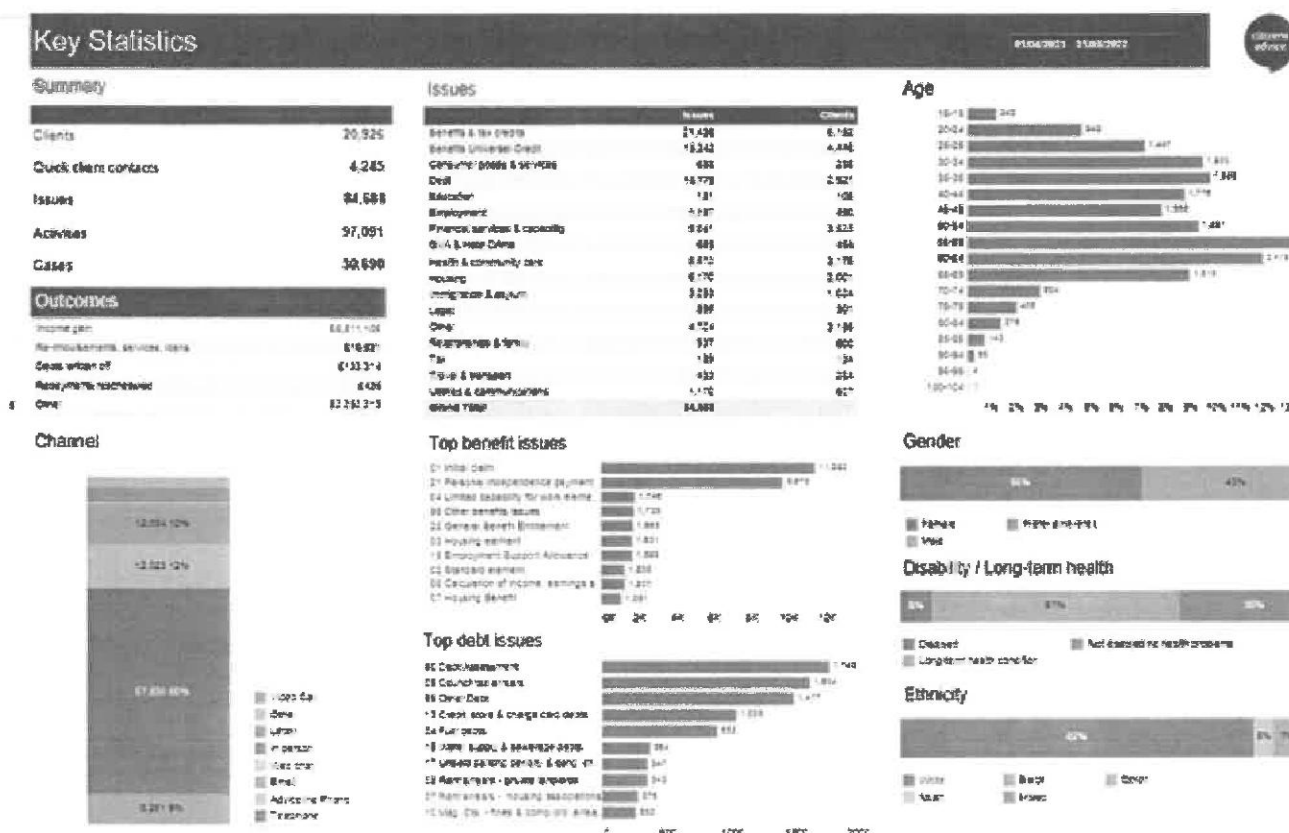
Performance and Targets.

During the year the charity advised 25,171 individual clients, with 84,688 issues, as the system only allows a client to be recorded once in the year, it is the issues that reflect repeat visits for separate enquiries. As expected, there has been a reduction in the number of clients helped against the unusually high numbers last year. The reductions can be attributed to the reintroduction of in-person advice from telephone only and the reduction of the pandemic relief funding received during lockdown.

