

# CITIZENS ADVICE DONCASTER BOROUGH

England & Wales · Charity number 1174228

## Details

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**Status** Registered

**Legal form** Charitable company

**Company number** [10860886](#)

**Registered** 2017-08-11

**Register** [View on the Charity Commission register](#)

## Contact

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**Address** HOPE Centre  
Stainforth Methodist Church  
Stainforth  
Doncaster  
DN7 5NS

**Phone** 01302846745

**Email** [advice@citizensadvice-doncasterborough.org](mailto:advice@citizensadvice-doncasterborough.org)

**Website** <https://www.cadoncasterborough.org/>

## Activities

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**Objects:** 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 WITHOUT LIMITATION, FOR THE BENEFIT OF THE COMMUNITY IN DONCASTER AND SURROUNDING AREAS.

**Activities:** Citizens Advice service giving free confidential independent and impartial advice to all who need us. Also working to change unfair policies and practices which affect people's lives.

## Classification

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- **How:** Provides Advocacy/advice/information
- **What:** Education/training, Disability, The Prevention Or Relief Of Poverty, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** Elderly/old People, People With Disabilities, The General Public/mankind

## Geography

- Doncaster

## Finances

| Period end | Income     | Expenditure | Assets   | Employees |
|------------|------------|-------------|----------|-----------|
| 2025-03-31 | £1,889,835 | £1,828,686  | £742,646 | 53        |
| 2024-03-31 | £1,144,110 | £1,064,946  | £681,497 | 50        |
| 2023-03-31 | £1,099,870 | £910,544    | £677,333 | 39        |
| 2022-03-31 | £835,482   | £716,360    | £688,737 | 35        |
| 2021-03-31 | £583,638   | £502,439    | £569,615 | 23        |

## Trustees

| Name                       | Role | Appointed  |
|----------------------------|------|------------|
| Adrian Thomas Hunt Major   |      | 2024-11-12 |
| Andrew William Wignall     |      | 2020-11-03 |
| Fabian Maxwell Braithwaite |      | 2026-05-01 |
| Gabrielle Rebecca Woodhams |      | 2026-04-01 |
| Mark Horobin               |      | 2024-02-12 |
| Martina Slater             |      | 2024-11-12 |
| Oyenike Sogbein            |      | 2021-11-02 |
| Rachael Blake              |      | 2026-04-01 |

**CITIZENS ADVICE DONCASTER BOROUGH**

England & Wales - Charity number 1174228

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# Accounts

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**Citizens Advice Doncaster Borough**  
(A Company Limited by Guarantee)  
(Charity number 1174228)  
(Company number 10860886)  
**Trustees' Report and Financial Statements**  
**for the Year ended 31 March 2025**

**Citizens Advice Doncaster Borough**  
(A Company Limited by Guarantee)

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**Citizens Advice Doncaster Borough  
Trustees' Annual Report  
for the Year ended 31 March 2025**

The trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the financial statements for the year ended 31 March 2025. The Board have adopted the provisions of the Accounting and Reporting by Charities: Statement of Recommended Practice, applicable to charities preparing their accounts in accordance with the UK accounting standards (FRS 102), the Companies Act 2006 and the Charities Act 2011.

**Reference & Administrative Details:**

Citizens Advice Doncaster Borough  
The Hope Centre, Stainforth Methodist Church  
Church Road, Stainforth Doncaster DN7 5NS  
Charity Registration Number 1174228  
Company limited by guarantee number 10860886  
Authorised and regulated by the Financial Conduct Authority No. 786825

**Trustees (Directors):**

**Chair:** Andrew Wignall

**Vice-Chair:** Hilary Karpinski

**Treasurer:** Mark Horobin

Carly Harling (resigned 13 August 2024)  
Adrian Hunt (appointed 12 November 2024)  
Godson Katoto  
Christine Marshall (resigned 18 November 2024)  
Martina Slater (appointed 12 November 2024)  
Oyenike Sogbein  
David Wright (appointed 13 May 2024)

**Chief Officer/Secretary:** James Woods

**Bankers:** Virgin Money 19 St Sepulchre Gate, Doncaster, DN1 1TD (was Yorkshire Bank)  
CAF Bank, 25 Kings Hill Ave, Kings Hill, West Malling ME19 4JQ  
Shawbrook Bank Limited, Lutea House, The Drive, Brentwood, CM13 3BE

**Auditors:** Hawsons, 5 Sidings Court, White Rose Way, Doncaster DN4 5NU

## **Citizens Advice Doncaster Borough Trustees' Annual Report for the Year ended 31 March 2025**

### **Structure, Governance and Management Information:**

Citizens Advice Doncaster Borough (CADB) – henceforth referred to as “the organisation” - is governed by Articles of Association and is a member of Citizens Advice nationally.

The organisation is managed by its Trustee Board, which is drawn from the local community.

The Trustee Board is responsible for ensuring that the organisation complies with the CitA Membership Scheme and charity legislation.

In practice day-to-day management is delegated to the Chief Officer.

### **Objectives and Activities**

Our charity's objects as set out in the company's articles of association are:

- to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in the borough of Doncaster and surrounding areas.

Our aims are:

- to provide the advice people need for the problems they face
- to improve the policies and practices that affect people's lives
- to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

We value diversity, promote equality and challenge discrimination.

### **Public Benefit**

The trustees of the charity have complied with section 4 of the Charities Act 2006 in fulfilling their duty to have due regard to public benefit guidance published by the Charity Commission.

### **Achievements and Performance**

2024/25 was another strong year of growth for Citizens Advice Doncaster Borough. As with the wider Citizens Advice network, the only real constraint on the support we could provide was the limit of our own resources.

In the 2024/25 financial year, we supported around 9,200 clients (compared to 9,700 in 2023/24) and helped them achieve income gains of approximately £11.4 million (down from £12.7 million in 2023/24). With no change in staffing levels between the two years, the slight drop in client numbers reflects the increasing complexity of the issues people are bringing to us, which require more time and specialist support.

Following the expansion of our outreach centres last year, we are now finalising plans to modernise our premises in Mexborough and Stainforth ahead of next winter. The current facilities, particularly at Mexborough, no longer meet modern standards. A modest investment there will create much-needed space to see more clients in a more suitable environment. I am very grateful to our staff and volunteers at both sites for their patience as these improvements are developed. The financial surplus from 2024/25 will be reinvested directly into these upgrades.

## Citizens Advice Doncaster Borough Trustees' Annual Report for the Year ended 31 March 2025

### Achievements and Performance- Continued

A major source of our funding continues to be **Doncaster Council**, whose support enables us to help thousands of residents across a wide range of issues. It is important to note that this funding comes in two key streams:

- A **core grant** that enables us to provide generalist advice to the community (a type of support many councils no longer fund), and
- **Restricted funding** allocated for specific services, such as immigration advice or debt work, which must be used for those purposes alone.

In addition to local funding, we also receive substantial targeted funding from other national and regional organisations, allowing us to extend specialist support where it's most needed.

You may have seen recent national calls to increase digital access to public services. In Doncaster, we are proud to be at the forefront of this effort, working closely with neighbouring Citizens Advice offices to lead the way in digital inclusion.

I would like to express my sincere thanks to all of our funders—many of whom provide multi-year grants that allow us to plan ahead and invest in the future of our service.

Finally, I want to thank our **staff, volunteers, and trustees**. The issues we deal with are often complex, emotionally charged, and challenging. Without the dedication and resilience of our team, life for our clients would be even more difficult than it already is. I am proud to be part of an organisation that is consistently recognised as one of the most trusted, impartial, and valued institutions in the UK.

### Financial Review

Our principal funders over the past year have been Money Advice Service, The British Gas Energy Trust, DWP and CDC. Our income was £1.9 Million ( £1.1 Million- 2024). Our surplus was £61k for the year (£79k - 2024).

### Going Concern

The trustees have considered the financial position of the charity and in consideration of the information available to them, are satisfied that the charity is a going concern for the foreseeable future and in any case for at least 12 months from the date of this report.

### Reserves Policy

CADB trustees recognise that although it is prudent to build up funds for specific purposes and to have a safety net to protect CADB if unexpected events occur they accept that having too much in reserves may impact future funding applications and core funding amounts.

When considering the right level of reserves, trustees have taken into account the following:

1. Forecasts of future income, the reliability and sustainability of each source of income and prospects for obtaining income from new sources.
2. Forecasts of future expenditure, based on planned activity.
3. Analysis of future requirements, opportunities, contingencies (e.g. redundancy and other contractual obligations such as maternity leave) or risks which are unlikely to be covered by income if and when they arise.

4. Likelihood of losing premises from which to provide services.

## **Citizens Advice Doncaster Borough Trustees' Annual Report for the Year ended 31 March 2025**

### **Reserves Policy- Continued**

5. Analysis of the likelihood of such risks arising and the consequences to the charity if they cannot be dealt with.
6. The need to invest in improving infrastructure to reflect growth.

### **General reserves**

Our policy is to hold at least 5 months running costs in reserve. As at 31 March 2025 the free reserves were £738k. The budget running costs for 2025/26 are estimated to be £101.6k per calendar month, so we have reserves in excess of 6 months.

The charity also holds £18,801 in restricted general reserves at the year- end (2024: £5,426).

### **Revaluation reserve**

In 2023, the charity revalued one of the properties to reflect current market value. This resulted in a deficit on revaluation of £133,500.

### **Designated reserves**

The designated reserves of £119,271 (2024: £119,271) are for the following purposes:

- ❖ Contractual commitment reserve - a reserve to ensure that the bureau is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise.
- ❖ This policy will be reviewed by March annually by the Trustee Board to coincide with setting budgets for the forthcoming year, before ratification by the full board using information provided by management staff.

### **Plans for Future Periods**

Our focus for the year ahead includes expanding and enhancing our service offer across Doncaster and the wider region through collaborative, strategic development.

We aim to grow and develop our services at both a local and regional level through increased partnership working. By strengthening regional collaborations, we intend to bring new projects into Doncaster, enhance our existing offer, and expand into the advocacy space to better meet the evolving needs of our communities.

### **Risk Management**

The trustees have a duty to identify the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

They actively review the major risks which are classified as constitutional, financial, operational and external

which the charity faces on a regular basis and which may impact on the service the charity aims to provide. The trustees confirm that they have established sufficient systems to mitigate the risks.

**Citizens Advice Doncaster Borough  
Trustees' Annual Report  
for the Year ended 31 March 2025**

**Staff and Volunteers**

We depend on our staff and volunteers to give the best advice possible to our clients. They have supported CADB through a period of unprecedented change and growth. Myself and fellow trustees are very grateful for their support and enthusiasm without which our clients would be far less able to get the advice they need. Many thanks to you all.

**Events Since the Balance Sheet Date**

No events have occurred since the balance sheet date, which affect the charity.

In our report, we would like to highlight an upcoming significant expense. We anticipate needing to replace the roof at our Stainforth office, which is expected to cost approximately £75,000. This essential investment is necessary to ensure the continued safety and functionality of our facilities, allowing us to maintain the high standard of service our clients depend on. Since this is a contractual obligation under the terms of the lease, a provision for this amount has been made in the accounts.

**Statement of Trustees' responsibilities**

Company and charity law require 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 its incoming resources and application of resources, including the net income or expenditure, during the period. In preparing those financial statements, the trustees are required to:

- \* select suitable accounting policies and then apply them consistently;
- \* make judgements and estimates that are reasonable and prudent;
- \* state whether applicable UK accounting standards and statements of recommended practice have been followed;
- \* observe the methods and principles in the charities SORP 2019 (FRS 102);
- \* prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charities Act 2011. 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.

The trustees of the charity who served during the year and up to the date of this report are set out on page 1.

In so far as the trustees are aware, there is no relevant audit information of which the charitable company's auditors are unaware, and each trustee has taken all the steps that he or she ought to have taken as a trustee in order to make himself or herself aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

**Citizens Advice Doncaster Borough  
Trustees' Annual Report  
for the Year ended 31 March 2025**

**Auditors**

The auditors, Hawsons Chartered Accountants, Statutory Auditor, will be proposed for re- appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of part 15 of the companies Act 2006 relating to small companies.

Approved by the trustees on 20 June 2025 and signed on its behalf by:



A Wignall – Chair of Trustees

## **Independent Auditor's Report to the Members of Citizens Advice Doncaster Borough For the Year Ended 31 March 2025**

### **Opinion**

We have audited the financial statements of Citizens Advice Doncaster Borough (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows, and Notes to the Financial Statements, including 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 charitable company's affairs as at 31 March 2025, and of its incoming resources and application of resources, including its 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 responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

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

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

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

### **Other information**

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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 the audit:

- the information given in the trustees' annual 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' annual report has been prepared in accordance with applicable legal requirements.

## **Independent Auditor's Report to the Members of Citizens Advice Doncaster Borough For the Year Ended 31 March 2025**

### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' annual 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.
- 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 directors' report and from the requirement to prepare a strategic report.

### **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on page 9 the trustees (who are also the directors of the charitable company for the purposes 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 charitable company'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 responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

- Discussions with management and those responsible for legal compliance procedures within the charity to obtain an understanding of the legal and regulatory framework applicable to the charity and how the charity complies with that framework, including consideration of known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of trustees' meetings;
- Identifying and assessing the design effectiveness of controls that management has in place to prevent and detect fraud and non-compliance with laws and regulations;
- Challenging assumptions and judgements made by management in their significant accounting estimates.
- Identifying and testing journal entries, in particular any journal entries posted with unusual account combinations or posted by senior management.

**Independent Auditor's Report to the Members of Citizens Advice Doncaster Borough  
For the Year Ended 31 March 2025**

There are inherent limitations in the audit procedures described above and the more removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we are to become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities is available on the FRC's website at: <https://www.frc.org.uk/auditors/audit-assurance/auditor-s-responsibilities-for-the-audit-of-the-fi/description-of-the-auditor%E2%80%99s-responsibilities-for>. 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.



.....  
Daniel Wood (Senior Statutory Auditor)  
For and on behalf of Hawsons Chartered Accountants, Statutory Auditor

5 Sidings Court  
White Rose Way  
Doncaster  
South Yorkshire  
DN4 5NU

5 August 2025

**Citizens Advice Doncaster Borough**  
**Statement of Financial Activities**  
**(incorporating an income and expenditure account)**  
**for the Year ended 31 March 2025**

|  | Notes | Unrestricted Funds<br>£ | Restricted Funds<br>£ | Total Funds<br>2025<br>£ | Total Funds<br>2024<br>£ |
|--|-------|-------------------------|-----------------------|--------------------------|--------------------------|
| <b>Income (and endowments) from:</b>       |       |                         |                       |                          |                          |
| Donations and legacies                     | 2     | 2,564                   | -                     | 2,564                    | 1,165                    |
| Charitable activities                      | 3     | 256,477                 | 1,587,350             | 1,843,827                | 1,132,385                |
| Investments                                | 4     | 2,536                   | -                     | 2,536                    | 2,723                    |
| Other                                      | 5     | 4,521                   | 36,387                | 40,908                   | 7,837                    |
| <b>Total income</b>                        |       | <u>266,098</u>          | <u>1,623,737</u>      | <u>1,889,835</u>         | <u>1,144,410</u>         |
| <b>Expenditure on:</b>                     |       |                         |                       |                          |                          |
| Central Administration expenses            | 7     | 20,221                  | -                     | 20,221                   | 14,376                   |
| Charitable activities                      | 6     | 197,194                 | 1,611,271             | 1,808,465                | 1,050,870                |
| <b>Total expenditure</b>                   |       | <u>217,415</u>          | <u>1,611,271</u>      | <u>1,828,686</u>         | <u>1,065,246</u>         |
| <b>Net income before Exceptional items</b> |       | <u>48,683</u>           | <u>12,466</u>         | <u>61,149</u>            | <u>79,164</u>            |
| Exceptional items                          | 21    | -                       | -                     | -                        | (75,000)                 |
| <b>Net Income for the year</b>             |       | <u>48,682</u>           | <u>12,466</u>         | <u>61,149</u>            | <u>4,164</u>             |
| Transfer between funds                     |       | (909)                   | 909                   | -                        | -                        |
| Net movement in funds in year              |       | <u>47,774</u>           | <u>13,375</u>         | <u>61,149</u>            | <u>4,164</u>             |
| <b>Reconciliation of funds</b>             |       |                         |                       |                          |                          |
| Total funds brought forward                | 11    | 676,071                 | 5,426                 | 681,497                  | 677,333                  |
|  |       | <u>676,071</u>          | <u>5,426</u>          | <u>681,497</u>           | <u>677,333</u>           |
| Net movement in funds in year              |       | <u>47,774</u>           | <u>13,375</u>         | <u>61,149</u>            | <u>4,164</u>             |
| <b>Total funds carried forward</b>         |       | <u>723,845</u>          | <u>18,801</u>         | <u>742,646</u>           | <u>681,497</u>           |

The statement of financial activities includes all gains and losses recognised in the year. All incoming resources and reserves expended derive from continuing activities.

**Citizens Advice Doncaster Borough**  
**Statement of Financial Position**  
**As at 31 March 2025**  
**Company Number: 10860886**

|   |       | 2025      |           | 2024      |           |
|---|-------|-----------|-----------|-----------|-----------|
|   | Notes | £         | £         | £         | £         |
| <b>Fixed Assets</b>                                   |       |           |           |           |           |
| Tangible assets                                       | 8     |           | 125,000   |           | 125,000   |
| <b>Current Assets</b>                                 |       |           |           |           |           |
| Debtors   | 9     | 70,789    |           | 33,877    |           |
| Cash at bank and in hand                              |       | 929,139   |           | 1,012,068 |           |
|   |       | 999,928   |           | 1,045,945 |           |
| <b>Current Assets</b>                                 |       |           |           |           |           |
| <b>Creditors:</b> amounts falling due within one year | 10    | (382,282) |           | (489,448) |           |
|   |       |           |           |           |           |
| <b>Net Current Assets</b>                             |       |           | 617,646   |           | 556,497   |
| <b>Net Assets</b>                                     |       |           | 742,646   |           | 681,497   |
| <b>The Funds of the charity</b>                       | 11,13 |           |           |           |           |
| Designated  |       |           | 119,271   |           | 119,271   |
| General Unrestricted Funds                            |       |           | 738,074   |           | 690,300   |
| Restricted Funds                                      |       |           | 18,801    |           | 5,426     |
| Revaluation Reserve                                   |       |           | (133,500) |           | (133,500) |
|   |       |           | 742,646   |           | 681,497   |
| <b>Total Charity Funds</b>                            |       |           | 742,646   |           | 681,497   |

The financial statements were approved and authorised for issue by the Trustees on 20 June 2025.

Signed on behalf of the board of trustees



A Wignall - Chair of Trustees

**Citizens Advice Doncaster Borough**  
**Statement of Cash Flows**  
**For the Year ended 31 March 2025**  
**Company Number: 10860886**

|   | Notes | 2025<br>£      | 2024<br>£        |
|---|-------|----------------|------------------|
| <b>Cash flow from operating activities</b>                    |       |                |                  |
| <b>Net cash provided by operating activities</b>              | 23    | (85,465)       | 333,866          |
| <b>Cash flows from investing activities:</b>                  |       |                |                  |
| Income from investments                                       |       | 2,536          | 2,723            |
| <b>Net cash received from investing activities</b>            |       | <u>2,536</u>   | <u>2,723</u>     |
| <b>Change in cash and cash equivalents in the year</b>        |       | (82,929)       | 336,589          |
| <b>Cash and cash equivalents at the beginning of the year</b> |       | 1,012,068      | 675,479          |
| <b>Cash and cash equivalents at the end of the year</b>       | 24    | <u>929,139</u> | <u>1,012,068</u> |

## Citizens Advice Doncaster Borough

### Notes to the accounts for the Year ended 31 March 2025

#### i. GENERAL INFORMATION

The charity is a private company, limited by guarantee and registered in England and Wales. The registered address is Hope Centre, Stainforth Methodist Church, Stainforth, Doncaster, United Kingdom, DN7 5NS.

#### ii. STATEMENT OF COMPLIANCE

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), Companies Act 2006 and the Charities Act 2011.

#### iii. ACCOUNTING POLICIES

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the financial statements are as follows:

##### a. Basis of preparation

Citizen Advice Doncaster Borough meets the definition of a public benefit entity under FRS 102.

The assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The financial statements are prepared in sterling, which is the functional currency of the charity.

##### b. Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

##### c. Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of estimation means that the outcomes could differ from those estimates.

The most significant area of estimation uncertainty for the charity is in relation to the useful economic life of the fixed assets.

##### d. Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the board of trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

##### e. Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when the charity is legally entitled to the income after any

**Citizens Advice Doncaster Borough**

**Notes to the accounts  
for the Year ended 31 March 2025**

**e. Incoming resources- continued**

performance conditions have been met, the amount can be measured reliably and it is possible that the income will be received.

- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

**f. Resources expended**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT where it cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Costs of generating funds comprise the costs associated with attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the professional fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

**g. Tangible fixed assets**

The threshold for capitalising assets in current depreciation accounting policy is £2,000.

Fixed assets are stated at cost less accumulated depreciation unless otherwise stated.

Individual fixed assets costing more than £2,000 are capitalised at cost.

Depreciation is provided on tangible assets at the following annual rates calculated in order to write off the cost less estimated residual value over their useful economic lives.

1. Freehold buildings 2% on cost
2. Computer equipment 33% on cost
3. Furniture fixtures and fittings 25% on cost

Losses arising on revaluation of fixed assets are included in the Statement of Financial Activities in the year in which they arose.

**h. Pensions**

The charity participates in a group personal pension arrangement. The pension charge represents the amounts payable by the charity to the fund in respect of the year.

**Citizens Advice Doncaster Borough**

**Notes to the accounts  
for the Year ended 31 March 2025**

i. **Hire purchase and leasing commitments**

Rentals payable under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

j. **Taxation**

As a registered charity, the company is exempt from income and capital taxes on its charitable activities.

| <b>2. Donations and legacies</b>            | <b>Unrestricted</b>   | <b>Restricted</b>       | <b>Total</b>            | <b>Total</b>            |
|---|-----------------------|-------------------------|-------------------------|-------------------------|
|   | <b>Funds</b>          | <b>Funds</b>            | <b>Funds</b>            | <b>2024</b>             |
|   | <b>£</b>              | <b>£</b>                | <b>2025</b>             | <b>£</b>                |
|   |                       |                         | <b>£</b>                |                         |
| Grants and donations                        | 2,564                 | -                       | 2,564                   | 1,165                   |
|   | <u>2,564</u>          | <u>-</u>                | <u>2,564</u>            | <u>1,165</u>            |
|   | <u><u>2,564</u></u>   | <u><u>-</u></u>         | <u><u>2,564</u></u>     | <u><u>1,165</u></u>     |
| <br>  |                       |                         |                         |                         |
| <b>3. Income from charitable activities</b> | <b>Unrestricted</b>   | <b>Restricted</b>       | <b>Total</b>            | <b>Total</b>            |
|   | <b>Funds</b>          | <b>Funds</b>            | <b>Funds</b>            | <b>2024</b>             |
|   | <b>£</b>              | <b>£</b>                | <b>2025</b>             | <b>£</b>                |
|   |                       |                         | <b>£</b>                |                         |
| Grants and contracts                        | 256,477               | 1,587,350               | 1,843,827               | 1,132,385               |
|   | <u>256,477</u>        | <u>1,587,350</u>        | <u>1,843,827</u>        | <u>1,132,385</u>        |
|   | <u><u>256,477</u></u> | <u><u>1,587,350</u></u> | <u><u>1,843,827</u></u> | <u><u>1,132,385</u></u> |
| <br>  |                       |                         |                         |                         |
| <b>4. Investment income</b>                 | <b>Unrestricted</b>   | <b>Restricted</b>       | <b>Total</b>            | <b>Total</b>            |
|   | <b>Funds</b>          | <b>Funds</b>            | <b>Funds</b>            | <b>2024</b>             |
|   | <b>£</b>              | <b>£</b>                | <b>2025</b>             | <b>£</b>                |
|   |                       |                         | <b>£</b>                | <b>£</b>                |
| Bank Interest                               | 2,536                 | -                       | 2,536                   | 2,723                   |
|   | <u>2,536</u>          | <u>-</u>                | <u>2,536</u>            | <u>2,723</u>            |
|   | <u><u>2,536</u></u>   | <u><u>-</u></u>         | <u><u>2,536</u></u>     | <u><u>2,723</u></u>     |
| <br>  |                       |                         |                         |                         |
| <b>5. Other income</b>                      | <b>Unrestricted</b>   | <b>Restricted</b>       | <b>Total</b>            | <b>Total</b>            |
|   | <b>Funds</b>          | <b>Funds</b>            | <b>Funds</b>            | <b>2024</b>             |
|   | <b>£</b>              | <b>£</b>                | <b>2025</b>             | <b>£</b>                |
|   |                       |                         | <b>£</b>                | <b>£</b>                |
| Other income                                | 4,521                 | 36,387                  | 40,908                  | 7,837                   |
|   | <u>4,521</u>          | <u>36,387</u>           | <u>40,908</u>           | <u>7,837</u>            |
|   | <u><u>4,521</u></u>   | <u><u>36,387</u></u>    | <u><u>40,908</u></u>    | <u><u>7,837</u></u>     |

**Citizens Advice Doncaster Borough**  
**Notes to the accounts**  
**for the Year ended 31 March 2025**

**6. Charitable expenditure**

|                        | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>Funds<br>2025 | Total<br>2024    |
|------------------------|-----------------------|---------------------|------------------------|------------------|
|                        | £                     | £                   | £                      | £                |
| Direct staff costs     | 179,678               | 991,571             | 1,171,249              | 861,498          |
| Travel and subsistence | 2,833                 | 29,394              | 32,227                 | 10,309           |
| Premises costs         | 14,683                | 80,620              | 95,303                 | 55,019           |
| Partner payments       | -                     | 297,569             | 297,569                | 13,500           |
| Other support costs    | -                     | 212,117             | 212,117                | 110,544          |
|                        | <u>197,194</u>        | <u>1,611,271</u>    | <u>1,808,465</u>       | <u>1,050,870</u> |

The increase in 'Partner payments' and 'Other support costs' recorded this year relates specifically to our role as the lead partner for the South Yorkshire-wide Digital Inclusion project, commissioned and funded by the Integrated Care Board (ICB). As the lead organisation, Citizens Advice Doncaster Borough is responsible for managing and distributing funding across the region to our delivery partners.

This increase in expenditure reflects the onward payments made to these project partners to support delivery in their respective localities. It does not represent a rise in our organisation's core operating costs. Rather, it is project-specific and time-limited spending aligned with the aims and objectives of the Digital Inclusion programme.

We are committed to transparency and strong financial governance. By providing this breakdown, we hope to reassure current and prospective funders that our core expenditure remains stable and that this increase is solely attributable to our strategic coordination role within a regional initiative.

**7. Central administration expenses**

|                         | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>Funds<br>2025 | Total<br>2024 |
|-------------------------|-----------------------|---------------------|------------------------|---------------|
|                         | £                     | £                   | £                      | £             |
| Payroll and Consultancy | 20,221                | -                   | 20,221                 | 14,376        |
| Miscellaneous costs     | -                     | -                   | -                      | -             |
|                         | <u>20,221</u>         | <u>-</u>            | <u>20,221</u>          | <u>14,376</u> |

**Citizens Advice Doncaster Borough**  
**Notes to the accounts**  
**for the Year ended 31 March 2025**

**8. Tangible assets**

|                         | Freehold<br>Land<br>and<br>Buildings | Furniture,<br>Fixtures &<br>Fittings | Computer &<br>Office<br>Equipment | Total          |
|-------------------------|--------------------------------------|--------------------------------------|-----------------------------------|----------------|
|                         | £                                    | £                                    | £                                 | £              |
| <b>COST/VALUATION</b>   |                                      |                                      |                                   |                |
| As at 1 April 2024      | 125,000                              | 679                                  | 1,108                             | 126,787        |
| <b>At 31 March 2025</b> | <u>125,000</u>                       | <u>679</u>                           | <u>1,108</u>                      | <u>126,787</u> |
| <b>DEPRECIATION</b>     |                                      |                                      |                                   |                |
| As at 1 April 2024      | -                                    | 679                                  | 1,108                             | 1,787          |
| <b>At 31 March 2025</b> | <u>-</u>                             | <u>679</u>                           | <u>1,108</u>                      | <u>1,787</u>   |
| <b>NET BOOK VALUE</b>   |                                      |                                      |                                   |                |
| <b>At 31 March 2025</b> | <u>125,000</u>                       | <u>-</u>                             | <u>-</u>                          | <u>125,000</u> |
| At 31 March 2024        | <u>125,000</u>                       | <u>-</u>                             | <u>-</u>                          | <u>125,000</u> |

**Citizens Advice Doncaster Borough**  
**Notes to the accounts**  
**for the Year ended 31 March 2025**

**8. Tangible assets -continued**

The historic cost equivalent of freehold land and buildings included at valuation:

|                          | 2025           | 2024           |
|--------------------------|----------------|----------------|
|                          | £              | £              |
| Cost                     | 275,000        | 275,000        |
| Accumulated Depreciation | (27,000)       | (22,000)       |
| Charge for year          | (5,500)        | (5,500)        |
| Net Book Value           | <u>242,000</u> | <u>247,500</u> |

Freehold land and buildings were subject to independent professional valuation at 22 February 2023. The valuation was undertaken by PPH Commercial, Chartered Surveyors and Commercial Property Consultants.

**9. Debtors**

|                                  | 2025          | 2024          |
|----------------------------------|---------------|---------------|
|                                  | £             | £             |
| Trade debtors                    | 48,853        | 9,075         |
| Prepayments                      | 936           | 9,676         |
| Other debtors and accrued income | <u>21,000</u> | <u>15,126</u> |
|                                  | <u>70,789</u> | <u>33,877</u> |

**10. Creditors – amounts falling due within 1 year**

|                                 | 2025           | 2024           |
|---------------------------------|----------------|----------------|
|                                 | £              | £              |
| Deferred income                 | 219,060        | 390,454        |
| Other creditors                 | 60,164         | 2,309          |
| Other taxes and social security | 18,500         | 13,815         |
| Accruals                        | <u>84,558</u>  | <u>82,870</u>  |
|                                 | <u>382,282</u> | <u>489,448</u> |

**Citizens Advice Doncaster Borough**  
**Notes to the accounts**  
**For the Year ended 31 March 2025**

**11. Funds movements**

|                           | <b>Balances<br/>brought<br/>Forward<br/>£</b> | <b>Income<br/>£</b> | <b>Expenditure<br/>£</b> | <b>Transfers<br/>£</b> | <b>Balances<br/>carried<br/>forward<br/>£</b> |
|---------------------------|---|---------------------|--------------------------|------------------------|---|
| <b>Unrestricted Funds</b> |   |                     |                          |                        |   |
| Designated:               |   |                     |                          |                        |   |
| Contractual               |   |                     |                          |                        |   |
| Commitment Reserve        | <u>119,271</u>                                | -                   | -                        | -                      | <u>119,271</u>                                |
| Revaluation Reserve       | (133,500)                                     | -                   | -                        | -                      | (133,500)                                     |
| General                   | <u>690,300</u>                                | <u>266,098</u>      | <u>(217,415)</u>         | <u>(909)</u>           | <u>738,074</u>                                |
| <b>Total</b>              | <u>676,071</u>                                | <u>266,098</u>      | <u>(217,415)</u>         | <u>(909)</u>           | <u>723,845</u>                                |
| <b>Restricted Funds</b>   |   |                     |                          |                        |   |
| British Gas Trust         | -   | 197,591             | (198,613)                | 1,022                  | -   |
| MASDAP                    | -   | 313,741             | (300,245)                | -                      | 13,496  |
| Advice on Prescription    | -   | 89,240              | (89,195)                 | (45)                   | -   |
| CADB Tier Three           | 5,426   | 131,250             | (136,861)                | 185                    | -   |
| Welfare Rights            | -   | 111,246             | (110,952)                | (294)                  | -   |
| CitA Energy               | -   | 46,960              | (46,886)                 | (74)                   | -   |
| Digital                   | -   | 483,500             | (482,616)                | -                      | 884   |
| Immigration               | -   | 38,543              | (35,144)                 | -                      | 3,399   |
| Family First              | -   | 3,500               | (3,615)                  | 115                    | -   |
| Other                     | -   | 8,656               | (7,979)                  | -                      | 677   |
| Help to Claim             | -   | <u>199,510</u>      | <u>(199,165)</u>         | -                      | <u>345</u>                                    |
|                           | <u>5,426</u>                                  | <u>1,623,737</u>    | <u>(1,611,271)</u>       | <u>909</u>             | <u>18,801</u>                                 |

The unrestricted Contractual Commitment Reserve is a reserve designated by the Trustee Board, to ensure that the bureau is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise.

The CADB Tier Tree fund is a fund in partnership with Citizens Advice to provide advice on benefits, debt & money management, energy, employment, immigration (level1), family matters, Health and legal matters.

**Citizens Advice Doncaster Borough**  
**Notes for the accounts**  
**For the Year ended 31 March 2025**

**12. Staff costs and numbers**

Staff costs were as follows:

|                       | 2025      | 2024    |
|-----------------------|-----------|---------|
|                       | £         | £       |
| Wages and salaries    | 1,063,409 | 790,142 |
| Social security costs | 87,325    | 58,266  |
| Pension               | 20,515    | 13,090  |
|                       | 1,171,249 | 861,498 |

No employee received emoluments of more than £60,000.

The average weekly number of employees during the year was 53 (2024: 53). The full-time equivalent was 38 (2024:38).

**13. Analysis of net assets by fund**

|                    | Unrestricted funds | Restricted funds | Total funds | Total 2024 |
|--------------------|--------------------|------------------|-------------|------------|
|                    | £                  | £                | £           | £          |
| Fixed assets       | 125,000            | -                | 125,000     | 125,000    |
| Net current assets | 598,845            | 18,801           | 617,646     | 556,497    |
|                    | 723,845            | 18,801           | 742,646     | 681,497    |

**14. Auditor's remuneration**

During the period, the fees payable (excluding VAT) to the charity's auditors are analysed as follows:

|                        | 2025  | 2024  |
|------------------------|-------|-------|
|                        | £     | £     |
| Auditor's remuneration | 7,500 | 5,550 |
|                        | 7,500 | 5,550 |

**Citizens Advice Doncaster Borough**

**Notes for the accounts**

**For the Year ended 31 March 2025**

**15. The Trustees' remuneration, benefits and expenses**

None of the trustees have been paid any remuneration or received any other benefits from an employment with the charity or a related entity. No trustee expenses have been incurred (2024: None).

**16. Related party transactions**

No trustee or related party received any remuneration in either the current year or previous period.

No trustee or other related person to the charity had any personal interest in any contract or transaction entered into by the charity during the year.

**17. Pension commitments**

The Charity operates a defined contribution pension scheme, during the period the Charity made contributions to the scheme of £20,515 (2024: £13,090). At 31st March 2024 there was an outstanding liability of £nil (2024: £2,825).

**18. Annual commitments under operating leases**

The company had no commitments under operating leases at the balance sheet date (2024: £nil).

**19. Share Capital**

The company is registered as a company limited by guarantee and has no share capital. The current members are guarantors in the sum of £1 each.

**20. Central recharges**

Central recharges are those costs which are not allocated directly to a cost centre as they are incurred but are charged annually on the basis consistent with the use of resources to a formula agreed by the trustees. Overheads consist of premises, office costs shared salaries and governance costs. As per note 6 in the accounts, central recharges have been allocated to the cost centre they relate to, based on the formula agreed by the trustees.

**21. Exceptional items**

This expenditure in 2024 related to the estimated future cost of repairing the roof of the property situated at The Hope Centre, Stainforth Methodist Church, Church Rd, Stainforth, Doncaster DN7 5NS. The charity has provided for £75,000 in respect of such costs as they are contractually liable to perform the repairs under the terms of the lease.

