LEEDS CITIZENS ADVICE BUREAU

England & Wales · Charity number 700314

Details

Other names	LEEDS CAB
Status	Registered
Legal form	Charitable company
Company number	02228358
Registered	1988-06-16
Register	View on the Charity Commission register

Contact

Address	Citizens Advice Leeds Oxford House Oxford Row Leeds LS1 3BE
Phone	01132381580
Email	admin@citizensadviceleeds.org.uk
Website	www.citizensadviceleeds.org.uk

Activities

Objects: THE CHARITY'S OBJECTS ARE TO PROMOTE ANY CHARITABLE PURPOSE FOR THE PUBLICBENEFIT BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OFHEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS IN PARTICULAR, BUT WITHOUT LIMITATION, FOR THE BENEFIT OF THE COMMUNITY IN LEEDS METROPOLITAN DISTRICT AND SURROUNDING AREAS.

Activities: Leeds CAB provides advice and information services to people living or working in the Leeds Metropolitan District and surrounding areas.

Classification

- **How:** Provides Advocacy/advice/information, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, The Prevention Or Relief Of Poverty
- **Who:** The General Public/mankind

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Geography

- **Area of benefit:** IN PARTICULAR, BUT WITHOUT LIMITATION LEEDS METROPOLITAN DISTRICT
- Bradford City
- Leeds City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£3,139,983	£3,172,885	£705,596	73
2024-03-31	£2,993,173	£2,951,680	£738,498	63
2023-03-31	£2,520,511	£2,498,525	£697,005	68
2022-03-31	£2,399,496	£2,319,406	£675,019	58
2021-03-31	£2,614,306	£2,345,658	£594,929	60

Trustees

Name	Role	Appointed
ISOBEL MILLS CBE	Chair	2011-06-30
Dr KENNETH JAMES PATTERSON		
Laura Ann Walker		2022-11-22
Patrick Grant		2022-11-22
REBECCA DEARDEN		
Richard Balfe		2017-07-25
Richard Brook		2022-11-22
Ryk Downes		2019-01-29

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LEEDS CITIZENS ADVICE BUREAU

England & Wales - Charity number 700314

Accounts

Registered number: 02228358
Charity number: 700314

LEEDS CITIZENS ADVICE BUREAU

(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

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LEEDS CITIZENS ADVICE BUREAU
(A company limited by guarantee)

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REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2025

Trustees	Isobel Mills, Chair Alison Lowe, Vice Chair Dr Kenneth Patterson, Trustee Laura Walker, Treasurer Nigel Turner, Trustee Patrick Grant, Trustee Rebecca Dearden, Trustee Richard Balfe, Trustee Richard Brook, Trustee Ryk Downes, Trustee
Company registered number	02228358
Charity registered number	700314
Registered office	Oxford House Oxford Row Leeds West Yorkshire LS1 3BE
Company secretary	Dianne Lyons
Key Management Personnel	Dianne Lyons (Chief Executive) Badamkhand Palmer (Finance Manager) Julie Balfour (Specialist Services Director) Marie Mooney (Advice Services Director)
Independent auditor	BHP LLP Chartered Accountants Rievaulx House 1 St Mary's Court York YO24 1AH
Bankers	Unity Trust Bank plc 4 Brindleyplace Birmingham B1 2HB

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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2025

The Trustees present their Annual Report together with the audited Financial Statements of the charity for the period 1 April 2024 to 31 March 2025. The Annual report serves the purposes of both a Trustees' Report and a Directors' Report under company law. The Trustees confirm that the Annual Report and Financial Statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the charity qualifies as small under section 382 of the Companies Act 2006, the Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

In November 2024 the Charity was granted membership of the Law Centres Network and has subsequently adopted the operating name of **Leeds Citizens Advice & Law Centre**.

Objectives and activities

a. Purpose and Values

The Charity's objectives are to promote any charitable purpose for the benefit of the community in the Leeds Metropolitan District and surrounding areas ("the area of benefit") by the advancement of education, the protection and preservation of health and the relief of poverty, sickness, and distress. Leeds Citizens Advice & Law Centre seeks to achieve these aims by providing a comprehensive service of information, advice, and representation and by working to achieve policy change for the benefit of those at greatest risk of disadvantage or discrimination.

Leeds Citizens Advice & Law Centre provides generalist advice services covering a wide range of subjects including Benefits, Debt, Employment, Housing and Utilities, and specialist advice services in Benefits, Debt and Housing. We provide advice that is free, independent, confidential, and impartial; we value diversity, promote equality and challenge discrimination.

In line with our commitment to delivering high quality advice, our services meet the standards of several quality frameworks:

- We meet the quality standards of Citizens Advice;
- We hold the Advice Quality Standard for generalist advice and for casework in benefits and debt;
- Our debt advice services meet the Money and Pensions Service quality standards and are accredited by the Financial Conduct Authority;
- We hold the Specialist Quality Mark for specialist and legal advice services.

Our resources are focused on providing free and independent advice to the residents of Leeds, with some services extending to West Yorkshire, or England & Wales, where funded for these purposes.

b. Public benefit

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

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Objectives and activities (continued)

c. Policies and objectives

Leeds Citizens Advice & Law Centre is working for a fairer society where people are free from poverty and social injustice. Our activities are focused on achieving this aim through:

- The provision of free and independent advice, and
- Campaigning for policy changes that will improve the lives of those experiencing disadvantage or discrimination.

Community Advice Needs
Every year we carry out an analysis of community advice needs in Leeds, to identify what advice services are most needed, and how effective we're being in reaching people most in need of free advice. Our assessment is based on:

- The findings of the latest Legal Problems & Resolutions Survey
- Our client data
- Information from the Leeds Data Observatory
- Reports from relevant organisations such as Citizens Advice, Leeds City Council, Joseph Rowntree Foundation and Child Poverty Action Group.

Our findings in 2024/25 were:

- Demand for free advice continues to exceed supply locally and nationally.
- Demand is highest for advice in:
    - Benefits
    - Debt
    - Housing
    - Employment

- There is also significant unmet demand for immigration advice.
- There is almost no free legal advice or representation in Leeds for the above subjects, following cuts to legal aid and the resulting loss of providers.
- People from the following groups experience these kinds of legal problems more frequently than others:
    - Women
    - People who are disabled or have a long term health condition
    - People from racially minoritised groups
    - Single parents
    - Tenants
    - People on low incomes

Our own data shows that we are effective in reaching people from these groups and are meeting significant needs for free advice, but that demand across all subjects continues to exceed supply, particularly for legal advice and representation.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Objectives and activities (continued)

Activities
This analysis of advice needs informed our plans and activities for 2024/25 which were focused on:

- Making advice accessible to as many people as possible with the resources available to us.
- Increasing capacity for Benefits, Debt, Employment and Housing casework.
- Increasing access to free legal advice and representation by becoming a Law Centre and securing a Legal Aid contract.
- Seeking to influence policy decisions with evidence gathered from our advice work.

In accordance with these priorities in 2024/25 we delivered the services described below.

1. Leeds Advice Service
The Leeds Advice Service (LAS) is funded by Leeds City Council to provide free advice to Leeds residents. Leeds Citizens Advice & Law Centre holds the LAS contract and subcontracts to Chapeltown Citizens Advice and Better Leeds Communities for some elements of the service. Advice services provided as part of the LAS are:

- Leeds Adviceline, open Monday-Friday 9am to 5pm. Additional capacity is provided by funding from Citizens Advice for a freephone number and 2 advisers.
- Drop-in sessions and appointments at offices in the City Centre and Chapeltown.
- Outreach advice services in over 12 locations city-wide, with a focus on people with physical and mental health problems.
- Casework in Benefits, Housing and Immigration.

2. Energy advice
Our Energy Affordability Helpline is funded by Northern Powergrid (NPG) to provide advice to NPG customers in West Yorkshire. The service is in high demand as a result of the surge in energy prices, with advice focused on helping people to maximise their incomes, manage and reduce arrears and challenge poor practices by energy companies. In 2024/25 the service was expanded to include provision of Low Carbon Technology (LCT) advice.

3. Debt advice & casework
Most of our Debt advice and casework is funded by the Money and Pensions Service (MaPS). It is part of a national service overseen by Citizens Advice, but we only work with Leeds residents. In 2024/25 additional capacity was provided through funding from the West Yorkshire Combined Authority.

4. Legal advice & representation
From September 2024 we began delivering legal advice and representation in Housing funded through Legal Aid, with additional capacity provided through funding from the West Yorkshire Combined Authority.

5. Help to Claim
Help to Claim is a service funded by the DWP to help new claimants for Universal Credit. It is a national service delivered by telephone and online, and Leeds Citizens Advice & Law Centre is one of the largest providers of the service. In 2024/25 our Help to Claim team was expanded to respond to additional demand resulting from the transition of Employment Support Allowance claimants to Universal Credit.

6. Yorkshire Building Society
We are one of several local Citizens Advice agencies funded by the Yorkshire Building Society to deliver face to face advice sessions at their branches.

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Objectives and activities (continued)

7. Other
In addition to the above services we also provide:

- Free interpreting where needed
- Access to the BSL advice service delivered by Sheffield Citizens Advice & Law Centre
- Extensive information resources on our website, with accessibility features for people with sensory impairments, and a translation facility.

Research & Campaigns
Our research and campaigns activity includes campaigning on issues that arise from the advice enquiries we deal with and contributing to relevant research. We've worked with Leeds University and Leeds City Council on various research projects into poverty and financial inclusion and contribute regularly to the Council's cost of living and financial inclusion data reports.

In 2024/25 we highlighted research by Citizens Advice into 'negative budgets', raising awareness with local MPs and Leeds City Council of the impact on Leeds residents of being stuck in deficit budgets. We responded to several consultations, including Ofgem and the DWP, attended Bank of England forum meetings, and contributed to a Citizens Advice webinar on barriers to resolving debt problems.

In 2025/26 our main focus is on campaigning against the planned cuts to disability benefits.

d. Grant making policies

During the year the charity has issued 1,346 grants to clients in the form of vouchers to pay for fuel or food. Vouchers can be issued to people who are on low incomes and without funds to pay for energy or food costs, and who are receiving advice from the charity. Most of these vouchers have been purchased from Household Support Funds allocated to the charity by Leeds City Council, with a small number purchased from other funds set aside for this purpose.

Achievements and performance

a. Main achievements of the charity

In 2024/25 Leeds Citizens Advice & Law Centre was successful both in meeting our organisation objectives and delivering on the targets set by our funders. Key achievements were:

- We increased access to frontline advice by answering 52% more calls than in the previous year.
- We increased access to specialist advice by securing a Legal Aid contract for Housing and additional capacity for casework came from the West Yorkshire Combined Authority.
- We enhanced our ability to provide legal advice and casework by becoming a Law Centre and achieving SQM accreditation.
- Our excellent track record in meeting KPIs and quality standards helped us to secure additional funding for a range of services.
- We campaigned for change through public newsletters, responding to consultations (Ofgem, MaPS, DWP and others), communicating with local MPs and working with Leeds City Council to evidence local needs.

Our paid staff team increased to 73 people and collectively helped over 35,000 people to deal with financial, housing, debt, employment and many other issues.

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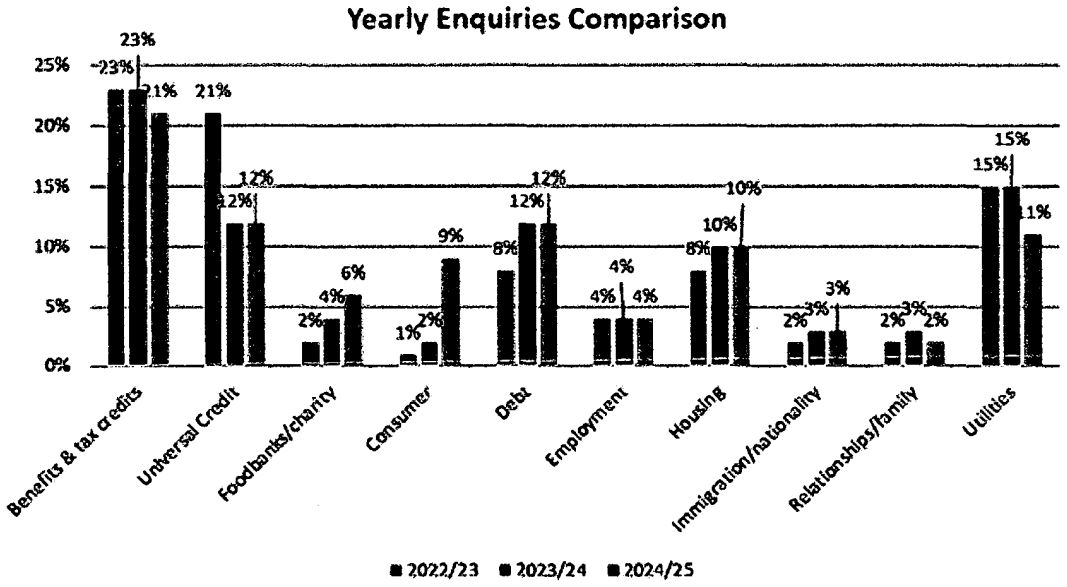
TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

Enquiries
We advised clients on 135,515 enquiries in 2024/25.