Welfare benefits, debt, housing and immigration remain the highest queries and services are once again feeling the strain of demand as the clients face the impact of the cost-of-living increases combined with the effects of the pandemic and Brexit.

CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022



For the past two years, the charity has managed and developed the Liverpool Access to Justice Network. The network aims to bring together the advice sector in Liverpool to ensure a 'no wrong door' approach for clients accessing advice services in the City, avoiding duplication and helping to build community knowledge. By providing knowledge-sharing network meetings and citywide referral routes to ensure clients remain front and centre of the advice process thereby making the best use of the combined resources and having a bigger impact on the issues affecting clients.

Financial review

Total incoming resources for the year amounted to £3,440,345 (2021: £3,382,083) and total resources expended amounted to £3,363,136 (2021: £3,162,286) giving a surplus before actuarial gains/losses in respect of the pension liability of £77,209 (2021: £219,797).

Total reserves at the 31 March 2022 were £1,369,438 (2021: £1,189,506).

Total unrestricted reserves were £1,253,909 (2021: £1,089,095) and restricted reserves were £115,529 (2021: £100,411). The general unrestricted reserves are £880,489 (2021: £708,980).

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 2022**

Reserves policy

Citizens Advice Liverpool Limited is required to ensure that any free reserves 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 equal to between 3 and 6 month's normal operating expenditure. Based on current levels of general unrestricted reserves, this is currently sufficient for between 3 and 4 months of operating costs.

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 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 quarterly to review risks and controls.

Strategic plans for the future are to concentrate on integrating and optimising the services, in particular rationalising office space whilst continuing to seek opportunities to widen the scope of the services provided. 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 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.

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 2022 the charity had 12 trustees.

CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

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 R Wilkie

Ms D Aspinall

Ms E Carey

(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.

A successful recruitment drive took place, targeted to improve the equality and diversity of the board and bridge the skill gaps identified. The Board is delighted to welcome our four new Trustees to the service.

Citizens Advice Liverpool is governed by its members Trustee Board that 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 2022**

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

19 September 2022

CITIZENS ADVICE LIVERPOOL LIMITED

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2022

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 MEMBERS 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 2022 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 2022 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.

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 for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

CITIZENS ADVICE LIVERPOOL LIMITED

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE LIVERPOOL LIMITED

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 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 MEMBERS 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 auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and 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

19 September 2022

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 2022

| | Notes | Unrestricted funds 2022 £ | Restricted funds 2022 £ | Total 2022 £ | Unrestricted funds 2021 £ | Restricted funds 2021 £ | Total 2021 £ |
|---|-------|---------------------------------|-------------------------------|--------------------|---------------------------------|-------------------------------|--------------------|
| Income from: | | | | | | | |
| Donations and legacies | 3 | - | - | - | 5,467 | - | 5,467 |
| Charitable activities | 4 | 914,524 | 2,525,821 | 3,440,345 | 874,817 | 2,492,722 | 3,367,539 |
| Investments | 5 | - | - | - | 9,077 | - | 9,077 |
| Total income | | 914,524 | 2,525,821 | 3,440,345 | 889,361 | 2,492,722 | 3,382,083 |
| Expenditure on: | | | | | | | |
| Charitable activities | 6 | (891,926) | (2,471,210) | (3,363,136) | (692,831) | (2,469,455) | (3,162,286) |
| Total resources expended | | (891,926) | (2,471,210) | (3,363,136) | (692,831) | (2,469,455) | (3,162,286) |
| Net incoming/(outgoing) resources before transfers | | 22,598 | 54,611 | 77,209 | 196,530 | 23,267 | 219,797 |
| Gross transfers between funds | | 39,493 | (39,493) | - | (71,862) | 71,862 | - |
| Net income / (expenditure) for the year/ Net incoming / (outgoing) resources | | 62,091 | 15,118 | 77,209 | 124,668 | 95,129 | 219,797 |
| Other recognised gains and losses | | | | | | | |
| Actuarial gain/(loss) on defined benefit pension schemes | | 102,723 | - | 102,723 | 3,205 | - | 3,205 |
| Net movement in funds | | 164,814 | 15,118 | 179,932 | 127,873 | 95,129 | 223,002 |
| Fund balance at 1 April 2021 | | 1,089,095 | 100,411 | 1,189,506 | 961,222 | 5,282 | 966,504 |
| Fund balances at 31 March 2022 | | 1,253,909 | 115,529 | 1,369,438 | 1,089,095 | 100,411 | 1,189,506 |