**Citizens Advice Doncaster Borough**  
**Notes for the accounts**  
**For the Year ended 31 March 2025**

**23 . Reconciliation of net income to net cash flow from operating activities**

|                                | 2025      | 2024     |
|--------------------------------|-----------|----------|
|                                | £         | £        |
| Net Income for the year        | 61,149    | 4,164    |
| <b>Adjustments for:</b>        |           |          |
| Income from investments        | (2,536)   | (2,723)  |
| (Increase)/Decrease in debtors | (36,912)  | (27,377) |
| Increase/Decrease in creditors | (107,166) | 359,802  |
|                                | (85,465)  | 333,866  |

**24. Analysis of cash and cash equivalents**

|                          | 2025    | 2024      |
|--------------------------|---------|-----------|
|                          | £       | £         |
| Cash at bank and in hand | 929,139 | 1,012,068 |

**CITIZENS ADVICE DONCASTER BOROUGH**

England & Wales - Charity number 1174228

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# Accounts

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**Citizens Advice Doncaster Borough**  
(A Company Limited by Guarantee)

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**Citizens Advice Doncaster Borough  
Trustees' Annual Report  
for the Year ended 31 March 2024**

The trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the financial statements for the year ended 31 March 2024. The Board have adopted the provisions of the Accounting and Reporting by Charities: Statement of Recommended Practice, applicable to charities preparing their accounts in accordance with the UK accounting standards (FRS 102), the Companies Act 2006 and the Charities Act 2011.

**Reference & Administrative Details:**

Citizens Advice Doncaster Borough  
The Hope Centre, Stainforth Methodist Church  
Church Road, Stainforth Doncaster DN7 5NS  
Charity Registration Number 1174228  
Company limited by guarantee number 10860886  
Authorised and regulated by the Financial Conduct Authority No. 786825

**Trustees (Directors):**

**Chair:** Colin Smith (resigned 18 December 2023)  
Andrew Wignall (appointed 18 December 2023)

**Vice-Chair:** Malcolm Jeavons (resigned 18 December 2023)  
Hilary Karpinski (appointed 18 December 2023)

**Treasurer:** Andrew Wignall (resigned 18 December 2023)  
Mark Horobin (appointed 12 February 2024)

Brad Barrass (resigned 7 January 2024)  
Carly Harling  
Godson Katoto  
Christine Marshall  
Oyenike Sogbein

Colin Smith and Malcolm Jeavons have both served Citizens Advice for a considerable period of time and the trustees thank them for their loyal service to the charity.

**Chief Officer/Secretary:** James Woods

**Bankers:** Virgin Money 19 St Sepulchre Gate, Doncaster, DN1 1TD (was Yorkshire Bank)  
CAF Bank, 25 Kings Hill Ave, Kings Hill, West Malling ME19 4JQ  
Shawbrook Bank Limited, Lutea House, The Drive, Brentwood, CM13 3BE

**Auditors:** Hawsons, 5 Sidings Court, White Rose Way, Doncaster DN4 5NU

**Citizens Advice Doncaster Borough  
Trustees' Annual Report  
for the Year ended 31 March 2024**

**Structure, Governance and Management Information:**

Citizens Advice Doncaster Borough (CADB) – henceforth referred to as “the organisation” - is governed by Articles of Association and is a member of Citizens Advice nationally.

The organisation is managed by its Trustee Board, which is drawn from the local community.

The Trustee Board is responsible for ensuring that the organisation complies with the CitA Membership Scheme and charity legislation.

In practice day-to-day management is delegated to the Chief Officer.

**Objectives and Activities**

Our charity's objects as set out in the company's articles of association are:

- to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in the borough of Doncaster and surrounding areas.

Our aims are:

- to provide the advice people need for the problems they face
- to improve the policies and practices that affect people's lives
- to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

We value diversity, promote equality and challenge discrimination.

**Public Benefit**

The trustees of the charity have complied with section 4 of the Charities Act 2006 in fulfilling their duty to have due regard to public benefit guidance published by the Charity Commission.

**Achievements and Performance**

2023/24 has been another successful and productive year for our service but difficult in the cost of living climate with record numbers of people contacting us for advice and support. Of necessity there has been a large increase in the numbers of clients receiving advice at community locations. As the demand for our services continued to rise, our team faced greater challenges. However, they remained steadfast, offering high-quality advice to everyone who sought it. This unwavering commitment is a testament to the expertise and dedication of our staff. We are profoundly grateful for their contributions.

Our close working relationship with the City of Doncaster Council (CDC) has been enhanced by occupying the same office building and responding quickly and positively to their requests for help in addressing the energy and cost of living crisis, continuing with our locality approach to provision of advice services with local community advice at over 30 locations across the City. We are very appreciative of the long term core funding provided by Doncaster which enables us to continue to offer generalist advice to clients.

**Citizens Advice Doncaster Borough  
Trustees' Annual Report  
for the Year ended 31 March 2024**

**Achievements and Performance- Continued**

We have continued positive working relationships – in both a practical and advisory capacity – with partner organisations such as Age UK Doncaster, FoodAware CIC, Doncaster Mind and the Yorkshire Building Society. We have embarked on newly funded projects through national Citizens Advice and funding from the British Gas Trust and the Integrated Care Board. These additional funding streams have allowed us to add capacity to our services and better deal with increases to demand.

We have strong working relationships with other Local Citizens Advice offices across South Yorkshire and are developing stronger links outside South Yorkshire.

In 2023/24, we experienced a significant increase in demand for our services. We observed a notable rise in the number of clients, who presented with more complex issues. Additionally, we have seen a broader range of demographics seeking assistance, including a substantial increase in working individuals struggling with debt due to the cost of living crisis. Following the pandemic the trend to more on line advice has continued allowing us to advise more clients without needing additional resource.

We have continued to offer targeted advice and support in response to the cost of living crisis and the energy crisis, which have had a significant impact on residents across the borough.

Our primary concern is that these issues are becoming increasingly significant and complex. The potential impacts on clients and the broader Doncaster community could be substantial, with more residents falling into debt or struggling with bills. Consequently, the importance and necessity of the advice and support services we provide have become even more critical.

As an organisation we are acutely aware of how many people are struggling with issues, how the cost of living and energy crisis is only getting worse and the help that Citizens Advice offers will be more valuable than ever as we move forward. These new higher levels of demand drive us to look at resources, service delivery and technology to ensure we, as a service, are providing not only a service which better meets increased demands but one that uses resources and technology to support and enhance our service offer.

The addition of our Volunteer Coordinator has proven to be highly effective. We are seeing greater retention of volunteers, which has strengthened our team and enhanced our ability to serve the community. This role has been pivotal in ensuring that our volunteers feel supported and engaged, contributing significantly to our ongoing success.

We currently have 15 volunteers, 3 accredited volunteers, 10 volunteers in training and onboarding 2 volunteers.

A year on, our fresh approach to service provision, seizing new opportunities and collaborating with partner organisations has proven to be highly effective. This strategy has allowed us to maximise new resources for the benefit of our clients, enhancing the overall impact and reach of our services.

Our organisation's achievements in the last 12 months

- Increased funding from £650,000 to £1.2 Million in new or extended funding for projects received.
- We have strengthened our links with the NHS and ICB, launching a new project with advisers present in 8 GP surgeries and 2 hospital outreach locations across this city.
- We are recruiting a Deaf Advice team to improve access for this community.
- Increased the size of the Doncaster Advice Network to 45 organisations to host impressive events and run a joint campaign on improving access to pension credit, which resulted in a 5% increase in inquiries.
- Our Energy team was nominated for a prestigious National Citizens Advice award for Team of the Year in 2023.

**Citizens Advice Doncaster Borough  
Trustees' Annual Report  
for the Year ended 31 March 2024**

**Achievements and Performance- Continued**

- We have fully embraced a community-focused approach and now operate 20 community advice locations throughout the City. This expansion allows us to continue providing accessible and localised support to residents across the area.
- We have recruited a new trustees treasurer, with a background in finance improving the expertise and experience on our board.
- Gained recognition as an Armed Forces Covenant Bronze member for our commitment to Serving personnel, veterans and their families.
- We were thrilled to attend Doncaster Pride and are excited to return in 2024. Equality is important to us, and participating in this event underscores our commitment to supporting and celebrating diversity in our community.
- We have advised and supported 9,658 clients with 35,497 issues.
- We have achieved over £12.8 million in income gains for our clients
- We passed our Annual quality and governance audit retaining our Advice Quality Standard award (AQS).
- We were nominated for a Citizens Advice National award for Team of the year for our Energy Advice Team.

We continually look for ways to raise our profile and reach across the Doncaster Borough and wider into South Yorkshire and nationally. We also take a more active role in supporting initiatives of Citizens Advice nationally. This is evidenced through us obtaining a regional digital inclusion project from the ICB to support digital equity and inclusion across South Yorkshire.

We are actively exploring ways to expand our social media presence to engage a broader audience. Our efforts include producing more engaging and informative content that promotes awareness of our services and reaches individuals who may not have been previously aware of what we do. Additionally, we utilise our platform to advocate for equality and highlight important issues related to equality and diversity.

We have a growing following of general public, local authority, MPs and councillors as well as potential partner organisations across the Borough of Doncaster.

We have been refocusing our Research & Campaigns work over the last 12 months to ensure the voice of our service users is really heard and real measurable impact can be achieved.

We have worked on a number of campaigns this year, including cost of living, energy crisis and calls to Reform Local Housing allowance campaign. We have continued to champion the problems related to illegal money lending, and were approached by the centre for social justice to contribute to their work in this area.

Regarding the cost of living, we organised meetings with Ed Miliband MP and other local MPs to discuss this issue in detail. Following these discussions, we arranged a session between the MP and clients affected by both the energy and cost of living crises.

A year later, our new management structure is achieving what it set out to do. It has enabled us to plan a comprehensive restructure of our research and campaigns work for the next 12 months. Our goal is to initiate and run local campaigns that more effectively address the issues facing our clients. This new initiative will complement our participation in national CitA initiatives, ensuring increased effectiveness in this crucial area of our work.

We are proud to have played an integral role in the City of Doncaster Council's Public Health team's Fairness and Wellbeing Commission. This commission was established to explore innovative ways to involve local people, organisations, and businesses in improving the lives of Doncaster residents. Being asked to serve on this board highlights and recognizes the importance of advice in the context of fairness and wellbeing, as well as the value of the services we offer.

**Citizens Advice Doncaster Borough  
Trustees' Annual Report  
for the Year ended 31 March 2024**

**Achievements and Performance- Continued**

Our core funding source is the CDC, which has remained consistent throughout the year. The current funding agreement extends until January 2025, providing us with long-term stability. Additionally, the CDC has granted us extra funding to support our community outreach efforts service throughout the year and we will make proposals for these services to continue moving forward.

We remain aware that it is possible that CDC may look to commission core services at some stage in the future – a process to which we would be eager and ready to contribute. Our debt project funded by Money Advice and Pensions Service provided full end-to-end debt casework to clients and this contract has been extended until the end of January 2025.

We are pleased that our YBS project from National CA to provide advice services in the Yorkshire Building Society, this award winning project allows us to work closely with them to provide advice and support services to their customers has been extended to 2025.

**Financial Review**

Our principal funders over the past year have been Money Advice Service, The British Gas Energy Trust, DWP and CDC which has enabled us to run projects contributing to our objectives shown above and to achieve the results detailed in our annual accounts. Our total income for the year to 31 March 2024 was £1,144k (2023:£1,097k). This generated a surplus for the year of £79k before the exceptional expenditure relating to contractual roof repairs on Stainforth office of £75,000 (2023:£59k). The surplus after this expenditure was £4k.

**Going Concern**

The trustees have considered the financial position of the charity and in consideration of the information available to them, are satisfied that the charity is a going concern for the foreseeable future and in any case for at least 12 months from the date of this report.

**Reserves Policy**

CADB trustees recognise that although it is prudent to build up funds for specific purposes and to have a safety net to protect CADB if unexpected events occur they accept that having too much in reserves may impact future funding applications and core funding amounts.

When considering the right level of reserves, trustees have taken into account the following:

1. Forecasts of future income, the reliability and sustainability of each source of income and prospects for obtaining income from new sources.
2. Forecasts of future expenditure, based on planned activity.
3. Analysis of future requirements, opportunities, contingencies (e.g. redundancy and other contractual obligations such as maternity leave) or risks which are unlikely to be covered by income if and when they arise.
4. Likelihood of losing premises from which to provide services.
5. Analysis of the likelihood of such risks arising and the consequences to the charity if they cannot be dealt with.
6. The need to invest in improving infrastructure to reflect growth.

**Citizens Advice Doncaster Borough  
Trustees' Annual Report  
for the Year ended 31 March 2024**

**Reserves Policy- Continued**

**General reserves**

Our policy is to hold at least 4 months running costs in reserve. As at 31 March 2024 the free reserves (unrestricted general reserves) were £690,300. The budget running costs for 2024/25 are estimated to be £102,000 per calendar month, so we have reserves in excess of 6 months.

The charity also holds £5,426 in restricted general reserves at the year-end (2023: £55,468).

**Revaluation reserve**

In the previous year, the charity revalued one of the properties to reflect current market value. This resulted in a deficit on revaluation of £133,500.

**Designated reserves**

The designated reserves of £119,271 are for the following purposes:

- ❖ Contractual commitment reserve - a reserve to ensure that the bureau is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise.
- ❖ This policy will be reviewed by March annually by the Trustee Board to coincide with setting budgets for the forthcoming year, before ratification by the full board using information provided by management staff.

**Plans for Future Periods**

After a period of rapid expansion in this financial year(2024/25) there will be a period of consolidation to allow the organisation to embed new systems and processes.

However, we will continue to pursue sustainable funding opportunities to consolidate service provision and increase availability of debt benefits and housing appointments.

We see partnership working as being advantageous in providing a stable and sustainable base for the organisation and to this end have become the lead in an agreement with three other local CAs to increase the digital inclusion of our clients.

**Risk Management**

The trustees have a duty to identify the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

They actively review the major risks which are classified as constitutional, financial, operational and external which the charity faces on a regular basis and which may impact on the service the charity aims to provide. The trustees confirm that they have established sufficient systems to mitigate the risks.

**Citizens Advice Doncaster Borough  
Trustees' Annual Report  
for the Year ended 31 March 2024**

**Fixed Assets**

The movements in fixed assets during the period are reflected in note 8 in the accounts.

**Staff and Volunteers**

We depend on our staff and volunteers to give the best advice possible to our clients. They have supported Doncaster CA through a period of unprecedented change and growth. Myself and fellow trustees are very grateful for their support and enthusiasm without which our clients would be far less able to get the advice they need. Many thanks to you all.

**Events Since the Balance Sheet Date**

No events have occurred since the balance sheet date, which affect the charity.

In our SORT report, we would like to highlight an upcoming significant expense. We anticipate needing to replace the roof at our Stainforth office, which is expected to cost approximately £75,000. This essential investment is necessary to ensure the continued safety and functionality of our facilities, allowing us to maintain the high standard of service our clients depend on. Since this is a contractual obligation under the terms of the lease, a provision for this amount has been made in the accounts.

**Statement of Trustees' responsibilities**

Company and charity law require 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 its incoming resources and application of resources, including the net income or expenditure, during the period. In preparing those financial statements, the trustees are required to:

- \* select suitable accounting policies and then apply them consistently;
- \* make judgements and estimates that are reasonable and prudent;
- \* state whether applicable UK accounting standards and statements of recommended practice have been followed;
- \* Observe the methods and principles in the charities SORP 2019 (FRS 102);
- \* prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charities Act 2011. 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.

The trustees of the charity who served during the year and up to the date of this report are set out on page 1.

In so far as the trustees are aware, there is no relevant audit information of which the charitable company's auditors are unaware, and each trustee has taken all the steps that he or she ought to have taken as a trustee in order to make himself or herself aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

**Citizens Advice Doncaster Borough  
Trustees' Annual Report  
for the Year ended 31 March 2024**

**Auditors**

The auditors, Hawsons Chartered Accountants, Statutory Auditor, will be proposed for re- appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of part 15 of the companies Act 2006 relating to small companies.

Approved by the trustees on 31 July 2024 and signed on its behalf by:



A Wignall – Chair of Trustees

**Independent Auditor's Report to the Members of Citizens Advice Doncaster Borough  
For the Year Ended 31 March 2024**

**Opinion**

We have audited the financial statements of Citizens Advice Doncaster Borough (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows, and Notes to the Financial Statements, including 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 charitable company's affairs as at 31 March 2024, and of its incoming resources and application of resources, including its 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 responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

**Conclusions relating to going concern**

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

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

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

**Other information**

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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 the audit:

- the information given in the trustees' annual 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' annual report has been prepared in accordance with applicable legal requirements.

## **Independent Auditor's Report to the Members of Citizens Advice Doncaster Borough For the Year Ended 31 March 2024**

### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' annual 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.
- 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 directors' report and from the requirement to prepare a strategic report.

### **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on page 9 the trustees (who are also the directors of the charitable company for the purposes 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 charitable company'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 responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

- Discussions with management and those responsible for legal compliance procedures within the charity to obtain an understanding of the legal and regulatory framework applicable to the charity and how the charity complies with that framework, including consideration of known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of trustees' meetings;
- Identifying and assessing the design effectiveness of controls that management has in place to prevent and detect fraud and non-compliance with laws and regulations;
- Challenging assumptions and judgements made by management in their significant accounting estimates.
- Identifying and testing journal entries, in particular any journal entries posted with unusual account combinations or posted by senior management.

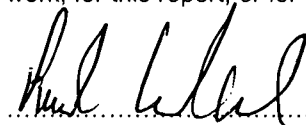
**Independent Auditor's Report to the Members of Citizens Advice Doncaster Borough  
For the Year Ended 31 March 2024**

There are inherent limitations in the audit procedures described above and the more removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we are to become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities is available on the FRC's website at: <https://www.frc.org.uk/auditors/audit-assurance/auditor-s-responsibilities-for-the-audit-of-the-fi/description-of-the-auditor%E2%80%99s-responsibilities-for>. 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.



Paul Wormald (Senior Statutory Auditor)

For and on behalf of Hawsons Chartered Accountants, Statutory Auditor

5 Sidings Court  
White Rose Way  
Doncaster  
South Yorkshire  
DN4 5NU

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**Citizens Advice Doncaster Borough**  
**Statement of Financial Activities**  
**(incorporating an income and expenditure account)**  
**for the Year ended 31 March 2024**

|  | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>Funds<br>2024 | Total<br>Funds<br>2023 |           |
|--|-----------------------|---------------------|------------------------|------------------------|-----------|
| Notes  | £                     | £                   | £                      | £                      |           |
| <b>Income (and endowments) from:</b>                         |                       |                     |                        |                        |           |
| Donations and legacies                                       | 2                     | 1,165               | -                      | 1,165                  | 335       |
| Charitable activities  | 3                     | 253,667             | 878,718                | 1,132,385              | 1,089,238 |
| Investments  | 4                     | 2,723               | -                      | 2,723                  | 1,038     |
| Other  | 5                     | 7,837               | -                      | 7,837                  | 6,119     |
|  |                       | <hr/>               | <hr/>                  | <hr/>                  | <hr/>     |
| <b>Total income</b>  |                       | 265,392             | 878,718                | 1,144,410              | 1,096,730 |
|  |                       | <hr/>               | <hr/>                  | <hr/>                  | <hr/>     |
| <b>Expenditure on:</b>                                       |                       |                     |                        |                        |           |
| Central Administration expenses                              | 7                     | 14,376              | -                      | 14,376                 | 13,799    |
| Charitable activities  | 6                     | 127,389             | 923,181                | 1,050,570              | 890,761   |
|  |                       | <hr/>               | <hr/>                  | <hr/>                  | <hr/>     |
| <b>Total expenditure</b>                                     |                       | 141,765             | 923,181                | 1,064,946              | 904,560   |
|  |                       | <hr/>               | <hr/>                  | <hr/>                  | <hr/>     |
| <b>Net income/(expenditure) before<br/>exceptional items</b> |                       | 123,627             | (44,463)               | 79,164                 | 192,170   |
| Exceptional items  | 21                    | (75,000)            | -                      | (75,000)               | -         |
|  |                       | <hr/>               | <hr/>                  | <hr/>                  | <hr/>     |
| <b>Net Income/(expenditure)</b>                              |                       | 48,627              | (44,463)               | 4,164                  | 192,170   |
|  |                       | <hr/>               | <hr/>                  | <hr/>                  | <hr/>     |
| Transfer between funds                                       |                       | 5,579               | (5,579)                | -                      | -         |
|  |                       | <hr/>               | <hr/>                  | <hr/>                  | <hr/>     |
| <b>Other recognised gain/(losses):</b>                       |                       |                     |                        |                        |           |
| (Losses) on revaluation of<br>fixed assets                   |                       | -                   | -                      | -                      | (133,500) |
|  |                       | <hr/>               | <hr/>                  | <hr/>                  | <hr/>     |
| Net movement in funds in year                                |                       | 54,206              | (50,042)               | 4,164                  | 58,670    |
|  |                       | <hr/>               | <hr/>                  | <hr/>                  | <hr/>     |
| <b>Reconciliation of funds</b>                               |                       |                     |                        |                        |           |
| Total funds brought forward                                  | 11                    | 621,865             | 55,468                 | 677,333                | 688,737   |
| Prior year adjustment  |                       | -                   | -                      | -                      | (70,074)  |
|  |                       | <hr/>               | <hr/>                  | <hr/>                  | <hr/>     |
|  |                       | 621,865             | 55,468                 | 677,333                | 618,663   |
| Net movement in funds in year                                |                       | 54,206              | (50,042)               | 4,164                  | 58,670    |
|  |                       | <hr/>               | <hr/>                  | <hr/>                  | <hr/>     |
| <b>Total funds carried forward</b>                           |                       | 676,071             | 5,426                  | 681,497                | 677,333   |
|  |                       | <hr/>               | <hr/>                  | <hr/>                  | <hr/>     |

The statement of financial activities includes all gains and losses recognised in the year. All incoming resources and reserves expended derive from continuing activities.

**Citizens Advice Doncaster Borough**  
**Statement of Financial Position**  
**As at 31 March 2024**  
**Company Number: 10860886**

|   |       | 2024      |             | 2023      |             |
|---|-------|-----------|-------------|-----------|-------------|
|   | Notes | £         | £           | £         | £           |
| <b>Fixed Assets</b>                                   |       |           |             |           |             |
| Tangible assets                                       | 8     |           | 125,000     |           | 125,000     |
| <b>Current Assets</b>                                 |       |           |             |           |             |
| Debtors   | 9     | 33,877    |             | 6,499     |             |
| Cash at bank and in hand                              |       | 1,012,068 |             | 675,479   |             |
|   |       | <hr/>     |             | <hr/>     |             |
| <b>Current Assets</b>                                 |       | 1,045,945 |             | 681,978   |             |
| <b>Creditors:</b> amounts falling due within one year | 10    | (489,448) |             | (129,645) |             |
|   |       | <hr/>     |             | <hr/>     |             |
| <b>Net Current Assets</b>                             |       |           | 556,497     |           | 552,333     |
|   |       |           | <hr/>       |           | <hr/>       |
| <b>Net Assets</b>                                     |       |           | 681,497     |           | 677,333     |
|   |       |           | <hr/> <hr/> |           | <hr/> <hr/> |
| <b>The Funds of the charity</b> 11,13                 |       |           |             |           |             |
| Designated  |       |           | 119,271     |           | 119,271     |
| General Unrestricted Funds                            |       |           | 690,300     |           | 636,094     |
| Restricted Funds                                      |       |           | 5,426       |           | 55,468      |
| Revaluation Reserve                                   |       |           | (133,500)   |           | (133,500)   |
|   |       |           | <hr/>       |           | <hr/>       |
| <b>Total Charity Funds</b>                            |       |           | 681,497     |           | 677,333     |
|   |       |           | <hr/> <hr/> |           | <hr/> <hr/> |

The financial statements were approved and authorised for issue by the Trustees on 31 July 2024.

Signed on behalf of the board of trustees



A Wignall - Chair of Trustees

**Citizens Advice Doncaster Borough**  
**Statement of Cash Flows**  
**For the Year ended 31 March 2024**  
**Company Number: 10860886**

|   | Notes     | 2024             | 2023           |
|---|-----------|------------------|----------------|
|   |           | £                | £              |
| <b>Cash flow from operating activities</b>                    |           |                  |                |
| <b>Net cash provided by operating activities</b>              | <b>22</b> | 333,866          | 178,749        |
| <b>Cash flows from investing activities:</b>                  |           |                  |                |
| Income from investments                                       |           | 2,723            | 1,038          |
| <b>Net cash received from investing activities</b>            |           | <u>2,723</u>     | <u>1,038</u>   |
| <b>Change in cash and cash equivalents in the year</b>        |           | 336,589          | 179,787        |
| <b>Cash and cash equivalents at the beginning of the year</b> |           | 675,479          | 495,692        |
| <b>Cash and cash equivalents at the end of the year</b>       | <b>23</b> | <u>1,012,068</u> | <u>675,479</u> |

## **Citizens Advice Doncaster Borough**

### **Notes to the accounts for the Year ended 31 March 2024**

#### **i. GENERAL INFORMATION**

The charity is a private company, limited by guarantee and registered in England and Wales. The registered address is Hope Centre, Stainforth Methodist Church, Stainforth, Doncaster, United Kingdom, DN7 5NS.

#### **ii. STATEMENT OF COMPLIANCE**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), Companies Act 2006 and the Charities Act 2011.

#### **iii. ACCOUNTING POLICIES**

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the financial statements are as follows:

##### **a. Basis of preparation**

Citizen Advice Doncaster Borough meets the definition of a public benefit entity under FRS 102.

The assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The financial statements are prepared in sterling, which is the functional currency of the charity.

##### **b. Going concern**

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

##### **c. Judgements and key sources of estimation uncertainty**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of estimation means that the outcomes could differ from those estimates.

The most significant area of estimation uncertainty for the charity is in relation to the useful economic life of the fixed assets.

##### **d. Fund accounting**

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the board of trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

##### **e. Incoming resources**

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when the charity is legally entitled to the income after any

**Citizens Advice Doncaster Borough**  
**Notes to the accounts**  
**for the Year ended 31 March 2024**

**e. Incoming resources- continued**

- performance conditions have been met, the amount can be measured reliably and it is possible that the income will be received.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

**f. Resources expended**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT where it cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Costs of generating funds comprise the costs associated with attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the professional fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

**g. Tangible fixed assets**

The Trustees resolved to increase the threshold for capitalising assets in current depreciation accounting policy from £500 to £2,000.

Fixed assets are stated at cost less accumulated depreciation unless otherwise stated.

Individual fixed assets costing more than £2,000 are capitalised at cost.

Depreciation is provided on tangible assets at the following annual rates calculated in order to write off the cost less estimated residual value over their useful economic lives.

1. Freehold buildings 2% on cost
2. Computer equipment 33% on cost
3. Furniture fixtures and fittings 25% on cost

Losses arising on revaluation of fixed assets are included in the Statement of Financial Activities in the year in which they arose.

**h. Pensions**

The charity participates in a group personal pension arrangement. The pension charge represents the amounts payable by the charity to the fund in respect of the year.

**Citizens Advice Doncaster Borough**  
**Notes to the accounts**  
**for the Year ended 31 March 2024**

i. **Hire purchase and leasing commitments**

Rentals payable under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

j. **Taxation**

As a registered charity, the company is exempt from income and capital taxes on its charitable activities.

| <b>2. Donations and legacies</b>            | <b>Unrestricted</b>   | <b>Restricted</b>     | <b>Total</b>            | <b>Total</b>            |
|---|-----------------------|-----------------------|-------------------------|-------------------------|
|   | <b>Funds</b>          | <b>Funds</b>          | <b>Funds</b>            | <b>2023</b>             |
|   | <b>£</b>              | <b>£</b>              | <b>2024</b>             | <b>£</b>                |
|   |                       |                       | <b>£</b>                |                         |
| Grants and donations                        | 1,165                 | -                     | 1,165                   | 335                     |
|   | <u>1,165</u>          | <u>-</u>              | <u>1,165</u>            | <u>335</u>              |
|   | <u><u>1,165</u></u>   | <u><u>-</u></u>       | <u><u>1,165</u></u>     | <u><u>335</u></u>       |
| <br>  |                       |                       |                         |                         |
| <b>3. Income from charitable activities</b> | <b>Unrestricted</b>   | <b>Restricted</b>     | <b>Total</b>            | <b>Total</b>            |
|   | <b>Funds</b>          | <b>Funds</b>          | <b>Funds</b>            | <b>2023</b>             |
|   | <b>£</b>              | <b>£</b>              | <b>2024</b>             | <b>£</b>                |
|   |                       |                       | <b>£</b>                |                         |
| Grants and contracts                        | 253,667               | 878,718               | 1,132,385               | 1,089,238               |
|   | <u>253,667</u>        | <u>878,718</u>        | <u>1,132,385</u>        | <u>1,089,238</u>        |
|   | <u><u>253,667</u></u> | <u><u>878,718</u></u> | <u><u>1,132,385</u></u> | <u><u>1,089,238</u></u> |
| <br>  |                       |                       |                         |                         |
| <b>4. Investment income</b>                 | <b>Unrestricted</b>   | <b>Restricted</b>     | <b>Total</b>            | <b>Total</b>            |
|   | <b>Funds</b>          | <b>Funds</b>          | <b>Funds</b>            | <b>2023</b>             |
|   | <b>£</b>              | <b>£</b>              | <b>2024</b>             | <b>£</b>                |
|   |                       |                       | <b>£</b>                |                         |
| Bank Interest                               | 2,723                 | -                     | 2,723                   | 1,038                   |
|   | <u>2,723</u>          | <u>-</u>              | <u>2,723</u>            | <u>1,038</u>            |
|   | <u><u>2,723</u></u>   | <u><u>-</u></u>       | <u><u>2,723</u></u>     | <u><u>1,038</u></u>     |
| <br>  |                       |                       |                         |                         |
| <b>5. Other income</b>                      | <b>Unrestricted</b>   | <b>Restricted</b>     | <b>Total</b>            | <b>Total</b>            |
|   | <b>Funds</b>          | <b>Funds</b>          | <b>Funds</b>            | <b>2023</b>             |
|   | <b>£</b>              | <b>£</b>              | <b>2024</b>             | <b>£</b>                |
|   |                       |                       | <b>£</b>                | <b>£</b>                |
| Other income                                | 7,837                 | -                     | 7,837                   | 6,119                   |
|   | <u>7,837</u>          | <u>-</u>              | <u>7,837</u>            | <u>6,119</u>            |
|   | <u><u>7,837</u></u>   | <u><u>-</u></u>       | <u><u>7,837</u></u>     | <u><u>6,119</u></u>     |

**Citizens Advice Doncaster Borough**  
**Notes to the accounts**  
**for the Year ended 31 March 2024**

**6. Charitable expenditure**

|                              | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>Funds<br>2024 | Total<br>2023  |
|------------------------------|-----------------------|---------------------|------------------------|----------------|
|                              | £                     | £                   | £                      | £              |
| Direct staff costs           | 105,990               | 755,508             | 861,498                | 749,623        |
| Travel and subsistence       | 3,523                 | 6,786               | 10,309                 | 4,894          |
| Premises costs               | 10,877                | 44,142              | 55,019                 | 48,526         |
| Depreciation of owned assets | -                     | -                   | -                      | 446            |
| Partner payments             | -                     | 13,500              | 13,500                 | 30,750         |
| Other support costs          | 6,999                 | 103,245             | 110,244                | 56,522         |
|                              | <u>127,389</u>        | <u>923,181</u>      | <u>1,050,570</u>       | <u>890,761</u> |

**7. Central administration expenses**

|                         | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>Funds<br>2024 | Total<br>2023 |
|-------------------------|-----------------------|---------------------|------------------------|---------------|
|                         | £                     | £                   | £                      | £             |
| Payroll and Consultancy | 14,376                | -                   | 14,376                 | 13,058        |
| Miscellaneous costs     | -                     | -                   | -                      | 741           |
|                         | <u>14,376</u>         | <u>-</u>            | <u>14,376</u>          | <u>13,799</u> |

**Citizens Advice Doncaster Borough  
Notes to the accounts  
for the Year ended 31 March 2024**

**8. Tangible assets**

|                         | <b>Freehold<br/>Land<br/>and<br/>Buildings</b> | <b>Furniture,<br/>Fixtures &amp;<br/>Fittings</b> | <b>Computer &amp;<br/>Office<br/>Equipment</b> | <b>Total</b>   |
|-------------------------|--|---|--|----------------|
|                         | £  | £   | £  | £              |
| <b>COST/VALUATION</b>   |  |   |  |                |
| As at 1 April 2023      | 125,000  | 679   | 1,108  | 126,787        |
| <b>At 31 March 2024</b> | <u>125,000</u>                                 | <u>679</u>  | <u>1,108</u>                                   | <u>126,787</u> |
| <b>DEPRECIATION</b>     |  |   |  |                |
| As at 1 April 2023      | -  | 679   | 1,108  | 1,787          |
| <b>At 31 March 2024</b> | <u>-</u>                                       | <u>679</u>  | <u>1,108</u>                                   | <u>1,787</u>   |
| <b>NET BOOK VALUE</b>   |  |   |  |                |
| <b>At 31 March 2024</b> | <u>125,000</u>                                 | <u>-</u>  | <u>-</u>                                       | <u>125,000</u> |
| At 31 March 2023        | <u>125,000</u>                                 | <u>-</u>  | <u>-</u>                                       | <u>125,000</u> |

**Citizens Advice Doncaster Borough  
Notes to the accounts  
for the Year ended 31 March 2024**

**8. Tangible assets -continued**

The historic cost equivalent of freehold land and buildings included at valuation:

|                          | <b>2024</b>    | 2023           |
|--------------------------|----------------|----------------|
|                          | £              | £              |
| Cost                     | 275,000        | 275,000        |
| Accumulated Depreciation | (22,000)       | (16,500)       |
| Charge for year          | (5,500)        | (5,500)        |
| Net Book Value           | <u>247,500</u> | <u>253,000</u> |

Freehold land and buildings were subject to independent professional valuation at 22 February 2023. The valuation was undertaken by PPH Commercial, Chartered Surveyors and Commercial Property Consultants.