The above graph illustrates the subjects our clients seek advice on and shows changes that have occurred over the last three years. This data does not include the work we do on the Help to Claim service as it is a national service that would skew our local data.

- Benefits and Universal Credit (UC) continue to be our highest enquiry areas, now about a third of all enquiries. The fall in UC enquiries is a result of more enquiries being dealt with by the national Help to Claim service.
- Enquiries about food banks and other sources of charitable help have trebled in the last three years, reflecting the effects of the cost of living crisis.
- Consumer enquiries increased in 2024/25 as a result of our new Low Carbon Technology advice service.
- The increase in Housing enquiries relates to more clients facing eviction and homelessness, and more cases of disrepair.
- Utilities enquiries increased from 6% in 2021/22 to 15% in 2022/23 and 2023/24. This was a result of the surge in energy prices at that time and also reflects the increased capacity in our Energy Affordability service.

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Achievements and performance (continued)

Outcomes

Our advice helps clients to improve their financial, housing and health situations. In 2024/25:

- We helped Leeds residents to secure an additional £6.9 million of income over 12 months and to write off debts to the value of £730,000.
- We helped clients of the Help to Claim service to secure nearly £16 million of income over 12 months.
- Of respondents to our client feedback survey:
    - 40% stated their emotional wellbeing improved following advice
    - 11% stated their physical health improved following advice
    - 21% had more control of their finances
    - 14% were no longer worried about losing their home

- Feedback from clients included the following statements:
    - "If we were doing it out of 10 it would be 11 very satisfied."
    - "I felt that all of the stress had been taken away."
    - "The debt advisers are a total credit to [Leeds Citizens Advice & Law Centre] they have changed my life."

Our clients

We collect demographic information about our clients to help us evaluate the accessibility of our services and whether they are being used by people who are most likely to need free advice. Our data reflects the findings of the Legal Problems & Resolution Survey 2023, with the following groups more heavily represented among our clients than in the Leeds population as a whole:

- Women
- People who are disabled or have a long term health condition
- People from racially minoritised groups
- Single parents
- Tenants
- People on low incomes

b. Fundraising activities and income generation

Nearly all of the charity's income comes from grants and contracts through which the charity is funded to deliver specified services. The Senior Management Team has responsibility for securing new and ongoing funding through competitive tendering or other application processes.

The organisation does not actively fundraise from the public, no commercial fundraisers or participators are engaged. Where donations are received this is on a voluntary basis from individuals and not actively sought.

Fundraising in the charity sector has been regulated by the fundraising Regulator since 2015 but the organisation is not specifically registered. The Trustee Board is not aware of any failure by the charity to comply with this regulation and no complaints have been received in relation to any form of fundraising.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Financial review

a. Reserves policy

Leeds Citizens Advice & Law Centre holds reserves for the following reasons:

- To manage the risk of an unforeseen emergency or other unexpected need for funds.
- Covering unforeseen day-to-day operational costs.
- A source of income, eg a grant, not being renewed. Funds might be needed to give the trustees time to take action if income falls below expectations
- Planned commitments, or designations, that cannot be met by future income alone, e.g. plans for a major asset purchase.
- The need to fund short-term deficits in a cash budget, e.g. money may need to be spent before a funding grant is received.

The Treasurer, CEO and Finance Manager have made a detailed assessment of Leeds Citizens Advice & Law Centre's needs for reserves, taking into account Charity Commission guidance and other relevant factors. On the basis of that assessment the Trustees approved a reserves level in a range between £600,000 and £700,000.

At the end of 2024/25 the charity's free reserves stood at £609,249 (2024: £624,634).

b. Financial position

The charity's free reserves as at 1 April 2024 were £624,634.

The Statement of Financial Activities (Page 17) shows a net deficit for the year of (£32,902) (2024: £41,493 surplus).

The Trustees have approved a budget for 2025/26 which anticipates a slightly better than break even position of £5,266 on a turnover of £3.3 million. This increase in turnover means that the free reserves of £609,249 represent 2.5 months' running costs in 2025/26, excluding sub-contracts, but is within the range set in the reserves policy of holding £600,000-£700,000.

After completing appropriate enquiries, including a review of ongoing funding sources, current level of reserves and assessment of risks and uncertainties, the trustees have a reasonable expectation that the charity has sufficient resources to manage anticipated outgoings in the next year and therefore consider it appropriate to prepare the financial statements on the going concern basis.

The Statement of Cash Flows on page 19 shows that the charity had £873,713 (2024: £1,058,920) in cash and cash equivalents at 31 March 2025.

c. Investments policy and objectives

The investment policy of the organisation is to adopt a low risk strategy with liquid resources being invested in deposit accounts and this policy is reviewed annually.

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d. Principal funding

Leeds City Council remains the principal funder of Leeds Citizens Advice & Law Centre, representing 45% of income in 2024/25. 28% of income derived from Citizens Advice to deliver the Money Advice Service Debt Advice Project, Help to Claim, YBS and Adviceline services, and 27% of income came from other projects and donations.

We are very grateful to all those funders who have supported the Leeds Citizens Advice & Law Centre's work in 2024/25:

- Leeds City Council
- West Yorkshire Combined Authority
- Money and Pensions Service
- Department for Work and Pensions
- West Yorkshire Integrated Care Board
- Northern Powergrid
- Yorkshire Building Society
- Aviva

We are also grateful to all those individuals and organisations who have made donations during the year, to the University of Law and to other local organisations that have provided pro bono services or other support in kind.

Structure, governance and management

a. Constitution

Leeds Citizens Advice Bureau is registered as a Charitable Company limited by guarantee and was set up by a Trust Deed. The charity was registered on 16 June 1988, number 700314 and the company was incorporated on 1 March 1988, number 2228358. The Charity is constituted as a company limited by guarantee, and is therefore governed by Articles of Association, which were updated as of 27 November 2012.

The members of the charity are the current Trustees as named on page 1, and a further 2 members who were appointed by the Trustees in accordance with charity's Articles of Association in November 2023. At 31 March 2025 the charity therefore had 10 members. The maximum liability of each member is limited to £1.

The Charity is governed through a Trustee Board, which has a maximum of 15 members and a minimum of 3, being either:

- Elected at the AGM (up to 10); or
- Co-opted (provided that on appointment the total number of co-opted trustees does not exceed one third of the total number of trustees.)

The Directors and Trustees who have held office during the year are set out on page 1. Trustees shall retire from office at the third Annual General Meeting following the Annual General Meeting at which they were elected, and are eligible for re-appointment.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Structure, governance and management (continued)

b. Methods of appointment or election of Trustees

Procedures for electing/appointing Trustees are set out in the Articles of Association. The Charity wishes its Trustee Board to be representative of the local communities it serves, as well as containing the range of skills necessary to provide leadership and good governance. To that end the Charity advertises to fill any vacancies on the Board from time to time and Trustees are selected through an open recruitment process.

All trustees give their time voluntarily. Any expenses reclaimed by trustees from the charity are set out in note 11 to these accounts.

c. Organisational structure and decision-making policies

The Trustee Board is responsible for the strategic direction of the Charity and its policy, planning and finances. The Trustees carry ultimate responsibility for ensuring that the Charity meets its legal, regulatory and contractual obligations. The Trustee Board meets at least six times a year and delegates day-to-day running of the organisation to the Chief Executive and senior managers.

d. Policies adopted for the induction and training of Trustees

New Trustees are provided with an induction pack containing information about the Charity, the work it carries out and the national Citizens Advice network and induction meetings are held with the Chair of the Trustee Board and the Chief Executive. Trustees are also invited to attend training and conferences run by Citizens Advice at regional and national levels.

e. Pay policy for key management personnel

Remuneration of key management personnel is reviewed annually by the Trustee Board.

f. Related party relationships

Leeds Citizens Advice & Law Centre is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux. Leeds Citizens Advice & Law Centre has entered into a Membership Agreement with Citizens Advice, which requires it to meet certain standards in its service provision and organisational management. The Organisation pays fees to Citizens Advice, for which it receives a range of services, including information resources and electronic case recording facilities. All local Citizens Advice agencies have voting rights at Citizens Advice Annual General Meeting.

Leeds Citizens Advice & Law Centre is a member of the Law Centres Network. Leeds Citizens Advice & Law Centre has entered into a Membership Agreement with the Law Centres Network, which requires it to operate in accordance with the values and principles of the network. The Charity pays a membership fee to the Law Centres Network, for which it receives a range of services. All local Law Centres have voting rights at the Law Centres Network Annual General Meeting.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Structure, governance and management (continued)

g. Financial risk management

Citizens Advice Leeds holds a risk register and systems are put in place to mitigate those risks. The most significant risks identified are:

- Potential failure to retain existing funding, or to secure new sources of income.
- Cyber security threats to sensitive information.

To manage and mitigate these risks:

- Income and expenditure is monitored regularly and reviewed quarterly by the Directors and Trustees in line with the approved budget, to identify trends as part of the risk management process and avoid unforeseen calls on reserves.
- We've achieved Cyber Essentials accreditation and are working towards Cyber Essentials Plus standards.

Aims and objectives for 2025/26

Although the cost of living crisis has faded from the news, for our clients it remains a real and continuing problem. Food and fuel prices remain high with benefits and wages not keeping pace. Levels of poverty continue to rise, a record £4 billion is owed in fuel arrears and housing costs continue to increase at uncontrolled rates.

Leeds Citizens Advice & Law Centre's finances remain under pressure despite having secured additional income in 2024/25 and 2025/26. The key underlying cause of this pressure is that funders have not applied inflation increases for 5 or more years, while salary costs have increased significantly. The increase to employer's National Insurance this year alone has added over £30,000 to our running costs, with charities not being granted exemption as public bodies have been.

Other key risk factors in the next two years are potential loss of income, and threats arising from technological developments. Several of our income streams are being re-tendered in the next two years so ensuring we are well placed to win those tenders is a priority. Keeping up with technological developments and protecting the organisation from cyber attacks are also essential and are likely to increase running costs.

Against this background, maintaining services and organisation stability becomes ever more complex and expensive, and in 2025/26 our priority is to maintain the level of advice provision we have, to expand telephone and specialist services where possible, and to sustain our campaigning voice.

Our objectives for 2025/26 are therefore to:

- Maintain capacity in advice services and seek to expand provision where possible
    - Retain existing sources of funding, especially the Leeds Advice Service contract.
    - Maximise opportunities for obtaining new funding for telephone and specialist advice services.

- Sustain our voice in campaigning for social justice and combating poverty.
    - Promote awareness of our work among policy makers and highlight the effects of policy decisions on our clients.
    - Campaign against the planned cuts to disability benefits.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Statement of Trustees' responsibilities

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) 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 charity will continue in business.

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

Disclosure of information to auditor

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditor is unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

Auditor

BHP LLP were appointed as auditor during the year. The auditor, BHP LLP, has indicated his willingness to continue in office. The designated Trustees will propose a motion reappointing the auditor at a meeting of the Trustees.

Approved by order of the members of the board of Trustees and signed on their behalf by:

Laura Walker
Signer ID: YYVDOV6X2Y...

Laura Walker
Trustee and Treasurer
Date: 01/10/2025 GMT

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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF LEEDS CITIZENS ADVICE BUREAU

We have audited the financial statements of Leeds Citizens Advice Bureau (the 'charitable company') for the year ended 31 March 2025, which comprise the Statement of Financial Activities, the Balance Sheet, 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' 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.

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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF LEEDS CITIZENS ADVICE BUREAU (CONTINUED)

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the 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' report.

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

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, 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.

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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:

- The engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations.
- We identified the laws and regulations applicable to the charitable company through discussions with management and trustees, and from our knowledge and experience of this organisation.
- We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charitable company, including the Charities Act 2011, the Companies Act 2006, data protection, health and safety and employment law.
- We assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and trustees.
- Identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit of the charitable company.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by;

- Making enquiries of management and trustees as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud.
- Considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risks of fraud through management bias and override controls we:

- Performed analytical procedures to identify any unusual or unexpected variances.
- Tested journal entries to identify unusual transactions.
- Assessed whether judgments and assumptions made in determining the accounting estimates set out in note 1e were indicative of potential bias.
- Investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non compliance with laws and regulations, we designed procedures which included, but were not limited to:

- Agreeing financial statement disclosures to underlying supporting documentation.
- Reading the minutes of meetings of those charged with governance.
- Enquiring of management as to actual and potential litigation and claims

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

A further description of our responsibilities is available on the FRC's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

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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.