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 2022

| | Notes | £ | 2022 | £ | 2021 | £ |
|---|-------|------------------|------|------------------|------|------------------|
| Fixed assets | | | | | | |
| Tangible assets | 10 | | | 342,542 | | 325,115 |
| Current assets | | | | | | |
| Debtors | 12 | 252,965 | | 143,836 | | |
| Cash at bank and in hand | | <u>1,052,561</u> | | <u>1,113,819</u> | | |
| | | 1,305,526 | | 1,257,655 | | |
| Creditors: amounts falling due within one year | 13 | <u>(259,015)</u> | | <u>(270,926)</u> | | |
| Net current assets | | | | <u>1,046,511</u> | | <u>986,729</u> |
| Total assets less current liabilities | | | | 1,389,053 | | 1,311,844 |
| Provisions for liabilities | 14 | | | (19,615) | | (122,338) |
| Net assets | | | | <u>1,369,438</u> | | <u>1,189,506</u> |
| Income funds | | | | | | |
| Restricted funds | 17 | | | 115,529 | | 100,411 |
| Unrestricted funds | | | | | | |
| Designated funds | 18 | | | 373,420 | | 380,115 |
| General unrestricted funds | | | | <u>880,489</u> | | <u>708,980</u> |
| | | | | <u>1,369,438</u> | | <u>1,189,506</u> |

The financial statements were approved by the Trustees on 19 September 2022



Paul Wilkie
Trustee

Company Registration No. 10286899

CITIZENS ADVICE LIVERPOOL LIMITED
COMPANY BALANCE SHEET
AS AT 31 MARCH 2022

| | Notes | £ | 2022 | £ | 2021 | £ |
|---|-------|------------------|------|------------------|------|------------------|
| Fixed assets | | | | | | |
| Tangible assets | 10 | | | 342,542 | | 325,115 |
| Current assets | | | | | | |
| Debtors | 12 | 252,965 | | 230,493 | | |
| Cash at bank and in hand | | <u>1,052,561</u> | | <u>1,024,512</u> | | |
| | | 1,305,526 | | 1,255,005 | | |
| Creditors: amounts falling due within one year | 13 | <u>(259,015)</u> | | <u>(268,276)</u> | | |
| Net current assets | | | | <u>1,046,511</u> | | <u>986,729</u> |
| Total assets less current liabilities | | | | 1,389,053 | | 1,311,844 |
| Provisions for liabilities | 14 | | | (19,615) | | (122,338) |
| Net assets | | | | <u>1,369,438</u> | | <u>1,189,506</u> |
| Income funds | | | | | | |
| Restricted funds | 17 | | | 115,529 | | 100,411 |
| <u>Unrestricted funds</u> | | | | | | |
| Designated funds | 18 | | | 373,420 | | 380,115 |
| General unrestricted funds | | | | <u>880,489</u> | | <u>708,980</u> |
| | | | | <u>1,369,438</u> | | <u>1,189,506</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 £179,932 (2021: a surplus of £960,851). The surplus for the year includes donations from subsidiary companies of £nil (2021: £600,136).

The financial statements were approved by the Trustees on 19 September 2022



Paul Wilkie
Trustee

Company Registration No. 10286899

CITIZENS ADVICE LIVERPOOL LIMITED
CONSOLIDATED STATEMENT OF CASH FLOWS

AS AT 31 MARCH 2022

| | | 2022 | 2021 |
|--|-------|-----------|-----------|
| | Notes | £ | £ |
| Cash flows from operating activities | | | |
| Cash generated from/(absorbed by) operations | 22 | 59,167 | 408,495 |
| Investing activities | | | |
| Interest received | | - | 77 |
| Net cash used in investing activities | | - | 77 |
| Financing activities | | | |
| Repayment of borrowings | | - | - |
| Net cash used in financing activities | | - | - |
| Net increase in cash and cash equivalents | | 59,167 | 408,572 |
| Cash and cash equivalents at beginning of year | | 1,113,819 | 705,247 |
| Cash and cash equivalents at end of year | | 1,052,561 | 1,113,819 |

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

2 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.