**9. Debtors**

|                                  | <b>2024</b>   | 2023         |
|----------------------------------|---------------|--------------|
|                                  | £             | £            |
| Trade debtors                    | 9,075         | 250          |
| Prepayments                      | 9,676         | 5,499        |
| Other debtors and accrued income | <u>15,126</u> | <u>750</u>   |
|                                  | <u>33,877</u> | <u>6,499</u> |

**10. Creditors – amounts falling due within 1 year**

|                                 | <b>2024</b>    | 2023           |
|---------------------------------|----------------|----------------|
|                                 | £              | £              |
| Deferred income                 | 390,454        | 96,545         |
| Other creditors                 | 2,309          | 15,181         |
| Other taxes and social security | 13,815         | 10,646         |
| Accruals                        | <u>82,870</u>  | <u>7,273</u>   |
|                                 | <u>489,448</u> | <u>129,645</u> |

**Citizens Advice Doncaster Borough**  
**Notes to the accounts**  
**For the Year ended 31 March 2024**

**11. Movements in funds**

|                           | <b>Balances<br/>brought<br/>Forward<br/>£</b> | <b>Income<br/>£</b> | <b>Expenditure<br/>£</b> | <b>Transfers<br/>£</b> | <b>Balances<br/>carried<br/>forward<br/>£</b> |
|---------------------------|---|---------------------|--------------------------|------------------------|---|
| <b>Unrestricted Funds</b> |   |                     |                          |                        |   |
| Designated:               |   |                     |                          |                        |   |
| Contractual               |   |                     |                          |                        |   |
| Commitment Reserve        | <u>119,271</u>                                | -                   | -                        | -                      | <u>119,271</u>                                |
| Revaluation Reserve       | (133,500)                                     | -                   | -                        | -                      | (133,500)                                     |
| General                   | <u>636,094</u>                                | <u>265,392</u>      | <u>(216,765)</u>         | <u>5,579</u>           | <u>690,300</u>                                |
| <b>Total</b>              | <u>621,865</u>                                | <u>265,392</u>      | <u>(216,765)</u>         | <u>5,579</u>           | <u>676,071</u>                                |
| <b>Restricted Funds</b>   |   |                     |                          |                        |   |
| British Gas Trust         | 22,090  | 115,862             | (138,279)                | 327                    | -   |
| MASDAP                    | -   | 312,230             | (302,880)                | (9,350)                | -   |
| CADB Tier Three           | 32,589  | 174,758             | (201,921)                | -                      | 5,426   |
| Help through<br>Hardship  | 789   | 13,000              | (13,851)                 | 62                     | -   |
| CitA Energy               | -   | 27,125              | (27,670)                 | 545                    | -   |
| Immigration               | -   | 8,000               | (8,635)                  | 635                    | -   |
| Food Aware                | -   | 584                 | (1,803)                  | 1,219                  | -   |
| Trusell Trust             | -   | 36,089              | (36,429)                 | 340                    | -   |
| CitA Pot Two              | -   | 22,750              | (22,741)                 | (9)                    | -   |
| Help to Claim             | -   | <u>168,320</u>      | <u>(168,972)</u>         | <u>652</u>             | -   |
|                           | <u>55,468</u>                                 | <u>878,718</u>      | <u>(923,181)</u>         | <u>(5,579)</u>         | <u>5,426</u>                                  |

The unrestricted Contractual Commitment Reserve is a reserve designated by the Trustee Board, to ensure that the bureau is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise.

The CADB Tier Tree fund is a fund in partnership with Citizens Advice to provide advice on benefits, debt & money management, energy, employment, immigration (level1), family matters, Health and legal matters.

**Citizens Advice Doncaster Borough**  
**Notes for the accounts**  
**For the Year ended 31 March 2024**

**12. Staff costs and numbers**

Staff costs were as follows:

|                       | 2024    | 2023    |
|-----------------------|---------|---------|
|                       | £       | £       |
| Wages and salaries    | 790,142 | 691,154 |
| Social security costs | 58,266  | 50,331  |
| Pension               | 13,090  | 8,137   |
|                       | 861,498 | 618,752 |
|                       | 861,498 | 618,752 |

No employee received emoluments of more than £60,000.

The average weekly number of employees during the year was 53 (2023: 39). The full-time equivalent was 38 (2023:30).

**13. Analysis of net assets by fund**

|                    | Unrestricted<br>funds | Restricted<br>funds | Total<br>funds | Total<br>2023 |
|--------------------|-----------------------|---------------------|----------------|---------------|
|                    | £                     | £                   | £              | £             |
| Fixed assets       | 125,000               | -                   | 125,000        | 125,000       |
| Net current assets | 551,071               | 5,426               | 556,497        | 552,333       |
|                    | 676,071               | 5,426               | 681,497        | 677,333       |
|                    | 676,071               | 5,426               | 681,497        | 677,333       |

**14. Auditor's remuneration**

During the period, the fees payable (excluding VAT) to the charity's auditors are analysed as follows:

|                        | 2024  | 2023  |
|------------------------|-------|-------|
|                        | £     | £     |
| Auditor's remuneration | 5,550 | 5,700 |
|                        | 5,550 | 5,700 |
|                        | 5,550 | 5,700 |

**Citizens Advice Doncaster Borough**  
**Notes for the accounts**  
**For the Year ended 31 March 2024**

**15. The Trustees' remuneration, benefits and expenses**

None of the trustees have been paid any remuneration or received any other benefits from an employment with the charity or a related entity. No trustee expenses have been incurred (2023: None).

**16. Related party transactions**

No trustee or related party received any remuneration in either the current year or previous period.

No trustee or other related person to the charity had any personal interest in any contract or transaction entered into by the charity during the year.

**17. Pension commitments**

The Charity operates a defined contribution pension scheme, during the period the Charity made contributions to the scheme of £13,090 (2023: £8,137). At 31st March 2024 there was an outstanding liability of £2,825 (2023: £nil).

**18. Annual commitments under operating leases**

The company had no commitments under operating leases at the balance sheet date (2023: £nil).

**19. Share Capital**

The company is registered as a company limited by guarantee and has no share capital. The current members are guarantors in the sum of £1 each.

**20. Central recharges**

Central recharges are those costs which are not allocated directly to a cost centre as they are incurred but are charged annually on the basis consistent with the use of resources to a formula agreed by the trustees. Overheads consist of premises, office costs shared salaries and governance costs. As per note 6 in the accounts, central recharges have been allocated to the cost centre they relate to, based on the formula agreed by the trustees.

**21. Exceptional items**

This expenditure relates to the estimated future cost of repairing the roof of the property situated at The Hope Centre, Stainforth Methodist Church, Church Rd, Stainforth, Doncaster DN7 5NS. The charity has provided for £75,000 in respect of such costs as they are contractually liable to perform the repairs under the terms of the lease.

**Citizens Advice Doncaster Borough**  
**Notes for the accounts**  
**For the Year ended 31 March 2024**

**22 . Reconciliation of net income to net cash flow from operating activities**

|                                | <b>2024</b> | 2023     |
|--------------------------------|-------------|----------|
|                                | £           | £        |
| Net Income for the year        | 4,164       | 58,670   |
| <b>Adjustments for:</b>        |             |          |
| Depreciation charges           | -           | 446      |
| Loss on revaluation            | -           | 133,500  |
| Income from investments        | (2,723)     | (1,038)  |
| (Increase)/Decrease in debtors | (27,377)    | 45,891   |
| Increase/Decrease in creditors | 359,802     | (58,720) |
|                                | 333,866     | 178,749  |
|                                | 333,866     | 178,749  |

**23. Analysis of cash and cash equivalents**

|                          | <b>2024</b> | 2023    |
|--------------------------|-------------|---------|
|                          | £           | £       |
| Cash at bank and in hand | 1,012,068   | 675,479 |
|                          | 1,012,068   | 675,479 |

**24. Comparative information**

For comparison purpose, the Statement of Financial Activities for the year-ended 31 March 2023 is presented as below: (see next page)

**Citizens Advice Doncaster Borough**  
**Statement of Financial Activities**  
**(incorporating an income and expenditure account)**  
**for the Year ended 31 March 2023**

|   | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>£       |
|---|----------------------------|--------------------------|------------------|
| <b>Income (and endowments) from:</b>      |                            |                          |                  |
| Donations and legacies                    | 335                        | -                        | 335              |
| Charitable activities                     | 225,534                    | 863,704                  | 1,089,238        |
| Investments                               | 1,038                      | -                        | 1,038            |
| Other                                     | <u>6,119</u>               | <u>-</u>                 | <u>6,119</u>     |
| <b>Total income</b>                       | <u>233,026</u>             | <u>863,704</u>           | <u>1,096,730</u> |
| <br>                                      |                            |                          |                  |
| <b>Expenditure on:</b>                    |                            |                          |                  |
| Central administration expenses           | 13,799                     | -                        | 13,799           |
| Charitable activities                     | 72,030                     | 818,731                  | 890,761          |
| <b>Total expenditure</b>                  | <u>85,829</u>              | <u>818,731</u>           | <u>904,560</u>   |
| <br>                                      |                            |                          |                  |
| <b>Net income for year</b>                | 147,197                    | 44,973                   | 192,170          |
| Transfers between funds                   | (10,495)                   | 10,495                   | -                |
| <b>Other recognised gains / (losses):</b> |                            |                          |                  |
| (Losses) on revaluation of fixed assets   | <u>(135,000)</u>           | <u>-</u>                 | <u>(135,000)</u> |
| <br>                                      |                            |                          |                  |
| Net movement in funds                     | <u>3,202</u>               | <u>55,468</u>            | <u>58,670</u>    |

**Citizens Advice Doncaster Borough**  
**Statement of Financial Activities**  
**(incorporating an income and expenditure account)**  
**for the Year ended 31 March 2023**

|  | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>£            |
|--|----------------------------|--------------------------|-----------------------|
| <b>Reconciliation of funds</b>         |                            |                          |                       |
| Total funds brought forward            | 688,737                    | -                        | 688,737               |
| Prior year adjustment                  | (70,074)                   | -                        | (70,074)              |
| Total funds brought forward (restated) | <u>618,663</u>             | <u>-</u>                 | <u>618,663</u>        |
| Net movements in funds in year         | 3,302                      | 55,468                   | 58,670                |
| Total funds carried forward            | <u><u>621,865</u></u>      | <u><u>55,468</u></u>     | <u><u>677,333</u></u> |

**CITIZENS ADVICE DONCASTER BOROUGH**

England & Wales - Charity number 1174228

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# Accounts

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**Citizens Advice Doncaster Borough**  
(A Company Limited by Guarantee)  
(Charity number 1174228)  
(Company number 10860886)

**Trustees' Report and Financial Statements**  
**for the Year ended 31 March 2023**

**Citizens Advice Doncaster Borough**  
(A Company Limited by Guarantee)

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**Citizens Advice Doncaster Borough  
Trustees' Annual Report  
for the Year ended 31 March 2023**

The trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the financial statements for the year ended 31 March 2023. The Board have adopted the provisions of the Accounting and Reporting by Charities: Statement of Recommended Practice, applicable to charities preparing their accounts in accordance with the UK accounting standards (FRS 102) (effective 1st January 2019), the Companies Act 2006 and the Charities Act 2011.

**Reference & Administrative Details:**

Citizens Advice Doncaster Borough  
The Hope Centre, Stainforth Methodist Church  
Church Road, Stainforth Doncaster DN7 5NS  
Charity Registration Number 1174228  
Company limited by guarantee number 10860886  
Authorised and regulated by the Financial Conduct Authority No. 786825

**Honorary President:** Elizabeth Brenda Willis

**Trustees (Directors):**

**Chair:** Colin Smith

**Vice-Chair:** Malcolm Jevons

**Treasurer:** Andrew Wignall

Bradley Barrass (appointed 30 November 2022)

Carly Harling (appointed 30 November 2022)

Godson Katoto (appointed 30 November 2022)

Christine Marshall

Oyenike Sogbein

Karen Jane Bothamley (Resigned 20 June 2022)

Oliver Head (Resigned 06 April 2022)

**Chief Officer/Secretary:** James Woods (appointed 20 June 2022)

**Bankers:** Virgin Money 19 St Sepulchre Gate, Doncaster, DN1 1TD (was Yorkshire Bank)  
CAF Bank, 25 Kings Hill Ave, Kings Hill, West Malling ME19 4JQ  
Shawbrook Bank Limited, Lutea House, The Drive, Brentwood, CM13 3BE

**Auditors:** Hawsons, 5 Sidings Court, White Rose Way, Doncaster DN4 5NU

**Citizens Advice Doncaster Borough  
Trustees' Annual Report  
for the Year ended 31 March 2023**

**Structure, Governance and Management Information:**

Citizens Advice Doncaster Borough (CADB) – henceforth referred to as “the organisation” - is governed by Articles of Association and is a member of Citizens Advice nationally.

City of Doncaster Council are invited to nominate 2 representatives each on the Board – the names of which are supplied by the relevant Council. Trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity would be set out in Notes to the Financial Statements – there have been none.

The organisation is managed by its Trustee Board, which is drawn from the local community. The Executive Sub-Committee and various sub-committees as required from time to time exist to deal with particular areas of governance. A full risk assessment is carried out by the Trustees annually with results reported to the full Trustee Board.

The Trustee Board is responsible for ensuring that the organisation complies with the CitA Membership Scheme and charity legislation.

In practice day-to-day management is delegated to the Chief Officer.

**Objectives and Activities**

Our charity's objects as set out in the company's articles of association are:

- to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in the borough of Doncaster and surrounding areas.

Our aims are:

- to provide the advice people need for the problems they face
- to improve the policies and practices that affect people's lives
- to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

We value diversity, promote equality and challenge discrimination.

Ensuring our work delivers our aims:

We review our activities and progress against our aims each year. This review, alongside review of our Business and Development Plan, looks at what we achieved and the outcomes of our work in the previous twelve months. We look at the success of each key activity and the benefits they have brought to those groups of people we are set up to help. The review also helps us ensure our aims objectives and activities remain focused on our stated purposes.

**Public Benefit**

The trustees of the charity have complied with section 4 of the Charities Act 2006 in fulfilling their duty to have due regard to public benefit guidance published by the Charity Commission.

**Achievements and Performance**

Our main areas of charitable activity for the public benefit are provision of advice and information –both generalist and specialist – and improvement of policies and practices that affect people's lives. In this challenging year, it was more important than ever to be a strong, clear voice speaking up for those who come to us for help.

## **Citizens Advice Doncaster Borough Trustees' Annual Report for the Year ended 31 March 2023**

### **Achievements and Performance- Continued**

2022/23 has been another successful and productive year for our service but difficult in the cost of living climate with record numbers of people contacting us for advice and support.

We have continued our close working relationship with the City of Doncaster Council by responding quickly and positively to their requests for help in addressing the energy and cost of living crisis, continuing with our locality approach to provision of advice services with local community advice locations at over 20 locations across the city.

We have continued positive working relationships – in both a practical and advisory capacity – with partner organisations such as Age UK Doncaster, FoodAware CIC, The Trussell Trust, Doncaster Mind and the Yorkshire Building Society.

We have embarked on new funded projects through national Citizens Advice funding and funding from the British Gas Trust, these additional funding streams have allowed us to add capacity to our services and better deal with increases to demand.

We have also continued our strong working relationship with other Local Citizens Advice across South Yorkshire and developed stronger links outside of South Yorkshire

In 2022/23 demand for services was up over 30% and we have seen more clients with more issues and from much wider client demographics, with more working people struggling due to the the impacts of the cost of living crisis and the post Pandemic hangover.

We have continued to offer targeted advice and support in response to the cost of living crisis and the energy crisis, which have had a significant impact on residents across the borough.

Our major concern is that these issues are only getting more significant, and the far reaching impacts on clients and Doncaster could be significant. With more people across the city falling into debt or struggling with bills, the importance and need of advice and support services we offer becomes more significant.

As an organisation we are acutely aware of how many people are struggling with issues, how the cost of living and energy crisis is only getting worse and the help that Citizens Advice offers will be more valuable than ever as we move forward. These new higher levels of demand drive us to look at resources, service delivery and technology to ensure we, as a service, are providing not only a service which better meets increased demands but one that uses resources and technology to support and enhance our service offer.

We have been successful in adding Energy and generalist advice projects to our service offer in the last 12 months at locations across the city that supports our main services operating from offices in Stainforth, Mexborough and Doncaster city centre.

We have seen record increases in demand for services in the last year and we expect demands to continue to rise as clients deal with greater strains on their personal finance as a result of the cost of living crisis and rising energy bills. As an organisation we will continue to strive to react to these demands through innovative working practices and funded projects targeting those most vulnerable or in need of our support.

We have look to enhance our offer to volunteers this year, recruiting a volunteer coordinator which has promoted and allowed us to be successful in attracting new volunteers to our expanding team volunteers are the foundations of the services we offer contributing to all aspects of the organisation's work as well as to the advice service, and we expect that our expanded team of volunteers will, over the next year.

We have taken a fresh approach to service provision taking new opportunities and collaborating in partnership with other organisations, which will ensure we are able to make the most of this new resources for the benefit of our clients.

## **Citizens Advice Doncaster Borough Trustees' Annual Report for the Year ended 31 March 2023**

### **Achievements and Performance- Continued**

Our organisation's achievements in the last 12 months included:

- £494,000 in new or extended funded projects received.
- Launched a new more accessible website which translates to over 158 Languages.
- Partner referral tool launched reaching organisations across the city now receiving over 100 referrals a month.
- Launched a Benefits and Budgeting tool clients can use for free.
- We now work in partnership on projects with 5 other community organisations.
- We are recruiting a BSL Adviser to improve access for this community.
- We are a founding member of the Doncaster Advice Network.
- Our debt team won a prestigious National Citizens Advice award for Team of the Year in 2022.
- They were also shortlisted for an Institute of Money Advisers National Award.
- We have embraced the community approach and now have 20 community advice locations across the city.
- We have used reserves to run strengthen our links with the NHS and ICB, running a successful pilot in Askern - this has lead to £8,000 in additional funding agreed to 2023/24.
- We have recruited a Volunteer Coordinator to oversee and take charge of recruitment and retention of volunteers and have 12 new volunteers in training or recently qualified since May 2023, bucking the trend of low volunteer rates.
- We have taken on 3 new trustees, all from different backgrounds and cultures improving the diversity and experience on our board.
- We joined the Armed Forces covenant making a commitment to serving personnel, veterans and their families.
- We attended our first Pride Event and will be returning in 2023.
- We have advised and supported 12,467 clients with 37,787 issues. a 33% increase on last year.
- We have achieved over £1.8 million in income gains for our clients.
- We passed our annual quality and governance audit with an improved score.
- We have new eye catching signs at our Stainforth office increasing awareness of our local presence thanks to town mayor David Bowling
- We were awarded a Citizens Advice National recognition award for performance on our MAPs Debt Advice project.

We continually look for ways to raise our profile and reach across the Doncaster Borough and wider into South Yorkshire and nationally.

We are continuing to explore how to expand our social media presence to engage with more people, We have produced more engaging and informative content promoting knowledge of our services and including people who might not otherwise have been as aware of what we do. We also use this platform to champion equality and to raise issues around equality and diversity.

We have a growing following of general public, local authority, MPs and councillors as well as potential partner organisations across the Borough of Doncaster.

We have tried to refocus our Research & Campaigns work over the last 12 months to ensure the voice of our service users is really heard and real measurable impact can be achieved.

We have worked on a number of campaigns this year, including cost of living, energy crisis, the Keep the Uplift campaign. We have continued to champion the problems related to illegal money lending, and were approached by the centre for social justice to contribute to their work in this area. Our input formed part of the Swimming with Sharks: Tackling Illegal Money Lending in England, report.

On the subjects of the cost of living and energy crisis we held meetings with Ed Miliband MP to discuss this issue in detail and followed this up by arranging a discussion between the MP and clients suffering because of both the energy and cost of living crisis.

Our new management structure has enabled us to plan a restructure of our research and campaigns work for the next 12 months with the aim of instigating and running local campaigns to better deal with local issues.

## **Citizens Advice Doncaster Borough Trustees' Annual Report for the Year ended 31 March 2023**

### **Achievements and Performance- Continued**

facing our clients. This new work will run alongside our participation in national CitA initiatives and will ensure increased effectiveness in this area of our work.

We have been asked to be part of the City of Doncaster Council, public health teams' commission to fairness and wellbeing across the city. This was formed to explore new ways to involve local people, organisations and businesses in looking at improving the lives of Doncaster residents. Being asked to be on this board highlights and recognises the importance of advice in the context of fairness and wellbeing and the services we offer.

The organisation management changed in June 2022 when Chief Executive Officer Karen Bothamley retired after over 20 years with the organisation. Our new Chief Executive Officer, James Woods, started his role in June 2022.

Our core funding from CDC has remained the same and we continue to be funded annually, funding our service to a 3 year funding cycle starting in 2022. This continues to give us greater stability in a challenging time for funding. CDC has also provided us with additional funding for our community outreach service throughout the year and we will make proposals for these services to continue moving forward.

We remain aware that it is possible that CDC may look to commission core services at some stage in the future – a process to which we would be eager and ready to contribute. Our debt project funded by Money Advice and Pensions Service provided full end-to-end debt casework to clients and this contract has been extended until the end of January 2025.

We are pleased that our YBS project from National CA to provide advice services in the Yorkshire Building Society. This award winning project allows us to work closely with them to provide advice and support services to their customers has been extended to 2024.

We have also been successful in obtaining continuation funding from FoodAware CIC to have advisers located in the Mexborough food bank to support clients with problems they face and to reduce dependency on food bank usage. This project will be used as a pilot and results will be used to approach The Trussell Trust for a similar project should it be successful.

Our Help To Claim Project is currently going through a national commissioning process and we should hear about if this has been successful by December 2023.

Moving into 2023/24 we have some interesting and exciting opportunities lined up which expand our offer and accessibility to client but further strengthen our financial position

### **Financial Review**

Our principal funders over the past year have been Money Advice Service, The British Gas Energy Trust, DWP and CDC which has enabled us to run projects contributing to our objectives shown above and to achieve the results detailed in our annual accounts.

### **Going Concern**

The trustees have considered the financial position of the charity and in consideration of the information available to them, are satisfied that the charity is a going concern for the foreseeable future and in any case for at least 12 months from the date of this report.

### **Reserves Policy**

CADB trustees recognise that although it is prudent to build up funds for specific purposes and to have a safety net to protect CADB if unexpected events occur they accept that having too much in reserves may impact future funding applications and core funding amounts. It is accepted that in the next 12 months we would review reserves and look at strategically using some to progress aspects of the service for the benefit

**Citizens Advice Doncaster Borough  
Trustees' Annual Report  
for the Year ended 31 March 2023**

**Reserves Policy- Continued**

of service users, such as investing in a more accessible and responsive website

Trustees have decided in the current environment holding reserves equivalent to 4-months' running costs would be our policy. That decision moving forward will be made about making best use of reserves in terms of improving our infrastructure (such as replacing new equipment or essential building maintenance improvement to business support and training ) to reflect the growth we have experienced.

According to the level of income and expenditure in the financial year April 2022 to March 2023 our general unrestricted reserves were **£636,094** and general restricted reserves were **£55,468** as at 31 March 2023.

When considering the right level of reserves, trustees have taken into account the following:

1. forecasts of future income, the reliability and sustainability of each source of income and prospects for obtaining income from new sources
2. forecasts of future expenditure, based on planned activity.
3. analysis of future requirements, opportunities, contingencies (e.g. redundancy and other contractual obligations such as maternity leave) or risks which are unlikely to be covered by income if and when they arise
4. likelihood of losing premises from which to provide services.
5. analysis of the likelihood of such risks arising and the consequences to the charity if they cannot be dealt with.
6. The need to invest in improving infrastructure to reflect growth.

Following review and consideration of all the above factors, trustees have agreed the following should constitute CADB's reserves policy:

**Unrestricted reserves**

The trustees consider that it would be prudent to set aside an amount equivalent to four months' operating expenditure – **£301,520**

**Designated reserves**

The designated reserves of **£119,271** are for the following purposes:

- ❖ Contractual commitment reserve - a reserve to ensure that the bureau is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise.
- ❖ This policy will be reviewed by March annually by the Trustee Board to coincide with setting budgets for the forthcoming year, before ratification by the full board using information provided by management staff.

**Revaluation reserve**

During the year, the charity revalued one of the properties to reflect current market value. This resulted in a deficit on revaluation of **£133,500**.

**Citizens Advice Doncaster Borough  
Trustees' Annual Report  
for the Year ended 31 March 2023**

**Plans for Future Periods**

During the period covered by this report we have further consolidated our position and reputation in the community and ensured continuation and expansion of the highest quality advice services to people across the whole borough of Doncaster. We expanded the use of social media for publicity and client contacts. We have decided to adopt a more community based approach to advice provision, this is because it reflects the stance of our main funder but also as this approach has proven popular with our client base. We aim to integrate our services in community locations through the borough increasing our presence and expanding our stakeholder base, this in turn will lead to closer working and future funded partnerships.

We will continue to bid for larger regional projects through Citizens Advice and other external funders to strengthen our service offer, We predict we will need to increase our capacity to deal with the scale of issues people face moving forward. Issues such as debt, employment and housing tenure will be vital over the next twelve months and we will seek to increase the number of paid hours available for this work through increased funding from relevant sources.

In the coming year we will continue to pursue sustainable funding opportunities to consolidate service provision and increase availability of debt benefits and housing appointments and will continue to monitor and react to external influences which affect our clients and/or our service in order to provide targeted support on specific issues.

We see partnership working as being advantageous in providing a stable and sustainable base for the organisation and we look forward particularly to strengthening our relationships with the local authority and reaffirming our position as the principal advice provider for the Doncaster Borough.

**Risk Management**

The trustees have a duty to identify the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

They actively review the major risks which are classified as constitutional, financial, operational and external which the charity faces on a regular basis and which may impact on the service the charity aims to provide. The trustees confirm that they have established sufficient systems to mitigate the risks.

**Fixed assets**

The movements in fixed assets during the period are reflected in note 8 in the accounts.

**Events since the balance sheet date**

No events have occurred since the balance sheet date, which affect the charity.

**Citizens Advice Doncaster Borough  
Trustees' Annual Report  
for the Year ended 31 March 2023**

**Statement of Trustees' responsibilities**

Company and charity law require 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 its incoming resources and application of resources, including the net income or expenditure, during the period. In preparing those financial statements, the trustees are required to:

- \* select suitable accounting policies and then apply them consistently;
- \* make judgements and estimates that are reasonable and prudent;
- \* state whether applicable UK accounting standards and statements of recommended practice have been followed;
- \* Observe the methods and principles in the charities SORP 2019 (FRS 102);
- \* prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charities Act 2011. 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.

The trustees of the charity who served during the year and up to the date of this report are set out on page 1.

In so far as the trustees are aware, there is no relevant audit information of which the charitable company's auditors are unaware, and each trustee has taken all the steps that he or she ought to have taken as a trustee in order to make himself or herself aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

**Auditors**

The auditors, Hawsons Chartered Accountants, Statutory Auditor, will be proposed for re- appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of part 15 of the companies Act 2006 relating to small companies.

Approved by the trustees on 18 December 2023 and signed on its behalf by:



C. Smith – Chair of Trustees

## **Independent Auditor's Report to the Members of Citizens Advice Doncaster Borough For the Year ended 31 March 2023**

### **Opinion**

We have audited the financial statements of Citizens Advice Doncaster Borough (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and Notes to the Financial Statements, including 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 charitable company's affairs as at 31 March 2023, and of its incoming resources and application of resources, including its 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 responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

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

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

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

### **Other information**

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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 the audit:

- the information given in the trustees' annual 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' annual report has been prepared in accordance with applicable legal requirements.

## **Independent Auditor's Report to the Members of Citizens Advice Doncaster Borough For the Year ended 31 March 2023**

### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' annual 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.
- 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 directors' report and from the requirement to prepare a strategic report.

### **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on page 10 the trustees (who are also the directors of the charitable company for the purposes 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 charitable company'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 responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

- Discussions with management and those responsible for legal compliance procedures within the charity to obtain an understanding of the legal and regulatory framework applicable to the charity and how the charity complies with that framework, including consideration of known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of trustees' meetings;
- Identifying and assessing the design effectiveness of controls that management has in place to prevent and detect fraud and non-compliance with laws and regulations;
- Challenging assumptions and judgements made by management in their significant accounting estimates.
- Identifying and testing journal entries, in particular any journal entries posted with unusual account combinations or posted by senior management.

**Independent Auditor's Report to the Members of Citizens Advice Doncaster Borough  
For the Year ended 31 March 2023**

There are inherent limitations in the audit procedures described above and the more removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we are to become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities is available on the FRC's website at: <https://www.frc.org.uk/auditors/audit-assurance/auditor-s-responsibilities-for-the-audit-of-the-fi/description-of-the-auditor%E2%80%99s-responsibilities-for>. This description forms part of our auditor's report.

**Other matters which we are required to address**

The comparative figures for the year ended 31 March 2022 were not audited.

**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.



Paul Wormald (Senior Statutory Auditor)

For and on behalf of Hawsons Chartered Accountants, Statutory Auditor

5 Sidings Court  
White Rose Way  
Doncaster  
South Yorkshire  
DN4 5NU

21 December 2023

**Citizens Advice Doncaster Borough**  
**Statement of Financial Activities**  
**(incorporating an income and expenditure account)**  
**for the Year ended 31 March 2023**

|   |           | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>Funds<br>2023 | Total<br>Funds<br>2022          |
|---|-----------|-----------------------|---------------------|------------------------|---------------------------------|
|   | Notes     | £                     | £                   | £                      | (unaudited)<br>As Restated<br>£ |
| <b>Income (and endowments) from:</b>    |           |                       |                     |                        |                                 |
| Donations and legacies                  | <b>2</b>  | 335                   | -                   | 335                    | 51                              |
| Charitable activities                   | <b>3</b>  | 225,534               | 863,704             | 1,089,238              | 828,745                         |
| Investments                             | <b>4</b>  | 1,038                 | -                   | 1,038                  | 301                             |
| Other                                   | <b>5</b>  | 6,119                 | -                   | 6,119                  | 6,385                           |
|   |           | <hr/>                 | <hr/>               | <hr/>                  | <hr/>                           |
| <b>Total income</b>                     |           | 233,026               | 863,704             | 1,096,730              | 835,482                         |
|   |           | <hr/>                 | <hr/>               | <hr/>                  | <hr/>                           |
| <b>Expenditure on:</b>                  |           |                       |                     |                        |                                 |
| Central Administration expenses         | <b>7</b>  | 13,799                | -                   | 13,799                 | 12,070                          |
| Charitable activities                   | <b>6</b>  | 72,030                | 818,731             | 890,761                | 704,290                         |
|   |           | <hr/>                 | <hr/>               | <hr/>                  | <hr/>                           |
| <b>Total expenditure</b>                |           | 85,829                | 818,731             | 904,560                | 716,360                         |
|   |           | <hr/>                 | <hr/>               | <hr/>                  | <hr/>                           |
| <b>Net income</b>                       |           | 147,197               | 44,973              | 192,170                | 119,122                         |
| Transfer between funds                  |           | (10,495)              | 10,495              | -                      | -                               |
| <b>Other recognised gain/(losses):</b>  |           |                       |                     |                        |                                 |
| (Losses) on revaluation of fixed assets | <b>8</b>  | (133,500)             | -                   | (133,500)              | -                               |
| Impairment (losses)                     |           | <hr/>                 | <hr/>               | <hr/>                  | <u>(70,074)</u>                 |
| Net movement in funds in year           |           | 3,202                 | 55,468              | 58,670                 | 49,048                          |
|   |           | <hr/>                 | <hr/>               | <hr/>                  | <hr/>                           |
| <b>Reconciliation of funds</b>          |           |                       |                     |                        |                                 |
| Total funds brought forward             | <b>11</b> | 688,737               | -                   | 688,737                | 569,615                         |
| Prior year adjustment                   | <b>21</b> | (70,074)              | -                   | (70,074)               | -                               |
|   |           | <hr/>                 | <hr/>               | <hr/>                  | <hr/>                           |
| Total funds brought forward (restated)  |           | 618,663               | -                   | 618,663                | 569,615                         |
|   |           | <hr/>                 | <hr/>               | <hr/>                  | <hr/>                           |
| Net movement in funds in year           |           | 3,202                 | 55,468              | 58,670                 | 49,048                          |
|   |           | <hr/>                 | <hr/>               | <hr/>                  | <hr/>                           |
| <b>Total funds carried forward</b>      |           | 621,865               | 55,468              | 677,333                | 618,663                         |
|   |           | <hr/>                 | <hr/>               | <hr/>                  | <hr/>                           |


The statement of financial activities includes all gains and losses recognised in the year. All incoming resources and reserves expended derive from continuing activities.

**Citizens Advice Doncaster Borough**  
**Statement of Financial Position**  
**As at 31 March 2023**  
**Company Number: 10860886**

|   |       | 2023           |           | 2022<br>(unaudited)<br>As Restated |         |
|---|-------|----------------|-----------|------------------------------------|---------|
|   | Notes | £              | £         | £                                  | £       |
| <b>Fixed Assets</b>                                   |       |                |           |                                    |         |
| Tangible assets                                       | 8     |                | 125,000   |                                    | 258,946 |
| <b>Current Assets</b>                                 |       |                |           |                                    |         |
| Debtors   | 9     | 6,499          |           | 52,390                             |         |
| Cash at bank and in hand                              |       | 675,479        |           | 495,692                            |         |
|   |       | <u>681,978</u> |           | <u>548,082</u>                     |         |
| <b>Current Assets</b>                                 |       |                |           |                                    |         |
| <b>Creditors:</b> amounts falling due within one year | 10    | (129,645)      |           | (188,365)                          |         |
|   |       | <u></u>        |           | <u></u>                            |         |
| <b>Net Current Assets</b>                             |       |                | 552,333   |                                    | 359,717 |
|   |       |                | <u></u>   |                                    | <u></u> |
| <b>Net Assets</b>                                     |       |                | 677,333   |                                    | 618,663 |
|   |       |                | <u></u>   |                                    | <u></u> |
| <b>The Funds of the charity</b>                       | 11,13 |                |           |                                    |         |
| Unrestricted income funds                             |       |                |           |                                    |         |
| Designated  |       |                | 119,271   |                                    | 119,271 |
| General   |       |                | 636,094   |                                    | 499,392 |
| Restricted Funds                                      |       |                | 55,468    |                                    | -       |
| Revaluation Reserve                                   |       |                | (133,500) |                                    | -       |
|   |       |                | <u></u>   |                                    | <u></u> |
| <b>Total Charity Funds</b>                            |       |                | 677,333   |                                    | 618,663 |
|   |       |                | <u></u>   |                                    | <u></u> |

The financial statements were approved and authorised for issue by the Trustees on 18 December 2023.

Signed on behalf of the board of trustees



C. Smith-Chair of Trustees

**Citizens Advice Doncaster Borough**  
**Statement of Cash Flows**  
**For the Year ended 31 March 2023**  
**Company Number: 10860886**

|   | Notes     | 2023<br>£      | 2022<br>(unaudited)<br>As Restated<br>£ |
|---|-----------|----------------|---|
| <b>Cash flow from operating activities</b>                    |           |                |   |
| <b>Net cash provided by operating activities</b>              | <b>22</b> | 178,749        | 173,666                                 |
| <b>Cash flows from investing activities:</b>                  |           |                |   |
| Income from investments                                       |           | 1,038          | 301                                     |
| <b>Net cash received from investing activities</b>            |           | <u>1,038</u>   | <u>301</u>                              |
| <b>Change in cash and cash equivalents in the year</b>        |           | 179,787        | 173,967                                 |
| <b>Cash and cash equivalents at the beginning of the year</b> |           | 495,692        | 321,725                                 |
| <b>Cash and cash equivalents at the end of the year</b>       | <b>23</b> | <u>675,479</u> | <u>495,692</u>                          |

**Citizens Advice Doncaster Borough**  
**Notes to the accounts**  
**for the Year ended 31 March 2023**

**i. GENERAL INFORMATION**

The charity is a private company, limited by guarantee and registered in England and Wales. The registered address is Hope Centre, Stainforth Methodist Church, Stainforth, Doncaster, United Kingdom, DN7 5NS.

**ii. STATEMENT OF COMPLIANCE**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), Companies Act 2006 and the Charities Act 2011.

**iii. ACCOUNTING POLICIES**

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the financial statements are as follows:

**a. Basis of preparation**

Citizen Advice Doncaster Borough meets the definition of a public benefit entity under FRS 102.

The assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The financial statements are prepared in sterling, which is the functional currency of the charity.

**b. Going concern**

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

**c. Judgements and key sources of estimation uncertainty**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of estimation means that the outcomes could differ from those estimates.

The most significant area of estimation uncertainty for the charity is in relation to the useful economic life of the fixed assets.

**d. Fund accounting**

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the board of trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

**e. Incoming resources**

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when the charity is legally entitled to the income after any

## Citizens Advice Doncaster Borough

### Notes to the accounts for the Year ended 31 March 2023

#### e. **Incoming resources- continued**

performance conditions have been met, the amount can be measured reliably and it is possible that the income will be received.

- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

#### f. **Resources expended**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT where it cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Costs of generating funds comprise the costs associated with attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the professional fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

#### g. **Tangible fixed assets**

The Trustees resolved to increase the threshold for capitalising assets in current depreciation accounting policy from £500 to £2,000.

Fixed assets are stated at cost less accumulated depreciation unless otherwise stated.

Individual fixed assets costing more than £2,000 are capitalised at cost.

Depreciation is provided on tangible assets at the following annual rates calculated in order to write off the cost less estimated residual value over their useful economic lives.

1. Freehold buildings 2% on cost
2. Computer equipment 33% on cost
3. Furniture fixtures and fittings 25% on cost

Losses arising on revaluation of fixed assets are included in the Statement of Financial Activities in the year in which they arose.

#### h. **Pensions**

The charity participates in a group personal pension arrangement. The pension charge represents the amounts payable by the charity to the fund in respect of the year.

**Citizens Advice Doncaster Borough**  
**Notes to the accounts**  
**for the Year ended 31 March 2023**

i. **Hire purchase and leasing commitments**

Rentals payable under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

j. **Taxation**

As a registered charity, the company is exempt from income and capital taxes on its charitable activities.

| <b>2. Donations and legacies</b>            | <b>Unrestricted</b>   | <b>Restricted</b>     | <b>Total</b>            | <b>Total</b>          |
|---|-----------------------|-----------------------|-------------------------|-----------------------|
|   | <b>Funds</b>          | <b>Funds</b>          | <b>Funds</b>            | <b>2022</b>           |
|   | <b>£</b>              | <b>£</b>              | <b>2023</b>             | <b>(Unaudited)</b>    |
|   |                       |                       | <b>£</b>                | <b>As Restated</b>    |
|   |                       |                       |                         | <b>£</b>              |
| Grants and donations                        | 335                   | -                     | 335                     | 51                    |
|   | <u>335</u>            | <u>-</u>              | <u>335</u>              | <u>51</u>             |
|   | <u><u>335</u></u>     | <u><u>-</u></u>       | <u><u>335</u></u>       | <u><u>51</u></u>      |
| <br>  |                       |                       |                         |                       |
| <b>3. Income from charitable activities</b> | <b>Unrestricted</b>   | <b>Restricted</b>     | <b>Total</b>            | <b>Total</b>          |
|   | <b>Funds</b>          | <b>Funds</b>          | <b>Funds</b>            | <b>2022</b>           |
|   | <b>£</b>              | <b>£</b>              | <b>2023</b>             | <b>(Unaudited)</b>    |
|   |                       |                       | <b>£</b>                | <b>As Restated</b>    |
|   |                       |                       |                         | <b>£</b>              |
| Grants and contracts                        | 225,534               | 863,704               | 1,089,238               | 828,745               |
|   | <u>225,534</u>        | <u>863,704</u>        | <u>1,089,238</u>        | <u>828,745</u>        |
|   | <u><u>225,534</u></u> | <u><u>863,704</u></u> | <u><u>1,089,238</u></u> | <u><u>828,745</u></u> |
| <br>  |                       |                       |                         |                       |
| <b>4. Investment income</b>                 | <b>Unrestricted</b>   | <b>Restricted</b>     | <b>Total</b>            | <b>Total</b>          |
|   | <b>Funds</b>          | <b>Funds</b>          | <b>Funds</b>            | <b>2022</b>           |
|   | <b>£</b>              | <b>£</b>              | <b>2023</b>             | <b>(Unaudited)</b>    |
|   |                       |                       | <b>£</b>                | <b>As Restated</b>    |
|   |                       |                       |                         | <b>£</b>              |
| Bank Interest                               | 1,038                 | -                     | 1,038                   | 301                   |
|   | <u>1,038</u>          | <u>-</u>              | <u>1,038</u>            | <u>301</u>            |
|   | <u><u>1,038</u></u>   | <u><u>-</u></u>       | <u><u>1,038</u></u>     | <u><u>301</u></u>     |
| <br>  |                       |                       |                         |                       |
| <b>5. Other income</b>                      | <b>Unrestricted</b>   | <b>Restricted</b>     | <b>Total</b>            | <b>Total</b>          |
|   | <b>Funds</b>          | <b>Funds</b>          | <b>Funds</b>            | <b>2022</b>           |
|   | <b>£</b>              | <b>£</b>              | <b>2023</b>             | <b>(Unaudited)</b>    |
|   |                       |                       | <b>£</b>                | <b>As Restated</b>    |
|   |                       |                       |                         | <b>£</b>              |
| Other income                                | 6,119                 | -                     | 6,119                   | 6,385                 |
|   | <u>6,119</u>          | <u>-</u>              | <u>6,119</u>            | <u>6,385</u>          |
|   | <u><u>6,119</u></u>   | <u><u>-</u></u>       | <u><u>6,119</u></u>     | <u><u>6,385</u></u>   |

**Citizens Advice Doncaster Borough**  
**Notes to the accounts**  
**for the Year ended 31 March 2023**

**6. Charitable expenditure**

|                              | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>Funds<br>2023 | Total<br>2022<br>(unaudited)<br>As Restated |
|------------------------------|-----------------------|---------------------|------------------------|---|
|                              | £                     | £                   | £                      | £   |
| Direct staff costs           | 184,985               | 564,638             | 749,623                | 618,752                                     |
| Travel and subsistence       | 4,302                 | 592                 | 4,894                  | 4,305                                       |
| Premises costs               | 48,506                | 20                  | 48,526                 | 31,930                                      |
| Depreciation of owned assets | 446                   | -                   | 446                    | 8,037                                       |
| Partner payments             | -                     | 30,750              | 30,750                 | 6,500                                       |
| Other support costs          | 6,938                 | 49,584              | 56,522                 | 34,766                                      |
| Central recharges            | (173,147)             | 173,147             | -                      |   |
|                              | <u>72,030</u>         | <u>818,731</u>      | <u>890,761</u>         | <u>704,290</u>                              |

**7. Central administration expenses**

|                       | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>Funds<br>2023 | Total<br>2022<br>(unaudited)<br>As Restated |
|-----------------------|-----------------------|---------------------|------------------------|---|
|                       | £                     | £                   | £                      | £   |
| AGM expense           | -                     | -                   | -                      | 60  |
| Payroll & Consultancy | 13,058                | -                   | 13,058                 | 11,074                                      |
| Miscellaneous costs   | 741                   | -                   | 741                    | 936   |
|                       | <u>13,799</u>         | <u>-</u>            | <u>13,799</u>          | <u>12,070</u>                               |

**Citizens Advice Doncaster Borough**  
**Notes to the accounts**  
**for the Year ended 31 March 2023**

**8. Tangible assets**

|  | Freehold<br>Land<br>and<br>Buildings | Furniture,<br>Fixtures &<br>Fittings | Computer &<br>Office<br>Equipment | Total          |
|--|--------------------------------------|--------------------------------------|-----------------------------------|----------------|
|  | £                                    | £                                    | £                                 | £              |
| <b>COST/VALUATION</b>                        |                                      |                                      |                                   |                |
| As at 1 April 2022<br>(Unaudited) (Restated) | 275,000                              | 679                                  | 1,108                             | 276,787        |
| Revaluation in year                          | (150,000)                            | -                                    | -                                 | (150,000)      |
| <b>At 31 March 2023</b>                      | <u>125,000</u>                       | <u>679</u>                           | <u>1,108</u>                      | <u>126,787</u> |
| <b>DEPRECIATION</b>                          |                                      |                                      |                                   |                |
| As at 1 April 2022<br>(Unaudited) (Restated) | 16,500                               | 510                                  | 831                               | 17,841         |
| Revaluation in year                          | (16,500)                             | -                                    | -                                 | (16,500)       |
| Charge for the year                          | -                                    | 169                                  | 277                               | 446            |
| <b>At 31 March 2023</b>                      | <u>-</u>                             | <u>679</u>                           | <u>1,108</u>                      | <u>1,787</u>   |
| <b>NET BOOK VALUE</b>                        |                                      |                                      |                                   |                |
| <b>At 31 March 2023</b>                      | <u>125,000</u>                       | <u>-</u>                             | <u>-</u>                          | <u>125,000</u> |
| At 31 March 2022<br>(Unaudited) (Restated)   | 258,500                              | 169                                  | 277                               | 258,946        |

**Citizens Advice Doncaster Borough**  
**Notes to the accounts**  
**for the Year ended 31 March 2023**

**8. Tangible assets -continued**

The historic cost equivalent of freehold land and buildings included at valuation:

|                          | <b>2023</b>    | 2022           |
|--------------------------|----------------|----------------|
|                          | £              | £              |
| Cost                     | 275,000        | 275,000        |
| Accumulated Depreciation | (16,500)       | (11,000)       |
| Charge for year          | (5,500)        | (5,000)        |
| Net Book Value           | <u>253,000</u> | <u>258,500</u> |

Freehold land and buildings were subject to independent professional valuation at 22 February 2023. The valuation was undertaken by PPH Commercial, Chartered Surveyors and Commercial Property Consultants.

**9. Debtors**

|                                  | <b>2023</b>  | 2022<br>(unaudited)<br>As Restated |
|----------------------------------|--------------|------------------------------------|
|                                  | £            | £                                  |
| Trade debtors                    | 250          | 31,326                             |
| Prepayments                      | 5,499        | 21,064                             |
| Other debtors and accrued income | <u>750</u>   | <u>-</u>                           |
|                                  | <u>6,499</u> | <u>52,390</u>                      |

**10. Creditors – amounts falling due within 1 year**

|                                 | <b>2023</b>    | 2022<br>(unaudited)<br>As Restated |
|---------------------------------|----------------|------------------------------------|
|                                 | £              | £                                  |
| Deferred income                 | 96,545         | 156,120                            |
| Other creditors                 | 15,181         | 5,586                              |
| Other taxes and social security | 10,646         | 19,643                             |
| Accruals                        | <u>7,273</u>   | <u>7,016</u>                       |
|                                 | <u>129,645</u> | <u>188,365</u>                     |

**Citizens Advice Doncaster Borough**  
**Notes to the accounts**  
**For the Year ended 31 March 2023**

**11. Movements in funds**

|                           | <b>Balances<br/>brought<br/>Forward<br/>(unaudited)<br/>As restated<br/>£</b> | <b>Income<br/>£</b> | <b>Expenditure<br/>£</b> | <b>Transfers<br/>£</b> | <b>Revaluation<br/>deficit<br/>£</b> | <b>Balances<br/>carried<br/>forward<br/>£</b> |
|---------------------------|---|---------------------|--------------------------|------------------------|--------------------------------------|---|
| <b>Unrestricted Funds</b> |   |                     |                          |                        |                                      |   |
| Designated:               |   |                     |                          |                        |                                      |   |
| Contractual               |   |                     |                          |                        |                                      |   |
| Commitment Reserve        | 119,271   |                     |                          | -                      | -                                    | 119,271                                       |
| Revaluation Reserve       | -   | -                   | -                        | -                      | (133,500)                            | (133,500)                                     |
| General                   | 499,392   | 233,026             | (85,829)                 | (10,495)               | -                                    | 636,094                                       |
| <b>Total</b>              | 618,663   | 233,026             | (85,829)                 | (10,495)               | (133,500)                            | 621,865                                       |
| <b>Restricted Funds</b>   |   |                     |                          |                        |                                      |   |
| MASDAP                    | -   | 296,083             | (296,073)                | (10)                   | -                                    | -   |
| British Gas Trust         | -   | 74,836              | (52,746)                 | -                      | -                                    | 22,090  |
| Henry Smith Charity       | -   | 45,372              | (46,839)                 | 1,467                  | -                                    | -   |
| CADB Tier Three           | -   | 207,448             | (174,859)                | -                      | -                                    | 32,589  |
| Help through<br>Hardship  | -   | 5,000               | (4,211)                  | -                      | -                                    | 789   |
| Gamble Awareness          | -   | 500                 | (500)                    | -                      | -                                    | -   |
| Community Hub             | -   | 46,914              | (47,351)                 | 437                    | -                                    | -   |
| Food Aware                | -   | 5,707               | (10,423)                 | 4,716                  | -                                    | -   |
| Trussell Trust            | -   | 28,267              | (32,252)                 | 3,985                  | -                                    | -   |
| Help to Claim             | -   | 153,577             | (153,477)                | (100)                  | -                                    | -   |
|                           | -   | 863,704             | (818,731)                | 10,495                 | -                                    | 55,468  |

The unrestricted Contractual Commitment Reserve is a reserve designated by the Trustee Board, to ensure that the bureau is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise.

The British Gas Trust fund is provided to help families and individuals experiencing hardship and unable to meet the cost of energy.

The CADB Tier Tree fund is a fund in partnership with Citizens Advice to provide advice on benefits, debt & money management, energy, employment, immigration (level1), family matters, Health and legal matters.

Help through Hardship is a fund to facilitate partnership working at a local level and to provide holistic support people who are facing the dual challenge of financial hardship and mental health problems.

**Citizens Advice Doncaster Borough**  
**Notes for the accounts**  
**For the Year ended 31 March 2023**

**12. Staff costs and numbers**

Staff costs were as follows:

|                       | <b>2023</b>    | 2022<br>(unaudited)<br>As Restated |
|-----------------------|----------------|------------------------------------|
|                       | £              | £                                  |
| Wages and salaries    | 691,154        | 574,573                            |
| Social security costs | 50,331         | 37,914                             |
| Pension               | <u>8,137</u>   | <u>6,265</u>                       |
|                       | <u>749,622</u> | <u>618,752</u>                     |

No employee received emoluments of more than £60,000.

The average weekly number of employees during the year was 39 (2022: 48). The full time equivalent was 30 (2022:40).

**13. Analysis of net assets by fund**

|                    | Unrestricted<br>funds | Restricted<br>funds | Total<br>funds | Total<br>(unaudited)<br>2022<br>As Restated |
|--------------------|-----------------------|---------------------|----------------|---|
|                    | £                     | £                   | £              | £   |
| Fixed assets       | 125,000               | -                   | 125,000        | 258,946                                     |
| Net current assets | 496,865               | 55,468              | 552,333        | 359,717                                     |
|                    | <u>621,865</u>        | <u>55,468</u>       | <u>677,333</u> | <u>618,663</u>                              |

**14. Auditor's remuneration**

During the period, the fees payable (excluding VAT) to the charity's auditors are analysed as follows:

|                          | <b>2023</b>  | 2022<br>(unaudited)<br>As Restated |
|--------------------------|--------------|------------------------------------|
|                          | £            | £                                  |
| Independent examination  | -            | 3,060                              |
| Auditor's remuneration   | 5,700        | -                                  |
| Other financial services | <u>-</u>     | <u>260</u>                         |
|                          | <u>5,700</u> | <u>3,320</u>                       |

## Citizens Advice Doncaster Borough

### Notes for the accounts For the Year ended 31 March 2023

#### 15. The Trustees' remuneration, benefits and expenses

None of the trustees have been paid any remuneration or received any other benefits from an employment with the charity or a related entity. No trustee expenses have been incurred (2022: None).

#### 16. Related party transactions

No trustee or related party received any remuneration in either the current year or previous period.

No trustee or other related person to the charity had any personal interest in any contract or transaction entered into by the charity during the year.

#### 17. Pension commitments

The Charity operates a defined contribution pension scheme, during the period the Charity made contributions to the scheme of £8,137 (2022: £6,265). At 31st March 2023 there was no outstanding liability (2022: £nil).

#### 18. Annual commitments under operating leases

The company had no commitments under operating leases at the balance sheet date (2022: £nil).

#### 19. Share Capital

The company is registered as a company limited by guarantee and has no share capital. The current members are guarantors in the sum of £1 each.

#### 20. Central recharges

|                       | Overhead       | Total          |
|-----------------------|----------------|----------------|
|                       | £              | £              |
| Henry Smith Charity   | 9,552          | 9,522          |
| CADB tier Three       | 41,394         | 41,394         |
| MAS                   | 60,112         | 60,112         |
| Help to claim         | 37,100         | 37,100         |
| Trusell Trust         | 6,400          | 6,400          |
| British Gas           | 9,031          | 9,031          |
| Help Through Hardship | 542            | 542            |
| Community Hub Fund    | 7,427          | 7,427          |
| Food Aware            | <u>1,589</u>   | <u>1,589</u>   |
|                       | <u>173,147</u> | <u>173,147</u> |

Central recharges are those costs which are not allocated directly to a cost centre as they are incurred but are charged annually on the basis consistent with the use of resources to a formula agreed by the trustees. Overheads consist of premises, office costs shared salaries and governance costs.

#### 21. Prior Year Adjustment

The prior year adjustment relates to the impairment in full of leasehold improvements which in the opinion of the trustees had no value at the previous year end. The remaining net book value is therefore fully written down resulting in an impairment loss of £70,074 in the year ended 31 March 2022.

**Citizens Advice Doncaster Borough**  
**Notes for the accounts**  
**For the Year ended 31 March 2023**

**22 . Reconciliation of net income to net cash flow from operating activities**

|                                   | <b>2023</b> | 2022<br>(unaudited)<br>As restated |
|-----------------------------------|-------------|------------------------------------|
|                                   | £           | £                                  |
| Net Income for the year           | 58,670      | 49,048                             |
| <b>Adjustments for:</b>           |             |                                    |
| Depreciation charges              | 446         | 8,037                              |
| Impairment loss                   | -           | 70,074                             |
| Loss on revaluation               | 133,500     | -                                  |
| Income from investments           | (1,038)     | (301)                              |
| Decrease/(Increase) in debtors    | 45,891      | (44,025)                           |
| (Decrease)/ Increase in creditors | (58,720)    | 90,833                             |
|                                   | 178,749     | 173,666                            |
|                                   | 178,749     | 173,666                            |

**23. Analysis of cash and cash equivalents**

|                          | <b>2023</b> | 2022<br>(unaudited) |
|--------------------------|-------------|---------------------|
|                          | £           | £                   |
| Cash at bank and in hand | 675,479     | 495,692             |
|                          | 675,479     | 495,692             |

**24. Comparative information**

For comparison purpose, the Statement of Financial Activities for the year-ended 31 March 2022 is presented as below: (see next page)

**Citizens Advice Doncaster Borough**  
**Statement of Financial Activities**  
**(incorporating an income and expenditure account)**  
**for the Year ended 31 March 2022**  
**(As Restated)**

|   | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>£     |
|---|----------------------------|--------------------------|----------------|
| <b>Income (and endowments) from:</b>      |                            |                          |                |
| Donations and legacies                    | 51                         | -                        | 51             |
| Charitable activities                     | 290,437                    | 538,308                  | 828,745        |
| Investments                               | 301                        | -                        | 301            |
| Other                                     | 6,385                      | -                        | 6,385          |
| <b>Total income</b>                       | <b>297,174</b>             | <b>538,308</b>           | <b>835,482</b> |
| <br>                                      |                            |                          |                |
| <b>Expenditure on:</b>                    |                            |                          |                |
| Central administration expenses           | 11,710                     | 360                      | 12,070         |
| Charitable activities                     | 216,104                    | 488,186                  | 704,290        |
| <b>Total expenditure</b>                  | <b>227,814</b>             | <b>488,546</b>           | <b>716,360</b> |
| <br>                                      |                            |                          |                |
| <b>Net income for year</b>                | <b>69,360</b>              | <b>49,762</b>            | <b>119,122</b> |
| <br>                                      |                            |                          |                |
| Transfers between funds                   | 49,762                     | (49,762)                 | -              |
| <b>Other recognised gains / (losses):</b> |                            |                          |                |
| Impairment loss                           | (70,074)                   | -                        | (70,074)       |
| <br>                                      |                            |                          |                |
| Net movement in funds                     | <b>49,048</b>              | <b>-</b>                 | <b>49,048</b>  |
| <b>Reconciliation of funds</b>            |                            |                          |                |
| <br>                                      |                            |                          |                |
| Total funds brought forward               | 569,615                    | -                        | 569,615        |
| Total funds carried forward               | <b>618,663</b>             | <b>-</b>                 | <b>618,663</b> |

**CITIZENS ADVICE DONCASTER BOROUGH**

England & Wales - Charity number 1174228

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# Accounts

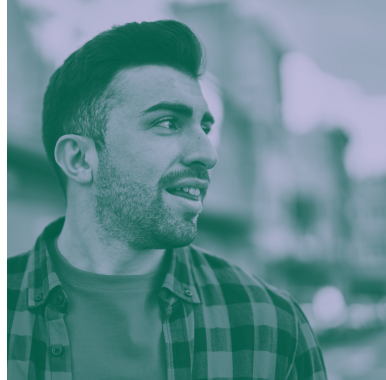
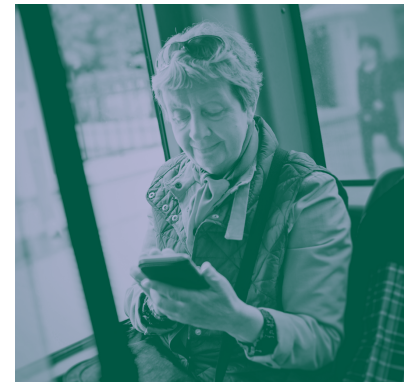
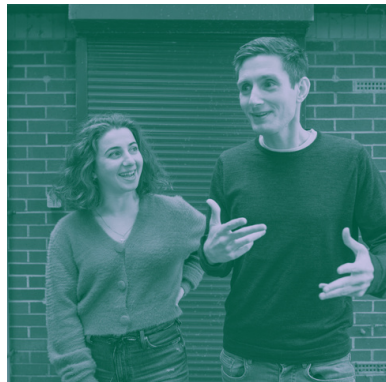
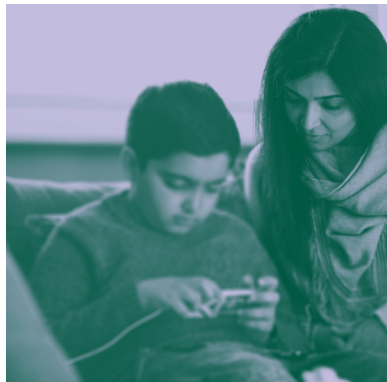
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**Doncaster  
Borough**

# ANNUAL REPORT 2021/22

**We give people the knowledge and  
the confidence they need to find their  
way forward, whoever they are,  
whatever their problem.**



**Citizens Advice**  
Proud to support the  
LGBTQ+ community



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# Introduction

## We are Citizens Advice Doncaster Borough

We can all face problems that seem complicated or intimidating. At Citizens Advice, we believe no one should have to face these problems without good quality, independent advice.

The Citizens Advice service offers free, confidential advice online, over the phone and in person. When we say we're for everyone, we mean it. People rely on us because we're independent and totally impartial. No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today. With the right evidence, we can show big organisations—from companies right up to the government—how they can make things better for people.

We aim to be the go-to charity, making a positive and lasting difference to the lives of people living and/or working in Doncaster Borough. We are a helping hand for people who need help navigating through life, helping them find a way forward with their problems.

By 2023 we aim to

- Enhance our structure and processes, so that high quality advice continues to be delivered consistently across the organisation.
- Further develop and embed Research and Campaigns work across the whole organisation.
- Establish new projects focusing on the health benefits of advice, so that clients benefit from a holistic approach. Secure a range of funding streams for the medium to long term, ensuring financial sustainability.
- Stay abreast of technologies and how these can positively impact advice. Use technology to maximise our availability and productivity so that clients have a choice of ways to get in touch. To be a presence locally and nationally for change through social media campaigns and activity.
- Support and develop our paid staff and volunteers through improved communication so that they can best meet clients' needs.
- Ensure Equality, Diversity and Inclusion are embedded across our organisation.

# Message from our Chair

2021/2022 was a year when life began to return to some sort of normality. Masks began to disappear, people moved around more freely and some even braved going on holiday.

Karen Bothamley, our long serving CEO, announced her retirement. Karen has been a tremendous servant of Citizens Advice and she has led the development of CADB with commitment and insightful hard work. We are very grateful to her. Alongside this, CADB moved premises within Doncaster and our new city centre offices are now within the Council Building.

As detailed in this report, it was another extremely busy year for CADB. The demand from DMBC residents for advice and support continues to increase. Whilst very demanding, it was also a highly successful year. Our committed and skilful staff helped many people. I never cease to be amazed at the staff's ability to continually rise to increasing challenges. Their expertise and dedication benefit many people across Doncaster and I want to thank them for their hard work and commitment. I also want to thank our financial backers, particularly DMBC. Without their ongoing support we would struggle to exist.

This report details much of CADB's work during the past 12 months and it is with humility and pride that I commend it to you.

*Colin Smith*  
Chair of Trustees

[citizensadvice.org.uk](https://citizensadvice.org.uk)



*I never cease  
to be amazed  
at the staff's  
ability to  
continually  
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challenges.*

# Introducing our new Chief Officer

As of June 2022 our existing CEO Karen Bothamley retired, firstly I would like to thank her for her tenure in that role and the progress the organisation made under her guidance.

I am delighted and honoured to announce I have been appointed Chief Executive of Citizens Advice Doncaster Borough.

I have a vision to extend our presence regionally and nationally, become even more community based and even more accessible, making it easier for people to get the help and advice they need by moving forwards whilst also adapting to the rapidly changing environment and the increased demands for digital access.

I am acutely aware of how many people are struggling with issues, how the cost of living and energy crisis is only getting worse and the help that Citizens Advice offers will be more valuable than ever as we move forward.

I am passionate about our Research & Campaigns work. I believe now more than ever it's important to be a strong, clear voice speaking up for our clients and their communities. The service we offer gives us the unique ability to channel these voices and experiences. Through this we are able to influence and impact policies and practices to make things better for people.

I've lived in Doncaster most of my life, studied Criminology & Social policy at The University of Hull. I was drawn to working for Citizens Advice through my passion for a fairer and more inclusive society for all, we have a wonderful diverse team of staff and volunteers who share my passion that everyone should be treated equitably.

It's a privilege to hold the position of Chief Executive and I look forward to bringing my passion for equality and inclusion to this role.

*James Woods*

***I am looking forward to what lies in store for Citizens Advice Doncaster borough in the coming months.***

***I feel a sense of pride in what we have achieved this past year and excitement about what lies ahead in the coming months.***

# Our Vision

While our work in previous years was focused on the Covid-19 pandemic, it didn't change our longer-term aims. We want to help more people across the Doncaster Borough by delivering seamless, multi-channel services that keep pace with changing client needs and preferences, both digitally and in person, at locations within communities in Doncaster but also contributing nationally to the increases in demand for services we face.

Citizens Advice Doncaster Borough exists to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We offer the advice people need for the problems they face today.

We also seek to improve the policies and practices that affect people's lives through research and campaigning. We work both on local issues and as part of a wider national network.

We value diversity, promote equality and challenge discrimination.

We have set ourselves some objectives moving forward to improve our services offered.

## **You won't struggle to get help from us**

You won't struggle to get help from us - our services will be available when you need them, we will work to develop infrastructure and services to make it easier to get the help you need.

## **We'll help you find a way forward, whatever your problem**

We'll offer you the resources, tools and expertise to solve your problem. If we can't help you directly, we'll signpost you or make a smooth referral to a trusted partner who can give you the advice you need.

## **You'll get the level of support you need**

If you're at higher risk of disadvantage, detriment or harm, we'll take extra steps to make sure you have the appropriate level of support. Whatever situation you're in, you'll be informed about the different ways of accessing support and be able to choose the one that works best for you.

## **You know that we'll speak up for you**

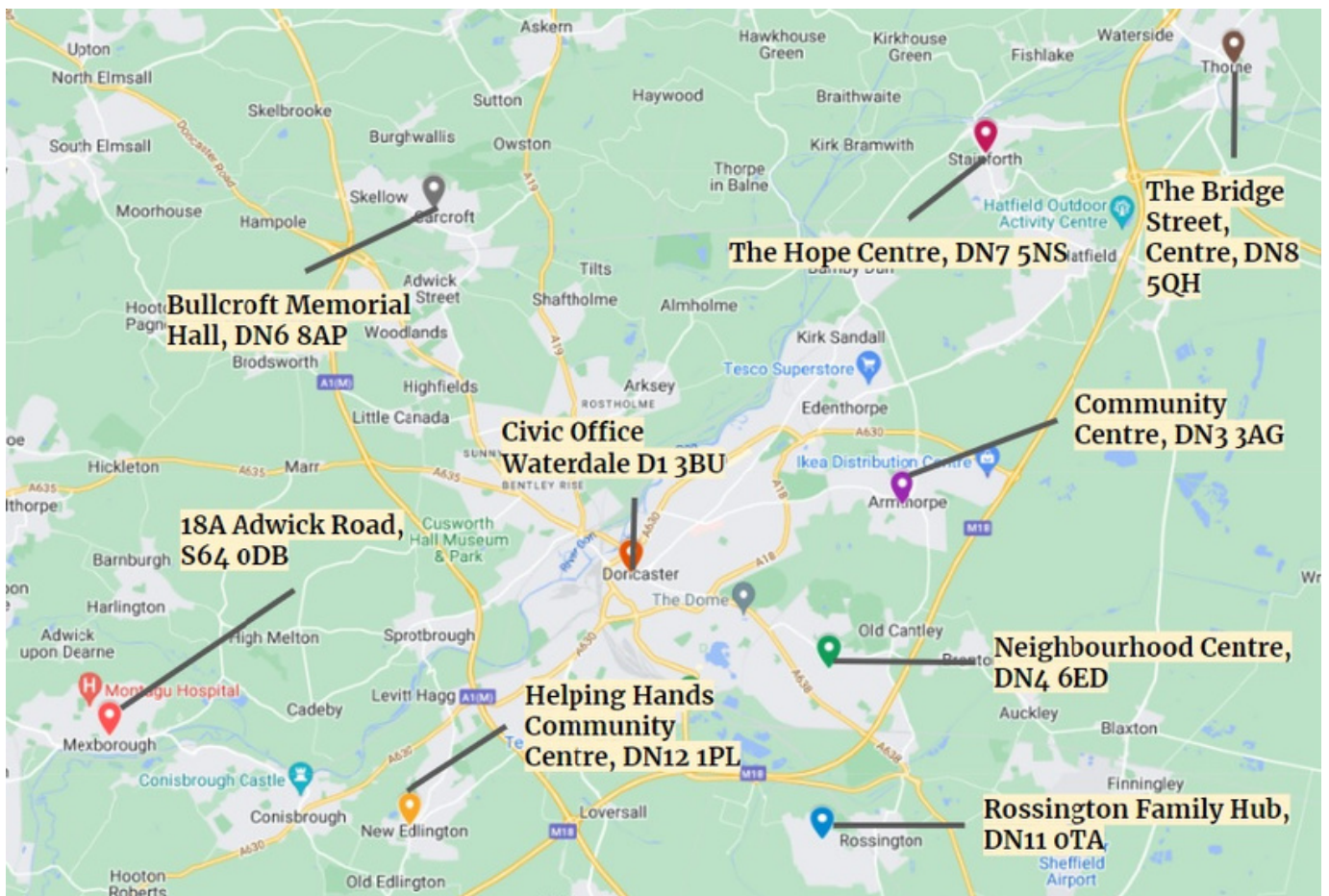
We'll advocate for changes to government policy and industry practices that are making life harder for you.

# Moving forward with our service

The pandemic changed the way we responded to advice almost overnight. We shifted our face-to-face services to helping people on the phone and via email and webchat. It allowed us to establish infrastructure and policies which now allow us to respond to calls for our advice services over a wider spectrum of channels to best suit the needs of each individual client. As well as continuing with our now established digital access channels we have made a conscious effort to gradually re-introduce the Face-to-face services we offer. We see this as an essential and unique part of our service offer which benefits the most vulnerable and socially excluded members of the borough. We will endeavour to further establish our community presence moving forward.

## Where we are

We have 3 of our own offices, as well as 6 community outreach locations, all with video capability across the borough where clients can access Face-to-face services. We also offer advice via email, video and webchat options for clients.



9

Advice locations across the borough

39

Advisers across the borough (staff & volunteers)

93

Face-to-face Appointments available per week across the borough

5

Remote Pro-Bono Law students advising clients remotely through digital channels



*"Losing my job and my home was horrible. I was shaking and crying because I thought I might end up sleeping rough"*

### **HOW OUR ADVICE HELPED KELLY \***

Kelly, 33, lost her job as a hairdresser in March and applied for Universal Credit. She was a lodger in a shared house and, with no savings to fall back on, she quickly fell into rent arrears and was evicted.

Citizens Advice Doncaster Borough supported her to access an emergency grant while she waited for her Universal Credit application to be approved. She found a new flat and received an advance to tide her over until she received the first full payment, but the experience left her shaken.

\*Names and certain details have been changed or omitted to preserve client anonymity

# Our Projects

| Activity / Project  | What it funds  | Key Outcomes  |
|---|--|---|
| <b>MAPS Debt Project</b>  | Our debt team consists of 6 specialist advisers and 4 support staff  | <ul style="list-style-type: none"> <li>• <b>1,712</b> clients Advised.</li> <li>• <b>£2,161,094</b> Debt written off</li> <li>• <b>£54, 833</b> payments rescheduled</li> <li>• Received National award for recognition of performance.</li> </ul>    |
| <b>DWP Help To Claim</b>  | Our Help to claim team consists of 2 full time advisers  | <ul style="list-style-type: none"> <li>• Selected as the sole project provider for South Yorkshire in 2022/23</li> <li>• <b>657</b> clients assisted with making a claim for UC</li> </ul>  |
| <b>Well Doncaster -Pod &amp; Outreach Project</b>                 | This project funds 5 video advice pod locations across the borough<br>3 Community Outreach advisers across 6 community locations       | <ul style="list-style-type: none"> <li>• Advised <b>1583</b> clients with <b>2,744</b> issues</li> <li>• Stronger links with communities</li> <li>• Increased interest in volunteering</li> <li>• improved referrals from community groups</li> </ul> |
| <b>Yorkshire Building Society project</b>                         | This award winning project places an adviser in the town centre branch<br>Started March 2022   | <ul style="list-style-type: none"> <li>• Increased capacity by 6 appointments a week</li> <li>• Improves early response to issues clients face</li> </ul>   |
| <b>Henry Smith Charity</b>  | This project contributes to our overall running of the service with a number of advice and back office roles.                          | <ul style="list-style-type: none"> <li>• Gave us the financial stability to develop services and look for further grant funding</li> </ul>  |
| <b>Well Doncaster - Local Solutions</b><br>Food aware partnership | This innovative project allowed us to provide advice within food bank locations run by Food Aware CIC<br>Started Jan 2021              | <ul style="list-style-type: none"> <li>• Improved access to vital advice services at crisis points in people's lives</li> <li>• Improved partnership working</li> </ul>   |
| <b>Well Doncaster - Local Solutions</b><br>Age UK Partnerships    | This great partnership project allowed us to jointly provide welfare rights advice and support across the borough.<br>Started Jan 2021 | <ul style="list-style-type: none"> <li>• <b>£393,948</b> Income gains for clients</li> <li>• <b>296</b> Cases opened advising and supporting <b>181</b> clients with <b>844</b> issues</li> </ul>   |

# Community Outreach

Over the last year we have established our presence locally, by increasing the number of community locations we provide advice from as well as continuing to embrace technological steps in digital access.

We have increased engagement with local groups and charities working closer with them to offer advice and support to service users on a range of issues. The strategy behind this is to increase the access and availability of high quality advice and support from within communities; empowering them to act on issues they face, reshaping local economy and transforming communities by facilitating income gains for clients which directly improve local finances and positively impact wellbeing.

We have established the following Advice Outreach locations at all of which we provide General & Welfare rights advice from.