Laura Masheder
Signer ID: CRZCVPKXXZ...
Laura Masheder (Senior statutory auditor)

for and on behalf of

BHP LLP
Chartered Accountants
Statutory Auditors
Rievaulx House
1 St Mary's Court
York
YO24 1AH

Date: 02/10/2025 GMT

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STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2025

	Note	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Income from:					
Donations and legacies	4	**170**	-	**170**	211
Charitable activities	5	**1,465,815**	**1,649,038**	**3,114,853**	2,978,041
Investments		**24,960**	-	**24,960**	14,921
Total income		**1,490,945**	**1,649,038**	**3,139,983**	2,993,173
Expenditure on:					
Charitable activities	6	**1,523,028**	**1,649,857**	**3,172,885**	2,951,680
Total expenditure		**1,523,028**	**1,649,857**	**3,172,885**	2,951,680
Net (expenditure)/income		**(32,083)**	**(819)**	**(32,902)**	41,493
Transfers between funds	15	**(819)**	**819**	-	-
Net movement in funds		**(32,902)**	-	**(32,902)**	41,493
Reconciliation of funds:					
Total funds brought forward		**738,498**	-	**738,498**	697,005
Net movement in funds		**(32,902)**	-	**(32,902)**	41,493
Total funds carried forward	15	**705,596**	-	**705,596**	738,498

The Statement of financial activities includes all gains and losses recognised in the year and also complies with the requirements for an income and expenditure account under the Companies Act 2006.

All income and expenditure derive from continuing activities.

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LEEDS CITIZENS ADVICE BUREAU

(A company limited by guarantee)

REGISTERED NUMBER: 02228358

BALANCE SHEET

AS AT 31 MARCH 2025

	Note		2025 £		2024 £
Fixed assets					
Tangible assets	12		**96,347**		113,864
			96,347		113,864
Current assets					
Debtors	13	**161,799**		93,945	
Cash at bank and in hand	19	**873,713**		1,058,920	
		1,035,512		1,152,865	
Current liabilities					
Creditors: amounts falling due within one year	14	**(426,263)**		(528,231)	
Net current assets			**609,249**		624,634
Total net assets			**705,596**		738,498
Charity funds					
Restricted funds	15		-		-
Unrestricted funds	15		**705,596**		738,498
Total funds			**705,596**		738,498

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Laura Walker

Signer ID: YYVDOV6X2Y...

Laura Walker

Trustee and Treasurer

Date: lauraannsewell@googlemail.com

The notes on pages 20 to 36 form part of these financial statements.

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STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025

	Note	2025 £	2024 £
Cash flows from operating activities			
Net cash (used in)/provided by operating activities	18	**(210,167)**	308,848
Cash flows from investing activities			
Investment income received		**24,960**	14,921
Net cash provided by investing activities		**24,960**	14,921
Change in cash and cash equivalents in the year		**(185,207)**	323,769
Cash and cash equivalents at the beginning of the year		**1,058,920**	735,151
Cash and cash equivalents at the end of the year	19	**873,713**	1,058,920

Included within cash and cash equivalents at the end of the year is cash relating to deferred income at year end of £110,945 (2024: £315,125). *This cash is due to be spent in the year 2025/26.*

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

1. General information

Charity information Leeds Citizens Advice Bureau is a private company limited by guarantee incorporated in England and Wales and is a charity registered in England and Wales. The registered office is Oxford House, Oxford Row, Leeds, LS1 3BE.

Each member of the company has undertaken to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

2. Accounting policies

2.1 Basis of preparation of financial statements

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

Leeds Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £1.

2.2 Going concern

After completing a review of ongoing funding sources, current level of reserves and assessment of risks and uncertainties, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

2.3 Income

Income is recognised in the Statement of Financial Activity ("SoFA") when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

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

Income from charitable activities includes income recognised as earned (as the related service is provided) under contract. Where income is received in advance of a specified service, it is deferred until the charity is entitled to that income.

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2. Accounting policies (continued)

2.3 Income (continued)

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.5 Tangible fixed assets and depreciation

Tangible fixed assets costing £5,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, .

Depreciation is provided on the following bases:

Leasehold improvements	-	Straight line over life of the lease
Computer equipment	-	20% straight line

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2. Accounting policies (continued)

2.6 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.7 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.8 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

2.9 Taxation

Leeds Citizens Advice Bureau is a registered charity and as such is a charity within the meaning of schedule 6 of the Finance Act 2010. Accordingly, it is potentially entitled to tax exemption under part 11 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992 in respect of income and gains arising.

2.10 Employee Benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received. Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

2.11 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

2.12 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

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2. Accounting policies (continued)

2.13 Pensions

The charity contributes to a defined contribution pension scheme for the benefit of its employees. Contributions are charged to the statement of financial activities as they are incurred.

2.14 Grants payable

Grants payable are charged in the year when the offer is made except in those cases where the offer is conditional, such grants being recognised as expenditure when the conditions attaching are fulfilled. Grants offered subject to conditions which have not been met at the year end are noted as a commitment, but not accrued as expenditure.

2.15 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

3. Critical accounting estimates and areas of judgment

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

Critical accounting estimates and assumptions:

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

The trustees have judged that there are no critical accounting estimates or assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities.

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4. Income from donations and legacies

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Donations	170	**170**	211
Total 2024	211	211	

5. Income from charitable activities

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Leeds Advice Service contract	969,126	-	**969,126**	1,095,223
Leeds Advice Service contract - sub contracted services	357,648	-	**357,648**	465,852
Money and Pensions Service - Debt Advice Project	-	194,951	**194,951**	194,313
Citizens Advice Remote Advice Project	-	65,708	**65,708**	46,125
West Yorkshire Combined Authority	-	265,000	**265,000**	135,000
Help to Claim	-	601,189	**601,189**	454,185
NHS West Yorkshire Integrated Care Board	90,000	-	**90,000**	90,000
Legal Aid Agency Housing	28,422	-	**28,422**	-
Northern Powergrid	-	402,054	**402,054**	338,745
Yorkshire Building Society Advice Project	-	20,136	**20,136**	19,688
Household Support Fund	-	100,000	**100,000**	105,706
Other income	20,619	-	**20,619**	33,204
	1,465,815	1,649,038	**3,114,853**	2,978,041
Total 2024	1,684,279	1,293,762	2,978,041	

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6. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2025 £	Restricted funds 2025 £	**Total 2025 £**	Total 2024 £
Charitable activities	1,523,028	1,649,857	**3,172,885**	2,951,680
Total 2024	1,657,800	1,293,880	2,951,680	

7. Analysis of expenditure by activities

	Activities undertaken directly 2025 £	Grant funding of activities 2025 £	Support costs 2025 £	**Total funds 2025 £**	Total funds 2024 £
Charitable activities	3,042,419	85,088	45,378	**3,172,885**	2,951,680
Total 2024	2,820,440	90,891	40,349	2,951,680	

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7. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Total funds 2025 £	Total funds 2024 £
Staff costs	**2,280,403**	1,912,616
Depreciation and impairment	**17,517**	25,973
Insurance	**8,500**	6,922
Telephone	**13,785**	15,601
Office expenses, stationary and postage	**20,417**	14,264
Premises	**93,854**	115,594
Repairs and maintenance	**17,088**	13,999
Equipment	**38,059**	40,823
Training and conferences	**10,718**	8,669
Interpreting costs	**21,466**	19,455
Information, referencing and subscriptions	**17,777**	15,000
Travel and care expenses	**12,566**	13,065
Professional fees	**634**	698
Employer related costs and recruitment	**21,862**	24,378
Subcontracted advice work	**388,588**	515,852
Bank charges	**1,034**	1,030
Rent paid	**78,151**	76,501
	3,042,419	2,820,440

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7. Analysis of expenditure by activities (continued)

Analysis of support costs

	Activities 2025 £	Total funds 2025 £	Total funds 2024 £
Staff costs	21,877	**21,877**	21,708
Governance costs - Professional Fees	16,920	**16,920**	14,400
Governance costs - Other	6,581	**6,581**	4,241
	45,378	**45,378**	40,349
Total 2024	40,349	40,349	

8. Analysis of grants

	Grants to Individuals 2025 £	Total funds 2025 £	Total funds 2024 £
Grants paid	85,088	**85,088**	90,891
Total 2024	90,891	90,891	

During the year 1,346 grants were paid to individuals (2024: 1,619 grants).

9. Auditor's remuneration

	2025 £	2024 £
Fees payable to the charity's auditor for the audit of the charity's annual accounts	**11,790**	9,800
Fees payable to the charity's auditor in respect of:		
All non-audit services not included above	**2,310**	2,200

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10. Staff costs

	2025	2024
	£	£
Employment costs		
Wages and salaries	**1,995,800**	1,680,176
Social security costs	**185,256**	154,188
Contribution to defined contribution pension schemes	**121,224**	99,960
	2,302,280	1,934,324

The average number of persons employed by the charity during the year was as follows:

	2025	2024
	No.	No.
Number of employees		
The average monthly number of employees during the year was :	**73**	63

The average headcount expressed as full-time equivalents was:

2025	2024
No.	No.
62	53

No employee received remuneration amounting to more than £60,000 in either year.

The key management personnel of the charity have been identified as the Chief Executive, Advice Services Director, Specialist Services Director and Finance Manager. The aggregate employment benefits, including employer's national insurance and pension contributions, for the key management personnel for the year was £218,479 (2024: £209,708). The remuneration of these key management personnel is set and reviewed annually by the Trustee Board.

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11. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2024 - £NIL).

During the year ended 31 March 2025, no Trustee expenses have been incurred (2024 - £NIL).

12. Tangible fixed assets

	Leasehold improvements £	Computer equipment £	Total £
Cost or valuation			
At 1 April 2024	**175,176**	**10,431**	**185,607**
At 31 March 2025	**175,176**	**10,431**	**185,607**
Depreciation			
At 1 April 2024	**61,312**	**10,431**	**71,743**
Charge for the year	**17,517**	-	**17,517**
At 31 March 2025	**78,829**	**10,431**	**89,260**
Net book value			
At 31 March 2025	**96,347**	-	**96,347**
At 31 March 2024	113,864	-	113,864

13. Debtors

	2025 £	2024 £
Trade debtors	**111,323**	55,957
Other debtors	**23,521**	3,832
Prepayments and accrued income	**26,955**	34,156
	161,799	93,945

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14. Creditors: Amounts falling due within one year

	2025	2024
	£	£
Trade creditors	**33,272**	11,683
Other taxation and social security	**72,163**	36,311
Other creditors	**64,331**	20,006
Accruals and deferred income	**256,497**	460,231
	426,263	528,231

	2025	2024
	£	£
Deferred Income		
Brought forward	**315,125**	41,153
Released in the year	**(315,125)**	(41,153)
Deferred in the year	**110,945**	315,125
Carried forward	**110,945**	315,125

The deferred income is contract income relating to a future accounting period.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

15. Statement of funds

Statement of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2025 £
Unrestricted funds					
General funds	**738,498**	**1,462,523**	**(1,470,569)**	**(819)**	**729,633**
Legal Aid Agency	**-**	**28,422**	**(52,459)**	**-**	**(24,037)**
	738,498	**1,490,945**	**(1,523,028)**	**(819)**	**705,596**
Restricted funds					
Money and Pensions Service Debt Advice Project	**-**	**194,951**	**(196,085)**	**1,134**	**-**
Northern Powergrid Energy Affordability Project	**-**	**320,758**	**(321,892)**	**1,134**	**-**
Help to Claim	**-**	**601,189**	**(600,082)**	**(1,107)**	**-**
Yorkshire Building Society Advice Project	**-**	**20,136**	**(19,623)**	**(513)**	**-**
Citizens Advice Remote Advice Project (Pot 2)	**-**	**65,708**	**(64,829)**	**(879)**	**-**
Household Support Fund	**-**	**100,000**	**(100,091)**	**91**	**-**
West Yorkshire Combined Authority	**-**	**265,000**	**(265,070)**	**70**	**-**
Northern Powergrid Regional Project	**-**	**40,744**	**(41,660)**	**916**	**-**
Northern Powergrid Low Carbon Transition Project	**-**	**40,552**	**(40,525)**	**(27)**	**-**
	-	**1,649,038**	**(1,649,857)**	**819**	**-**
Total of funds	**738,498**	**3,139,983**	**(3,172,885)**	**-**	**705,596**

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15. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Unrestricted funds					
General funds	697,005	1,699,411	(1,657,800)	(118)	738,498
Restricted funds					
Money and Pensions Service Debt Advice Project	-	194,313	(194,409)	96	-
Northern Powergrid Energy Affordability Project	-	309,745	(309,665)	(80)	-
Help to Claim	-	454,185	(454,220)	35	-
Yorkshire Building Society Advice Project	-	19,688	(19,786)	98	-
Citizens Advice Remote Advice Project (Pot 1)	-	15,000	(15,120)	120	-
Citizens Advice Remote Advice Project (Pot 2)	-	31,125	(31,111)	(14)	-
Household Support Fund	-	105,706	(105,716)	10	-
West Yorkshire Combined Authority	-	135,000	(134,853)	(147)	-
Northern Powergrid Regional Project	-	29,000	(29,000)	-	-
	-	1,293,762	(1,293,880)	118	-
Total of funds	697,005	2,993,173	(2,951,680)	-	738,498

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15. Statement of funds (continued)

Money and Pensions Service Debt Advice Project
Funding from the Money Advice Service to deliver debt advice. This is a restricted fund and the monies paid cover the project costs.