2.1 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.

2.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

2.3 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.

2.4 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.

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.

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

2 Accounting policies

(Continued)

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.

2.5 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 they have been allocated to activities on a basis consistent with the use of resources.

2.6 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 the statement of financial activities.

Assets are capitalised if valued over £1,000 at the point of receipt.

2.7 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).

2.8 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.

2.9 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 2022

2 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.

2.10 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.

2.11 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.

2.12 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 2022

2 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.

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2022

3 Donations and legacies

| | Unrestricted funds | Restricted funds | Total 2022 | Total 2021 |
|---|--------------------|------------------|---------------|---------------|
| | £ | £ | £ | £ |
| Donations and grants | - | - | - | 5,467 |
| | - | - | - | 5,467 |
| For the year ended 31 March 2021 | 5,467 | - | | 5,467 |

4 Charitable activities

| | 2022 | 2021 |
|----------------------------------|------------------|------------------|
| | £ | £ |
| Services provided under contract | 3,439,321 | 3,348,597 |
| Other income | 1,024 | 18,942 |
| | 3,440,345 | 3,367,539 |
| <u>Analysis by fund</u> | | |
| Unrestricted funds | 914,524 | 874,817 |
| Restricted funds | 2,525,821 | 2,492,722 |
| | 3,440,345 | 3,367,539 |

5 Investments

| | Total 2022 | Total 2021 |
|---------------------|---------------|---------------|
| | £ | £ |
| Rental income | - | 9,000 |
| Interest receivable | - | 77 |
| | - | 9,077 |

6 Charitable Activities

| | Note | 2022 | 2021 |
|--|------|------------------|------------------|
| | | £ | £ |
| Staff costs | 9 | 2,894,079 | 2,676,744 |
| Depreciation and impairment | | 7,822 | 11,403 |
| Premises costs | | 151,080 | 178,963 |
| Other costs | | - | 18,055 |
| Partner payments | | - | 20,408 |
| Office costs | | 221,477 | 135,435 |
| Staff and volunteer costs | | 57,953 | 19,614 |
| Sundry expenses | | - | 1,346 |
| | | 3,332,411 | 3,061,968 |
| Share of support costs (see note 7) | | - | 73,608 |
| Share of governance costs (see note 7) | | 30,725 | 26,710 |
| | | 3,363,136 | 3,162,286 |
| <u>Analysis by fund</u> | | | |
| Unrestricted funds | | 891,926 | 692,831 |
| Restricted funds | | 2,471,210 | 2,469,455 |
| | | 3,363,136 | 3,162,286 |

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2022

7 Support costs

| | | | 2022 | 2021 | Basis of allocation |
|---------------------------------------|---------------|------------------|--------|---------|---------------------|
| | Support costs | Governance costs | | | |
| | £ | £ | £ | £ | |
| Staff costs | - | - | - | - | |
| Impairment | - | - | - | - | |
| Other costs | - | - | - | 73,608 | |
| Audit fees | - | 14,400 | 14,400 | 13,375 | Governance |
| Accountancy | - | - | - | - | Governance |
| Legal and professional | - | 15,727 | 15,727 | 4,441 | Governance |
| Other costs | - | 72 | 72 | 12 | Governance |
| Consultancy | - | - | - | - | Governance |
| Bank charges | - | - | - | - | Governance |
| Trustee expenses | - | 526 | 526 | 13 | Governance |
| Merger costs | - | - | - | - | Governance |
| Other governance costs - unrestricted | - | - | - | 8,869 | Governance |
| | - | 30,725 | 30,725 | 100,318 | |
| Analysed between | - | 30,725 | 30,725 | 100,318 | |
| Charitable activities | - | 30,725 | 30,725 | 100,318 | |

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 (2021: £nil) in expenses from the charity.