- Armthorpe - Community Centre, Church Street, DN3 3AG
- Cantley - Neighbourhood Centre, 10 St Wilfrid's Court, DN4 7AJ
- Carcroft - Bullcroft Memorial Hall, Chestnut Avenue, DN6 8AP
- Edlington -, Helping Hands Community centre, Edlington Lane, DN12 1PL
- Rossington - The Family Hub Rossington, Grantham St, New Rossington, Doncaster DN11 0TA
- Thorne - The Bridge Centre, Bridge Street, Thorne, Doncaster DN8 5QH

We are excited by this development of our service and hope to evidence that a community based approach will benefit more people and allow us to build skills and resilience in these areas. If successful we will look to expand this offer to more communities across the borough.



# Partnership Working

This year has given us the opportunity to expand our partnerships locally, with the introduction of two fantastic projects with two high profile local organisations. This partnership working was supported and facilitated by Well Doncaster. These projects both expand our reach and capacity to offer support and advice to more clients .

We are looking forward to working and developing services with both Foodaware and Age Uk Doncaster.



This project looks to support Foodaware service users by providing advice and support on issues they face which are causing them to need to use a food bank.

The project looks to reduce food bank dependency by supporting clients with benefit checks, budgeting, income maximisation and debt advice.



This project looks to provide all age benefits advice and support to clients with all issues relating to welfare rights from benefits check to form filling and appealing decisions. Its aim is to provide high quality advice across the borough on the subject of benefits.

The project is shared with Age UK to allow us to maximise the resources of each team's services.

# Key Achievements

## National Innovation Award

Out of the 2540 locations in England and Wales, we were awarded “The Innovation Award of the Year” at the National Citizens Advice conference.

We are incredibly proud to have been able to support our clients via telephone and video channels, with one of the most complex and stressful benefit forms. Throughout lockdown we worked with the Pro-Bono Community Charity, as a partner organisation and arranged for experienced student volunteers to give practical help to our clients with completing these forms. Without our student volunteers we would not have managed to respond to the demand for this particularly complex service. We want to say a huge thank you to the 2 students who gave their time up to help the Doncaster Community.

The demand for welfare rights advice and in particular help with the completion of Benefits forms is on the increase. Some of the forms are very complex and require experienced advice and support therefore the demand for this service presently far outweighs our capacity. This has caused undue stress to clients who are desperate for our help.

Citizens Advice National CEO - Dame Claire Moriarty

“ Their innovative support has helped and supported 19 clients with their Personal Independent Payment forms, the service has received great feedback from those who've used it and helped some of Doncaster's most marginalised clients access the benefits they're entitled to, a huge well done to Citizens Advice Doncaster Borough”

We received excellent feedback regarding the service received and how this helped them through such a difficult year.

‘Sympathetic and not patronizing’, ‘Lots of help, very understanding’, ‘Helped fill it in and helped add details that were missed’



## National Certificate of recognition

Citizens Advice National awarded us a national certificate of recognition for the performance against target and for the quality scores we had achieved over the last 12 months. Debt team members, Paula, Nigel, Linda, Caroline, Tony and Brandon along with James and Colin met with Gareth Pye to discuss the project over 2021-22 and receive the certificate.



## Our Yorkshire Building Society project won a national award.

We are delighted to have joined this award winning project and to be working with the YBS team at the Doncaster branch, their commitment to helping customers mirrors our own and we look forward to working closer with them in the coming months. Adviser Ian Hatley with the YBS Doncaster team.

*We are excited about the achievements we have accomplished over the last 12 months and look forward to more success in the coming year.*

# ACHIEVEMENTS

| Achievement  | Details   | Outcome  |
|--|---|--|
| Awarded AQS Quality Mark   | In April 2021 we received confirmation of renewal of our AQS quality marks for general advice and debt casework – and gained a further quality mark for excellence in telephone advice. | Advice of the highest quality provided to clients through our Face-to-face and phone services  |
| Secured long term Town Centre Premises                                       | We moved town centre operations into the Civic building in Waterdale  | Secure long term premises, which is affordable, and provides fantastic networking opportunities  |
| Increase Funding and capacity  | Successfully bid/gained funding and set up 4 new paid projects, adding capacity to our advice services  | Increased Income from non core projects by £280,000<br>Core funding will run on a 3 year cycle rather than an annual one                   |
| Open & Accessible  | Increase our community presence setting up Face-to-face outreach sites in 6 locations and 4 Video advice Pods access points   | Increase in client contacts<br>Greater partnership working within communities  |
| Leadership Assessment Passed   | Passed our National Citizens Advice Management and finance audit  | We scored our highest LSA score to date. We exceeded previous audit scores.  |
| Participated in the Government Kickstart Scheme                              | Trained and upskilled 25 colleagues from the age of 16-24<br>Improving employability and skills   | Recruited 5 paid staff from the scheme, and empowered 4 into employment elsewhere, 8 currently still on placement and 3 volunteering       |
| Improved Wellbeing awareness for Staff, volunteers and clients               | We set up a well being champion with Doncaster Mind - promoted wellbeing courses to staff, improved awareness on how to deal with Mental Health issues                                  | We now have 3 Mental Health First Aiders trained to Level 2<br>We also have an organisation well being champion.                           |
| Improved borough wide reach through joined up digital engagement initiatives | Joint campaigns with DMBC, St Leger Homes Age UK & Live Inclusive   | Jointly campaigned during talk money week, increased contacts by 65%<br>part of a borough wide advice network of like minded organisations |
| New Joint Projects   | Set up new projects with partners Age UK Doncaster & Food Aware   | Increases ability to respond to clients needs.<br>Targeted advice to reduce impacts on other services.<br>Improved partner working.        |



*"I don't sleep at night worrying about my debts, I am scared to open the front door in case it's a bailiff coming to take my belongings"*

### **HOW OUR ADVICE HELPED ROBBIE \***

Robbie, 56, was in arrears with Council Tax and other debts after a relationship breakdown.

He had over £15,000 in credit debts and was in arrears of £2,000 with his Council Tax who had instructed an enforcement agent to collect the outstanding balance.

Citizens Advice supported him to access specialist debt advice, they undertook a benefits check to ensure he was receiving the benefits he was entitled to.

We supported him with food and fuel vouchers and budgeting advice until his Debt Relief Order was approved

Robbie is now debt free and receiving the appropriate benefits, he is now up to date with all his essential bills and is able to sleep at night.

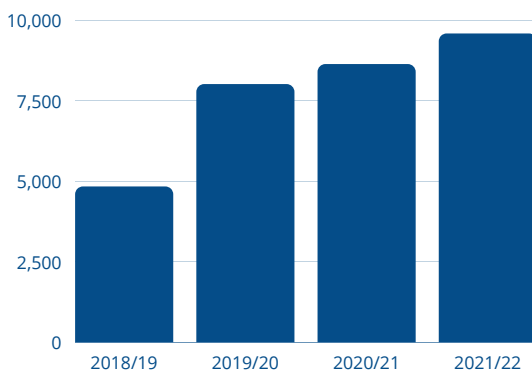
# Making the Difference

Last year saw another increase in demand for advice across all areas of our service and all areas of the Borough. This year our focus has been on improving our accessibility by increasing the channel options for clients and increasing our presence in local communities.

To achieve this we are adopting a new strategy of advice provision which encompasses a greater focus on community advice across the borough, our aim is to embed our services in local communities so people know who to turn to and where to go for advice and support. Over the next 12 months our focus will be to expand our community presence further, working with more grass roots community organisations to maximise our capacity and reach throughout Doncaster.

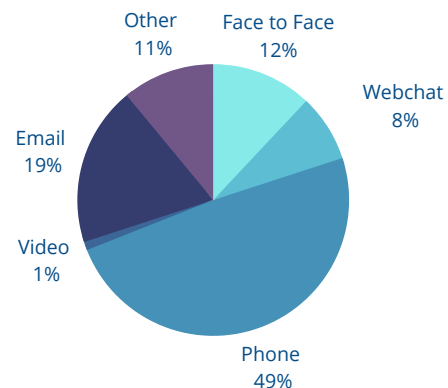
## YEAR ON YEAR INCREASES IN DEMAND

Bar chart outlining the yearly increases in demand for our services.



## CLIENT CONTACT CHANNEL

Pie chart featuring our channel options to clients



**£5.1 MILLION**

In debt handled in  
2021/22



**9,712**

Client contacts in  
2021/22



**25,511**

Separate issues dealt with  
in 2021/22

Increase in clients contacting us  
for welfare Rights advice

**67%**

Increase in clients contacting us  
for Energy and Utility related  
problems

**136%**

Number of clients contacting us  
for debt advice

**45%**

**Almost £1.0 million financial gains**

Financial gains for clients in 2021/22

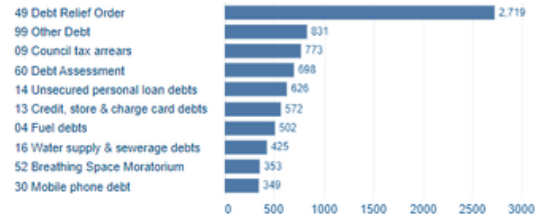
## Issues

|                                 | Issues        | Clients |
|---------------------------------|---------------|---------|
| Benefits & tax credits          | 3,991         | 1,528   |
| Benefits Universal Credit       | 3,039         | 927     |
| Consumer goods & services       | 660           | 275     |
| Debt                            | 10,459        | 1,712   |
| Education                       | 59            | 25      |
| Employment                      | 1,141         | 605     |
| Financial services & capability | 541           | 244     |
| GVA & Hate Crime                | 55            | 39      |
| Health & community care         | 207           | 105     |
| Housing                         | 1,622         | 904     |
| Immigration & asylum            | 381           | 203     |
| Legal                           | 644           | 257     |
| Other                           | 1,047         | 493     |
| Relationships & family          | 814           | 446     |
| Tax                             | 81            | 44      |
| Travel & transport              | 148           | 92      |
| Utilities & communications      | 622           | 101     |
| <b>Grand Total</b>              | <b>25,511</b> |         |

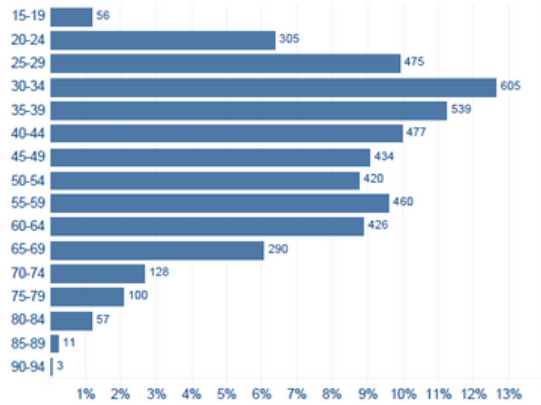
## Top benefit issues



## Top debt issues



## Age



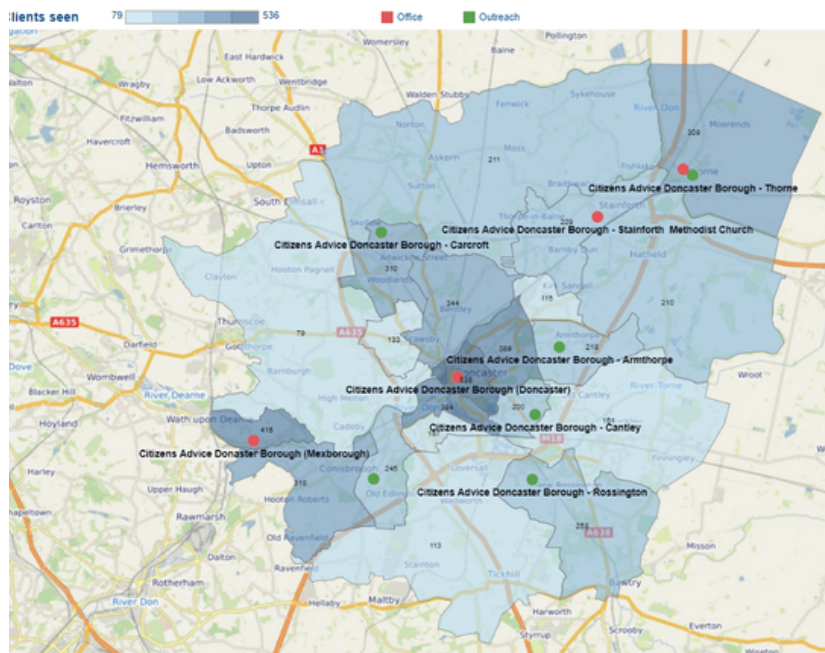
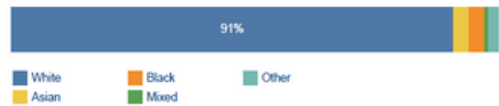
## Gender



## Disability / Long-term health

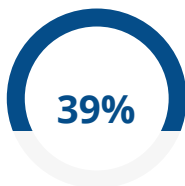


## Ethnicity

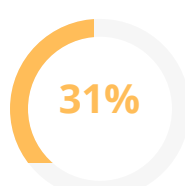


## Top Wards

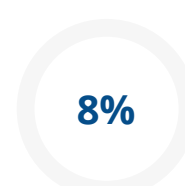
| Local Authority Ward        | Clients | Issues all |
|-----------------------------|---------|------------|
| Adwick le Street & Carcroft | 310     | 1,672      |
| Armthorpe                   | 218     | 962        |
| Balby South                 | 167     | 712        |
| Bentley                     | 344     | 1,587      |
| Bessacarr                   | 200     | 733        |
| Conisbrough                 | 318     | 1,458      |
| Ederthorpe & Kirk Sandall   | 115     | 460        |
| Edlington & Warmsworth      | 245     | 1,145      |
| Finningley                  | 161     | 728        |
| Hatfield                    | 210     | 1,075      |
| Hexthorpe & Balby North     | 394     | 2,123      |
| Mexborough                  | 416     | 2,147      |
| Norton & Asken              | 211     | 1,058      |
| Roman Ridge                 | 133     | 615        |
| Rossington & Bawtry         | 258     | 1,403      |
| Sprotbrough                 | 79      | 305        |
| Stainforth & Bamby Dun      | 229     | 1,328      |
| Thorne & Moorends           | 309     | 1,555      |
| Tickhill & Wadworth         | 113     | 553        |
| Town                        | 506     | 2,387      |
| Wheatley Hills & Intake     | 389     | 1,622      |



of our clients had debts.



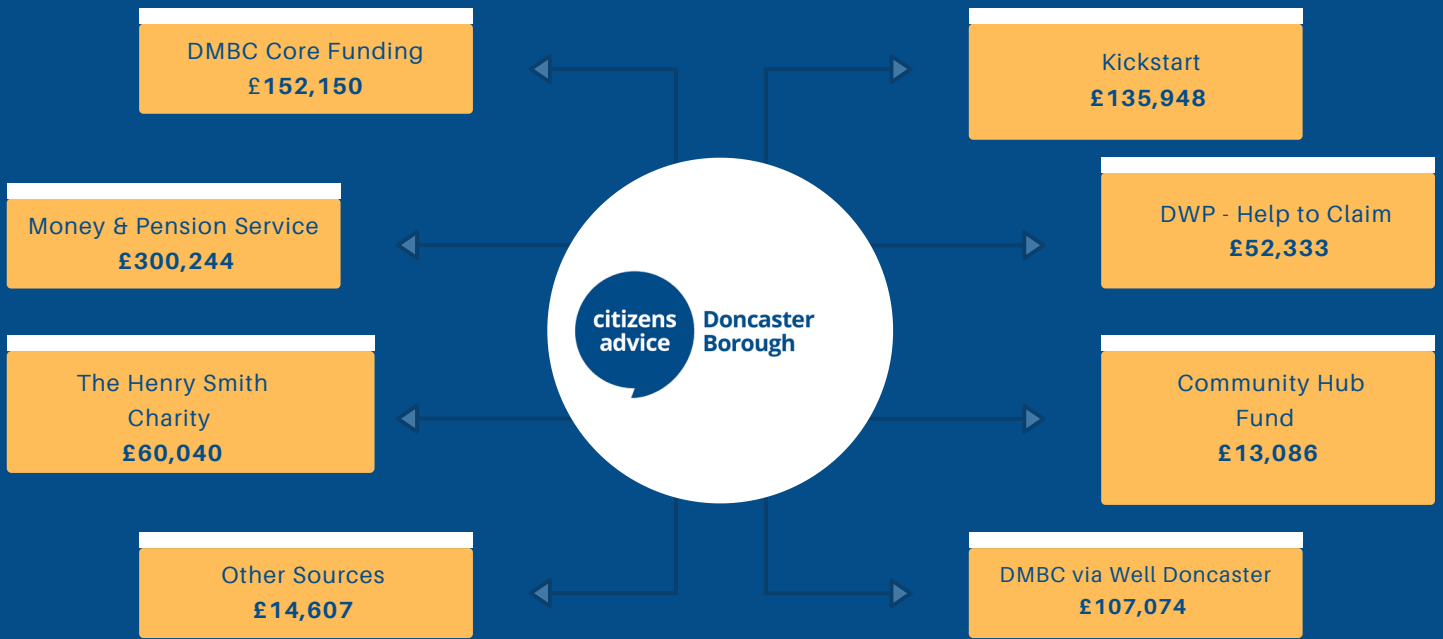
of our clients had problems with Benefits or Universal Credit.



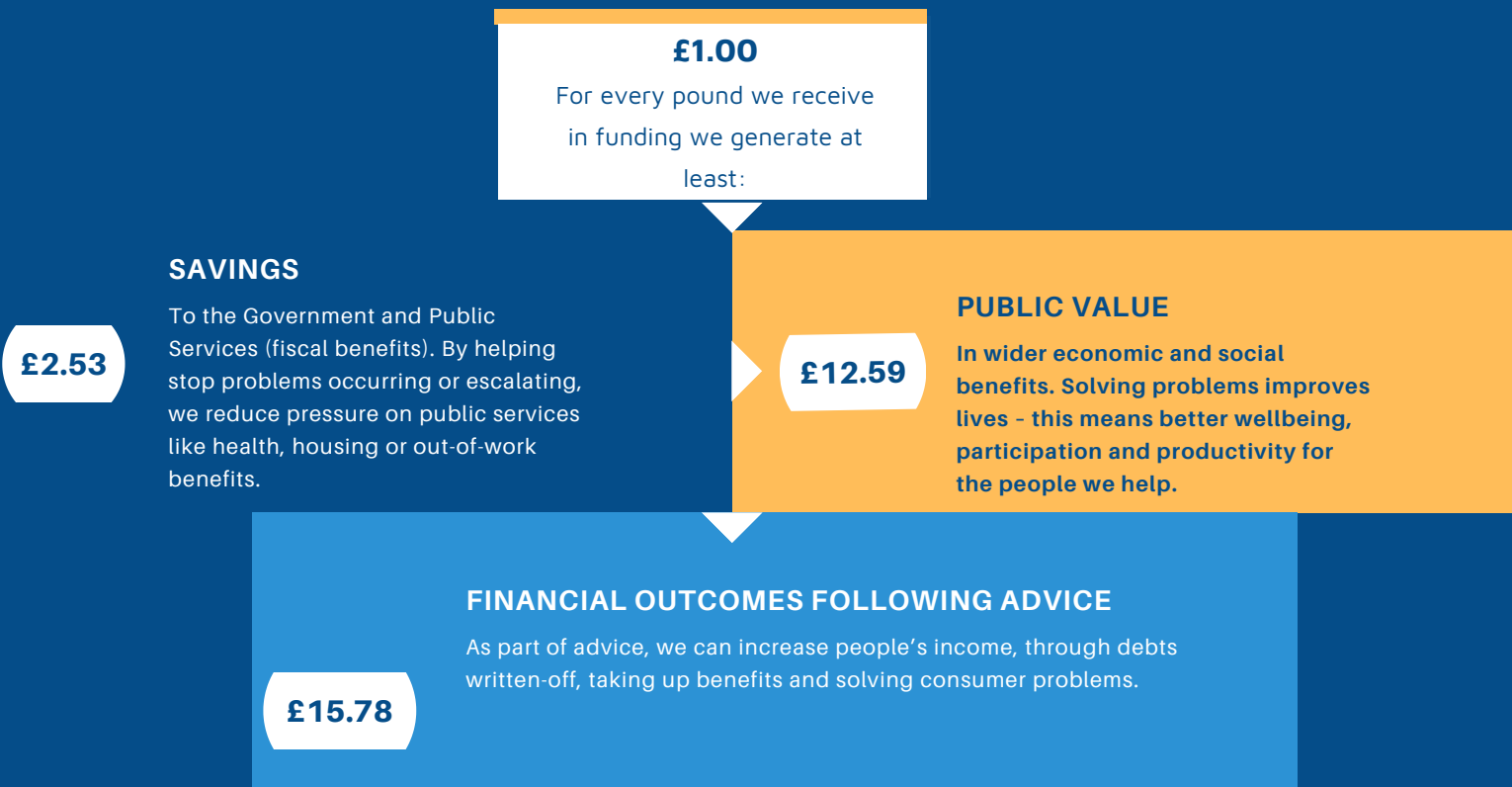
of our clients had issues with employment or their employers.

# Funding

## At A Glance



## Outcomes



*"There comes a point where we need to stop just pulling people out of the river. We need to go upstream and find out why they're falling in"*

**Desmond Tutu**



# Trustees During The Year.

## Trustees



**Colin Smith**  
Chair



**Malcolm Jevons**  
Vice Chair



**Irene McLaughlin**  
Treasurer



**Andrew Wignall**  
Trustee



**Nikki Sogbein**  
Trustee



**Christine Marshall**  
Trustee



**Oliver Head**  
Trustee



**Anne Rutherford**  
Trustee

Our trustees are volunteers who use their skills, knowledge and experience to help guide and govern our charity. We welcome Christine Marshall and Oyenike Sogbein to the board, both of whom joined last year and we are grateful for their work so far. We want to thank all our trustees for their direction, governance and support.

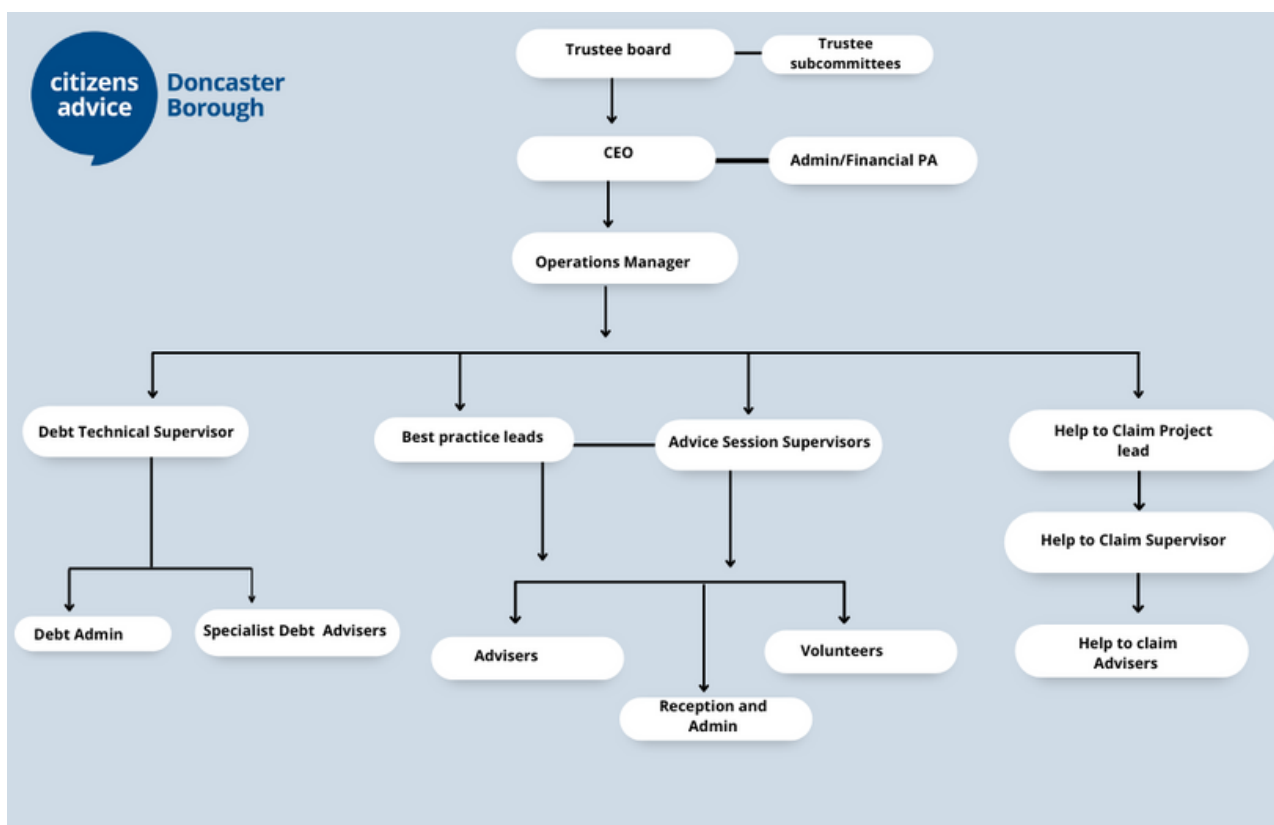
During 2021-22 some of our trustees retired and we would like to offer a special thank you to Irene McLaughlin, Oliver Head and Anne Rutherford for your time and support, it is much appreciated.

*Thank you*

# Structure

Our trustee board sets the vision and gives strategic direction to Citizens Advice Doncaster Borough.

There are 4 formal trustee board meetings each year, along with other meetings and events, to help trustees shape the organisation's strategic direction and develop as a team. Our Chief Executive, working with the Operations Manager, is responsible for delivering the strategy and for day-to-day operations. The trustee board is committed to high standards of corporate governance and complies with the principles and practices set out in the Charity Governance Code.



## Management



**James Woods**  
CEO



**Deborah Murray**  
Operations  
Manager



**Karen Bothamley**  
CEO (Retired May  
2022)

# Advice teams, support staff and volunteers

Our team of dedicated, hardworking and passionate staff and volunteers are an asset to the service. Here are a few of the people who have supported our service provision over the last 12 months.



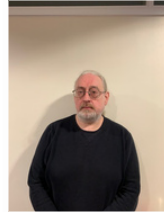
**Sarah Machin**



**John Murphy**



**Ian Hately**



**Stuart Tovell**



**Daniel Beevers**



**Uche Okoli**



**Jo Flowers**



**Sharon Alderson**



**James Bacon**



**Callum Norman**



**Sarah Robinson**



**Paula Lowther**



**Tony Pell**



**Sharon Capper**



**Christina O'Donnell**



**Nigel Friend**



**Liz Ramage**



**Caroline Woffenden**



**Georgina Monk**



**Christine Jones**



**Natalia Jozwiak**



**Billie-Jo Haigh**



**Thomas Gilling**



**Charlotte Dobson**



**Marilyn Vause**



**John Mark Rose**



**Rosie Coles**



**Brandon Greenall**



**Elle Hirst**



**Brandon Goulding**



**Beata Walkowicz**



**Susan Hodges**



**Hilary White**



**Brad Barrass**



**Alan Parkinson**



**Rebecca Woodruff**

# Volunteers

Our volunteers are critical to our success and provide tremendous value to our funders and to the community. At any one time we have around 15 - 20 volunteers in the organisation, however this number is trending upwards due to additional recruitment support from paid staff.

*Thank You*

*We couldn't do it  
without  
you!*

Our team of volunteers go through high quality training ranging from academic study packs and e-learning to practical training such as shadowing experienced staff and volunteers. Our service relies on the commitment and hard work of our volunteers who make up a large part of the team. We currently have volunteer advisers, assessors and admin support staff. All our volunteers contribute to the organisation's work on research and campaigns.



SUSAN HODGES  
ADVICE SUPPORT  
OFFICER

"Working as part of a brilliant team and helping people to have a better life enhances my days too".



The diversity in the background of our volunteers contributes to the efficiency and success of our team. Volunteers look to join us for a range of different reasons including gaining skills, experience and confidence to help them into employment and retired members of the community wishing to remain active and put something back into the community. It is as a result of the commitment, loyalty, hard work and professionalism of our volunteers that the service provided is of such a high quality.



Our volunteer roles are varied, challenging and rewarding and our volunteers really enjoy being able to make a valuable contribution and a positive impact on people's lives.



BEATA WALKOWICZ  
ADVICE  
COORDINATOR

"I always have my hand ready to help someone. Only a life lived for others is a life worthwhile"



STUART TOVELL  
GENERAL ADVISER

"It just goes to show how great it is to volunteer, amazing opportunities can arise! "



# Wider impact of volunteering

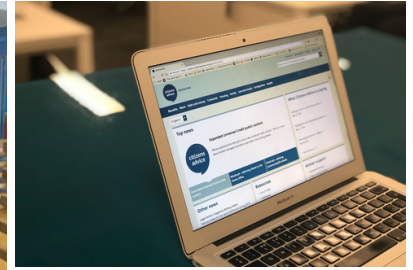
One of the areas where we're only able to partially demonstrate our savings to public services is volunteering. Volunteering also benefits our volunteers - they improve their skills, resilience, health and well-being, while strengthening community engagement.

**80%**

of our unemployed volunteers believe they are overcoming barriers to employment

**15**

Volunteers found work internally and externally in the last year



**54%**

of our employed volunteers state that they are using it to change or evaluate their career.

**9 out of 10**

readers appreciate accurate information

**97%**

would recommend volunteering at Citizens Advice Doncaster Borough



We would like to take a moment to congratulate our volunteers over the past year who managed to gain employment with us either short or long term. These people include:

- Uche Okoli
- James Bacon
- Brad Barass
- Shaista Mumtaz
- Stuart Tovell
- Ian Hatley
- Aaisha Amin
- Callum Norman
- Natalia Jozwiak

- Sarah Machin
- Thomas Gilling

Additionally, we'd like to congratulate the people who gained employment elsewhere while volunteering with us. These include:

- (Nikki) Oyenike Sogbein
- Rachael Murray
- Sophie Wheeler
- Kealy Guest

**£131,000**

The monetary value of volunteered hours over the year

# Volunteer Feedback



ANDREW WIGNALL  
TREASURER

I first joined CAB when I retired some 12 years ago. Personally I am learning many new skills and feel privileged to be part of a fantastic local and National team striving to make life easier for countless people.



BRAD BARRASS  
VOLUNTEER ADVISER

'Being able to help those in the community that I myself have grown up in is a privilege.'



CHRISTINE MARSHALL  
TRUSTEE

"I'm a special needs teacher who lives and works in Doncaster. I'm very proud to be involved with the CADB as it helps people from across our town to access crucial services and support"



ELLE HIRST  
VOLUNTEER ADVISER

"I have volunteered for Citizens advice as I am passionate about helping those that need it. It is so rewarding to help others. Being kind and helpful makes society a better place."



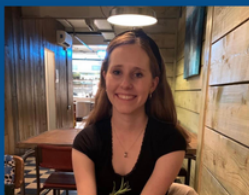
HILARY WHITE  
VOLUNTEER ADVISER

" Being able to offer people advice and information, sometimes at vulnerable times in their lives, is hopefully both invaluable for them but rewarding personally too."



NIKE SOGBEIN  
TRUSTEE

"I am a qualified Lawyer, currently re-qualifying in UK law. Being a Trustee gives me the opportunity to help overcome the issues people face. When they are happy, we are happy and society becomes better"



ROSIE COLES  
REMOTE VOLUNTEER  
ADVISED

"I enjoy volunteering at Doncaster Citizens Advice because the clients are always so grateful for our help which makes everything worth it!"



TANVEER HUSSAIN  
VOLUNTEER ADVISER

"Being a volunteer, I am feeling a great satisfaction for my soul."



# KICKSTART SCHEME

The Kickstart Scheme is a government funded programme that Citizens Advice Doncaster Borough have participated in. The first CA contract under this scheme began on in June 2021 and the last contract ends in September 2022.

The scheme enabled individuals who are looking for work to get a leg up on the employment ladder as it paid for their time there. As well as Kickstarters working in their respective roles and contributing to the organisation; the scheme was also very development-focused, training Kickstarters in employability and transferable skills.

## Citizens Advice Doncaster Borough Involvement

Kickstarters at CA have been given a wide range of roles that they were able to contribute to. These mainly fall under general adviser, administration, reception/advice support and social media. Kickstarters were given the opportunity to try out these roles and focus on what suited them best. This furthered our goal of developing the transferable skills that will be most relevant to them based on their desired career path.

Many of the Kickstarters have contributed a lot to the organisation. The ones that were the most proactive and gave the best impression were even able to secure employment with CA beyond their original Kickstarter contract and become longer-term members of the team. This was a natural choice as these employees already came with a lot of experience working at CA. Out of the 26 Kickstarters that were originally recruited, 7 of them (so far) gained additional employment and 2 past Kickstarters are also currently volunteering with us.

We're very happy to have taken part in this scheme.



# Research & Campaigns

We believe that it's important not just to help people find a way forward, but also to understand what led to the difficulties in the first place and to do something about those underlying issues.

We can help address the fundamental issues that exist in society by collecting evidence and by using our huge volume of data, case studies and local surveys. This leads to local, regional and national campaigns.

Over the last 12 months we have further developed our research and campaigns (R&C) work by;

- Developing social media campaigns on issues impacting clients with leading partners.
- Meeting with local groups, councillors and local MPs to discuss issues faced by our clients.
- Being a respected voice on social media for our community locally and nationally, by engaging in campaigns and raising awareness of issues faced by residents of the Doncaster Borough.

We continually strive to;

- Increase local awareness of our campaigns.
- Be involved in regional and national campaigns challenging discrimination and inequality.
- Share best practice about research and campaigns with other local Citizens Advice.
- Actively develop local campaigns about the issues that are really relevant to our residents.
- Engage with local partners and people of influence, including our MPs, on key national campaigns.

The current climate has given rise to a number of campaigning opportunities which are a result of the amount of advice work we have needed to do this year to support those who need it.

However, this has provided us with a wealth of issues we want to take action on in the coming year, to ensure we all recover from the pandemic and are braced for the challenges ahead, so no one is left behind.



**PROBLEMS WITH YOUR ENERGY SUPPLY?**

If you haven't paid a bill after 28 days, your supplier may contact you about the possibility of disconnecting your gas or electricity supply. It's rare to be disconnected as your supplier will usually offer to install a prepayment meter instead.

Citizens Advice Debt team to book an appointment -  
(01302) 499330  
Citizens Advice Debt Advice  
Freephone -0800 240 4420  
St Leger Homes - 01302 862862



**IN DEBT THIS JANUARY? YOU'RE NOT ALONE**

Open up to someone. Although it can be difficult, talking about money worries is often the first step towards getting help.

Citizens Advice Debt appointments:  
(01302) 499330  
Citizens Advice Debt Adviceline  
Freephone: 0800 240 4420

talk  
money  
week

talk Money with us...



[citizensadvice.org.uk](http://citizensadvice.org.uk)

# This year's Campaigns

## Energy Market Meltdown Campaign

In response to many energy suppliers going bust in 2021, we campaigned for energy market reform in favour of consumers. We warned about the impact that widespread price hikes would have on the public. We began sharing information and advice to help people manage their energy bills.

We met with MP Ed Miliband and Doncaster North Councillors to discuss our worries about the energy market and the consequences locally for energy price rises.



## Keep the Uplift Campaign

The government's plan to cut universal credit and working tax credit by £20 a week in October 2021 was a key campaigning focus this year.

We campaigned that this money has been a lifeline for families across Doncaster and the country. It was brought in at the start of the pandemic because the government recognised that families need more to live on. It was true then and it's still true now. It's wrong for the government to take this support away.

We met with Local MP Nick Fletcher to explain why the MPs and the government should vote to #KeepTheLifeline for children and families in Doncaster.



## Way to Work Campaign

We looked to support the government in their way to work campaign which looked to increase people's employability.

We met the Councillor Lani-Mae Ball to discuss our participation in the Kickstart scheme and the work we already did in upskilling our volunteers.