Northern Powergrid Energy Affordability Project
This is a restricted grant from Northern Powergrid to combat fuel poverty through advice in the Yorkshire region.

Help to Claim
A restricted grant to help with early stages of universal credit claim.

Yorkshire Building Society Advice Project
A project to provide qualified generalist advice at two specified offices of the Yorkshire Building Society to support the Yorkshire Building Society's customers who have been identified as having additional support needs.

Citizens Advice Remote Advice Project (Pot 2)
Funding to increase capacity in telephone and online services from July 2023 to July 2024.

Household Support Fund
Funds energy and food vouchers for households in need (national government funding via Leeds City Council).

West Yorkshire Combined Authority
Funding to support and develop advice services in response to the cost of living crisis (from WYCA via Leeds City Council).

Northern Powergrid Regional Project
Funding for project management of fuel poverty advice services across the NPG region.

Northern Powergrid Low Carbon Transition Project
Northern Powergrid Low Carbon Transition Project is a service to advise NPG customers on changes they can make to reduce their carbon footprint through measures such as improving energy efficiency in their homes, using renewable energy sources, etc.

Transfers from restricted funds to unrestricted funds represent the unspent portion of funding for completed projects which is not required to be returned to funders.

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16. Summary of funds

Summary of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2025 £
General funds	**738,498**	**1,490,945**	**(1,523,028)**	**(819)**	**705,596**
Restricted funds	-	**1,649,038**	**(1,649,857)**	**819**	-
	738,498	**3,139,983**	**(3,172,885)**	-	**705,596**

Summary of funds - prior year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
General funds	697,005	1,699,411	(1,657,800)	(118)	738,498
Restricted funds	-	1,293,762	(1,293,880)	118	-
	697,005	2,993,173	(2,951,680)	-	738,498

17. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2025 £	Total funds 2025 £
Tangible fixed assets	96,347	**96,347**
Current assets	1,035,512	**1,035,512**
Creditors due within one year	(426,263)	**(426,263)**
Total	705,596	**705,596**

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17. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Unrestricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	113,864	113,864
Current assets	1,152,865	1,152,865
Creditors due within one year	(528,231)	(528,231)
Total	738,498	738,498

18. Reconciliation of net movement in funds to net cash flow from operating activities

	2025 £	2024 £
Net (expenditure)/income for the year (as per Statement of Financial Activities)	**(32,902)**	41,493
Adjustments for:		
Depreciation charges	**17,517**	22,733
Amortisation charges	**-**	3,240
Investment income	**(24,960)**	(14,921)
Increase in debtors	**(67,854)**	(67,506)
Increase in creditors	**102,212**	49,837
(Decrease)/increase in deferred income	**(204,180)**	273,972
Net cash (used in)/provided by operating activities	**(210,167)**	308,848

19. Analysis of cash and cash equivalents

	2025 £	2024 £
Cash in hand	**873,713**	1,058,920
Total cash and cash equivalents	**873,713**	1,058,920

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20. Analysis of changes in net debt

	At 1 April 2024	Cash flows	At 31 March 2025
	£	£	£
Cash at bank and in hand	1,058,920	(185,207)	**873,713**
	1,058,920	(185,207)	**873,713**

The charity had no debt in this or the previous financial year.

21. Pension commitments

The Charity operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund of £121,224 for the year (2024: £99,960). As at 31 March 2025 a creditor of £27,398 (2024: £16,406) was due in respect of contributions to the scheme.

22. Operating lease commitments

At 31 March 2025 the charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2025	2024
	£	£
Not later than 1 year	**100,937**	95,948
Later than 1 year and not later than 5 years	**345,239**	374,405
Later than 5 years	-	85,456
	446,176	555,809

23. Related party transactions

There were no disclosable related party transactions during either this or the previous year.

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LEEDS CITIZENS ADVICE BUREAU

England & Wales - Charity number 700314

Accounts

Registered number: 02228358
Charity number: 700314

LEEDS CITIZENS ADVICE BUREAU

(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

Document ID: 1c9e2f0507828df7d9de38e7b60dd2a21ecb1ead4774bfe39b6fa937ad9951b9

LEEDS CITIZENS ADVICE BUREAU

(A company limited by guarantee)

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LEEDS CITIZENS ADVICE BUREAU

(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS

FOR THE YEAR ENDED 31 MARCH 2024

Trustees	Isobel Mills, Chair Alison Lowe, Vice Chair Dr Kenneth Patterson, Trustee Laura Walker, Treasurer Nigel Turner, Trustee Patrick Grant, Trustee Rebecca Dearden, Trustee Richard Balfe, Trustee Richard Brook, Trustee Ryk Downes, Trustee
Company registered number	02228358
Charity registered number	700314
Registered office	Oxford House Oxford Row Leeds West Yorkshire LS1 3BE
Company secretary	Dianne Lyons
Key Management Personnel	Dianne Lyons (Chief Executive) Badamkhand Palmer (Finance Manager) Julie Balfour (Specialist Services Director) Marie Mooney (Advice Services Director)
Independent auditor	BHP LLP Chartered Accountants Rievaulx House 1 St Mary's Court York YO24 1AH
Bankers	Unity Trust Bank plc 4 Brindleyplace Birmingham B1 2HB

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TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2024

The Trustees present their Annual Report together with the audited Financial Statements of the charity for the period 1 April 2023 to 31 March 2024. The Annual report serves the purposes of both a Trustees' Report and a Directors' Report under company law. The Trustees confirm that the Annual Report and Financial Statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the charity qualifies as small under section 382 of the Companies Act 2006, the Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Purpose and Values

The Charity's objectives are to promote any charitable purpose for the benefit of the community in the Leeds Metropolitan District and surrounding areas ("the area of benefit") by the advancement of education, the protection and preservation of health and the relief of poverty, sickness, and distress. Citizens Advice Leeds seeks to achieve these aims by providing a comprehensive service of information, advice, and representation and by working to achieve policy change for the benefit of those in greatest need.

Citizens Advice Leeds provides a generalist advice service that covers a wide range of subjects including Benefits, Debt, Employment, Housing and Utilities. We provide advice that is free, independent, confidential, and impartial; we value diversity, promote equality and challenge discrimination. Our services are available via telephone, online and face-to-face channels.

Our services are delivered in accordance with the quality standards of Citizens Advice and the Advice Quality Standard. Quality of advice and organisation performance are monitored on an ongoing basis through the Citizens Advice Performance Quality Framework and we are audited annually. We are also regulated by the Financial Conduct Authority in relation to the debt advice we provide.

b. Public benefit

The trustees have referred to the guidance contained in the Charity Commission’s general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

c. Policies and objectives

Our objectives for 2023/24 fell into three main categories:

- Increase access to frontline advice services.
- Build capacity in specialist advice services.
- Strengthen our campaigning voice.

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Objectives and activities (continued)

We're pleased to report we've made significant progress in all three areas.

1. Increase access to frontline advice services

- We've been very successful in increasing access, achieving a 23% increase in the number of people we helped to 35,119, compared to the previous year.
- We continue to prioritise access for people at greater risk of disadvantage or deprivation, as our client data shows:
    - 51% of clients had a disability or long term health problem
    - 33% of clients were from racially minoritised groups
    - 63% of clients live in rented accommodation
- A key focus has been to increase access via our telephone advice lines and we made substantial progress in this ambition, doubling the number of calls we answer per month.
- We've been exploring ways in which AI can help increase efficiency in giving advice and in 2024/25 we'll be participating in a pilot project to evaluate the effectiveness of AI in consultancy support for advisers.

2. Build capacity in specialist advice services

We didn't want to increase access to frontline advice without being able to back that up with additional capacity to deal with the more complex problems that our clients face, especially in Benefits, Debt, Employment and Housing. Progress in this area included:

- The funding from Leeds City Council and the West Yorkshire Combined Authority enabled us to increase our Debt and Benefits casework team and to appoint a Housing Solicitor.
- This increased capacity meant we were able to apply for Legal Aid funding and we were awarded a Housing advice contract to start in September 2024. This will provide longer term funding for casework and we aim to increase our Legal Aid provision in future years.
- The University of Law has been very supportive of our work, including delivering a pro bono advice service for Employment cases.

3. Strengthen our campaigning voice

Increased staff and volunteer resources for this area of work has enabled us to:

- Produce research and campaign briefings on the issues most affecting our clients, such as housing costs, negative budgets and energy costs.
- Participate in community events and respond to consultations in order to influence local and national policy work

d. Grant making policies

During the year the charity has issued 1,619 grants to clients in the form of vouchers to pay for fuel or food. Vouchers can be issued to people who are on low incomes and without funds to pay for energy or food costs, and who are receiving advice from the charity. Most of these vouchers have been purchased from Household Support Funds allocated to the charity by Leeds City Council, with a small number purchased from other funds set aside for this purpose.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance

a. Main achievements of the charity

2023/24 has been another busy year in which Citizens Advice Leeds has substantially increased access to our services and the number of people we help, compared to the previous year. Alongside this we've been working on several projects focussed on reaching people at higher risk of disadvantage and deprivation, and developing specialist casework services to tackle legal problems in debt, benefits, housing and employment.

Support from Leeds City Council and the West Yorkshire Combined Authority has been crucial in enabling us to make progress on these projects. Additional funding from them meant that we were able to sustain service levels despite financial pressures, and to appoint additional advisers and caseworkers to respond to increased demand arising from the cost of living crisis. A detailed review of the Charity's performance against our aims and objectives, and our financial position, are set out below.

As always, our staff and volunteers have risen to the challenges of increased demand and the increasingly intractable problems our clients face, to support people with expert advice, kindness and patience. Our clients frequently feedback their appreciation of that kindness and patience when they have so often met with indifference - or worse - when trying to resolve problems themselves. Once again our profound thanks go to everyone in the Citizens Advice Leeds team who do so much to combat poverty and inequality in Leeds.

b. Fundraising activities and income generation

Nearly all of the charity's income comes from grants and contracts through which the charity is funded to deliver specified services. The Senior Management Team has responsibility for securing new and ongoing funding through competitive tendering or other application processes.

The organisation does not actively fundraise from the public, no commercial fundraisers or participators are engaged. Where donations are received this is on a voluntary basis from individuals and not actively sought.

Fundraising in the charity sector has been regulated by the fundraising Regulator since 2015 but the organisation is not specifically registered. The Trustee Board is not aware of any failure by the charity to comply with this regulation and no complaints have been received in relation to any form of fundraising.

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Financial review

a. Reserves policy

The purposes of Citizens Advice Leeds reserves are:

- To provide a level of working capital that protects the continuity of our work.
- To provide a level of funding for unexpected opportunities.
- To provide cover for risks such as unforeseen expenditure or loss of income.
- To meet anticipated liabilities in respect of premises.

In order to establish what level of reserves this equates to, we have undertaken an analysis of our income and expenditure to determine the level of risk we need to manage. Given increased uncertainty about certain funding streams and the possibility of incurring premises costs in 2025, the Board decided to set a target range for reserves, rather than a single figure. The minimum amount of reserves is the equivalent of 3 months' running costs (£620,000 excluding sub-contracts) and the maximum is £720,000.

At the end of 2023/24 the charity's unrestricted reserves not held in tangible fixed assets were £624,634. Citizens Advice Leeds is in a sound position to deal with the continuing uncertainty around national funding streams and to sustain service capacity during this period of exceptional pressures on our service users.

b. Financial position

The charity's free reserves as at 1 April 2023 were £557,168.