9 Employees

Number of employees

The average monthly number of employees during the year was:

| | 2022 Number | 2021 Number |
|-------------------|-------------|-------------|
| Administration | 24 | 24 |
| Service providers | 87 | 88 |
| | 111 | 112 |

Employment costs

| | Note | 2022 | 2021 |
|-----------------------|------|-----------|-----------|
| | | £ | £ |
| Wages and salaries | | 2,577,902 | 2,383,442 |
| Social security costs | | 216,649 | 199,646 |
| Other pension costs | | 99,528 | 93,656 |
| | 6 | 2,894,079 | 2,676,744 |

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 2022

| | | | | | | |
|----|--|--|---|------------------------------|------------------|--------------|
| 10 | Tangible fixed assets Group | Freehold land and buildings | Leasehold land and buildings | Fixtures and fittings | Computers | Total |
| | | £ | £ | £ | £ | £ |
| | Cost | | | | | |
| | At 1 April 2021 | 471,812 | 95,991 | 241,474 | 112,992 | 922,269 |
| | Additions | - | - | 25,249 | - | 25,249 |
| | Disposals | - | - | - | - | - |
| | At 31 March 2022 | 471,812 | 95,991 | 266,723 | 112,992 | 947,518 |
| | Depreciation and impairment | | | | | |
| | At 1 April 2021 | 146,697 | 95,991 | 241,474 | 112,992 | 597,154 |
| | Depreciation charged in the year | 6,695 | - | 1,127 | - | 7,822 |
| | Revaluation | - | - | - | - | - |
| | At 31 March 2022 | 153,392 | 95,991 | 242,601 | 112,992 | 604,976 |
| | Carrying amount | | | | | |
| | At 31 March 2021 | 318,420 | - | 24,122 | - | 342,542 |
| | At 31 March 2020 | 325,115 | - | - | - | 325,115 |
| | Company | | | | | |
| | | Freehold land and buildings | Leasehold land and buildings | Fixtures and fittings | Computers | Total |
| | | £ | £ | £ | £ | £ |
| | Cost | | | | | |
| | At 1 April 2021 | 334,715 | 95,991 | 189,272 | 14,847 | 634,825 |
| | Additions | - | - | 25,249 | - | 25,249 |
| | Disposals | - | - | - | - | - |
| | At 31 March 2022 | 334,715 | 95,991 | 214,521 | 14,847 | 660,074 |
| | Depreciate and impairment | | | | | |
| | At 1 April 2021 | 9,600 | 95,991 | 189,272 | 14,847 | 309,710 |
| | Depreciation charged in the year | 6,695 | - | 1,127 | - | 7,822 |
| | Revaluation | - | - | - | - | - |
| | At 31 March 2022 | 16,295 | 95,991 | 190,399 | 14,847 | 317,532 |
| | Carrying amount | | | | | |
| | At 31 March 2022 | 318,420 | - | 24,122 | - | 342,542 |
| | At 31 March 2021 | 325,115 | - | - | - | 325,115 |