We discussed barriers to work and how people could be supported with advice to understand their rights and make more informed decisions.

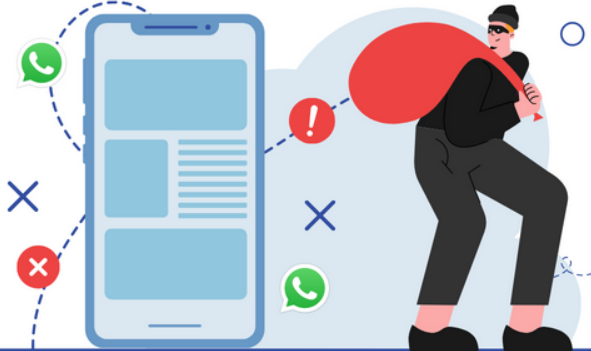
We also outlined the positive wellbeing outcomes people achieve through receiving advice and support.



# Raising Awareness

We worked to raise awareness on the following issues through our campaigns during 2021/2022

## BEWARE OF WHATSAPP "HI MUM"SCAMS!



### Protect yourself from scams.

- Keep your personal information safe
- Don't share your passwords with anyone
- Don't change Families contacts without checking
- Do not click on a suspicious link
- Don't Send Money to anyone without checking who you are speaking too

citizens advice Doncaster Borough

## Supporting the Afghan Refugees this Christmas

citizens advice Doncaster Borough

The Home Office has placed a number of Afghan Families in the Danum Hotel, these families are fleeing the humanitarian crisis, and will reside at the hotel whilst permanent accommodation is found. They currently have no right to be in the country and are unable to leave the hotel until their immigration applications are processed which could be months. The ages of these families range from 2 - 70yrs.

We cannot imagine how traumatising and difficult it must be to move your family to another country because of fear of violence or repression and decided we would like us to support these families at this difficult time. As it's Christmas, our Season of Goodwill, our team has donated and collected things like unwanted gifts, toiletries, books and toys. We will be taking these to the Danum Hotel to hopefully bring a smile to people's faces who have had to leave everything behind.

This is not at the expense of people in Doncaster Borough who are struggling, as we continue to support them whoever they are, whatever their problems and we will assist them in obtaining support from charities, schools and the local authority which the refugees will not have.



citizens advice

celebrating BLACK HISTORY MONTH

“

Citizens Advice Doncaster Borough will, through its campaigns and advice provision, increase public awareness and raise concerns on issues of racial equality and injustice.

This increase in awareness, hopefully, will result in greater action and ultimately, in a fairer and more just society.

UCHE OKOLI

Citizens Advice Doncaster Borough  
Advice Support Officer



## FINANCIAL WELLBEING

citizens advice Doncaster Borough

# NEED HELP WITH MONEY OR BUDGETING

We've got everything you need to know. Stay tuned on Twitter, Instagram and Facebook for advice, guidance and tips on all things money & banking.

To speak to an Adviser contact us

- 01302 243057
- [advice@citizensadvice-doncasterborough.org](mailto:advice@citizensadvice-doncasterborough.org)



citizens advice Doncaster Borough

## MONEY MANAGEMENT & DEBT PREVENTION

November 2021

talk money week

aqc FCA

Welcome



[citizensadvice.org.uk](http://citizensadvice.org.uk)

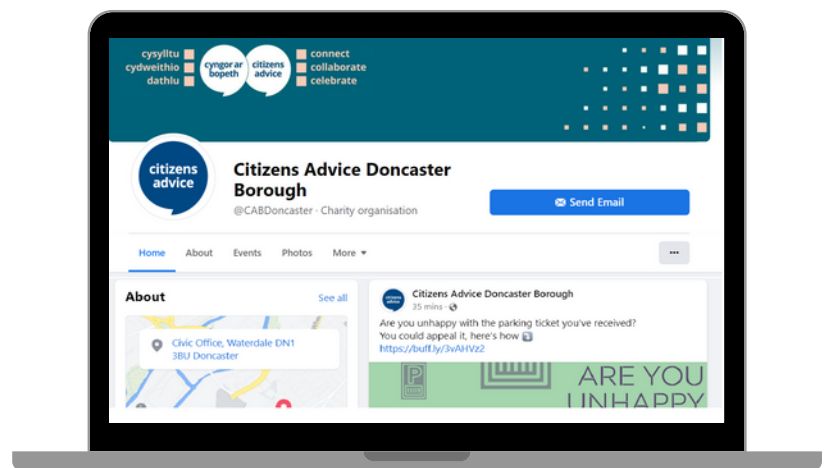
# Digital engagement

We understand digital promotion of the service is becoming increasingly relevant to our operations. The lockdowns have highlighted how important social media engagement is.

Through social media we have conversed with prospective clients, provided information, carried out satisfaction research surveys and promoted our campaigns and the work of other like minded organisations. We have interacted with a much wider audience engaging with them about our work and demonstrating we do more than just provide advice and information. We currently have Facebook, Instagram and Twitter accounts.

This year we have set up a Medium account which allows us to blog on issues facing us or our clients, it allows the organisation to have a voice and we can report on the work we do and the impacts this has <https://cadoncasterborough.medium.com/>

We will continue to look to expand and develop this area with the help of our staff and volunteers.



Citizens Advice Doncaster Borough



@CABDoncaster



@cadoncasterboro



Citizens Advice Doncaster Borough

[citizensadvice.org.uk](https://citizensadvice.org.uk)

# Digital Reach

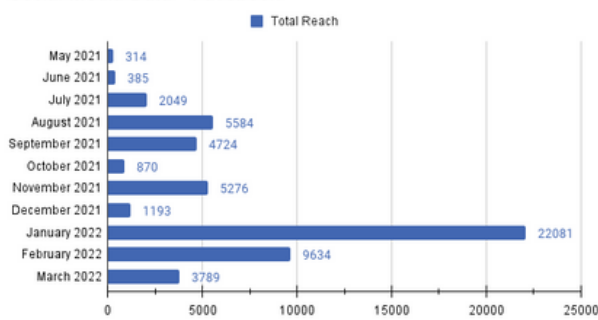
Social media is more than posting locations and opening times. It allows us to expand the reach of the service locally and nationally. It allows us to be the voice of our service users and share information with them giving them the knowledge to make informed decisions.

Through these channels we can run media campaigns on issues affecting the people of the Doncaster borough. We're sharing tips, promoting good practice and highlighting people's rights when they face problems. The data below highlights how increasing our output on social media has impacted visitors to our pages.

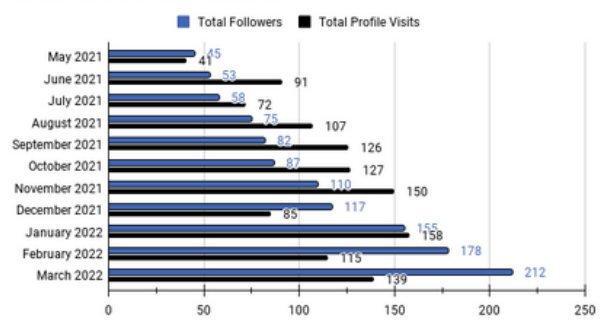
It also demonstrates the impact of joint campaigns we have led with partners, this has resulted in large increases in traffic, for example November 2021 was Talk money week campaign with DMBC and St. Leger homes had significant reach and resulted in more interactions and enquiries to the service.

We hope to continue to use these platforms to engage with people and organisations and to share advice tips and information to the people of Doncaster.

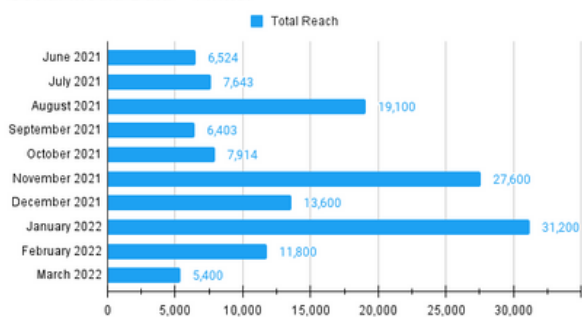
Social Media Data - Facebook



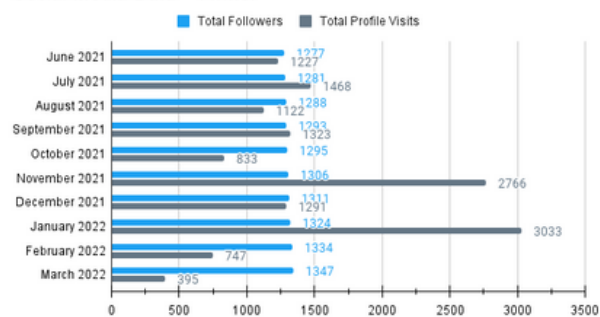
Social Media Data - Facebook



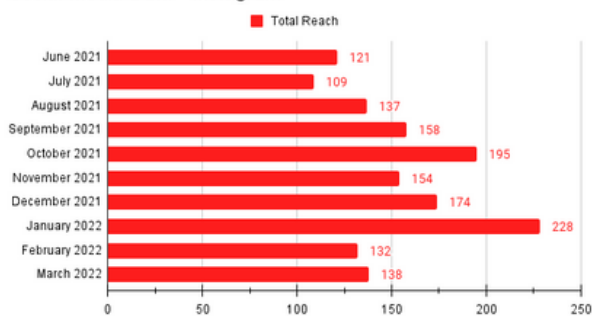
Social Media Data - Twitter



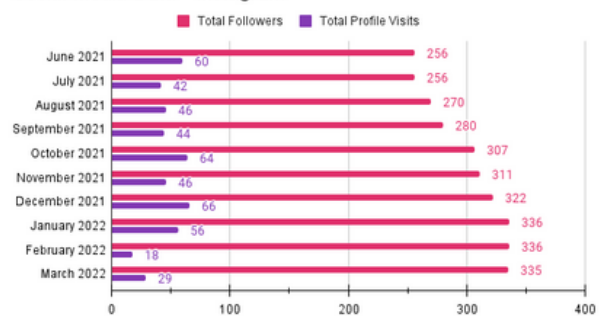
Social Media Data - Twitter



Social Media Data - Instagram



Social Media Data - Instagram



# Service endorsements



"Citizens Advice Doncaster Borough has never been needed more. The last year has been incredibly difficult and lots of people have been tackling issues like debt, unemployment and problems accessing benefits. Throughout the pandemic, Citizens Advice Doncaster Borough has continued to provide an essential service for people experiencing the toughest of times."

## **Ed Miliband MP for Doncaster North**



"I've seen first hand the hugely positive impact which Citizens Advice Doncaster Borough has locally. It's an important service which many of my constituents rely on. I know James Woods and his team have worked hard during this extremely difficult year."

## **Nick Fletcher MP for Don Valley**



"Citizens Advice Doncaster Borough have continued to assist residents across the Borough even during the difficult year we have all experienced. Their work is invaluable, particularly in a time when so many have and continue to experience hardship and uncertainty."

## **Dame Rosie Winterton MP for Doncaster Central**



"Citizens Advice Doncaster Borough continues to provide excellent, expert support and advice to residents across the Borough. Throughout 2020 they have shown a continued commitment to supporting residents and have adapted their services to ensure those who would benefit most can access support in their communities."

## **Dr Rupert Suckling, Director of Public Health, Doncaster Council**



"It's a huge credit to the staff and volunteers at Citizens Advice Doncaster Borough that they've been able to help more than 8,600 people in 2020/21. Through adapting to new ways of working they've been able to make sure the people of Doncaster could continue to access our help when they needed it most. We're proud to have them as part of our service."

## **Dame Clare Moriarty, Chief Executive, Citizens Advice**

# Client Satisfaction

We've improved our client experience over the last year and we are continually looking at ways to improve and expand our our service to clients, While we continue to help solve people's problems so they can find a way forward, we also want them to have a positive experience using our service. Despite the considerable challenges for delivering advice posed by the pandemic, satisfaction with our service improved in comparison to recent years.



**Nigel Friend**  
Debt Adviser

*"I am very happy that Citizens Advice have been able to assist in such stressful and trying times.*

I didnt expect my energy provider to write off over £5000.00.

**Nigel was Fantastic!"**

John from Stainforth.

"I would recommend Citizens Advice to everyone"

"Many people are having difficulties now in their life and it's hard to deal with a problem on your own, to turn to Citizens Advice is a great help and comfort."

Craig from Mexborough.



**Charlotte Dobson**  
General Adviser



**Christine Jones**  
Welfare Rights Adviser

*"Christine was Fantastic "*

*"Thank you so much for all your help. It's like an unexpected Christmas present."*

Gary from Rossington.

*'Thank you so much, Brad - you will always have my gratitude.'*

It is cases such as these that exemplify why our move to the Doncaster Council Civic Office is significant for service provision. With a closer relationship with the council, we can provide more solutions that are more streamlined than ever before.



**Brad Barrass**  
General Adviser

# Quality of Advice

Citizens Advice Doncaster Borough proudly holds the Advice Quality Standard mark for our advice with casework services and our telephone advice services.

This is an organisation quality standard for legal advice services operating in the area of social welfare law.

The quality framework includes a set of standards designed to ensure a service is well run. It has its own quality control mechanisms that in doing so, assures the quality of the information and advice services provided as well as promoting social justice. The quality standards and assessment methods used reflect the minimum standards necessary to ensure that clients seeking advice receive accurate, complete and timely advice; that they are able to obtain this advice from an advice provider which is accessible to them and able to act independently and in the sole interest of the client.

We have robust quality procedures in place in order to maintain our high standards in line with this framework. We ensure staff, volunteers and trustees understand the importance of high quality advice and the detrimental consequences of poor advice.

We support our team to achieve this through comprehensive training, mentoring and support.





# Support Us

**Did you know every local Citizens Advice is a registered charity?**

Our advice services are more in demand today than ever before, as we move into the future that demand looks set to grow even further. Any gift, however small, will help to ensure that we are still here to support the people of Doncaster.

- Make a donation by sending a cheque payable to Citizens Advice Doncaster Borough or make a donation at any of our offices in person.
- Scan the QR code below to go to our Charities Aid Foundation donation page, where you can make a one off donation or set up regular donations to support our service.
- Select us as your charity of choice when shopping through Amazon via the Amazon Smile scheme - See social media for more details

**WE RELY ON THE SUPPORT OF PEOPLE LIKE YOU TO HELP US MAKE A DIFFERENCE.**



*Thank  
you*

# Case study

**adviser: Paula Lowther**

**Issue: Debt - (Court Fines £685.90 and Water Arrears £136.41)**

The client is single and lives alone in a 2 bedroom Council property, he has mental health problems, and English is not his first language. Client is Black African. Client has debts and originally contacted after receiving a statement from DWP regarding deductions taken from his Employment Support Allowance( ESA) for Magistrates Court Fines, he could not understand the contents of the letter and was concerned about the balance remaining. He also had water arrears and usage taken from his ESA award.

Upon checking the statement from DWP I could confirm the balance to be as he had calculated and not further accounts added. I advised the client of the priority nature of the debt and advised no further action will be enforced as payments are being made as agreed. However when performing a benefit check as part of the initial appointment it was clear the client was not receiving the Severe Disability Element added to his ESA claim - I advised the client to phone DWP and ask for an award letter to be sent.

Court fines outstanding £685.90

Water outstanding £136.41

Due to clients health problems and understanding I took time to explain the next steps and why the information is needed.

Client was able to make the phone call to DWP and gather info as needed. DWP asked for further info to prove the client lived alone.

DWP confirmed the client is entitled to SDP and has been since 2019 therefore will receive a backdate of £5100.46 - client is able to repay creditors in full and have full entitlement to his ESA with the added SDP at £66.95 per week.

**£5,100**

**SEVERE DISABILITY  
PAYMENT MADE TO OUR  
CLIENT**

**CREDITORS  
REPAID IN  
FULL**

**"THE CLIENT  
WAS  
OVERJOYED"**



**Paula Lowther  
Debt Adviser**

# Case study

**adviser: Sarah Machin**

**Issue: Housing**

Client is an elderly female. Client has Paget's disease, diabetes & a broken femur. Client has been staying with family since her fall in March. Client has a troubled relationship with her daughter & so does her son. The Client is mainly in Doncaster because she loves & wants to see her grandchildren. Client thinks that if she moves back to Surrey that her daughter would stop or monitor contact with the eldest grandchild. The Client's son suffers from anxiety and depression. Client's son has a joint mortgage with his sister in the house they are all currently living in. Client's son stated that he took over half of the mortgage to help his sister out whilst she was in financial difficulty.

The Client wanted to know her options for acquiring accommodation. Both Clients were unsure where this would be, if Client stayed in Doncaster Client's son would want to move to be near her to help with her care needs, so his job would be a consideration. If Client moved to Surrey she would not know what accommodation she could afford. Client stated that she would not be able to get a mortgage and did not want rented accommodation. Client also wanted to know if she was eligible for a blue badge.

I advised the Client that we could look at accommodation options in the Doncaster area together. The Client's son has internet access & said they would like to look together so I wrote down St Leger homes, Gov.uk for social housing & supported housing at Casson Court in Thorne which her son had mentioned may be an option. I also went onto the websites and showed them where to access registering for or just looking for accommodation. I signposted the Client to Age UK if she decided to move to Doncaster & gave her their contact details for possible future help with a benefits check to see what she may be entitled to if she decides to stay in Doncaster. I also gave the Client's son the Gov.uk link to the criteria for a blue badge, we looked at the criteria but determined that she probably wouldn't be eligible for one until she has found accommodation as one of the criteria is proof of address (ideally a council tax bill) which she does not have, advised that was something we could support/apply for if needed. I also advised the Client that until they had both had a conversation about where they were going to reside and all the ramifications surrounding the issues then they could begin an action plan.

The Client was upset & emotional at various times within the appointment so I made sure the Client was listened to & empathized with her situation. My Client had difficulty getting comfortable so I made sure she had a comfy chair & had ease of access around the office to the chair having crutches.

The outcome for this Client will depend solely on what decision she makes with her son. Advised the Client that if she decides to reside in Doncaster and needs any further support she can contact us further.

**"THE CLIENT WAS VERY EMOTIONAL AND FELT MORE ABLE TO DEAL WITH HER PROBLEMS ONCE SHE UNDERSTOOD HER HOUSING OPTIONS IN DONCASTER"**



**Sarah Machin**  
**Outreach adviser**

# Case study

## Case Study

adviser: Tony Pell

Issue: Debt - **Council tax arrears £520 and bailiffs enforcement**

The client is a single elderly British male and in receipt of Universal credit and Personal Independence payment (PIP). The client resides at a family and friends property. The Client was living in the flat and because of his health issues, the client's doctor advised him to move closer to his family for extra support. The client left the property in Aug 2020 and he has been charged for council tax from 1 Aug 2020 to 1 Oct 2020 He stated the first time he knew about the arrears was when bailiffs visited his property. The client stated he has provided the council with proof that he did not live there at that time.

The client was advised to make sure his doors are locked and the windows are closed - bailiffs are allowed to come in through unlocked doors. The client was advised that bailiffs recovering council tax aren't allowed to force entry. This means they aren't allowed to force their way into your home and they can't bring a locksmith to help them get in. The client was given a Fact sheet on bailiff's powers for him to read.

The client would get emotional when discussing his debt problem, we would take breaks to regain the clients composure then I would explain clearly what the client's options were and what we could do to resolve his debt problem. The client stated that he has been trying to resolve his problem for a while and made no progress. I contacted the council and I got the debt put on hold. I informed the council that the client was disabled. Council stopped all bailiff action. I explained the client's situation and the evidence that he had sent to them. I then asked them to investigate this case. The council stated they would investigate the client's case and get back to us.

The council contacted us both and stated that the client did not have any council tax arrears. In contrast the council owed the client £520.

The client was really happy that the bailiff had been stopped and that he did not have any council tax arrears. He thanked me for my help. Client stated he tried to sort this problem out himself and got nowhere.

# £520

## COUNCIL TAX DEBT RESOLVED

**The client was really happy that the bailiff had been stopped and that he did not have any council tax arrears. He thanked me for my help. Client stated he tried to sort this problem out himself and got nowhere.**



Tony Pell  
Debt Adviser

# Case study

## Case Study

adviser: Christina O'Donnell

Issue: Benefits

The client is a 64 year old male he lives alone in a property that he owns outright, the client was receiving Contribution based Employment Support Allowance (CBESA,) a Work Capability Assessment was requested by DWP and he was found fit for some work, the client's ESA has been stopped he disagrees with the decision and wants to challenge it. The client has no savings or any other income.

We completed the client's SSCS1 form ensuring supporting information was relevant and supported appeal. Advised client of the process and the likely out come. The client was given a copy of his Appeal form and further evidence was sent to the tribunal judge to consider. Advised they will assess your case without a hearing.

The client won his appeal on 20th July 2022 and was awarded ESA and placed into the support group-LCWRA. He received a back payment of **£3481**

## Case Study

adviser: Gina Monk

Issue: Consumer - Energy

Client had been trying to resolve a billing dispute with her energy supplier for around 6 months. Bills would be produced not reflecting the energy used, with estimates being used even when bills were generated. Client was being chased for a balance larger than the balance was at the point her payment plan was set up, despite all payments and new usage being paid. Client was in financial difficulties due to excessive bills, and had also had an appointment with a debt adviser at the service due to the impact this was having on her as a self employed person.

We challenged the bills, using financial records provided to prove that the client was being chased for a balance exceeding the total sum of legitimate bills produced, and that this was due to adviser error and a debit balance being applied that did not relate to a bill.

"Debt" has been removed and client no longer owes anything to this creditor, she is now free to move suppliers due to me negotiating an early contract end, and will be discussing a request for financial compensation.

# £3481

RECEIVED BY CLIENT IN  
BACK PAYMENT OF ESA



Christina O'Donnell  
**Welfare rights Specialist**

# £1200

INCORRECTLY BILLED  
ENERGY DEBT WRITTEN OFF  
LEAVING CLIENT IN CREDIT  
OF £355.88

**"Thank you for all  
that you've done".**



Gina Monk  
**General Adviser**

# Acknowledgements

We know it's only by working together that we make a difference to the Doncaster Borough.

We're grateful for the generous support we have received this year. Here are a few who have made our work possible.

- Doncaster Metropolitan Borough Council
- Well Doncaster
- The Henry Smith Charity
- The Money & Pension Service
- Age UK Doncaster
- Food Aware CIC
- The Trussell Trust
- Live Inclusive
- UK Government
- Community Wealth Builder
- Skill Step
- Make your Mark
- Doncaster Deaf Society
- The DWP
- St. Leger Homes
- Doncaster College
- Voluntary Action Doncaster



*Thank You*

# A Special Thank you

## KAREN BOTHAMLEY

Karen Bothamley, CEO, retired from CADB at the end of May 2022.

Having previously worked at the Yorkshire bank, Karen joined Thorne & Moorends Citizens Advice Bureau in April 2000 as a part-time debt administrator and then became full-time admin manager in 2002. The merger of Thorne & Moorends and Stainforth CAs in 2005 saw the formation of North East Doncaster Citizens Advice Bureau (NEDCAB) and in 2006, Karen was appointed as the manager of NEDCAB. In 2017, Mexborough CA and NEDCAB merged and Citizens Advice Doncaster Borough was born with Karen appointed as CEO.

Over the course of the last 22 years, Karen has seen many changes in the delivery of CA services across Doncaster and for 16 of these years she has been responsible for leading the teams delivering these services. In that time, she has experienced 2 visits from Princess Anne, worked with a number of Trustee Board Chairs and ensured that CADB functioned through a pandemic. She led NEDCAB through a time of financial restraint and ensured the continued provision of high-quality advice services.

Since 2017, she has provided the vision and leadership which has enabled CADB to develop into a strong, vibrant and successful organization which is well placed to face the challenges ahead and to continue to provide high quality advice for DMBC residents.

Karen's insight, commitment and hard work will be greatly missed, and we are very grateful to her for the great part she has played in the development of CADB.

We wish her well for the future and hope she enjoys her retirement.

*Colin Smith*  
Chair  
Trustee Board

[citizensadvice.org.uk](http://citizensadvice.org.uk)



# Contact Us

- Civic Office, Waterdale, Doncaster DN1 3BU
- Adwick Road Mexborough S64 0DB
- The Hope Centre Church Road DN7 5NS
- Thorne - The Bridge Centre Bridgestreet, Thorne, Doncaster DN8 5QH Thursday - 10am - 2pm
- Carcroft - Bullcroft Memorial Hall Chestnut Avenue DN6 8AP - Friday- 10am - 2pm
- Edlington -Helping Hands Community centre Edlington Ln, DN12 1PL Wednesday - 10am - 2pm
- Cantley -Neighbourhood Centre, 10 St Wilfrid's Court DN4 7AJ - Tuesdays - 10am to 2pm
- Armthorpe- Community Centre Church Street DN3 3AG Tuesdays - 10am to 2pm
- Rossington - The Family Hub Rossington, Grantham St, New Rossington, Doncaster DN11 0TA - Monday - 10am - 2pm



<http://citizensadvice-doncasterborough.org>



- 01302 243057 - General enquiries / Appointments
- 01302 499330 - Local Debt Advice
- 0800 144 88 48 - National Adviceline
- 0800 144 8 444 - Universal Credit -Freephone
- 0800 240 4420 - Freephone Debt Advice line
- 0808 223 1133 - Citizens Advice consumer helpline



[advice@citizensadvice-doncasterborough.org](mailto:advice@citizensadvice-doncasterborough.org)



<https://attenduk.vc/CADB-waiting-room>



[www.cadoncasterborough.org](http://www.cadoncasterborough.org)

**[citizensadvice.org.uk](http://citizensadvice.org.uk)**



Citizens Advice Doncaster Borough is a company limited by guarantee. Registered company number: 10860886 England. Registered office: The Hope Centre Stainforth Methodist Church Church Road Stainforth Doncaster DN7 5NS.. Charity registration number: 1174228. Authorised and regulated by the Financial Conduct Authority – FRN: 786825.

COMPANY REGISTRATION NUMBER 10860886

**CITIZENS ADVICE DONCASTER BOROUGH  
COMPANY LIMITED BY GUARANTEE**

**TRUSTEES' REPORT AND FINANCIAL  
STATEMENTS**

**31 MARCH 2022**

CHARITY NUMBER: 1174228



**Community Benefit Additions Limited  
Workhere, 3 Cavendish Court  
South Parade  
Doncaster  
DN1 2DJ**

**Citizens Advice Doncaster Borough**

(Registered charity, number 1174228)

(Registered company, number 10860886)

**Financial statements**

**for the period ended 31 March 2022**

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## **Citizens Advice Doncaster Borough Trustees' annual report for the period ended 31 March 2022**

The trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the financial statements for the period ended 31 March 2022. The Board have adopted the provisions of the Accounting and Reporting by Charities: Statement of Recommended Practice, applicable to charities preparing their accounts in accordance with the UK accounting standards (FRS 102) (effective 1st January 2015), the Companies Act 2006 and the Charities Act 2011.

### **Reference and administrative details**

Citizens Advice Doncaster Borough  
The Hope Centre, Stainforth Methodist Church  
Church Road, Stainforth Doncaster DN7 5NS  
Charity Registration Number 1174228  
Company limited by guarantee number 10860886  
Authorised and regulated by the Financial Conduct Authority No. 7868 25

**Honorary President:** Elizabeth Brenda Willis

### **Trustees (Directors):**

**Chair:** Colin Smith

**Vice-Chair:** Malcolm Jevons

**Treasurer:** Andrew Wignall

Oliver Head (resigned 6/4/2022)

Christine Marshall (appointed 2/11/2021)

Irene McLaughlin (resigned 2/11/2021)

Anne Rutherford (resigned 21/6/2021)

Oyenike Sogbein (appointed 2/11/2021)

**Chief Officer:** Karen Bothamley (Retired 31/5/2022)  
James Woods (appointed 1/6/2022)

**Bankers:** Yorkshire Bank Plc, 19 St Sepulchre Gate, Doncaster, DN1 1TD  
CAF Bank, 25 Kings Hill Ave, Kings Hill, West Malling ME19 4JQ  
Shawbrook Bank Limited, Lutea House, The Drive, Brentwood, CM13 3BE

**Independent Examiner:** Meshach Adelowokan FAIA, FCIE, CASDon, C/o Workhere, 3 Cavendish Court, South Parade, Doncaster DN1 2DJ

**The trustees of the charity have complied with section 4 of the Charities Act 2006 in fulfilling their duty to have due regard to public benefit guidance published by the Charity Commission.**

### **Structure, Governance and Management Information:**

Citizens Advice Doncaster Borough (CADB) – henceforth referred to as “the organisation” - is governed by Articles of Association and is a member of Citizens Advice. CADB was incorporated on 11<sup>th</sup> July 2017 when the old charity, North East Doncaster CAB (NEDCAB), transferred across to the new organisation awaiting merger with Mexborough CAB. This merger finally took place on 19<sup>th</sup> April 2018. NEDCAB was dissolved in July 2018 and Mexborough CAB in April 2019.

## **Citizens Advice Doncaster Borough Trustees' annual report for the period ended 31 March 2022**

At an ordinary Trustee Board meeting prior to the AGM, consideration is given to recruiting new members to the Board to fill any gaps in skills or diversity identified during appraisal of the board. Once agreement has been reached, a targeted and fully documented recruitment exercise takes place in accordance with our Citizens Advice membership agreement. If recruitment is in direct response to identification of a skills gap, it may be practical to dispense with an open recruitment process in order to best fulfil a specific need at a particular time. The written procedure states that in an open recruitment process, candidates are shortlisted and interviewed following application in response to advertisement – and successful candidate/s are invited to attend the next Board meeting as a guest prior to proposal for election at the next AGM. Induction takes the form of an induction pack and all Trustees receive training which is appropriate to their role and in compliance with Citizens Advice membership requirements. It is possible from time to time to invite DMBC and/or Thorne/Moorends Town Council to nominate 2 representatives each on the Board – the names of which are supplied by the relevant Council from time to time, and acceptance is voted on by the Board. Trustees accepted representation from DMBC following the local authority AGM in May 2019 and representation will be reviewed again during 2023. All members of the Trustee Board give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity would be set out in Notes to the Accounts – there have been none.

The organisation is managed by its Trustee Board, which is drawn from the local community. The members are charity trustees who have legal responsibility for the general control and management of the organisation, including financial management and control. Decisions are made by way of proposal, seconding, and minuting the result. The Executive Sub-Committee and various sub-committees as required from time to time exist to deal with particular areas of governance. A full risk assessment is scheduled to be carried out by the Trustees (may delegate to a sub-committee) in May annually, with results reported to the full Trustee Board.

The Trustee Board is responsible for ensuring that the organisation complies with the CitA Membership Scheme and charity legislation.

In practice day-to-day management is delegated to the Chief Officer.

Objects and aims:

Our charity's objects as set out in the company's articles of association are:

- to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in the borough of Doncaster and surrounding areas.

Our aims are:

- to provide the advice people need for the problems they face
- to improve the policies and practices that affect people's lives
- to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

We value diversity, promote equality and challenge discrimination.

## **Citizens Advice Doncaster Borough Trustees' annual report for the period ended 31 March 2022**

Ensuring our work delivers our aims:

We review our activities and progress against our aims each year. This review, alongside review of our Business and Development Plan, looks at what we achieved and the outcomes of our work in the previous twelve months. We look at the success of each key activity and the benefits they have brought to those groups of people we are set up to help. The review also helps us ensure our aims objectives and activities remain focussed on our stated purposes.

### **Achievements and Performance:**

Our main areas of charitable activity for the public benefit are provision of advice and information –both generalist and specialist – and improvement of policies and practices that affect people's lives. In this challenging year, it was more important than ever to be a strong, clear voice speaking up for those who come to us for help.

2021-2022 has been another successful and productive year for our service but a difficult and challenging one too. We have seen the impacts of the cost of living and energy crisis impact clients locally and vastly increased demands on Services we offer. We have continued our close working relationship with DMBC by responding quickly and positively to their requests for help in addressing the energy and cost of living crisis, setting up additional service outlets for clients across the Borough. We have continued positive working relationships – in both a practical and advisory capacity – with partner organisations such as Age UK Doncaster, FoodAware CIC, The Trussell Trust and the Yorkshire Building Society.

We have also continued our strong working relationship with other Local Citizens Advice across South Yorkshire.

In 2021-2022 we have seen an increased client demand in all areas of our work, as we responded to broader client demographics, the impacts of the Pandemic - to the longer term impacts of Brexit.

We have provided targeted advice and support in response to the cost of living crisis and the energy crisis, which have had a significant impact on residents across the borough.

Our major concern is that these issues are only just starting to impact people and that more people across the borough are going to need the advice and support services we offer.

We will continue to work to increase our capacity in innovative ways to improve and diversify the access routes to our services, while maintaining the high quality service we provide.

During the last annual year we have very successfully consolidated our services and position in the wider Doncaster community through our provision of an omni-channel approach to advice delivery. We have continued to adopt a community based approach to advice service provision. Delivering advice and support to our clients through additional (and free) telephone advice, advice via Webchat, email and video link via the Attend Anywhere platform.

We have continued to offer digital advice through our "Debt Pods" in community venues across Doncaster. As venues have reopened post the pandemic we have adopted a face to face presence in a growing number of community locations across the Borough, moving forward we will look to grow this reach embedding us as an essential service throughout the borough.

We have been successful in adding benefits and generalist advice projects to our service offer in addition to our main services operating from offices in Stainforth, Mexborough and Doncaster town centre.

## **Citizens Advice Doncaster Borough Trustees' annual report for the period ended 31 March 2022**

### **Achievements and Performance continued:**

We have seen an increase in demand for services since the reopening of the face to face advice service in 2021. We expect demands to continue to rise as clients deal with greater strains on their personal finance as a result of the cost of living crisis and rising energy bills. As an organisation we will continue to strive to react to these demands through innovative working practices and funded projects targeting those most vulnerable or in need of our support.

In February 2022 we moved into the DMBC Civic building which will become a hub for service provision in central Doncaster, we will retain our offices in Stainforth and Mexborough in addition to our community outreach services. Our registered office was moved to Stainforth at the end of March 2022.

For the last 12 months we have been part of the DWP Kickstart employment programme which gives young people the opportunity to work in organisations like ours to gain employability skills and experience. We have recruited some of these young people to paid roles within our service and a number have moved on to obtain paid work elsewhere.

We have continued to be successful in attracting new volunteers to our expanding team which will enhance service provision, and a new management structure will ensure we are able to make the most of this rich resource for the benefit of our clients.

We were successful in being selected as the lead organisation for South Yorkshire to provide the new look Universal Credit Help to Claim service, This started in March 2022, To be selected as the lead is a remarkable achievement and recognises our work in terms of quality of advice and surpassing targets set by funders for client numbers.

We continue to offer specialist and generalist advice via our full range of access methods five days per week: the generalist sessions are mainly staffed by volunteer advisers. We are keen to provide equal access to our services within the constraints of our funding, and have assisted clients from a wide geographical area across the Borough of Doncaster – and beyond via our expanded telephone advice service through Adviceline.

Volunteers are the foundations of the services we offer contributing to the administration side of the organisation's work as well as to the advice service, and we expect that our expanded team of volunteers will, over the next year, contribute in excess of 8,424 hours This year our volunteers gave up 8,424 hours of volunteering to help deliver our services.

We couldn't help as many people as we do without them. The monetary value of volunteered hours over the year came to £131,000 - a substantial contribution.

We continually look for ways to raise our profile and reach across the Doncaster borough and wider into South Yorkshire. This year we have launched a digital newsletter for us to share stories and news about the service that has a reach of over 250 stakeholders and organisations. We have continued to publish regular articles in local publications such as the free press which allows us to reach more than 30000 households via these free publications. We, this year, made our Television debut with a member of the team being interviewed live on BBC Look North about the impacts the cost of living crisis was having on Doncaster residents.