The Statement of Financial Activities (Page 14) shows a net surplus for the year of £41,493 (2023: £21,986) after accounting for FRS 102 current year pension costs of £99,960 (2023: £82,266). The result excluding this amount is an operating surplus of £141,453 (before pension scheme costs) (2023: £104,252) of which £nil (2023: £nil) was on restricted funds and £141,453 (2023: £104,252) on unrestricted funds.

At the end of 2023/24 the charity's free reserves stood at £624,634. This represents 3.1 months' running costs excluding sub-contracts.

The Trustees have approved a budget for 2024/25 which anticipates a deficit of £35,932 on a turnover of £2.89 million. This deficit is expected to arise as a result of the charity starting to undertake Legal Aid work in 2024. As Legal Aid fees are paid in arrears, the charity expects to meet some running costs from its own resources in the first year and has sufficient reserves to meet this obligation.

After completing appropriate enquiries, including a review of ongoing funding sources, current level of reserves and assessment of risks and uncertainties, the trustees have a reasonable expectation that the charity has sufficient resources to manage anticipated outgoings in the next year and therefore consider it appropriate to prepare the financial statements on the going concern basis.

The Statement of Cash Flows on page 16 shows that the charity had £1,058,920 in cash and cash equivalents at 31.3.2024, an increase of £323,769 on the previous year. That amount includes £265,000 income that is being deferred to 2024/25, including £50,000 for sub-contractors, and which is budgeted to be spent in that financial year.

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c. Investments policy and objectives

The investment policy of the organisation is to adopt a low risk strategy with liquid resources being invested in deposit accounts and this policy is reviewed annually.

d. Principal funding

Leeds City Council remains the principal funder of Citizens Advice Leeds, representing 63% of income in 2023/24. 28% of income derived from Citizens Advice to deliver the Money Advice Service Debt Advice Project, Help to Claim and Pension Wise services, and 9% of income came from other projects and donations.

We are very grateful to all those funders who have supported Citizens Advice Leeds' work in 2023/24:

- Leeds City Council
- West Yorkshire Combined Authority
- Money and Pensions Service
- Department for Work and Pensions
- West Yorkshire Integrated Care Board
- Northern Powergrid
- Yorkshire Building Society

We are also grateful to all those individuals and organisations who have made donations during the year and to local firms that have provided pro bono services or other support in kind.

Structure, governance and management

a. Constitution

Leeds Citizens Advice Bureau is registered as a Charitable Company limited by guarantee and was set up by a Trust Deed. The charity was registered on 16 June 1988, number 700314 and the company was incorporated on 1 March 1988, number 2228358. The Charity is constituted as a company limited by guarantee, and is therefore governed by Articles of Association, which were updated as of 27 November 2012.

The members of the charity are the current Trustees as named on page 1, and a further 2 members who were appointed by the Trustees in accordance with charity's Articles of Association in November 2023. At 31 March 2024 the charity therefore had 12 members. The maximum liability of each member is limited to £1.

The Charity is governed through a Trustee Board, which has a maximum of 15 members and a minimum of 3, being either:

- Elected at the AGM (up to 10); or
- Co-opted (provided that on appointment the total number of co-opted trustees does not exceed one third of the total number of trustees.)

The Directors and Trustees who have held office during the year are set out on page 1. Trustees shall retire from office at the third Annual General Meeting following the Annual General Meeting at which they were elected, and are eligible for re-appointment.

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Structure, governance and management (continued)

b. Methods of appointment or election of Trustees

Procedures for electing/appointing Trustees are set out in the Articles of Association. The Charity wishes its Trustee Board to be representative of the local communities it serves, as well as containing the range of skills necessary to provide leadership and good governance. To that end the Charity advertises to fill any vacancies on the Board from time to time and Trustees are selected through an open recruitment process.

All trustees give their time voluntarily. Any expenses reclaimed by trustees from the charity are set out in note 11 to these accounts.

c. Organisational structure and decision-making policies

The Trustee Board is responsible for the strategic direction of the Charity and its policy, planning and finances. The Trustees carry ultimate responsibility for ensuring that the Charity meets its legal, regulatory and contractual obligations. The Trustee Board meets at least six times a year and delegates day-to-day running of the organisation to the Chief Executive and senior managers.

d. Policies adopted for the induction and training of Trustees

New Trustees are provided with an induction pack containing information about the Charity, the work it carries out and the national Citizens Advice network and induction meetings are held with the Chair of the Trustee Board and the Chief Executive.

Trustees are also invited to attend training and conferences run by Citizens Advice at regional and national levels.

e. Pay policy for key management personnel

Remuneration of key management personnel is reviewed annually by the Trustee Board.

f. Related party relationships

Citizens Advice Leeds is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux. Citizens Advice Leeds has entered into a Membership Agreement with Citizens Advice, which requires it to meet certain standards in its service provision and organisational management. The Organisation pays fees to Citizens Advice, for which it receives a range of services, including information resources, electronic case recording facilities and management consultancy. All local Citizens Advice have voting rights at Citizens Advice Annual General Meeting.

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Structure, governance and management (continued)

g. Financial risk management

Citizens Advice Leeds holds a risk register and systems are put in place to mitigate those risks. The most significant risks identified are:

- Potential failure to retain existing funding, or to secure new sources of income.
- Cyber security threats to sensitive information.

To manage and mitigate these risks:

- Income and expenditure is monitored regularly and reviewed quarterly by the Directors and Trustees in line with the approved budget, to identify trends as part of the risk management process and avoid unforeseen calls on reserves.
- We've achieved Cyber Essentials accreditation and are working towards Cyber Essentials Plus standards.

Aims and objectives for 2024/25

Although inflation and fuel costs are easing at the time of writing, our clients are still struggling to meet persistently high fuel and food costs, with incomes nowhere near to keeping pace with inflation. Our aims in 2024/25 therefore continue to be focussed on maximising the help we're able to offer local people and continuing to campaign for policy changes to help those on low incomes, including:

- Increase access to frontline and specialist advice services
- Strengthen our voice in campaigning for justice and against poverty

Specific objectives include:

- Increase capacity to answer adviceline calls
- Secure funding to maintain increased capacity in specialist advice services
- Achieve accreditation as a member of the Law Centres Network and begin delivery of Legal Aid funded services
- Produce and distribute regular social policy briefings.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Statement of Trustees' responsibilities

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) 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 charity will continue in business.

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

Disclosure of information to auditor

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditor is unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

Auditor

BHP LLP were appointed as auditor during the year. The auditor, BHP LLP, has indicated his willingness to continue in office. The designated Trustees will propose a motion reappointing the auditor at a meeting of the Trustees.

Approved by order of the members of the board of Trustees and signed on their behalf by:

Laura Walker
Signer ID: YYVDOV6X2Y...
Laura Walker

Date: 28/07/2024 GMT

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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF LEEDS CITIZENS ADVICE BUREAU

We have audited the financial statements of Leeds Citizens Advice Bureau (the 'charitable company') for the year ended 31 March 2024, which comprise the Statement of Financial Activities, the Balance Sheet, 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' 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.

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the 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' report.

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

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, 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.

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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:

- The engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations.
- We identified the laws and regulations applicable to the charitable company through discussions with management and trustees, and from our knowledge and experience of this organisation.
- We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charitable company, including the Charities Act 2011, the Companies Act 2006, data protection, health and safety and employment law.
- We assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and trustees.
- Identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit of the charitable company.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by;

- Making enquiries of management and trustees as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud.
- Considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risks of fraud through management bias and override controls we:

- Performed analytical procedures to identify any unusual or unexpected variances.
- Tested journal entries to identify unusual transactions.
- Assessed whether judgments and assumptions made in determining the accounting estimates set out in note 1e were indicative of potential bias.
- Investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non compliance with laws and regulations, we designed procedures which included, but were not limited to:

- Agreeing financial statement disclosures to underlying supporting documentation.
- Reading the minutes of meetings of those charged with governance.
- Enquiring of management as to actual and potential litigation and claims

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

A further description of our responsibilities is available on the FRC's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

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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.

BHP LLP

Signer ID: CRZCVPKXXZ...
Laura Masheder (Senior statutory auditor)

for and on behalf of

BHP LLP
Chartered Accountants
Statutory Auditors
Rievaulx House
1 St Mary's Court
York
YO24 1AH

Date: 02/08/2024 GMT

Document ID: 1c9e2f0507828df7d9de38e7b60dd2a21ecb1ead4774bfe39b6fa937ad9951b9

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2024

	Note	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Income from:					
Donations and legacies	4	**211**	-	**211**	372
Charitable activities	5	**1,684,279**	**1,293,762**	**2,978,041**	2,517,367
Investments		**14,921**	-	**14,921**	2,772
Total income		**1,699,411**	**1,293,762**	**2,993,173**	2,520,511
Expenditure on:					
Charitable activities	6	**1,657,800**	**1,293,880**	**2,951,680**	2,498,525
Total expenditure		**1,657,800**	**1,293,880**	**2,951,680**	2,498,525
Net income/(expenditure)		**41,611**	**(118)**	**41,493**	21,986
Transfers between funds	16	**(118)**	**118**	-	-
Net movement in funds		**41,493**	-	**41,493**	21,986
Reconciliation of funds:					
Total funds brought forward		**697,005**	-	**697,005**	675,019
Net movement in funds		**41,493**	-	**41,493**	21,986
Total funds carried forward	16	**738,498**	-	**738,498**	697,005

The Statement of financial activities includes all gains and losses recognised in the year and also complies with the requirements for an income and expenditure account under the Companies Act 2006.

All income and expenditure derive from continuing activities.

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LEEDS CITIZENS ADVICE BUREAU

(A company limited by guarantee)
REGISTERED NUMBER: 02228358

BALANCE SHEET
AS AT 31 MARCH 2024

	Note		2024 £		2023 £
Fixed assets					
Intangible assets	12		**-**		3,240
Tangible assets	13		**113,864**		136,597
			113,864		139,837
Current assets					
Debtors	14	**93,945**		26,439	
Cash at bank and in hand		**1,058,920**		735,151	
		1,152,865		761,590	
Creditors: amounts falling due within one year	15	**(528,231)**		(204,422)	
Net current assets			**624,634**		557,168
Total net assets			**738,498**		697,005
Charity funds					
Restricted funds	16		**-**		-
Unrestricted funds	16		**738,498**		697,005
Total funds			**738,498**		697,005

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Laura Walker
Signer ID: YYVDOV6X2Y...
Laura Walker
Trustee and Treasurer
Date: 28/07/2024 GMT

The notes on pages 17 to 36 form part of these financial statements.

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STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2024

	Note	**2024** **£**	2023 £
Cash flows from operating activities			
Net cash used in operating activities	19	**308,848**	(5,735)
Cash flows from investing activities			
Investment income received		**14,921**	2,772
Net cash provided by investing activities		**14,921**	**2,772**
Change in cash and cash equivalents in the year		**323,769**	**(2,963)**
Cash and cash equivalents at the beginning of the year		**735,151**	738,114
Cash and cash equivalents at the end of the year	20	**1,058,920**	735,151

Included within cash and cash equivalents ad the end of the year is cash relating to deferred income at year end of £315,125 (2023: £41,153). This cash is due to be spent in the year ending 31 March 2025.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

1. General information

Charity information Leeds Citizens Advice Bureau is a private company limited by guarantee incorporated in England and Wales and is a charity registered in England and Wales. The registered office is Oxford House, Oxford Row, Leeds, LS1 3BE.

Each member of the company has undertaken to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

2. Accounting policies

2.1 Basis of preparation of financial statements

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

Leeds Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £1.

2.2 Going concern

After completing a review of ongoing funding sources, current level of reserves and assessment of risks and uncertainties, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

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2. Accounting policies (continued)

2.3 Income

Income is recognised in the Statement of Financial Activity ("SoFA") when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

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

Income from charitable activities includes income recognised as earned (as the related service is provided) under contract. Where income is received in advance of a specified service, it is deferred until the charity is entitled to that income.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.5 Intangible assets and amortisation

Intangible assets costing £5,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Intangible assets are initially recognised at cost. After recognition, under the cost model, intangible assets are measured at cost less any accumulated amortisation and any accumulated impairment losses.

Amortisation is provided on intangible assets at rates calculated to write off the cost of each asset on a straight-line basis over its expected useful life.

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2. Accounting policies (continued)

2.5 Intangible assets and amortisation (continued)

Amortisation is provided on the following basis:

Computer software	-	20 %	Straight line

2.6 Tangible fixed assets and depreciation

Tangible fixed assets costing £5,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, .