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2022

| | | | |
|-----------|---|----------------|----------------|
| 11 | Financial instruments | | |
| | Group | | |
| | | 2022 | 2021 |
| | | £ | £ |
| | Carrying amount of financial assets | | |
| | Debt instruments measured at amortised cost | <u>244,421</u> | <u>138,317</u> |
| | Carrying amount of financial liabilities | | |
| | Measured at amortised cost | <u>104,287</u> | <u>71,220</u> |
| | Company | | |
| | | 2022 | 2021 |
| | | £ | £ |
| | Carrying amount of financial assets | | |
| | Debt instruments measured at amortised cost | <u>244,421</u> | <u>138,317</u> |
| | Carrying amount of financial liabilities | | |
| | Measured at amortised cost | <u>104,287</u> | <u>68,570</u> |
| 12 | Debtors | | |
| | Group | | |
| | | 2022 | 2021 |
| | | £ | £ |
| | Amounts falling due within one year: | | |
| | Trade debtors | 74,463 | 58,200 |
| | Other debtors | 169,958 | 80,117 |
| | Prepayments and accrued income | <u>8,544</u> | <u>5,519</u> |
| | | <u>252,965</u> | <u>143,836</u> |
| | Company | | |
| | | 2022 | 2021 |
| | | £ | £ |
| | Amounts falling due within one year: | | |
| | Trade debtors | 74,463 | 58,200 |
| | Amounts owed by fellow group undertakings | - | 86,657 |
| | Other debtors | 169,958 | 80,117 |
| | Prepayments and accrued income | <u>8,544</u> | <u>5,519</u> |
| | | <u>252,965</u> | <u>230,493</u> |

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2022

| | | | | |
|-----------|---|--------------|----------------|----------------|
| 13 | Creditors: amounts falling due within one year | | | |
| | Group | Notes | 2022 | 2021 |
| | | | £ | £ |
| | Other taxation and social security | | 90,800 | 53,585 |
| | Deferred income | 15 | 63,928 | 146,121 |
| | Trade creditors | | 22,555 | 38,879 |
| | Other creditors | | 21,237 | 16,908 |
| | Accruals | | 60,495 | 15,433 |
| | | | <u>259,015</u> | <u>270,926</u> |
| | Company | Notes | 2022 | 2021 |
| | | | £ | £ |
| | Other taxation and social security | | 90,800 | 53,585 |
| | Deferred income | 15 | 63,928 | 146,121 |
| | Trade creditors | | 22,555 | 38,879 |
| | Other creditors | | 21,237 | 16,908 |
| | Accruals | | 60,495 | 12,783 |
| | | | <u>259,015</u> | <u>268,276</u> |
| 14 | Provisions for liabilities | | | |
| | Group and company | Notes | 2022 | 2021 |
| | | | £ | £ |
| | Retirement benefit obligations | 16 | 19,615 | 122,338 |
| | | | <u>19,615</u> | <u>122,338</u> |
| 15 | Deferred income | | | |
| | Group and company | | 2022 | 2021 |
| | | | £ | £ |
| | Other deferred income | | 63,928 | 146,121 |
| | | | <u>63,928</u> | <u>146,121</u> |

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2022

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

| | 2022 | 2021 |
|--|------|------|
| | % | % |
| Discount rate | 2.8 | 2.1 |
| Expected rate of increase of pensions in payment | 3.5 | 2.8 |
| Expected rate of salary increases | 4.9 | 4.2 |
| CPI inflations | 3.4 | 2.7 |

Mortality assumptions

The assumed life expectations on retirement at age 65 are:

| | 2022 | 2021 |
|----------------------|-------|-------|
| | Years | Years |
| Retiring today | | |
| - Males | 21 | 21 |
| - Females | 24 | 24 |
| Retiring in 20 years | | |
| - Males | 22 | 23 |
| - Females | 26 | 26 |

Amounts recognised in the profit and loss account:

| | 2022 | 2021 |
|---|--------|--------|
| | £ | £ |
| Current service cost | 19,000 | 15,000 |
| Net interest on defined benefit liability/(asset) | 1,000 | 4,000 |
| Other costs and income | 100 | 461 |
| Total costs | 20,100 | 19,461 |

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

| | 2022 | 2021 |
|--|-------------|-----------|
| | £ | £ |
| Present value of defined benefit obligations | 1,092,615 | 1,067,338 |
| Fair value of plan assets | (1,073,000) | (945,000) |
| Deficit in scheme | 19,615 | 122,338 |

Movements in the present value of defined benefits obligations:

| | 2022 |
|-----------------------------------|-----------|
| | £ |
| Liabilities at 1 April 2021 | 1,067,338 |
| Current service cost | 19,000 |
| Contributions from scheme members | 4,000 |
| Actuarial gains and losses | (14,436) |
| Interest cost | 21,000 |
| Other | (4,287) |
| At 31 March 2022 | 1,092,615 |