We are still trying to expand our social media presence to engage with more people, we have tried to produce more engaging and informative content promoting knowledge of our services and including people who might not otherwise have been as aware of what we do. We also use this platform to champion equality and to raise issues around equality and diversity.

## **Citizens Advice Doncaster Borough Trustees' annual report for the period ended 31 March 2022**

### **Achievements and Performance continued:**

We have a growing following of general public, local authority, MPs and councillors as well as potential partner organisations across the Borough of Doncaster.

We have tried to refocus our Research & Campaigns work over the last 12 months to ensure the voice of our service users is really heard and real measurable impact can be achieved.

We have worked on a number of campaigns this year, including cost of living, energy crisis, the **Keep the uplift** campaign. We have continued to champion the problems related to illegal money lending, and were approached by the centre for social justice to contribute to their work in this area. Our input formed part of the **Swimming with sharks: tackling illegal money lending in England** report.

On the subjects of the cost of living and energy crisis we held meetings with Ed Miliband MP to discuss this issue in detail and followed this up by arranging a discussion between the MP and clients suffering because of both the energy and cost of living crisis.

Our new management structure has enabled us to plan a restructure of our research and campaigns work for the next 12 months with the aim of instigating and running local campaigns to better deal with local issues facing our clients. This new work will run alongside our participation in national CitA initiatives and will ensure increased effectiveness in this area of our work.

During the year, across our team of both volunteers and paid staff, have been in contact with 9,712 clients we have dealt with 25,511 separate issues. 10,459 of these were debt and 7,030 **benefits issues**. (It is worth noting that had we had the funding and resources to provide additional welfare rights casework, the split between these two subject areas would have been roughly equal.) We have generated in excess of £1.0million of financial gains for our clients through benefit and tax credit gains and better-off calculations and assistance. We got £2.1million of debt written off and handled more than £5.1million of debt for our clients. It is thanks to our unique team that our clients receive a first class service.

This year we celebrated winning a National Award for innovation. Out of the 2540 Citizens Advice locations in England and Wales, Citizens Advice Doncaster Borough were awarded the Innovation Award of the year at their National Citizens Advice conference.

The Award was for the set up and use of remote law students provided by Pro-bono Community to provide welfare rights advice and help clients complete PIP forms via the phone and video portals we set up locally.

National CEO Dame Claire Moriarty - " Their innovative support has helped and supported 19 clients with their Personal Independent Payment forms, the service has received great feedback from those who've used it and helped some of Doncaster's most marginalised clients access the benefits they're entitled to, a huge well done to Citizens Advice Doncaster Borough"

We are incredibly proud to have been able to support our clients via telephone and video channels, with one of the most complex and stressful benefit forms. Throughout lockdown we worked with a partner organisation and arranged for experienced student volunteers to give practical experience and help in completing these forms, without them we would not have managed to respond to the demand for this particularly complex service and we want to say a huge thank you to the 2 students who gave their time up to help the Doncaster Community.

We have contacted these clients and had excellent feedback regarding the service they received and how this helped them through such a difficult year. 'Sympathetic and not patronising', 'Lots of help, very understanding', 'Helped fill it in and helped add details that were missed'.

# **Citizens Advice Doncaster Borough Trustees' annual report for the period ended 31 March 2022**

## **Achievements and Performance continued:**

Activity and achievements relating to our specific projects are detailed in our Annual Review document, and our 3-year Business and Development Plan is reviewed in March and September annually. This details objectives and strategies as well as noting our progress against last year's plan.

Following the retirement of the Chief Executive Officer Karen Bothamley in May 2022 James Woods was appointed as her successor. His previous role of Operations Manager was assumed by Deborah Murray.

Our core funding comes from DMBC and they have announced they are moving from annually funding our service to a 3 year funding cycle starting in 2022, this is fantastic for us as it gives us a greater stability in a challenging time for funding. DMBC has also provided us with additional funding for our Pod and outreach service throughout the year and we will make proposals for these services to continue moving forward.

We remain aware that it is possible that DMBC may look to commission core services at some stage in the future – a process to which we would be eager and ready to contribute. Our debt project funded by Money Advice and Pensions Service provided full end-to-end debt casework to clients and this contract has been extended until the end of January 2023.

Our specialist welfare rights work was funded from a partnership with Age UK through a DMBC commissioned project and this has been a great success. The search for external welfare rights advice funding continues.

We are pleased to report we set up a project with the help of National CA to provide advice services in the Yorkshire building society, this award winning project allows us to work closely with them to provide advice and support services to their customers.

We have also been successful in obtaining funding from FoodAware CIC to have advisers located in the Mexborough food bank to support clients with problems they face and to reduce dependency on food bank usage, this project will be used as a pilot and results will be used to approach The Trussell trust for a similar project should it be successful.

## **Financial Review:**

Our end-of-year figures are produced by the Chief Officer, checked by the Treasurer and scrutinised and accepted by firstly the Finance Sub-Committee and then our Trustee Board. Our accounts are then examined annually and presented at our Annual General Meeting. Our Reserves Policy (as detailed below) is reviewed from time to time by the Finance Sub-committee and adjusted as deemed necessary. This is important to ensure continuation of our service to clients until other arrangements could be made for their care if all other funding were withdrawn. Designated amounts within these figures will also allow for any possible redundancies in the future, and regular reviews of the amount of our liability in this area will be carried out as part of the organisation's Risk Assessment policy.

Our principal funders over the past year have been Money Advice Service, Henry Smith Charity, DWP and DMBC which has enabled us to run projects contributing to our objectives shown above and to achieve the results detailed in our Annual Review.

# **Citizens Advice Doncaster Borough Trustees' annual report for the period ended 31 March 2022**

## **Reserves Policy:**

CADB trustees recognise that although it is prudent to build up funds for specific purposes and to have a safety net to protect CADB if unexpected events occur they accept that having too much in reserves may impact future funding applications and core funding amounts. It is accepted that in the next 12 months we would review reserves and look at strategically using some to progress aspects of the service for the benefit of service users, like investing in a more accessible and responsive website.

In light of CitA Membership Agreement from 1<sup>st</sup> April 2017 and its associated Financial Health Monitoring procedures - and taking into account best practice and assessment of risk facing CADB – the trustees have carried out a review of our reserves policy.

Trustees have decided in the current environment holding reserves equivalent to 4-months' running costs would be our policy. That decision moving forward will be made about making best use of reserves in terms of improving our infrastructure (such as replacing new equipment or essential building maintenance improvement to Business support and training ) to reflect the growth we have experienced.

According to the level of budgeted expenditure in the financial year April 2021 to March 2022 our reserves were **£569,615**.

When considering the right level of reserves, trustees have taken into account the following:

1. forecasts of future income, the reliability and sustainability of each source of income and prospects for obtaining income from new sources
2. forecasts of future expenditure, based on planned activity
3. analysis of future requirements, opportunities, contingencies (e.g. redundancy and other contractual obligations such as maternity leave) or risks which are unlikely to be covered by income if and when they arise
4. likelihood of losing premises from which to provide services
5. analysis of the likelihood of such risks arising and the consequences to the charity if they cannot be dealt with
6. The need to invest in improving infrastructure to reflect growth.

Following review and consideration of all the above factors, trustees have agreed the following should constitute CADB's reserves policy:

## **Unrestricted reserves**

The trustees believe that the organisation should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising.

The trustees consider that it would be prudent to set aside an amount equivalent to Four months' operating expenditure – **£238,771**

# Citizens Advice Doncaster Borough Trustees' annual report for the period ended 31 March 2022

## Designated reserves

Of the above unrestricted funds, **£119,271 designated** for the following purposes:

- ❖ Contractual commitment reserve - a reserve to ensure that the bureau is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise.
- ❖ Trustees, having taken into account relevant service provision needs, will endeavour to put aside some level of unrestricted funds each April in an attempt to work towards and maintain the above figures.
- ❖ This policy will be reviewed by March annually by the Trustee Board to coincide with setting budgets for the forthcoming year, before ratification by the full board using information provided by management staff.

## Plans for Future Periods:

During the period covered by this report we have further consolidated our position and reputation in the community and ensured continuation and expansion of the highest quality advice services to people across the whole borough of Doncaster. We expanded the use of social media for publicity and client contacts. We have decided to adopt a more community based approach to advice provision, this is because it reflects the stance of our main funder but also as this approach has proven popular with our client base. We aim to integrate our services in community locations through the borough increasing our presences and expanding our stakeholder base, this in turn will lead to closer working and future funded partnerships.

We will continue to bid for larger regional projects through Citizens Advice as we have with Universal Credit Help To Claim project, if through our quality and ability to hit targets we are able to meet project requirements, we will continue to expand our scope and look for projects needed locally that we may have not had in the past. We predict we will need to increase our capacity to deal with the scale of issues people face moving forward. Issues such as debt, employment and housing tenure will be vital over the next twelve months and we will seek to increase the number of paid hours available for this work through increased funding from relevant sources.

We have fully reinstated safe face-to-face services and are increasing our community presence for the clients unable to access help remotely, as well as continuing to adapt our services to make best use of technology solutions available to us. We recognise the importance of ensuring our services are accessible to all sections of the community and will look to make the most of this opportunity by embedding varied advice-delivery methods into training for new volunteers who could potentially deliver advice out of normal office hours from home.

In the coming year we will continue to pursue sustainable funding opportunities to consolidate service provision and increase availability of debt benefits and housing appointments and will continue to monitor and react to external influences which affect our clients and/or our service in order to provide targeted support on specific issues.

We see partnership working as being advantageous in providing a stable and sustainable base for the organisation and we look forward particularly to strengthening our relationships with the local authority and reaffirming our position as the principal advice provider for the Doncaster Borough

## Citizens Advice Doncaster Borough Trustees' annual report for the period ended 31 March 2022

### Trustees' responsibilities

Company and charity law require 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 its incoming resources and application of resources, including the net income or expenditure, during the period. In preparing those financial statements, the trustees are required to:

- \* select suitable accounting policies and then apply them consistently;
- \* make judgements and estimates that are reasonable and prudent;
- \* state whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements;
- \* prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charities Act 2011. 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.

The trustees of the charity who served during the year and up to the date of this report are set out on page 1.

**So far as the trustees are aware, there is no relevant information (as defined by Section 418 of the Companies Act 2006) of which the company's independent examiner is unaware, and each trustee has taken all the steps that he or she ought to have taken as a trustee in order to make himself or herself aware of any relevant information and to establish that the company's independent examiner is aware of that information.**

### Fixed assets

The movements in fixed assets during the period are reflected in note 8 in the accounts.

### Events since the balance sheet date

No events have occurred since the balance sheet date, which affect the charity.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (SORP 2005).

Signed on behalf of the Trustee Board by Colin Smith – Chair of Trustees

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Colin Smith – Chair of Trustees

Date 18 October 2022

## **Independent examiner's report to the trustees of Citizens Advice Doncaster Borough for the period ended 31 March 2022**

I report on the accounts of the company, which are set out on pages 12 to 21.

### **Respective responsibilities of trustees and examiner**

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified fellow member of the Association of Charity Independent Examiners.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the general directions given by the Charity Commissioners under section 145(5)(b) of the 2011 Act; and
- state whether particular matters have come to my attention.


### **Basis of independent examiner's report**

My examination was carried out in accordance with the general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

### **Independent examiner's statement**

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in any material respect the requirements:
  - to keep accounting records in accordance with section 386 of the Companies Act 2006; and
  - to prepare accounts which accord with the accounting records and comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities have not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed   
Meshach Adelowokan, FAIA, FCIE  
Director, Community Benefit Additions Limited,  
for CASDon

Date 21/10/2022

**Citizens Advice Doncaster Borough**  
**Statement of financial activities**  
**(incorporating an income and expenditure account)**  
**for the period ended 31 March 2022**

|                                      | Note | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>2022<br>£   | 2021<br>£            |
|--------------------------------------|------|----------------------------|--------------------------|----------------------|----------------------|
| <b>Income (and endowments) from:</b> |      |                            |                          |                      |                      |
| Donations and legacies               | 2    | 51                         | -                        | 51                   | 10                   |
| Charitable activities                | 3    | 290437                     | 538308                   | 828745               | 582543               |
| Investments                          | 4    | 301                        | -                        | 301                  | 39                   |
| Other                                | 5    | <u>6385</u>                | <u>-</u>                 | <u>6385</u>          | <u>1046</u>          |
| <b>Total income</b>                  |      | <b><u>297174</u></b>       | <b><u>538308</u></b>     | <b><u>835482</u></b> | <b><u>583638</u></b> |
| <b>Expenditure on:</b>               |      |                            |                          |                      |                      |
| Central administration expenses      | 7    | 11710                      | 360                      | 12070                | 9546                 |
| Charitable activities                | 6    | <u>216104</u>              | <u>488186</u>            | <u>704290</u>        | <u>492893</u>        |
| <b>Total expenditure</b>             |      | <b><u>227814</u></b>       | <b><u>488546</u></b>     | <b><u>716360</u></b> | <b><u>502439</u></b> |
| <b>Net income/expenditure</b>        |      | <b>69360</b>               | <b>49762</b>             | <b>119122</b>        | <b>81199</b>         |
| Transfers between funds              |      | <u>49762</u>               | <u>(49762)</u>           | <u>-</u>             | <u>-</u>             |
| <b>Net movement in funds</b>         |      | <b><u>119122</u></b>       | <b><u>0</u></b>          | <b><u>119122</u></b> | <b><u>81199</u></b>  |
| <b>Reconciliation of funds</b>       |      |                            |                          |                      |                      |
|                                      | 11   |                            |                          |                      |                      |
| Total funds brought forward          |      | <u>569615</u>              | <u>-</u>                 | <u>569615</u>        | <u>488416</u>        |
| <b>Total funds carried forward</b>   |      | <b><u>688737</u></b>       | <b><u>-</u></b>          | <b><u>688737</u></b> | <b><u>569615</u></b> |

All the activities of the charitable company are classed as continuing. The company had no recognised gains or losses other than the net income for the period.

**Citizens Advice Doncaster Borough**  
**Balance sheet**  
**at 31 March 2022**  
**Company Number: 10860886**

|                                     | Note | £             | 2022<br>£     | £             | 2021<br>£     |
|-------------------------------------|------|---------------|---------------|---------------|---------------|
| <b>Fixed assets</b>                 |      |               |               |               |               |
| Tangible assets                     | 8    | 329020        |               | 337057        |               |
| <i>Total fixed assets</i>           |      |               | 329020        |               | 337057        |
| <b>Current assets</b>               |      |               |               |               |               |
| Debtors                             | 9    | 52390         |               | 8365          |               |
| Cash at bank and in hand            |      | 495692        |               | 321725        |               |
| <i>Total current assets</i>         |      | <u>548082</u> |               | <u>330090</u> |               |
| <b>Liabilities</b>                  |      |               |               |               |               |
| Creditors:                          |      |               |               |               |               |
| amounts falling due within one year | 10   | (188365)      |               | (97532)       |               |
| <b>Net current assets</b>           |      |               | 359717        |               | 232558        |
| <b>Total net assets</b>             |      |               | <u>688737</u> |               | <u>569615</u> |
| <b>The funds of the charity</b>     |      |               |               |               |               |
| 11,13                               |      |               |               |               |               |
| Unrestricted income funds           |      |               |               |               |               |
| Designated                          |      |               | 119271        |               | 78000         |
| General                             |      |               | 569466        |               | 491615        |
|                                     |      |               | <u>688737</u> |               | <u>569615</u> |
| Restricted income funds             |      |               |               |               |               |
| <i>Total charity funds</i>          |      |               | <u>688737</u> |               | <u>569615</u> |


*For the period ending 31 March 2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.*

**Directors' responsibilities:**

- *The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006;*
- *The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.*

*These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and with the Financial Reporting Standard for Smaller Entities (effective April 2008).*

The financial statements on pages 12 to 21 were approved by the Board on 26 September 2022 and signed on its behalf by:

Signed   
 Colin Smith, Chair of Trustees

Dated 18 October 2022

**The notes on pages 14 to 21 form part of these financial statements**

# **Citizens Advice Doncaster Borough Notes to the accounts for the period ended 31 March 2022**

## **1. Accounting policies**

### **Basis of the preparation of the accounts**

These financial statements have been prepared under the historical cost convention and in accordance with Accounting and Reporting by Charities - Statement of Recommended Practice (SORP revised 2005), applicable UK accounting standards (FRS 102) (effective 1st January 2015), and the Companies Act 2006. The principal accounting policies adopted in the preparation of the financial statements are as follows:

### **Depreciation:**

The Trustees resolved to increase the threshold for capitalising assets in current depreciation accounting policy from £500 to £2000.

Fixed assets are stated at cost less accumulated depreciation. Individual fixed assets costing more than £2000 are capitalised at cost.

Depreciation is provided on tangible assets at the following annual rates calculated in order to write off the cost less estimated residual value over their useful economic lives.

1. Freehold buildings 2% on cost
2. Leasehold improvements over the life of the lease
3. Computer equipment 33% on cost
4. Furniture fixtures and fitting 25% on cost

### **Incoming Resources**

All material incoming resources have been included on a receivable basis – i.e. they are included if the date receivable falls within the period covered by these accounts.

### **Grants**

Grants receivable funding the general activities of the company are included in the year in which they are receivable, except where the funders specify that they must be used in future accounting periods or funders conditions have not been fulfilled; then the income is deferred.

### **Charitable Expenditure**

Charitable expenditure is recognised in the financial statements on an accruals basis and inclusive of irrecoverable VAT.

Expenditure which is directly attributable to specific activities has been included in these cost categories. Where costs are attributable to more than one activity, they have been apportioned across the cost categories on a basis consistent with the use of these resources. In the opinion of the trustees, the proportion of indirect costs relating to management and administration of the charity is not material and has therefore not been disclosed separately.

**Citizens Advice Doncaster Borough**  
**Notes to the accounts**  
**for the period ended 31 March 2022**

**1. Accounting policies - continued**

**Pension Costs**

The charity participates in a group personal pension arrangement. The pension charge represents the amounts payable by the charity to the fund in respect of the year.

**Leasing Commitments**

Rentals paid under operating leases are charged in the SoFA as incurred.

**Restricted and Unrestricted Funds**

Restricted funds are funds received from donors which are subject to restrictions on the purposes for which they may be used. Unrestricted funds are those where there are no externally imposed restrictions. These include funds freely available to the charity for expenditure or appropriation to reserves for internally designated purposes.

**Designated Funds**

The charity's designated funds are established as a result of regular review of its ongoing needs by the Board of Trustees, and are intended to fully cover significant identifiable financial commitments.

**Taxation**

As a registered charity, the company is exempt from income and capital taxes on its charitable activities.

**2. Donations and legacies**

|                    | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | Total<br>funds<br>£ | 2021<br>£ |
|--------------------|----------------------------|--------------------------|---------------------|-----------|
| Grants & donations | 51                         | -                        | 51                  | 10        |
| Legacies           | -                          | -                        | -                   | -         |
|                    | <u>51</u>                  | <u>-</u>                 | <u>51</u>           | <u>10</u> |

**3. Income from charitable activities**

|                         | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | Total<br>funds<br>£ | 2021<br>£     |
|-------------------------|----------------------------|--------------------------|---------------------|---------------|
| Grants and contracts    | 290437                     | 538308                   | 828745              | 582543        |
| Primary purpose trading | -                          | -                        | -                   | -             |
|                         | <u>290437</u>              | <u>538308</u>            | <u>828745</u>       | <u>582543</u> |

**Citizens Advice Doncaster Borough**  
**Notes to the accounts**  
**for the period ended 31 March 2022**

**4. Investment income**

|               | Unrestricted<br>funds | Restricted<br>funds | Total<br>funds | 2021      |
|---------------|-----------------------|---------------------|----------------|-----------|
|               | £                     | £                   | £              | £         |
| Bank Interest | 301                   | -                   | <b>301</b>     | 39        |
|               | <b>301</b>            | <b>-</b>            | <b>301</b>     | <b>39</b> |

**5. Other income**

|                              | Unrestricted<br>funds | Restricted<br>funds | Total<br>funds | 2021        |
|------------------------------|-----------------------|---------------------|----------------|-------------|
|                              | £                     | £                   | £              | £           |
| Transferred on incorporation | -                     | -                   | -              | -           |
| Other income                 | 6385                  | -                   | <b>6385</b>    | 1046        |
|                              | <b>6385</b>           | <b>-</b>            | <b>6385</b>    | <b>1046</b> |

**6. Charitable expenditure**

|                              | Unrestricted<br>funds | Restricted<br>funds | Total<br>funds | 2022          | 2021 |
|------------------------------|-----------------------|---------------------|----------------|---------------|------|
|                              | £                     | £                   | £              | £             | £    |
| Direct staff costs           | 203988                | 414764              | <b>618752</b>  | 400043        |      |
| Travel and subsistence       | 4129                  | 176                 | <b>4305</b>    | 1409          |      |
| Premises costs               | 31810                 | 120                 | <b>31930</b>   | 30121         |      |
| Depreciation of owned assets | 8037                  | -                   | <b>8037</b>    | 8038          |      |
| Partner payments             | -                     | 6500                | <b>6500</b>    | -             |      |
| Other support costs          | 30831                 | 3935                | <b>34766</b>   | 53282         |      |
| Central recharges (note 20)  | (62691)               | 62691               | <b>-</b>       | -             |      |
|                              | <b>216104</b>         | <b>488186</b>       | <b>704290</b>  | <b>492893</b> |      |

**7. Central administration expenses**

|   | Unrestricted<br>funds | Restricted<br>funds | Total<br>funds | 2022        | 2021 |
|---|-----------------------|---------------------|----------------|-------------|------|
|   | £                     | £                   | £              | £           | £    |
| AGM expense                                     | 60                    | -                   | <b>60</b>      | 60          |      |
| Independent examination, Payroll, Consultancy e | 11074                 | -                   | <b>11074</b>   | 9199        |      |
| Miscellaneous costs                             | 576                   | 360                 | <b>936</b>     | 287         |      |
|   | <b>11710</b>          | <b>360</b>          | <b>12070</b>   | <b>9546</b> |      |

**Citizens Advice Doncaster Borough**  
**Notes to the accounts**  
**for the period ended 31 March 2022**

**8. Tangible assets (analysis of opening & closing carrying amounts)**

| Cost or valuation                   | Building<br>extension &<br>improvement<br>£ | Furniture<br>Fixtures &<br>fittings<br>£ | Computer<br>& Office<br>equipment<br>£ | Total<br>£           |
|-------------------------------------|---|--|--|----------------------|
| <b>At beginning of the period</b>   | 379528                                      | 679                                      | 1108                                   | <b>381315</b>        |
| Additions                           | -   | -  | -                                      | -                    |
| Disposals                           | -   | -  | -                                      | -                    |
| Valuations                          | -   | -  | -                                      | -                    |
| Transfer - (Mexborough)             | -   | -  | -                                      | -                    |
|                                     | <u><b>379528</b></u>                        | <u><b>679</b></u>                        | <u><b>1108</b></u>                     | <u><b>381315</b></u> |
| <b>Depreciation and impairments</b> |   |  |  |                      |
| At beginning of the period          | 43364                                       | 340                                      | 554                                    | <b>44258</b>         |
| Disposals                           | -   | -  | -                                      | -                    |
| Depreciation (& impairment)         | 7590  | 170                                      | 277                                    | <b>8037</b>          |
|                                     | <u><b>50954</b></u>                         | <u><b>510</b></u>                        | <u><b>831</b></u>                      | <u><b>52295</b></u>  |
| <b>Net book value</b>               |   |  |  |                      |
| At beginning of the period          | 336164                                      | 339                                      | 554                                    | <b>337057</b>        |
| At end of the period                | <u><b>328574</b></u>                        | <u><b>169</b></u>                        | <u><b>277</b></u>                      | <u><b>329020</b></u> |

**9. Debtors**

|                                  | 2022<br>£           | 2021<br>£          |
|----------------------------------|---------------------|--------------------|
| Trade debtors                    | 31326               | 5135               |
| Prepayments                      | 21064               | 3230               |
| Other debtors and accrued income | -                   | -                  |
|                                  | <u><b>52390</b></u> | <u><b>8365</b></u> |

**10. Creditors – amounts falling due within 1 year**

|                                   | 2022<br>£            | 2021<br>£           |
|-----------------------------------|----------------------|---------------------|
| Trade creditors (Deferred Income) | 156120               | 77121               |
| Other creditors                   | 5586                 | 5684                |
| Other creditors (HMRC + Pension)  | 19643                | 9155                |
| Accruals                          | 7016                 | 5572                |
|                                   | <u><b>188365</b></u> | <u><b>97532</b></u> |

**Citizens Advice Doncaster Borough  
Notes to the accounts  
for the period ended 31 March 2022**

**11. Movements in funds**

|                                   | Balances<br>brought<br>forward<br>£ | Income<br>£   | Expenditure<br>£ | Transfers<br>£ | Balances<br>carried<br>forward<br>£ |
|-----------------------------------|-------------------------------------|---------------|------------------|----------------|-------------------------------------|
| <b>Unrestricted Funds</b>         |                                     |               |                  |                |                                     |
| Designated:                       |                                     |               |                  |                |                                     |
| Contractual<br>commitment reserve | 78000                               | -             | -                | 41271          | 119271                              |
|                                   | 78000                               | -             | -                | 41271          | 119271                              |
| General                           | 491615                              | 297174        | (227814)         | 8491           | 569466                              |
|                                   | <b>569615</b>                       | <b>297174</b> | <b>(227814)</b>  | <b>49762</b>   | <b>688737</b>                       |
| <b>Restricted Funds</b>           |                                     |               |                  |                |                                     |
| MASDAP                            | -                                   | 251407        | (219255)         | (32152)        | -                                   |
| MAPS Trainee                      | -                                   | 48837         | (32390)          | (16447)        | -                                   |
| Henry Smith Charity               | -                                   | 60040         | (60040)          | -              | -                                   |
| CADB Tier Three                   | -                                   | 107074        | (107076)         | 2              | -                                   |
| DEFRA                             | -                                   | 3271          | (3272)           | 1              | -                                   |
| HMPT                              | -                                   | 1168          | 0                | (1168)         | -                                   |
| COMMUNITY HUB                     | -                                   | 13086         | (13087)          | 1              | -                                   |
| FOOD AWARE                        | -                                   | 1092          | (1092)           | -              | -                                   |
| Help to Claim                     | -                                   | 52333         | (52334)          | 1              | -                                   |
|                                   | -                                   | <b>538308</b> | <b>(488546)</b>  | <b>(49762)</b> | -                                   |

The purpose of each of the funds is detailed as follows:

**Unrestricted Funds**

**Contractual commitment reserve** - a reserve designated by the Trustee Board, to ensure that the bureau is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise.

**DMBC – Denaby** – to assist in providing weekly outreach advice sessions at the Denaby Springhill Centre.

**Restricted Funds**

- **MASDAP** (Money Advice Service Debt Advice Project) – provides funds in partnership with Citizens Advice to provide face to face debt advice services...
- **Energy Best Deal** is a grant to provide fuel advice sessions to groups of frontline workers and consumers.
- **Henry Smith Charity** – a project providing free advice and support on debt, benefits, housing and employment to people across the Borough of Doncaster.
- **DEFRA** – In conjunction with DMBC, a project to provide community based "advice access pods" across Doncaster Borough.
- **HMPT** (Helping More People Together) In conjunction with national Citizens Advice to provide increased telephone, email and Webchat advice via Adviceline for clients.

**Citizens Advice Doncaster Borough  
Notes to the accounts  
for the period ended 31 March 2022**

**12. Staff costs and numbers**

Staff costs were as follows:

|                       | <b>2022</b>          | <b>2021</b>          |
|-----------------------|----------------------|----------------------|
|                       | <b>£</b>             | <b>£</b>             |
| Wages and salaries    | 574573               | 374007               |
| Social security costs | 37914                | 22773                |
| Pension               | <u>6265</u>          | <u>3263</u>          |
|                       | <b><u>618752</u></b> | <b><u>400043</u></b> |

No employee received emoluments of more than £60,000.

The average weekly number of employees during the year was 48 (2021 22). The full time equivalent was 40(2021 21).

At the period end pension charges of £nil had not been remitted.

**13. Analysis of net assets by fund**

|                    | Unrestricted         | Restricted      | Total                |                      |
|--------------------|----------------------|-----------------|----------------------|----------------------|
|                    | funds                | funds           | funds                | 2021                 |
|                    | £                    | £               | £                    | £                    |
| Fixed assets       | 329020               | -               | <b>329020</b>        | 337057               |
| Net current assets | <u>359717</u>        | <u>-</u>        | <b><u>359717</u></b> | <u>232558</u>        |
|                    | <b><u>688737</u></b> | <b><u>-</u></b> | <b><u>688737</u></b> | <b><u>569615</u></b> |

**14. Fees payable to independent examiner**

During the period, the fees payable (excluding VAT) to the charity's independent examiner CASDon (Community Accountancy Services Doncaster) are analysed as follows:

|                          | <b>2022</b>        | <b>2021</b>        |
|--------------------------|--------------------|--------------------|
|                          | <b>£</b>           | <b>£</b>           |
| Independent examination  | 3060               | 2560               |
| Tax advisory services    | -                  | -                  |
| Other financial services | <u>260</u>         | <u>260</u>         |
|                          | <b><u>3320</u></b> | <b><u>2820</u></b> |

**15. The Trustees' remuneration, benefits and expenses**

None of the trustees have been paid any remuneration or received any other benefits from an employment with the charity or a related entity. No trustee expenses have been incurred.

**Citizens Advice Doncaster Borough  
Notes to the accounts  
for the period ended 31 March 2022**

**16. Related party transactions**

There have been no related party transactions during the period under review.

**17. Pension commitments**

The Charity operates a defined contribution pension scheme, during the period the Charity made contributions to the scheme of £6,265.44 (2021 £3,263.22). At 31st March 2022 there was no outstanding liability.

**18. Annual commitments under operating leases**

The company had no commitments under operating leases at the balance sheet date.

**19. Share Capital**

The company is registered as a company limited by guarantee and has no share capital. The current members are guarantors in the sum of £1 each.

**20. Central recharges**

|                      | <b>Management Salaries</b> | <b>Overheads</b> | <b>Total</b> |
|----------------------|----------------------------|------------------|--------------|
|                      | £                          | £                | £            |
| Henry Smith Charity  | 0                          | 717              | 717          |
| Money Advice Service | 0                          | 28874            | 28874        |
| MAPS Trainee         | 0                          | 6363             | 6363         |
| DEFRA                | -7                         | 504              | 497          |
| CADB Tier Three      | 0                          | 15414            | 15414        |
| FOOD AWARE           | 0                          | 172              | 172          |
| COMMUNITY HUB        | 0                          | 974              | 974          |
| Help to Claim        | 0                          | 9680             | 9680         |
|                      | <u>-7</u>                  | <u>62698</u>     | <u>62691</u> |

Central recharges are those costs which are not allocated directly to a cost centre as they are incurred but are charged annually on the basis consistent with the use of resources to a formula agreed by the trustees. Overheads consist of premises and office costs.

**21. Comparative information**

For comparison purpose, the Statement of financial activities for the year-ended 31/03/2021 is presented as below:

(see next page)

**Citizens Advice Doncaster Borough**  
**Statement of financial activities**  
**(incorporating an income and expenditure account)**  
**for the period ended 31 March 2021**

|                                      | Unrestricted<br>Funds | Restricted<br>Funds  | Total<br>2021        |
|--------------------------------------|-----------------------|----------------------|----------------------|
|                                      | Note                  | £                    | £                    |
| <b>Income (and endowments) from:</b> |                       |                      |                      |
| Donations and legacies               | 2                     | 10                   | 10                   |
| Charitable activities                | 3                     | 153570               | 428973               |
| Investments                          | 4                     | 39                   | 39                   |
| Other                                | 5                     | <u>1046</u>          | <u>1046</u>          |
| <b>Total income</b>                  |                       | <b><u>154665</u></b> | <b><u>428973</u></b> |
| <b>Expenditure on:</b>               |                       |                      |                      |
| Central administration expenses      | 7                     | (23795)              | 33341                |
| Charitable activities                | 6                     | <u>96427</u>         | <u>396466</u>        |
| <b>Total expenditure</b>             |                       | <b><u>72632</u></b>  | <b><u>429807</u></b> |
| <b>Net income/expenditure</b>        |                       | <b>82033</b>         | <b>(834)</b>         |
| Transfers between funds              |                       | <u>(331)</u>         | <u>331</u>           |
| <b>Net movement in funds</b>         |                       | <b>81702</b>         | <b>(503)</b>         |
| <b>Reconciliation of funds</b>       |                       |                      |                      |
| Total funds brought forward          | 11                    | <u>487913</u>        | <u>503</u>           |
| <b>Total funds carried forward</b>   |                       | <b><u>569615</u></b> | <b><u>569615</u></b> |

**CITIZENS ADVICE DONCASTER BOROUGH**

England & Wales - Charity number 1174228

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# Accounts

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COMPANY REGISTRATION NUMBER 10860886

**CITIZENS ADVICE DONCASTER BOROUGH  
COMPANY LIMITED BY GUARANTEE**

**TRUSTEES' REPORT AND FINANCIAL  
STATEMENTS**

**31 MARCH 2021**

CHARITY NUMBER: 1174228



**Community Benefit Additions Limited  
Workhere, 3 Cavendish Court  
South Parade  
Doncaster  
DN1 2DJ**

**Citizens Advice Doncaster Borough**  
(Registered charity, number 1174228)  
(Registered company, number 10860886)  
**Financial statements**  
**for the period ended 31 March 2021**

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| 2           | Statutory Information             |
| 3 - 8       | Trustees' annual report           |
| 9           | Independent examiner's report     |
| 10          | Statement of financial activities |
| 11          | Balance sheet                     |
| 12 - 19     | Notes to the accounts             |

## **Citizens Advice Doncaster Borough Trustees' annual report for the period ended 31 March 2021**

The trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the financial statements for the period ended 31 March 2021. The Board have adopted the provisions of the Accounting and Reporting by Charities: Statement of Recommended Practice, applicable to charities preparing their accounts in accordance with the UK accounting standards (FRS 102) (effective 1st January 2015), the Companies Act 2006 and the Charities Act 2011.

### **Reference and administrative details**

Citizens Advice Doncaster Borough  
63 Hall Gate, Doncaster DN1 3PB  
Charity Registration Number 1174228  
Company limited by guarantee number 10860886  
Authorised and regulated by the Financial Conduct Authority No. 7868 25

**Honorary President:** Elizabeth Brenda Willis

### **Trustees (Directors):**

**Chair:** Colin Smith

**Vice-Chair:** Malcolm Jevons

**Treasurer:** Irene McLaughlin  
Oliver Head

Anne Rutherford (elected 3/11/20)

Andrew Wignall (elected 3/11/20)

Nora Gill (resigned 14/9/20)

Mick Glynn (resigned 4/3/21)

Janet Omar (resigned 4/3/21)

Vivienne Martin (resigned 24/3/21)

Tony Brookes (Deceased November 2020)

**Chief Officer:** Karen Bothamley

**Bankers:** Yorkshire Bank Plc, 19 St Sepulchre Gate, Doncaster, DN1 1TD  
CAF Bank, 25 Kings Hill Ave, Kings Hill, West Malling ME19 4JQ  
Shawbrook Bank Limited, Lutea House, The Drive, Brentwood, CM13 3BE

**Independent Examiner:** CASDon, Workhere, 3 Cavendish Court, South Parade, Doncaster DN1 2DJ

**The trustees of the charity have complied with section 4 of the Charities Act 2006 in fulfilling their duty to have due regard to public benefit guidance published by the Charity Commission.**

### **Structure, Governance and Management Information:**

Citizens Advice Doncaster Borough (CADB) – henceforth referred to as “the organisation” - is governed by Articles of Association and is a member of Citizens Advice. CADB was incorporated on 11<sup>th</sup> July 2017 when the old charity, North East Doncaster CAB (NEDCAB), transferred across to the new organisation awaiting merger with Mexborough CAB. This merger finally took place on 19<sup>th</sup> April 2018. NEDCAB was dissolved in July 2018 and Mexborough CAB in April 2019.