Depreciation is provided on the following bases:

Leasehold improvements	-	Straight line over life of the lease
Computer equipment	-	20% straight line

2.7 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.8 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

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2. Accounting policies (continued)

2.10 Taxation

Leeds Citizens Advice Bureau is a registered charity and as such is a charity within the meaning of schedule 6 of the Finance Act 2010. Accordingly, it is potentially entitled to tax exemption under part 11 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992 in respect of income and gains arising.

2.11 Employee Benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received. Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

2.12 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

2.13 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.14 Pensions

The charity contributes to a defined contribution pension scheme for the benefit of its employees. Contributions are charged to the statement of financial activities as they are incurred.

2.15 Grants payable

Grants payable are charged in the year when the offer is made except in those cases where the offer is conditional, such grants being recognised as expenditure when the conditions attaching are fulfilled. Grants offered subject to conditions which have not been met at the year end are noted as a commitment, but not accrued as expenditure.

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2. Accounting policies (continued)

2.16 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

***3.* Critical accounting estimates and areas of judgment**

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

Critical accounting estimates and assumptions:

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

The trustees have judged that there are no critical accounting estimates or assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities.

4. Income from donations and legacies

	Unrestricted funds 2024 £	**Total funds 2024 £**	Total funds 2023 £
Donations	211	**211**	372
Total 2023	372	372	

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5. Income from charitable activities

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Leeds Advice Service contract	1,095,223	-	**1,095,223**	1,035,973
Leeds Advice Service contract - sub contracted services	465,852	-	**465,852**	450,102
Money and Pensions Service - Debt Advice Project	-	194,313	**194,313**	165,794
Citizens Advice Remote Advice Project (Pot 1 and 2)	-	46,125	**46,125**	-
West Yorkshire Combined Authority	-	135,000	**135,000**	-
Help to Claim	-	454,185	**454,185**	453,354
NHS West Yorkshire Integrated Care Board	90,000	-	**90,000**	90,000
PensionWise	-	-	**-**	45,032
Northern Powergrid and Regional Project	-	338,745	**338,745**	175,663
Yorkshire Building Society referral service	-	19,688	**19,688**	18,000
Household Support Fund	-	105,706	**105,706**	-
Other income	33,204	-	**33,204**	83,449
	1,684,279	1,293,762	**2,978,041**	2,517,367
Total 2023	1,659,524	857,843	2,517,367	

6. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Total 2023 £
Charitable activities	1,657,800	1,293,880	**2,951,680**	2,498,525
Total 2023	1,639,786	858,739	2,498,525	

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7. Analysis of expenditure by activities

	Activities undertaken directly 2024 £	Grant funding of activities 2024 £	Support costs 2024 £	Total funds 2024 £	Total funds 2023 £
Charitable activities	2,820,440	90,891	40,349	**2,951,680**	2,498,525
Total 2023	2,396,337	70,385	31,803	2,498,525	

Analysis of direct costs

	Total funds 2024 £	Total funds 2023 £
Staff costs	**1,912,616**	1,605,835
Depreciation and impairment	**25,973**	20,900
Insurance	**6,922**	6,597
Telephone	**15,601**	17,928
Office expenses, stationary and postage	**14,264**	10,426
Premises	**115,594**	86,082
Repairs and maintenance	**13,999**	14,726
Equipment	**40,823**	18,263
Training and conferences	**8,669**	11,839
Interpreting costs	**19,455**	22,248
Information, referencing and subscriptions	**15,000**	20,867
Travel and care expenses	**13,065**	7,408
Professional fees	**698**	3,123
Employer related costs and recruitment	**24,378**	22,598
Subcontracted advice work	**515,852**	450,102
Bank charges	**1,030**	894
Rent paid	**76,501**	76,501
	2,820,440	2,396,337

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7. Analysis of expenditure by activities (continued)

Analysis of support costs

	Activities 2024 £	**Total funds 2024 £**	Total funds 2023 £
Staff costs	21,708	**21,708**	20,685
Governance costs - Professional Fees	14,400	**14,400**	10,320
Governance costs - Other	4,241	**4,241**	798
	40,349	**40,349**	31,803
Total 2023	31,803	31,803	

8. Analysis of grants

	Grants to Individuals 2024 £	**Total funds 2024 £**	Total funds 2023 £
Grants paid	90,891	**90,891**	70,385
Total 2023	70,385	70,385	

During the year 1,619 grants were paid to individuals.

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9. Auditor's remuneration

	2024	2023
	£	£
Fees payable to the charity's auditor for the audit of the charity's annual accounts	**9,800**	-
Fees payable to the charity's previous auditor for the audit of the charity's annual accounts	**-**	6,500
Fees payable to the charity's auditor in respect of:		
All non-audit services not included above	**2,200**	-
Fees payable to the charity's previous auditor for all non-audit services	**-**	2,100

10. Staff costs

	2024	2023
	£	£
Employment costs		
Wages and salaries	**1,680,176**	1,419,657
Social security costs	**154,188**	124,597
Contribution to defined contribution pension schemes	**99,960**	82,266
	1,934,324	1,626,520

The average number of persons employed by the charity during the year was as follows:

	2024	2023
	No.	No.
Number of employees		
The average monthly number of employees during the year was :	**63**	68

The average headcount expressed as full-time equivalents was:

2024	2023
No.	No.
53	49

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10. Staff costs (continued)

No employee received remuneration amounting to more than £60,000 in either year.

The key management personnel of the charity have been identified as the Chief Executive, Advice Services Director, Specialist Services Director and Finance Manager. The aggregate employment benefits, including employer's national insurance and pension contributions, for the key management personnel for the year was £209,708 (2023: £162,777). The remuneration of these key management personnel is set and reviewed annually by the Trustee Board.

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11. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2023 - £NIL).

During the year ended 31 March 2024, no Trustee expenses have been incurred (2023 - £NIL).

12. Intangible assets

	Computer software £
Cost	
At 1 April 2023	**6,480**
At 31 March 2024	**6,480**
Amortisation	
At 1 April 2023	**3,240**
Charge for the year	**3,240**
At 31 March 2024	**6,480**
Net book value	
At 31 March 2024	**-**
At 31 March 2023	3,240

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13. Tangible fixed assets

	Leasehold improvements £	Computer equipment £	Total £
Cost or valuation			
At 1 April 2023	**175,176**	**10,431**	**185,607**
At 31 March 2024	**175,176**	**10,431**	**185,607**
Depreciation			
At 1 April 2023	**43,795**	**5,215**	**49,010**
Charge for the year	**17,517**	**5,216**	**22,733**
At 31 March 2024	**61,312**	**10,431**	**71,743**
Net book value			
At 31 March 2024	**113,864**	**-**	**113,864**
At 31 March 2023	131,381	5,216	136,597

14. Debtors

	2024 £	2023 £
Trade debtors	**55,957**	-
Other debtors	**3,832**	-
Prepayments and accrued income	**34,156**	26,439
	93,945	26,439

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15. Creditors: Amounts falling due within one year

	2024	2023
	£	£
Trade creditors	**11,683**	4,779
Other taxation and social security	**36,311**	29,175
Other creditors	**20,006**	2,473
Accruals and deferred income	**460,231**	167,995
	528,231	204,422

	2024	2023
	£	£
Deferred Income		
Brought forward	**41,153**	55,416
Released in the year	**(41,153)**	(55,416)
Deferred in the year	**315,125**	41,153
Carried forward	**315,125**	41,153

The deferred income is contract income relating to a future accounting period.

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16. Statement of funds

Statement of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Unrestricted funds					
General funds	**697,005**	**1,699,411**	**(1,657,800)**	**(118)**	**738,498**
Restricted funds					
Money and Pensions Service Debt Advice Project	**-**	**194,313**	**(194,409)**	**96**	**-**
Northern Powergrid	**-**	**309,745**	**(309,665)**	**(80)**	**-**
Help to Claim	**-**	**454,185**	**(454,220)**	**35**	**-**
Yorkshire Building Society	**-**	**19,688**	**(19,786)**	**98**	**-**
Citizens Advice Remote Advice Project (Pot 1)	**-**	**15,000**	**(15,120)**	**120**	**-**
Citizens Advice Remote Advice Project (Pot 2)	**-**	**31,125**	**(31,111)**	**(14)**	**-**
Household Support Fund	**-**	**105,706**	**(105,716)**	**10**	**-**
West Yorkshire Combined Authority	**-**	**135,000**	**(134,853)**	**(147)**	**-**
Northern Powergrid Regional Project	**-**	**29,000**	**(29,000)**	**-**	**-**
	-	**1,293,762**	**(1,293,880)**	**118**	**-**
Total of funds	**697,005**	**2,993,173**	**(2,951,680)**	**-**	**738,498**

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16. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Unrestricted funds					
General funds	675,019	1,662,668	(1,639,786)	(896)	697,005
Restricted funds					
Money and Pensions Service Debt Advice Project	-	165,794	(165,710)	(84)	-
Northern Powergrid	-	175,663	(175,663)	-	-
Pensionwise	-	45,032	(45,673)	641	-
Help to Claim	-	453,354	(453,653)	299	-
Yorkshire Building Society	-	18,000	(18,040)	40	-
	-	857,843	(858,739)	896	-
Total of funds	675,019	2,520,511	(2,498,525)	-	697,005

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16. Statement of funds (continued)

Money and Pensions Service Debt Advice Project
Funding from the Money Advice Service to deliver debt advice. This is a restricted fund and the monies paid cover the project costs.

Northern Powergrid
This is a restricted grant from Northern Powergrid to combat fuel poverty through advice in the Yorkshire region.

PensionWise
A restricted grant from The Department of Work and Pensions to deliver pensions guidance to residents of Leeds and Bradford.

Help to Claim
A restricted grant to help with early stages of universal credit claim.

Yorkshire Building Society
A project to provide qualified generalist advice at two specified offices of the Yorkshire Building Society to support the Yorkshire Building Society's customers who have been identified as having additional support needs.

Citizens Advice Remote Advice Project (Pot 1)
Funding to increase capacity in telephone and online services from April to December 2023.

Citizens Advice Remote Advice Project (Pot 2)
Funding to increase capacity in telephone and online services from July 2023 to July 2024.

Household Support Fund
Funds energy and food vouchers for households in need (national government funding via Leeds City Council).

West Yorkshire Combined Authority
Funding to support and develop advice services in response to the cost of living crisis (from WYCA via Leeds City Council).

Northern Powergrid Regional Project
Funding for project management of fuel poverty advice services across the NPG region.

Transfers from restricted funds to unrestricted funds represent the unspent portion of funding for completed projects which is not required to be returned to funders.

Document ID: 1c9e2f0507828df7d9de38e7b60dd2a21ecb1ead4774bfe39b6fa937ad9951b9

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

17. Summary of funds

Summary of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
General funds	**697,005**	**1,699,411**	**(1,657,800)**	**(118)**	**738,498**
Restricted funds	**-**	**1,293,762**	**(1,293,880)**	**118**	**-**
	697,005	**2,993,173**	**(2,951,680)**	**-**	**738,498**

Summary of funds - prior year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
General funds	675,019	1,662,668	(1,639,786)	(896)	697,005
Restricted funds	-	857,843	(858,739)	896	-
	675,019	2,520,511	(2,498,525)	-	697,005

18. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Unrestricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	113,864	**113,864**
Current assets	1,152,865	**1,152,865**
Creditors due within one year	(528,231)	**(528,231)**
Total	738,498	**738,498**

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18. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior period

	Unrestricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	136,597	136,597
Intangible fixed assets	3,240	3,240
Current assets	761,590	761,590
Creditors due within one year	(204,422)	(204,422)
Total	697,005	697,005

19. Reconciliation of net movement in funds to net cash flow from operating activities

	2024 £	2023 £
Net income for the period (as per Statement of Financial Activities)	**41,493**	21,986
Adjustments for:		
Depreciation charges	**22,733**	19,604
Amortisation charges	**3,240**	1,296
Investment income	**(14,921)**	(2,772)
(increase)/decrease in debtors	**(67,506)**	26,308
Increase/(decrease) in creditors	**49,837**	(57,894)
Increase(decrease) in deferred income	**273,972**	(14,263)
Net cash provided by/(used in) operating activities	**308,848**	(5,735)

Document ID: 1c9e2f0507828df7d9de38e7b60dd2a21ecb1ead4774bfe39b6fa937ad9951b9

20. Analysis of cash and cash equivalents

	2024	2023
	£	£
Cash in hand	**1,058,920**	735,151
Total cash and cash equivalents	**1,058,920**	735,151

21. Analysis of changes in net debt

	At 1 April 2023	Cash flows	At 31 March 2024
	£	**£**	**£**
Cash at bank and in hand	**735,151**	**323,769**	**1,058,920**
	735,151	**323,769**	**1,058,920**

The charity had no net debt in the current or previous year.