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2022

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:

| | 2022 £ |
|--------------------------------------|------------------|
| Fair value of assets at 1 April 2021 | 945,000 |
| Interest income | 104,000 |
| Contributions by the employer | 20,000 |
| Contributions by scheme members | 4,000 |
| At 31 March 2022 | <u>1,073,000</u> |

The fair value of plan assets at the reporting period end was as follows:

| | 2022 £ | 2021 £ |
|--------------------|------------------|----------------|
| Equity Instruments | 533,000 | 490,000 |
| Debt instruments | 137,000 | 121,000 |
| Property | 103,000 | 86,000 |
| Cash | 23,000 | 21,000 |
| Other | 277,000 | 227,000 |
| | <u>1,073,000</u> | <u>945,000</u> |

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2022

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 2022 £ |
|---|---------------------------------|----------------------------|----------------------------|-----------------|---------------------------------|----------------------------|----------------------------|-----------------|----------------------------------|
| | Balance at 1 April 2020 £ | Incoming resources £ | Resources expended £ | Transfers £ | Balance at 1 April 2021 £ | Incoming resources £ | Resources expended £ | Transfers £ | |
| Group & Company | | | | | | | | | |
| Core Advice Service | - | 200,356 | (269,645) | 69,289 | - | 167,430 | (168,182) | 752 | - |
| Contact Centre Services | - | 783,236 | (715,876) | (49,359) | 18,001 | 589,945 | (591,043) | (12,013) | 4,890 |
| Local Services - Health | 5,282 | 342,651 | (245,560) | (64,285) | 38,088 | 712,772 | (670,088) | (12,475) | 68,297 |
| Local Services - Money Advice | - | 119,884 | (119,682) | 14,225 | 14,427 | 727,116 | (718,089) | (15,757) | 7,697 |
| Local Services - Social Welfare | - | 640,466 | (627,118) | 16,547 | 29,895 | 222,309 | (222,309) | - | 29,895 |
| Local Services - Immigration and Settlement | - | 61,414 | (61,509) | 89 | - | 106,249 | (101,499) | - | 4,750 |
| | <u>5,282</u> | <u>2,148,007</u> | <u>(2,039,384)</u> | <u>(13,494)</u> | <u>100,411</u> | <u>2,525,821</u> | <u>(2,471,210)</u> | <u>(39,493)</u> | <u>115,529</u> |

Core Advice Service

CAL's core face to face, telephone and web advice service, providing free, confidential and impartial advice to people who live and work in Liverpool.

Contact Centre Services

CAL's telephone and web advice focusing on specific areas of hardship or need and particularly in relation to Universal Credit and access to emergency food.

Local Services - Health

Advice and Link Work services, improving mental health and wellbeing by supporting patients with non-medical issues that may impact on their health. CAL provides treatment options that help patients work towards debt reduction, financial stability, better housing and employment conditions and reduced social isolation. The services also include specialist areas providing support for perinatal patients, those living with cancer and those with chronic respiratory illnesses.

Local Services - Money Advice

Provision of a specialist debt, money and pensions advice service. Particularly supporting clients to maximise their income and manage debt issues.

Local Services - Social Welfare

Services providing specialist welfare benefits advice and representation. Working in partnership with other agencies to improve the outcomes of clients who do not have access to legal aid or advice. Providing initiatives to help improve health and economic wellbeing for ethnic communities in Liverpool.

Local Services - Immigration and Settlement

Provision of a welcome programme for Hong Kong British Nationals (overseas) settling in Liverpool and support to clients seeking EU Settled Status following Brexit.

Included within the figures for March 2021 is £133,000 of restricted income which was allocated to the Health and Wellbeing fund. The amount that should have been allocated is £56,000.