## **Citizens Advice Doncaster Borough Trustees' annual report for the period ended 31 March 2021**

At an ordinary Trustee Board meeting prior to the AGM, consideration is given to recruiting new members to the Board to fill any gaps in skills or diversity identified during appraisal of the board. Once agreement has been reached, a targeted and fully documented recruitment exercise takes place in accordance with our Citizens Advice membership agreement. If recruitment is in direct response to identification of a skills gap, it may be practical to dispense with an open recruitment process in order to best fulfil a specific need at a particular time. The written procedure states that in an open recruitment process, candidates are shortlisted and interviewed following application in response to advertisement – and successful candidate/s are invited to attend the next Board meeting as a guest prior to proposal for election at the next AGM. Induction takes the form of an induction pack and all Trustees receive training which is appropriate to their role and in compliance with Citizens Advice membership requirements. It is possible from time to time to invite DMBC and/or Thorne/Moorends Town Council to nominate 2 representatives each on the Board – the names of which are supplied by the relevant Council from time to time, and acceptance is voted on by the Board. Trustees accepted representation from DMBC following the local authority AGM in May 2019 and representation will be reviewed again during 2021. All members of the Trustee Board give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity would be set out in Notes to the Accounts – there have been none.

The organisation is managed by its Trustee Board, which is drawn from the local community. The members are charity trustees who have legal responsibility for the general control and management of the organisation, including financial management and control. Decisions are made by way of proposal, seconding, and minuting the result. The Executive Sub-Committee and various sub-committees as required from time to time exist to deal with particular areas of governance. A full risk assessment is scheduled to be carried out by the Trustees (may delegate to a sub-committee) in May annually, with results reported to the full Trustee Board.

The Trustee Board is responsible for ensuring that the organisation complies with the CitA Membership Scheme and charity legislation.

In practice day-to-day management is delegated to the Chief Officer.

Objects and aims:

Our charity's objects as set out in the company's articles of association are:

- to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in the borough of Doncaster and surrounding areas.

Our aims are:

- to provide the advice people need for the problems they face
- to improve the policies and practices that affect people's lives
- to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

We value diversity, promote equality and challenge discrimination.

## **Citizens Advice Doncaster Borough Trustees' annual report for the period ended 31 March 2021**

Ensuring our work delivers our aims:

We review our activities and progress against our aims each year. This review, alongside review of our Business and Development Plan, looks at what we achieved and the outcomes of our work in the previous twelve months. We look at the success of each key activity and the benefits they have brought to those groups of people we are set up to help. The review also helps us ensure our aims objectives and activities remain focussed on our stated purposes.

### **Achievements and Performance:**

Our main areas of charitable activity for the public benefit are provision of advice and information – both generalist and specialist – and improvement of policies and practices that affect people's lives. 2020-2021 has been full and productive despite the year-long Coronavirus pandemic, difficult economic climate and the need to diversify access to our services to meet vastly increased demand. We have continued, and enhanced, our working relationship with DMBC by responding quickly and positively to their requests for help in addressing the pandemic and setting up additional service outlets for clients across the Borough. We have continued positive working relationships – in both a practical and advisory capacity – with partner organisations such as local foodbanks and other Local Citizens Advices across the South Yorkshire Coalfields area on an official basis and with many others less formally.

During the year we have very successfully consolidated our services and position in the wider Doncaster community delivering advice and support to our clients through additional (and free) telephone advice, advice via Webchat, email and video link via the Attend Anywhere platform. We set up "Debt Pods" in 5 community venues which will be adapted over the next 12 months to add in benefits and generalist advice via video – and will strive to identify further suitable venues to best meet local client need. Our main services operate from offices in Thorne, Stainforth, Mexborough and Doncaster town centre – from where we provide generalist advice and specialist debt and benefits advice. Our new Doncaster premises became our registered office at the end of February 2020 and we are looking forward to inviting clients back into all our offices by appointment as COVID restrictions ease and are finally fully removed.

We have been very successful in attracting new volunteers to our expanding team which will enhance service provision, and a new management structure will ensure we are able to make the most of this rich resource for the benefit of our clients.

Our Universal Credit Help to Claim service, which started in March 2019, has gone from strength to strength and we are now one of the top performing Local Citizens Advices in the country for this work in terms of quality of advice and surpassing targets set by funders for client numbers. This ground-breaking service is now set to continue for at least a further year.

We continue to offer specialist and generalist advice via our full range of access methods five days per week: the generalist sessions are mainly staffed by volunteer advisers. We are keen to provide equal access to our services within the constraints of our funding, and have assisted clients from a wide geographical area across the Borough of Doncaster – and beyond via our expanded telephone advice service through Adviceline. Volunteers contribute to the administration side of the organisation's work as well as to the advice service, and we expect that our expanded team of volunteers will, over the next year, contribute in excess of 140 hours of work per week – which equates to a monetary value of around £130,000.

We are always looking for ways to raise our profile in the local community and have continued to publish regular articles in local publications such as Thorne Times and several Arrow magazines which allows us to reach more than 30000 households via these free publications. We have also made appearances on Trax FM, Hallam FM and in Doncaster Star and Free Press. We have vastly expanded our use of social media with the aim of promoting knowledge of our services and including people who might not otherwise have been as aware of what we do. We are regular contributors to Twitter, Facebook and Instagram and are building up followers amongst the general public, local authority, MPs and councillors as well as potential partner organisations across the Borough of Doncaster.

## **Citizens Advice Doncaster Borough Trustees' annual report for the period ended 31 March 2021**

We have again extended our active participation in social policy research and campaigns locally and nationally, and have campaigned to keep the £20 per week Universal Credit uplift by corresponding with our local MPs. We held a meeting with Nick Fletcher MP to discuss this issue in detail and followed this up by arranging a discussion between the MP and clients living on UC. Our new management structure has enabled us to plan a restructure of our research and campaigns work for the next 12 months with the aim of instigating and running local campaigns to better deal with local issues facing our clients. This new work will run alongside our participation in national CitA initiatives and will ensure increased effectiveness in this area of our work.

During the year, across our team of both volunteers and paid staff, we have dealt with more than 20,078 separate issues. 7755 of these were debt and 6077 benefits issues. (It is worth noting that had we had the funding and resources to provide additional benefits casework, the split between these two subject areas would have been roughly equal.) We have generated in excess of £144,362.00 of financial gains for our clients through benefit and tax credit gains and better-off calculations and assistance. We got £1,320,850.00 of debt written off and handled more than £1,746,776.00 of debt for our clients. It is thanks to our unique team that our clients receive a first class service.

Activity and achievements relating to our specific projects are detailed in our Annual Review document, and our 3-year Business and Development Plan is reviewed in March and September annually. This details objectives and strategies as well as noting our progress against last year's plan.

**The organisation management structure changed in January 2021 when we recruited a new Development Officer. Karen Bothamley continues as Chief Executive Officer with James Woods in the role of Operations Manager (courtesy of funding granted by Henry Smith Charity) and Deborah Murray is our Development Officer.**

Our core funding comes from DMBC, through whom we have also gained additional funding for our Debt Pod service throughout the year. We remain aware that it is possible that DMBC may look to commission core services at some stage in the future – a process to which we would be eager and ready to contribute. Our debt project funded by Money Advice and Pensions Service provided full end-to-end debt casework to clients and this contract has been extended until the end of March 2022. Our specialist welfare rights work was funded from core funding and Universal Credit Help to Claim money as part of our core services. The search for external welfare rights advice funding continues. We also gained several pots of temporary, short term, funding to help us tackle COVID

### **Financial Review:**

Our end-of-year figures are produced by the Chief Officer, checked by the Treasurer and scrutinised and accepted by firstly the Finance Sub-Committee and then our Trustee Board. Our accounts are then examined annually and presented at our Annual General Meeting. Our Reserves Policy (as detailed below) is reviewed from time to time by the Finance Sub-committee and adjusted as deemed necessary. This is important to ensure continuation of our service to clients until other arrangements could be made for their care if all other funding were withdrawn. Designated amounts within these figures will also allow for any possible redundancies in the future, and regular reviews of the amount of our liability in this area will be carried out as part of the organisation's Risk Assessment policy.

Our principal funders over the past year have been Money Advice Service, Henry Smith Charity, DWP and DMBC which has enabled us to run projects contributing to our objectives shown above and to achieve the results detailed in our Annual Review.

### **Reserves Policy:**

CADB trustees recognise that it is prudent to build up funds for specific purposes and to have a "cushion" or safety net to protect CADB if unexpected events occur and help to ensure our charity's longer-term financial viability.

## **Citizens Advice Doncaster Borough Trustees' annual report for the period ended 31 March 2021**

In light of the implementation of the new CiTA Membership Agreement from 1<sup>st</sup> April 2017 and its associated Financial Health Monitoring procedures - and taking into account best practice and assessment of risk facing CADB – the trustees have carried out a review of our reserves policy.

Previous Charity Commission guidelines are now outdated - they stated it was advisable to work towards holding reserves equivalent to 6-months' running costs. According to the level of budgeted expenditure in the financial year April 2019 to the end of March 2020, this would mean we are working towards a reserves figure of £251,000 which is neither realistic, achievable, nor practical given the need to demonstrate to funders the need for continual fundraising to provide our services.

When considering the right level of reserves, trustees have taken into account the following:

1. forecasts of future income, the reliability and sustainability of each source of income and prospects for obtaining income from new sources
2. forecasts of future expenditure, based on planned activity
3. analysis of future requirements, opportunities, contingencies (e.g. redundancy and other contractual obligations such as maternity leave) or risks which are unlikely to be covered by income if and when they arise
4. likelihood of losing premises from which to provide services
5. analysis of the likelihood of such risks arising and the consequences to the charity if they cannot be dealt with.

Following review and consideration of all the above factors, trustees have agreed the following should constitute CADB's reserves policy:

### **Unrestricted reserves**

The trustees believe that the bureau should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising.

The trustees consider that it would be prudent to set aside an amount equivalent to three months' operating expenditure – **i.e. at 31/3/20= £125,500**

### **Designated reserves**

Of the above unrestricted funds, **£78000 is designated** for the following purposes:

- ❖ Contractual commitment reserve - a reserve to ensure that the bureau is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise.
- ❖ Trustees, having taken into account relevant service provision needs, will endeavour to put aside some level of unrestricted funds each April in an attempt to work towards and maintain the above figures.
- ❖ This policy will be reviewed by March annually by the Trustee Board to coincide with setting budgets for the forthcoming year, before ratification by the full board using information provided by management staff.

## **Citizens Advice Doncaster Borough Trustees' annual report for the period ended 31 March 2021**

### **Plans for Future Periods:**

During the period covered by this report we consolidated our position and reputation in the community and ensured continuation and expansion of the highest quality advice services to people across the whole borough of Doncaster. We improved our website and expanded use of social media for publicity and advice-giving. We saw the impact on our clients of welfare reform and have been highly successful in dealing with this through our Universal Credit Help To Claim work. Continuation of this and expanded capacity to deal with post-Covid issues such as debt, employment and housing tenure issues will be vital over the next twelve months and we will seek to increase the number of paid hours available for this work through increased funding from relevant sources.

From March 2020 the impact of COVID-19 meant we had to suspend our face-to-face advice services and adapt to working from home to provide advice via telephone, email, video and webchat. In the coming year we will need to reinstate safe face-to-face services for the clients unable to access help remotely, as well as continuing to adapt our services to make best use of technology solutions available to us. We recognise the importance of ensuring our services are accessible to all sections of the community and will look to make the most of this opportunity by embedding varied advice-delivery methods into training for new volunteers who could potentially deliver advice out of normal office hours from home.

Over the coming year, as soon as lockdown restrictions allow, our Doncaster office will serve as the main location for the management function of our charity as well as our main advice delivery office. We have re-evaluated the use and running costs of existing offices in Thorne in the face of forthcoming rent liability and, to ensure the best use of our limited funds to deliver services to clients, it is likely that we will vacate the Thorne office at the end of September 2021. Trustees will assess the best way of providing services to Thorne clients which will involve balancing access needs with our own requirements to provide service over property.

In the coming year we will continue to pursue sustainable funding to consolidate service provision and increase availability of debt and benefits appointments and will continue to monitor and react to external influences which affect our clients and/or our service.

We see partnership working as being advantageous in providing a stable and sustainable base for the organisation post-Covid, and we look forward particularly to strengthening our relationships with the local authority and reaffirming our position as the principal advice provider for Doncaster.

### **Trustees' responsibilities**

Company and charity law require 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 its incoming resources and application of resources, including the net income or expenditure, during the period. In preparing those financial statements, the trustees are required to:

- \* select suitable accounting policies and then apply them consistently;
- \* make judgements and estimates that are reasonable and prudent;
- \* state whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements;
- \* prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

**Citizens Advice Doncaster Borough  
Trustees' annual report  
for the period ended 31 March 2021**

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charities Act 2011. 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.

The trustees of the charity who served during the year and up to the date of this report are set out on page 1.

**So far as the trustees are aware, there is no relevant audit information (as defined by Section 418 of the Companies Act 2006) of which the company's auditors are unaware, and each trustee has taken all the steps that he or she ought to have taken as a trustee in order to make himself or herself aware of any relevant audit information and to establish that the company's auditors are aware of that information.**

**Fixed assets**


The movements in fixed assets during the period are reflected in note 8 in the accounts.

**Events since the balance sheet date**

No events have occurred since the balance sheet date, which affect the charity.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (SORP 2005).

Signed on behalf of the Trustee Board by Colin Smith – Chair of Trustees

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Colin Smith – Chair of Trustees

Date 7 October 2021

# Independent examiner's report to the trustees of Citizens Advice Doncaster Borough for the period ended 31 March 2021

I report on the accounts of the company, which are set out on pages 10 to 19.

## Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified fellow member of the Association of Charity Independent Examiners.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the general directions given by the Charity Commissioners under section 145(5)(b) of the 2011 Act; and
- state whether particular matters have come to my attention.

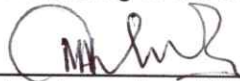
## Basis of independent examiner's report

My examination was carried out in accordance with the general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

## Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in any material respect the requirements:
  - to keep accounting records in accordance with section 386 of the Companies Act 2006; and
  - to prepare accounts which accord with the accounting records and comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities have not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed   
Meshach Adelowokan, FFA, FAIA, FCIE  
Manager of CASDon

Date 07/10/2021

**Citizens Advice Doncaster Borough**  
**Statement of financial activities**  
**(incorporating an income and expenditure account)**  
**for the period ended 31 March 2021**

|                                      | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2021 | 2020           |
|--------------------------------------|-----------------------|---------------------|---------------|----------------|
| Note                                 | £                     | £                   | £             | £              |
| <b>Income (and endowments) from:</b> |                       |                     |               |                |
| Donations and legacies               | 2 10                  | -                   | 10            | 1594           |
| Charitable activities                | 3 153570              | 428973              | 582543        | 468468         |
| Investments                          | 4 39                  | -                   | 39            | 2              |
| Other                                | 5 1046                | -                   | 1046          | 13875          |
| <b>Total income</b>                  | <b>154665</b>         | <b>428973</b>       | <b>583638</b> | <b>483939</b>  |
| <b>Expenditure on:</b>               |                       |                     |               |                |
| Central administration expenses      | 7 (23795)             | 33341               | 9546          | 14250          |
| Charitable activities                | 6 96427               | 396466              | 492893        | 487975         |
| <b>Total expenditure</b>             | <b>72632</b>          | <b>429807</b>       | <b>502439</b> | <b>502225</b>  |
| <b>Net income/expenditure</b>        | <b>82033</b>          | <b>(834)</b>        | <b>81199</b>  | <b>(18286)</b> |
| Transfers between funds              | (331)                 | 331                 | -             | -              |
| <b>Net movement in funds</b>         | <b>81702</b>          | <b>(503)</b>        | <b>81199</b>  | <b>(18286)</b> |
| <b>Reconciliation of funds</b>       |                       |                     |               |                |
|                                      | 11                    |                     |               |                |
| Total funds brought forward          | 487913                | 503                 | 488416        | 506702         |
| <b>Total funds carried forward</b>   | <b>569615</b>         | <b>-</b>            | <b>569615</b> | <b>488416</b>  |

All the activities of the charitable company are classed as continuing. The company had no recognised gains or losses other than the net income for the period.

**Citizens Advice Doncaster Borough**  
**Balance sheet**  
**at 31 March 2021**  
**Company Number: 10860886**

|                                     | Note | £       | 2021<br>£     | £       | 2020<br>£     |
|-------------------------------------|------|---------|---------------|---------|---------------|
| <b>Fixed assets</b>                 |      |         |               |         |               |
| Tangible assets                     | 8    | 337057  |               | 345096  |               |
| <i>Total fixed assets</i>           |      |         | 337057        |         | 345096        |
| <b>Current assets</b>               |      |         |               |         |               |
| Debtors                             | 9    | 8365    |               | 2902    |               |
| Cash at bank and in hand            |      | 321725  |               | 169114  |               |
| <i>Total current assets</i>         |      | 330090  |               | 172016  |               |
| <b>Liabilities</b>                  |      |         |               |         |               |
| Creditors:                          |      |         |               |         |               |
| amounts falling due within one year | 10   | (97532) |               | (28696) |               |
| <b>Net current assets</b>           |      |         | 232558        |         | 143320        |
| <b>Total net assets</b>             |      |         | <u>569615</u> |         | <u>488416</u> |
| <b>The funds of the charity</b>     |      |         |               |         |               |
| 11,13                               |      |         |               |         |               |
| Unrestricted income funds           |      |         |               |         |               |
| Designated                          |      |         | 78000         |         | 74000         |
| General                             |      |         | 491615        |         | 413913        |
|                                     |      |         | 569615        |         | 487913        |
| Restricted income funds             |      |         |               |         |               |
| <i>Total charity funds</i>          |      |         | -             |         | 503           |
|                                     |      |         | <u>569615</u> |         | <u>488416</u> |

*For the period ending 31 March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.*

**Directors' responsibilities:**

- *The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006;*
- *The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.*

*These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and with the Financial Reporting Standard for Smaller Entities (effective April 2008).*

The financial statements on pages 10 to 19 were approved by the Board on 6 October 2021 and signed on its behalf by:

Signed Colin Smith  
 Colin Smith, Chair of Trustees

Dated 7 October 2021

**The notes on pages 12 to 19 form part of these financial statements**

**Citizens Advice Doncaster Borough  
Notes to the accounts  
for the period ended 31 March 2021**

**1. Accounting policies**

**Basis of the preparation of the accounts**

These financial statements have been prepared under the historical cost convention and in accordance with Accounting and Reporting by Charities - Statement of Recommended Practice (SORP revised 2005), applicable UK accounting standards (FRS 102) (effective 1st January 2015), and the Companies Act 2006. The principal accounting policies adopted in the preparation of the financial statements are as follows:

**Change of Accounting Policy**

**Depreciation:**

The Trustees resolved to increase the threshold for capitalising assets in current depreciation accounting policy from £500 to £2000.

Fixed assets are stated at cost less accumulated depreciation. Individual fixed assets costing more than £2000 are capitalised at cost.

Depreciation is provided on tangible assets at the following annual rates calculated in order to write off the cost less estimated residual value over their useful economic lives.

1. Freehold buildings 2% on cost
2. Leasehold improvements over the life of the lease
3. Computer equipment 33% on cost
4. Furniture fixtures and fitting 25% on cost

**Incoming Resources**

All material incoming resources have been included on a receivable basis – i.e. they are included if the date receivable falls within the period covered by these accounts.

**Grants**

Grants receivable funding the general activities of the company are included in the year in which they are receivable, except where the funders specify that they must be used in future accounting periods or funders conditions have not been fulfilled; then the income is deferred.

**Charitable Expenditure**

Charitable expenditure is recognised in the financial statements on an accruals basis and inclusive of irrecoverable VAT.

Expenditure which is directly attributable to specific activities has been included in these cost categories. Where costs are attributable to more than one activity, they have been apportioned across the cost categories on a basis consistent with the use of these resources. In the opinion of the trustees, the proportion of indirect costs relating to management and administration of the charity is not material and has therefore not been disclosed separately.

**Citizens Advice Doncaster Borough**  
**Notes to the accounts**  
**for the period ended 31 March 2021**

**1. Accounting policies - continued**

**Pension Costs**

The charity participates in a group personal pension arrangement. The pension charge represents the amounts payable by the charity to the fund in respect of the year.

**Leasing Commitments**

Rentals paid under operating leases are charged in the SoFA as incurred.

**Restricted and Unrestricted Funds**

Restricted funds are funds received from donors which are subject to restrictions on the purposes for which they may be used. Unrestricted funds are those where there are no externally imposed restrictions. These include funds freely available to the charity for expenditure or appropriation to reserves for internally designated purposes.

**Designated Funds**

The charity's designated funds are established as a result of regular review of its ongoing needs by the Board of Trustees, and are intended to fully cover significant identifiable financial commitments.

**Taxation**

As a registered charity, the company is exempt from income and capital taxes on its charitable activities.

**2. Donations and legacies**

|                    | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | Total<br>funds<br>£ | 2020<br>£   |
|--------------------|----------------------------|--------------------------|---------------------|-------------|
| Grants & donations | 10                         | -                        | 10                  | 1594        |
| Legacies           | -                          | -                        | -                   | -           |
|                    | <b>10</b>                  | <b>-</b>                 | <b>10</b>           | <b>1594</b> |

**3. Income from charitable activities**

|                         | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | Total<br>funds<br>£ | 2020<br>£     |
|-------------------------|----------------------------|--------------------------|---------------------|---------------|
| Grants and contracts    | 153570                     | 428973                   | 582543              | 468468        |
| Primary purpose trading | -                          | -                        | -                   | -             |
|                         | <b>153570</b>              | <b>428973</b>            | <b>582543</b>       | <b>468468</b> |

**Citizens Advice Doncaster Borough**  
**Notes to the accounts**  
**for the period ended 31 March 2021**

**4. Investment income**

|               | Unrestricted<br>funds | Restricted<br>funds | Total<br>funds | 2020     |
|---------------|-----------------------|---------------------|----------------|----------|
|               | £                     | £                   | £              | £        |
| Bank Interest | 39                    | -                   | 39             | 2        |
|               | <u>39</u>             | <u>-</u>            | <u>39</u>      | <u>2</u> |

**5. Other income**

|                              | Unrestricted<br>funds | Restricted<br>funds | Total<br>funds | 2020         |
|------------------------------|-----------------------|---------------------|----------------|--------------|
|                              | £                     | £                   | £              | £            |
| Transferred on incorporation | -                     | -                   | -              | -            |
| Other income                 | 1046                  | -                   | 1046           | 13875        |
|                              | <u>1046</u>           | <u>-</u>            | <u>1046</u>    | <u>13875</u> |

**6. Charitable expenditure**

|                              | Unrestricted<br>funds | Restricted<br>funds | Total<br>funds | 2021          | 2020 |
|------------------------------|-----------------------|---------------------|----------------|---------------|------|
|                              | £                     | £                   | £              | £             | £    |
| Direct staff costs           | 89892                 | 310151              | 400043         | 402860        |      |
| Travel and subsistence       | 1371                  | 38                  | 1409           | 5806          |      |
| Premises costs               | 30121                 | -                   | 30121          | 33134         |      |
| Depreciation of owned assets | 8038                  | -                   | 8038           | 8038          |      |
| Other support costs          | 27468                 | 25814               | 53282          | 38137         |      |
| Central recharges (note 20)  | (60463)               | 60463               | -              | -             |      |
|                              | <u>96427</u>          | <u>396466</u>       | <u>492893</u>  | <u>487975</u> |      |

**7. Central administration expenses**

|   | Unrestricted<br>funds | Restricted<br>funds | Total<br>funds | 2021         | 2020 |
|---|-----------------------|---------------------|----------------|--------------|------|
|   | £                     | £                   | £              | £            | £    |
| AGM expense                                     | 60                    | -                   | 60             | 60           |      |
| Independent examination, Payroll, Consultancy e | 9252                  | (53)                | 9199           | 5149         |      |
| Miscellaneous costs                             | (33107)               | 33394               | 287            | 9041         |      |
|   | <u>(23795)</u>        | <u>33341</u>        | <u>9546</u>    | <u>14250</u> |      |

**Citizens Advice Doncaster Borough**  
**Notes to the accounts**  
**for the period ended 31 March 2021**

**8. Tangible assets (analysis of opening & closing carrying amounts)**

| <b>Cost or valuation</b>            | <b>Building<br/>extension &amp;<br/>improvement</b> | <b>Furniture<br/>Fixtures &amp;<br/>fittings</b> | <b>Computer<br/>&amp; Office<br/>equipment</b> | <b>Total</b>         |
|-------------------------------------|---|--|--|----------------------|
|                                     | <b>£</b>  | <b>£</b>   | <b>£</b>                                       | <b>£</b>             |
| <b>At beginning of the period</b>   | 379528  | 679  | 1108   | <b>381315</b>        |
| Additions                           | -   | -  | -  | -                    |
| Disposals                           | -   | -  | -  | -                    |
| Valuations                          | -   | -  | -  | -                    |
| Transfer - (Mexborough)             | -   | -  | -  | -                    |
|                                     | <b><u>379528</u></b>                                | <b><u>679</u></b>                                | <b><u>1108</u></b>                             | <b><u>381315</u></b> |
| <b>Depreciation and impairments</b> |   |  |  |                      |
| At beginning of the period          | 35773   | 170  | 277  | <b>36220</b>         |
| Disposals                           | -   | -  | -  | -                    |
| Depreciation (& impairment)         | 7591  | 170  | 277  | <b>8038</b>          |
|                                     | <b><u>43364</u></b>                                 | <b><u>340</u></b>                                | <b><u>554</u></b>                              | <b><u>44258</u></b>  |
| <b>Net book value</b>               |   |  |  |                      |
| At beginning of the period          | 343755  | 509  | 831  | <b>345095</b>        |
| At end of the period                | <b><u>336164</u></b>                                | <b><u>339</u></b>                                | <b><u>554</u></b>                              | <b><u>337057</u></b> |

**9. Debtors**

|                                  | <b>2021</b>        | <b>2020</b>        |
|----------------------------------|--------------------|--------------------|
|                                  | <b>£</b>           | <b>£</b>           |
| Trade debtors                    | 5135               | -                  |
| Prepayments                      | 3230               | 997                |
| Other debtors and accrued income | -                  | 1905               |
|                                  | <b><u>8365</u></b> | <b><u>2902</u></b> |

**10. Creditors – amounts falling due within 1 year**

|                                  | <b>2021</b>         | <b>2020</b>         |
|----------------------------------|---------------------|---------------------|
|                                  | <b>£</b>            | <b>£</b>            |
| Trade creditors                  | 77121               | 14500               |
| Other creditors                  | 5684                | -                   |
| Other creditors (HMRC + Pension) | 9155                | 6639                |
| Accruals                         | 5572                | 7557                |
|                                  | <b><u>97532</u></b> | <b><u>28696</u></b> |

**Citizens Advice Doncaster Borough  
Notes to the accounts  
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**11. Movements in funds**

|                                   | Balances<br>brought<br>forward<br>£ | Income<br>£          | Expenditure<br>£       | Transfers<br>£      | Balances<br>carried<br>forward<br>£ |
|-----------------------------------|-------------------------------------|----------------------|------------------------|---------------------|-------------------------------------|
| <b>Unrestricted Funds</b>         |                                     |                      |                        |                     |                                     |
| Designated:                       |                                     |                      |                        |                     |                                     |
| Contractual<br>commitment reserve | 74000                               | -                    | -                      | 4000                | 78000                               |
|                                   | <u>74000</u>                        | <u>-</u>             | <u>-</u>               | <u>4000</u>         | <u>78000</u>                        |
| DMBC - Denaby                     | 11862                               | -                    | -                      | -                   | 11862                               |
| General                           | 402051                              | 154665               | (72632)                | (4331)              | 479753                              |
|                                   | <b><u>487913</u></b>                | <b><u>154665</u></b> | <b><u>(72632)</u></b>  | <b><u>(331)</u></b> | <b><u>569615</u></b>                |
| <b>Restricted Funds</b>           |                                     |                      |                        |                     |                                     |
| MASDAP                            | -                                   | 242391               | (242393)               | 2                   | -                                   |
| MAPS Trainee                      | -                                   | 10939                | (10940)                | 1                   | -                                   |
| Henry Smith Charity               | -                                   | 55887                | (55888)                | 1                   | -                                   |
| HMPT                              | -                                   | 2832                 | (2832)                 | -                   | -                                   |
| DEFRA                             | -                                   | 45300                | (45298)                | (2)                 | -                                   |
| BEIS                              | -                                   | 8800                 | (8800)                 | -                   | -                                   |
| National Lottery COVID            | -                                   | 9874                 | (9874)                 | -                   | -                                   |
| Help to Claim                     | 503                                 | 52950                | (53782)                | 329                 | -                                   |
|                                   | <b><u>503</u></b>                   | <b><u>428973</u></b> | <b><u>(429807)</u></b> | <b><u>331</u></b>   | <b><u>-</u></b>                     |

The purpose of each of the funds is detailed as follows:

**Unrestricted Funds**

**Contractual commitment reserve** - a reserve designated by the Trustee Board, to ensure that the bureau is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise.

**DMBC – Denaby** – to assist in providing weekly outreach advice sessions at the Denaby Springhill Centre.

**Restricted Funds**

- **MASDAP** (Money Advice Service Debt Advice Project) – provides funds in partnership with Citizens Advice to provide face to face debt advice services...
- **Energy Best Deal** is a grant to provide fuel advice sessions to groups of frontline workers and consumers.
- **Henry Smith Charity** – a project providing free advice and support on debt, benefits, housing and employment to people across the Borough of Doncaster.
- **DEFRA** – In conjunction with DMBC, a project to provide community based "advice access pods" across Doncaster Borough
- **BEIS** - In conjunction with national Citizens Advice, a grant to purchase Remote Working Equipment to enable continued client access to advice via staff working from home during the Covid pandemic

**Citizens Advice Doncaster Borough  
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- **National Lottery COVID Assist-** via the Coronavirus Community Support Fund, a grant to provide emergency triage and crisis advice during the pandemic
- **HMPT (Helping More People Together)** In conjunction with national Citizens Advice to provide increased telephone, email and Webchat advice via Adviceline for clients.

**12. Staff costs and numbers**

Staff costs were as follows:

|                       | <b>2021</b>          | <b>2020</b>          |
|-----------------------|----------------------|----------------------|
|                       | <b>£</b>             | <b>£</b>             |
| Wages and salaries    | 374007               | 373207               |
| Social security costs | 22773                | 26044                |
| Pension               | 3263                 | 3609                 |
|                       | <u><b>400043</b></u> | <u><b>402860</b></u> |

No employee received emoluments of more than £60,000.

The average weekly number of employees during the year was 22 (2020 22). The full time equivalent was 21.

At the period end pension charges of £nil had not been remitted.

**13. Analysis of net assets by fund**

|                    | Unrestricted         | Restricted      | Total                |                      |
|--------------------|----------------------|-----------------|----------------------|----------------------|
|                    | funds                | funds           | funds                | 2020                 |
|                    | £                    | £               | £                    | £                    |
| Fixed assets       | 337057               | -               | <b>337057</b>        | 345096               |
| Net current assets | 232558               | -               | <b>232558</b>        | 143320               |
|                    | <u><b>569615</b></u> | <u><b>-</b></u> | <u><b>569615</b></u> | <u><b>488416</b></u> |

**14. Fees payable to independent examiner**

During the period, the fees payable (excluding VAT) to the charity's independent examiner CASDon (Community Accountancy Services Doncaster) are analysed as follows:

|                          | <b>2021</b>        | <b>2020</b>        |
|--------------------------|--------------------|--------------------|
|                          | <b>£</b>           | <b>£</b>           |
| Independent examination  | 2560               | 1960               |
| Tax advisory services    | -                  | -                  |
| Other financial services | 260                | 260                |
|                          | <u><b>2820</b></u> | <u><b>2220</b></u> |

**15. The Trustees' remuneration, benefits and expenses**

None of the trustees have been paid any remuneration or received any other benefits from an employment with the charity or a related entity. No trustee expenses have been incurred.

**Citizens Advice Doncaster Borough  
Notes to the accounts  
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**16. Related party transactions**

There have been no related party transactions during the period under review.

**17. Pension commitments**

The Charity operates a defined contribution pension scheme, during the period the Charity made contributions to the scheme of £3,263.22 (2020 £3,608.94). At 31st March 2021 there was no outstanding liability.

**18. Annual commitments under operating leases**

The company had no commitments under operating leases at the balance sheet date.

**19. Share Capital**

The company is registered as a company limited by guarantee and has no share capital. The current members are guarantors in the sum of £1 each.

**20. Central recharges**

|                        | <i>Management Salaries</i> | <i>Overheads</i> | <i>Total</i> |
|------------------------|----------------------------|------------------|--------------|
|                        | £                          | £                | £            |
| Henry Smith Charity    | 0                          | 3955             | 3955         |
| Money Advice Service   | 4913                       | 33190            | 38103        |
| MAPS Trainee           | 0                          | 1702             | 1702         |
| DEFRA                  | 0                          | 5310             | 5310         |
| National Lottery COVID | 0                          | 1556             | 1556         |
| Help to Claim          | 1161                       | 8676             | 9837         |
|                        | <u>6074</u>                | <u>54389</u>     | <u>60463</u> |

Central recharges are those costs which are not allocated directly to a cost centre as they are incurred but are charged annually on the basis consistent with the use of resources to a formula agreed by the trustees. Overheads consist of premises and office costs.

**21. Comparative information**

For comparison purpose, the Statement of financial activities for the year-ended 31/03/2020 is presented as below:

(see next page)

**Citizens Advice Doncaster Borough**  
**Statement of financial activities**  
**(incorporating an income and expenditure account)**  
**for the period ended 31 March 2020**

|                                      | Note | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>2020<br>£   |
|--------------------------------------|------|----------------------------|--------------------------|----------------------|
| <b>Income (and endowments) from:</b> |      |                            |                          |                      |
| Donations and legacies               | 2    | 1594                       | -                        | 1594                 |
| Charitable activities                | 3    | 162975                     | 305493                   | 468468               |
| Investments                          | 4    | 2                          | -                        | 2                    |
| Other                                | 5    | 13776                      | 99                       | 13875                |
| <b>Total income</b>                  |      | <b><u>178347</u></b>       | <b><u>305592</u></b>     | <b><u>483939</u></b> |
| <b>Expenditure on:</b>               |      |                            |                          |                      |
| Central administration expenses      | 7    | 14250                      | -                        | 14250                |
| Charitable activities                | 6    | 148308                     | 339667                   | 487975               |
| <b>Total expenditure</b>             |      | <b><u>162558</u></b>       | <b><u>339667</u></b>     | <b><u>502225</u></b> |
| <b>Net income/expenditure</b>        |      | <b>15789</b>               | <b>(34075)</b>           | <b>(18286)</b>       |
| Transfers between funds              |      | (7102)                     | 7102                     | -                    |
| <b>Net movement in funds</b>         |      | <b>8687</b>                | <b>(26973)</b>           | <b>(18286)</b>       |
| <b>Reconciliation of funds</b>       |      |                            |                          |                      |
| Total funds brought forward          | 11   | 479226                     | 27476                    | 506702               |
| <b>Total funds carried forward</b>   |      | <b><u>487913</u></b>       | <b><u>503</u></b>        | <b><u>488416</u></b> |