Document ID: 1c9e2f0507828df7d9de38e7b60dd2a21ecb1ead4774bfe39b6fa937ad9951b9

22. Pension commitments

The Charity operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund of £99,960 for the year (2023: £82,266). As at 31 March 2024 a creditor of £16,406 (2023: £11,663) was due in respect of contributions to the scheme.

23. Operating lease commitments

At 31 March 2024 the charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2024	As restated 2023
	£	£
Not later than 1 year	**95,948**	95,948
Later than 1 year and not later than 5 years	**374,405**	378,354
Later than 5 years	**85,456**	177,718
	555,809	652,020

24. Related party transactions

There were no disclosable related party transactions during either this or the previous year.

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LEEDS CITIZENS ADVICE BUREAU

England & Wales - Charity number 700314

Accounts

Charity registration number 700314

Company registration number 02228358 (England and Wales)

Leeds Citizens Advice Bureau

(Citizens Advice Leeds)

Annual Report And Financial Statements

For The Year Ended 31 March 2023

LEEDS CITIZENS ADVICE BUREAU
(CITIZENS ADVICE LEEDS)
LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Isobel Mills	(Chair)
	Alison Lowe	(Vice Chair)
	Laura Walker	(Treasurer) (Elected 22/11/2022)
	Nigel Turner	(Resigned as Treasurer 22/11/2022)
	Patrick Grant	(Elected 22/11/2022)
	Richard Balfe	
	Richard Brook	(Elected 22/11/2022)
	Rebecca Dearden	
	Ryk Downes	
	Dr Kenneth Patterson	
Key Management Personnel	Dianne Lyons	Chief Executive
	Badamkhand Palmer	Finance Manager
	Julie Balfour	Specialist Services Director
	Marie Mooney	Advice Services Director
Company secretary	Dianne Lyons	
Charity number	700314	
Company number	02228358	
Registered office	Oxford House Oxford Row Leeds LS1 3BE	
Auditor	Azets Audit Services Limited 33 Park Place Leeds LS1 2RY	
Bankers	Unity Trust Bank plc 4 Brindleyplace Birmingham B1 2HB	

LEEDS CITIZENS ADVICE BUREAU
(CITIZENS ADVICE LEEDS)
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LEEDS CITIZENS ADVICE BUREAU
(CITIZENS ADVICE LEEDS)
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)
FOR THE YEAR ENDED 31 MARCH 2023

Report of the Trustees for the Year Ended 31 March 2023

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

Reference and Administrative Details

The Legal and Administrative Information page forms part of this report.

Objectives and activities

Purpose and Values

The Charity's objectives are to promote any charitable purpose for the benefit of the community in the Leeds Metropolitan District and surrounding areas ("the area of benefit") by the advancement of education, the protection and preservation of health and the relief of poverty, sickness, and distress. Citizens Advice Leeds seeks to achieve these aims by providing a comprehensive service of information, advice, and representation and by working to achieve policy change for the benefit of those in greatest need.

As a member of the national Citizens Advice service, Citizens Advice Leeds aims to give people the knowledge and the confidence they need to find a way forward - whoever they are and whatever their problem. We provide advice that is free, independent, confidential, and impartial; we value diversity, promote equality and challenge discrimination.

Citizens Advice Leeds provides a generalist advice service that covers a wide range of subjects including Benefits, Debt, Employment, Housing, Pensions Guidance and Utilities. We run our services in accordance with the Advice Quality Standard, which we hold at Advice with Casework level. Quality of advice and organisation performance are monitored on an ongoing basis through the Citizens Advice Performance Quality Framework and we are audited annually. We are also regulated by the Financial Conduct Authority in relation to the debt advice we provide.

Our services are available via telephone, online and face-to-face channels.

Citizens Advice Leeds is working for a fairer society where people are free from the effects of poverty and injustice.

Through our work we bring about changes for individuals, families and communities:

- We help people on low incomes to achieve better living conditons through increased income, better housing and improved health and wellbeing.
- We help people to fight back against discrimination, abuse and illegal and unfair practices.
- We make connections between individual situations and collective injustice and use our evidence to campaign for policy solutions locally and nationally.

Our work is underpinned by our commitments to:

- Valuing equality, diversity and inclusion in all aspects of our work.
- Providing advice services that are free to clients and independent of political, religious or other external influences.
- Good governance and robust performance management and financial planning
- Developing our people and offering opportunities to build a career in the advice sector.
- Encouraging innovation, resourcefulness, and collaboration within our organisation and externally.

Public benefit

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Objectives

Our objectives for 2022/2023 fell into three main categories:

- Workforce development
- Sustainability and resilience
- Influential voice

These are in addition to our underlying goal to maximise the provision of free and independent advice for local people.

Workforce development

Progress on this included:

- We continued our commitment to providing the remuneration and support our staff deserve in recognition of their stalwart work on behalf of our clients. Our staff are facing the same cost of living challenges as everyone else and we therefore felt it important to apply the pay award agreed at the National Joint Committee. In the context of funding that remains static or increasing by only 1% or 2%, that commitment is difficult to maintain however and may not be sustainable in future years.
- Our staff and volunteer surveys once again received very positive responses, reflecting the improved working environment we can offer following our relocation, and the value that staff place on working for an organisation that is widely respected for its high standards and which makes a significant impact on clients' lives.

Sustainability and resilience

We achieved our goals to increase the charity's sustainability and resilience and ended the year in a strong position:

- Two of our major funding streams for the Money and Pensions Service Debt Advice Project and the Help to Claim service were extended, along with smaller funds from Yorkshire Building Society.
- Our Energy Affordability project, funded by Northern Powergrid, was extended and expanded, helping us respond to the increased demand for advice with fuel debts that developed during the year.
- Following an open recruitment process we appointed 3 new trustees who have brought additional strengths to the Board in delivering specialist advice services, financial and risk management, and business development.

Influential voice

Our research and campaigns work included:

- Contributing to a research report by Leeds University into the experience of deep poverty by Leeds residents;
- Campaigning for greater protections for people subjected to the forced installation of prepayment meters.
- Participating in Leeds City Council's response to the cost of living crisis, including writing to the Chancellor of the Exchequer to call for more action to support those on the lowest incomes.

We were visited by the CEO of Citizens Advice, Clare Moriarty, where we showcased the longstanding partnership work between Leeds City Council and Citizens Advice Leeds and discussed how the Citizens Advice service and local Councils can work together to support people in the cost of living crisis.

Achievements and performance

Citizens Advice Leeds has made significant progress in several areas during 2022/23, including rebuilding service delivery and our workforce following the pandemic, strengthening governance and management arrangements, and achieving excellent results against quality of advice and other key performance indicators.

The cost of living crisis has dominated all aspects of our work and we have worked with Leeds City Council and other partners to respond to the severe levels of need being experienced by our clients, including distributing £70,385 in hardship funds and expanding our advice service for people experiencing fuel poverty.

Once again we are grateful to Leeds City Council for their continued support for free and independent advice for local residents, delivered in partnership with Chapeltown Citizens Advice and Better Leeds Communities. Northern Powergrid have increased their support for advice to help in alleviating fuel poverty, and national funding from the Money and Pensions Service and Help to Claim were also extended into 2022-24. Further details about the charity's financial position are set out in the financial review later in this report.

None of this would be achievable without our indomitable staff and volunteers, who are often dealing with clients in distressing circumstances and for whom our help can be life changing and even lifesaving. Our heartfelt thanks go to all members of the Citizens Advice Leeds team and together we are continuing our battle against poverty and injustice to bring about positive change for the citizens of Leeds.

Service delivery

The dramatic increase in inflation and energy costs during the year has had devastating consequences for our clients, many of whom were already unable to meet day to day living costs from inadequate Universal Credit and other Benefits payments. Some examples of the worsening situation we are witnessing include:

- Enquiries about fuel bills and arrears increased to 15% of all enquiries, compared to 3% two years ago.
- Demand for help through charitable payments doubled compared to the previous year.
- The majority of our Debt advice clients now have negative budgets and are therefore unable to make any payments to reduce their debts.

In response to this our advice teams:

- Helped 49% more people than in the previous year;
- Helped with 3,500 enquiries about foodbanks and other charitable support;
- Issued £70,385 in food and fuel vouchers;
- Helped clients to increase their incomes by over £12 million pounds.

Fundraising

The organisation does not actively fundraise from the public, no commercial fundraisers or participators are engaged. Where donations are received this is on a voluntary basis from individuals and not actively sought. Fundraising in the charity sector has been regulated by the fundraising Regulator since 2015 but the organisation is not specifically registered. The Trustee Board is not aware of any failure by the charity to comply with this regulation and no complaints have been received in relation to any form of fundraising.

Financial review

Reserves policy

The purposes of Citizens Advice Leeds reserves are:

- To provide a level of working capital that protects the continuity of our work.
- To provide a level of funding for unexpected opportunities.
- To provide cover for risks such as unforeseen expenditure or unanticipated loss of income.
- To meet anticipated liabilities in respect of premises.

In order to establish what level of reserves this equates to, we have undertaken an analysis of our income and expenditure to determine the level of risk we need to manage. Based on this assessment we estimate the equivalent of 2.6 months' running costs is required to manage risks such as redundancy costs and overheads. In addition to this, we are building a sum of reserves to meet future premises liabilities amounting to £50,000 by 2025. Our total reserves target for 31.3.2024 is therefore £567,178.

Financial position

statement of financial activities (Page 11) shows a net surplus for the year of £21,986. At the end of 2022/23 the charity's free reserves stood at £557,168 around 8% above the reserves target of £514,461. The trustees are confident therefore that the charity has sufficient resources to manage anticipated outgoings in the next year and therefore consider it appropriate to prepare the financial statements on the going concern basis.

Principal funding sources

Leeds City Council remains the principal funder of Citizens Advice Leeds, representing 59% of income in 2022/23. 29% of income was derived from Citizens Advice to deliver the Money and Pensions Service Debt Advice Project, Help to Claim and Pension Wise services, and 12% of income came from other projects and donations.

We are very grateful to all those funders who have supported Citizens Advice Leeds' work in 2022/23:

- Leeds City Council
- Money and Pensions Service
- Department for Work and Pensions
- NHS West Yorkshire Integrated Care Board
- Northern Powergrid
- Yorkshire Building Society

We are also grateful to all those individuals and organisations who have made donations during the year and to local firms that have provided pro bono services or other support in kind.

Investment policy and objectives

The investment policy of the organisation is to adopt a low risk strategy with liquid resources being invested in deposit accounts and this policy is reviewed annually.

Structure, governance and management

Governing document

Leeds Citizens Advice Bureau is a charitable company. The charity was registered on 16 June 1988, number 700314 and the company was incorporated on 1 March 1988, number 2228358. The Charity is constituted as a company limited by guarantee, and is therefore governed by Articles of Association, which were updated as of 27 November 2012.

The members of the Charity are the current Trustees as named on legal and administrative information page before the contents in these accounts. The maximum liability of each member is limited to £1. At 31 March 2023 the Charity had 10 members.

Trustee Board

The Charity is governed through a Trustee Board, which has a maximum of 15 members and a minimum of 3, being either:

- Elected at the AGM (up to 10); or
- Co-opted (provided that on appointment the total number of co-opted trustees does not exceed one third of the total number of trustees.

The Directors and Trustees who have held office during the year are set out on the legal and administrative information page before the contents in these accounts. Trustees shall retire from office at the third Annual General Meeting following the Annual General Meeting at which they were elected and are eligible for re-appointment.

From December 2015 Leeds Citizens Advice Bureau adopted the operating name 'Citizens Advice Leeds'.

Recruitment and appointment of Trustees

Procedures for electing/appointing Trustees are set out in the Articles of Association. The Charity wishes its Trustee Board to be representative of the local communities it serves, as well as containing the range of skills necessary to provide leadership and good governance. To that end the Charity advertises to fill any vacancies on the Board from time to time and Trustees are selected through an open recruitment process.

All Trustees give their time voluntarily. Any expenses reclaimed by Trustees from the charity are set out in note 7 to these accounts.

Organisational structure

The Trustee Board is responsible for the strategic direction of the Charity and its policy, planning and finances. The Trustees carry ultimate responsibility for ensuring that the Charity meets its legal, regulatory and contractual obligations. The Trustee Board meets at least six times a year and delegates day-to-day running of the organisation to the Chief Executive and senior managers.