Restricted Funding has been provided by the following organisations:

Liverpool City Council
Home Office
National Association of Citizens Advice Bureaux
Liverpool Clinical Commissioning Group (CCG)
Macmillan
Pension Wise
Big Lottery
Greater Merseyside Money Advice Partnership (GMMAP)
Office of the Police and Crime Commissioner (OPCC)
Department for Levelling Up, Housing & Communities

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 | | | | Balance at 31 March 2022 £ |
|--------------------------------|---------------------------------|----------------------------|----------------------------|----------------|---------------------------------|----------------------------|----------------------------|----------------|----------------------------------|
| | Balance at 1 April 2020 £ | Incoming resources £ | Resources expended £ | Transfers £ | Balance at 1 April 2021 £ | Incoming resources £ | Resources expended £ | Transfers £ | |
| Group & Company | | | | | | | | | |
| Restructuring reserve fund | - | 55,000 | - | - | 55,000 | - | - | - | 55,000 |
| Land and building reserve fund | - | 325,115 | - | - | 325,115 | - | (6,695) | - | 318,420 |
| | <u>-</u> | <u>380,115</u> | <u>-</u> | <u>-</u> | <u>380,115</u> | <u>-</u> | <u>(6,695)</u> | <u>-</u> | <u>373,420</u> |

Restructuring reserve fund

This fund reflects the estimated costs relating to the expected organisational restructure around 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.

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2022

19 Analysis of net assets between funds

| Group | Unrestricted funds | Restricted funds | Total | Unrestricted funds | Restricted funds | Total |
|--|--------------------|------------------|------------------|--------------------|------------------|------------------|
| | 2022 | 2022 | 2022 | 2021 | 2021 | 2021 |
| | £ | £ | £ | £ | £ | £ |
| Fund balances at 31 March 2022 are represented by: | | | | | | |
| Tangible assets | 342,542 | - | 342,542 | 325,115 | - | 325,115 |
| Current assets/(liabilities) | 961,097 | 85,414 | 1,046,511 | 886,318 | 100,411 | 986,729 |
| Long term liabilities | - | - | - | - | - | - |
| Provisions and pensions | (19,615) | - | (19,615) | (122,338) | - | (122,338) |
| | <u>1,284,024</u> | <u>85,414</u> | <u>1,369,438</u> | <u>1,089,095</u> | <u>100,411</u> | <u>1,189,506</u> |
| Company | Unrestricted funds | Restricted funds | Total | Unrestricted funds | Restricted funds | Total |
| | 2022 | 2022 | 2022 | 2021 | 2021 | 2021 |
| | £ | £ | £ | £ | £ | £ |
| Fund balances at 31 March 2022 are represented by: | | | | | | |
| Tangible assets | 342,542 | - | 342,542 | 325,115 | - | 325,115 |
| Current assets/(liabilities) | 961,097 | 85,414 | 1,046,511 | 886,318 | 100,411 | 986,729 |
| Long term liabilities | - | - | - | - | - | - |
| Provisions and pensions | (19,615) | - | (19,615) | (122,338) | - | (122,338) |
| | <u>1,284,024</u> | <u>85,414</u> | <u>1,369,438</u> | <u>1,089,095</u> | <u>100,411</u> | <u>1,189,506</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

| | 2022 | 2021 |
|------------------------|---------------|---------------|
| | £ | £ |
| Aggregate compensation | <u>77,783</u> | <u>75,120</u> |

Company

There were no disclosable related party transactions during the year (2021 - none).

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2022

| 22 | Consolidated cash generated from operations | 2022 | 2021 |
|----|---|---------------|----------------|
| | | £ | £ |
| | Surplus for the year | 77,209 | 223,002 |
| | Adjustments for: | | |
| | Investment income recognised in statement of financial activities | 0 | (77) |
| | Depreciation and impairment of tangible fixed assets | 7,822 | 11,403 |
| | Gain on disposal of tangible fixed asset | - | - |
| | Movements in working capital: | | |
| | Decrease/(Increase) in debtors | (22,472) | 73,307 |
| | (Decrease)/increase in creditors | 48,686 | (9,925) |
| | Increase/(Decrease) in deferred income | (52,078) | 110,785 |
| | | <u>59,167</u> | <u>408,495</u> |