Trustee induction and training

Procedures for electing/appointing trustees are set out in the Articles of Association. The Charity wishes its Trustee Board to be representative of the local communities it serves, as well as containing the range of skills necessary to provide leadership and good governance. To that end the Charity advertises to fill any vacancies on the Board from time to time and Trustees are selected through an open recruitment process.

Related parties

Citizens Advice Leeds is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux. Citizens Advice Leeds has entered into a Membership Agreement with Citizens Advice, which requires it to meet certain standards in its service provision and organisational management. The Organisation pays fees to Citizens Advice, for which it receives a range of services, including information resources, electronic case recording facilities and management consultancy. All local Citizens Advice have voting rights at Citizens Advice annual general meeting.

Risk management

Citizens Advice Leeds holds a risk register and systems are put in place to mitigate those risks. The most significant risks identified are potential failure to retain existing funding, or to secure new sources of income. Income and expenditure is monitored regularly and reviewed quarterly by the Directors and Trustees in line with the approved budget, to identify trends as part of the risk management process and avoid unforeseen calls on reserves.

Key Management Personnel Remuneration

The pay of key management personnel is reviewed annually in line with the pay scales agreed nationally through the National Joint Committee

Auditor

In accordance with good practice, Leeds Citizens Advice Bureau will undertake a tendering exercise in 2023 before appointing auditors for 2024/25.

Disclosure of information to auditor

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

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

Laura Walker
.....

Laura Walker
Dated: 23/08/2023.....

LEEDS CITIZENS ADVICE BUREAU
(CITIZENS ADVICE LEEDS)
STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2023

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

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- Select suitable accounting policies and apply them consistently;
- Observe the methods and principles in the Charity SORP;
- Make judgements and estimates that are reasonable and prudent;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

LEEDS CITIZENS ADVICE BUREAU
(CITIZENS ADVICE LEEDS)
INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF LEEDS CITIZENS ADVICE BUREAU

Opinion

We have audited the financial statements of Leeds Citizens Advice Bureau (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the Trustees' report.

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

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

Responsibilities of trustees

As explained more fully in the statement of Trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

Extent to which the audit was considered capable of detecting irregularities, including fraud
Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the entity through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.
- Performing audit work over the timing and recognition of revenue and in particular whether it has been recorded in the correct accounting period.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

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

J Lawrence

Jessica Lawrence (Senior Statutory Auditor)
for and on behalf of Azets Audit Services Limited

25/08/2023

Chartered Accountants
Statutory Auditor

33 Park Place
Leeds
LS1 2RY

LEEDS CITIZENS ADVICE BUREAU
(CITIZENS ADVICE LEEDS)
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted 2023 £	Restricted 2023 £	Total 2023 £	Total 2022 £
Income from:					
Donations and legacies		372	-	372	346
Charitable activities	3	1,659,524	857,843	2,517,367	2,396,919
Investments		2,772	-	2,772	2,231
Total income		1,662,668	857,843	2,520,511	2,399,496
Expenditure on:					
Charitable activities	4	(1,639,786)	(858,739)	(2,498,525)	(2,319,406)
Total charitable expenditure		1,639,786	858,739	2,498,525	2,319,406
Net income/(expenditure) before transfers		22,882	(896)	21,986	80,090
Gross transfers between funds		(896)	896	-	-
Net movement in funds		21,986	-	21,986	80,090
Opening fund balances	15	675,019	-	675,019	594,929
Closing fund balances	15	697,005	-	697,005	675,019

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The notes on pages 14 - 26 comprise part of these financial statements.

A fully detailed Statement of Financial Activities for the year ended 31 March 2022 is shown at note 20.

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

LEEDS CITIZENS ADVICE BUREAU
(CITIZENS ADVICE LEEDS)
BALANCE SHEET
AS AT 31 MARCH 2023

	Notes	2023 £	2023 £	2022 £	2022 £
Fixed assets					
Intangible assets	**9**		3,240		4,536
Tangible assets	**10**		136,597		156,201
			139,837		160,737
Current assets					
Debtors	**11**	26,439		52,747	
Cash at bank and in hand		735,151		738,114	
		761,590		790,861	
Creditors: amounts falling due within one year	**12**	(204,422)		(276,579)	
Net current assets			557,168		514,282
Total assets less current liabilities			697,005		675,019
Income funds					
Unrestricted funds - general	**15**		697,005		675,019
			697,005		675,019

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the Trustees on 23/08/2023

Laura Walker
.....
Laura Walker
Trustee & Treasurer

Company Registration No. 02228358

LEEDS CITIZENS ADVICE BUREAU
(CITIZENS ADVICE LEEDS)
STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	2023 £	2022 £	2022 £
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	**18**		(5,735)		137,254
Investing activities					
Investment income received		2,772		2,231	
Net cash generated from investing activities			2,772		2,231
Net cash used in financing activities			-		-
Net (decrease)/increase in cash and cash equivalents			(2,963)		139,485
Cash and cash equivalents at beginning of year			738,114		598,629
Cash and cash equivalents at end of year			735,151		738,114

1 Accounting policies

Charity information

Leeds Citizens Advice Bureau is a private company limited by guarantee incorporated in England and Wales and is a charity registered in England and Wales. The registered office is Oxford House, Oxford Row, Leeds, LS1 3BE.

Each member of the company has undertaken to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

1.1 Accounting convention

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

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £1.

The financial statements have been prepared under the historical cost convention, modified to include certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

The Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

1.3 Charitable funds

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

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

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

1.4 Income

Income is recognised in the Statement of Financial Activity ("SoFA") when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

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

1 Accounting policies **(Continued)**

Grants, including grants for the purchase of fixed assets, are recognised in full in the SoFA in the period in which they are receivable.

The value of services provided by volunteers is not included (Section 6.18 of SORP).

Trading and investment income is accounted for on an accruals basis.

The value of donated assets and services is recognised as income at the fair value of the gift in the period the donated assets were received.

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

1.5 Expenditure

Expenditure, which includes attributable VAT which cannot be recovered, is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Charitable expenditure comprises those costs incurred by the charity in the deliverance of its activities and services for its beneficiaries. It includes both costs that can be directly allocated to such activities and those costs of an indirect nature necessary to support them.

Governance costs, included in support costs, include those costs incurred in the governance of the charity and its assets and are primarily associated with constitutional and statutory requirements and are allocated to charitable activities.

All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource.

1.6 Intangible fixed assets other than goodwill

Intangible assets are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Individual assets costing more than £5,000 are capitalised.

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

Software	20% straight line

1.7 Tangible fixed assets

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

Individual assets costing more than £5,000 are capitalised.

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

Leasehold improvements	Straight line over the life of the lease
Computers	20% straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1 Accounting policies **(Continued)**

1.8 Impairment of fixed assets

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

1.9 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks.

1.10 Financial instruments

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

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

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

Basic financial assets

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

Impairment of financial assets

Financial assets, other than those held at fair value through income and expenditure, are assessed for indicators of impairment at each reporting date. Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected.

If an asset is impaired, the impairment loss is the difference between the carrying amount and the present value of the estimated cash flows discounted at the asset's original effective interest rate. The impairment loss is recognised in net income/(expenditure) for the year.

If there is a decrease in the impairment loss arising from an event occurring after the impairment was recognised, the impairment is reversed. The reversal is such that the current carrying amount does not exceed what the carrying amount would have been, had the impairment not previously been recognised. The impairment reversal is recognised in net income/(expenditure) for the year.

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the charity transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

1 Accounting policies **(Continued)**

Basic financial liabilities

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

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

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

Derecognition of financial liabilities

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

1.11 Taxation

Leeds Citizens Advice Bureau is a registered charity and as such is a charity within the meaning of schedule 6 of the Finance Act 2010. Accordingly, it is potentially entitled to tax exemption under part 11 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992 in respect of income and gains arising.

1.12 Employee benefits

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

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

1.13 Retirement benefits

During the prior year the charity was a participating employer in the West Yorkshire Pension Fund, a defined benefit scheme which was closed to new members, at rates set by the scheme's actuaries. During the financial year ending 31 March 2022, the assets and liabilities of the scheme were formally transferred to Leeds City Council at 31 May 2021. The net gain on the exit from the pension scheme was taken to the statement of financial activity through actuarial gains/(losses) in the prior year.

The charity contributes to a defined contribution pension scheme for the benefit of its employees. Contributions are charged to the statement of financial activities as they are incurred.

1.14 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

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

The trustees have judged that there are no critical accounting estimates or assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities.

3 Charitable activities

	2023 £	2022 £
Leeds Advice Service contract	1,035,973	982,733
Leeds Advice Service contract - sub contracted services	450,102	428,352
Money and Pensions Service - Debt Advice Project	165,794	293,432
Money Advice Service - Trainee	-	29,146
Day One Outreach Services - Leeds Cares	-	8,319
Help to Claim	453,354	270,347
NHS West Yorkshire Integrated Care Board	90,000	90,000
PensionWise	45,032	114,609
Northern Powergrid	175,663	139,981
Yorkshire Building Society referral service	18,000	15,000
Other Income	83,449	25,000
	2,517,367	2,396,919
Analysis by fund		
Unrestricted funds - general	1,659,524	1,526,085
Restricted funds	857,843	870,834
	2,517,367	2,396,919

4 Charitable activities

	Charitable activities 2023 £	Charitable activities 2022 £
Staff costs	1,605,835	1,474,872
Depreciation and impairment	20,900	20,900
Insurance	6,597	6,946
Telephone	17,928	20,876
Office expenses, stationery and postage	10,426	10,785
Premises	162,583	150,249
Repairs and maintenance	14,726	50,017
Equipment	18,263	14,197
Training and conferences	11,839	13,365
Interpreting costs	22,248	17,089
Information, referencing and subscriptions	20,867	17,555
Travel and care expenses	7,408	2,443
Professional fees	3,123	2,867
Employer related costs and recruitment	22,598	16,530
Subcontracted advice work	450,102	459,352
Bank charges	894	913
	2,396,337	2,278,956
Grants to individuals	70,385	11,822
Share of support costs (see note 5)	20,685	19,593
Share of governance costs (see note 5)	11,118	9,035
	2,498,525	2,319,406
Analysis by fund		
Unrestricted funds - general	1,639,786	1,466,552
Restricted funds	858,739	852,854
	2,498,525	2,319,406

5 Support costs

	Support costs	Governance costs	2023	Support costs	Governance costs	2022
	£	£	£	£	£	£
Staff costs	20,685	-	20,685	19,593	-	19,593
Audit fees	-	7,800	7,800	-	6,240	6,240
Accountancy	-	2,520	2,520	-	2,340	2,340
Governance and AGM costs	-	798	798	-	455	455
	20,685	11,118	31,803	19,593	9,035	28,628

6 Auditor's remuneration

The analysis of auditor's remuneration net of VAT is as follows:

	2023	2022
	£	£
Audit of annual accounts	6,500	5,200
Non-audit services		
All other non-audit services	2,100	1,950

7 Trustees

None of the trustees (or any persons connected with them) received any remuneration, benefits or expenses from the charity during the year (2022 - none).

8 Employees

Number of employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
	68	58

Employment costs	2023 £	2022 £
Wages and salaries	1,419,657	1,288,491
Social security costs	124,597	107,402
Defined benefit scheme contributions	-	34,187
Defined contribution scheme	82,266	64,385
	1,626,520	1,494,465

The key management personnel of the charity have been identified as the Chief Executive, Advice Services Director, Specialist Services Director and Finance Manager. The aggregate employment benefits, including employer's national insurance and pension contributions, for the key management personnel for the year was £162,777 (2022 - £153,273). The remuneration of these key management personnel is set and reviewed annually by the Trustee Board.

The number of employees whose annual remuneration was £60,000 or more were:

	2023 Number	2022 Number
£60,000- £70,000	1	-

9 Intangible fixed assets

	Software £
Cost	
At 1 April 2022 and 31 March 2023	6,480
Amortisation and impairment	
At 1 April 2022	1,944
Amortisation charged for the year	1,296
At 31 March 2023	3,240
Carrying amount	
At 31 March 2023	3,240
At 31 March 2022	4,536

10 Tangible fixed assets

	Leasehold improvements	Computers	Total
	£	£	£
Cost			
At 1 April 2022	175,176	10,431	185,607
At 31 March 2023	175,176	10,431	185,607
Depreciation and impairment			
At 1 April 2022	26,277	3,129	29,406
Depreciation charged in the year	17,518	2,086	19,604
At 31 March 2023	43,795	5,215	49,010
Carrying amount			
At 31 March 2023	131,381	5,216	136,597
At 31 March 2022	148,899	7,302	156,201

11 Debtors

	2023	2022
Amounts falling due within one year:	£	£
Trade debtors	-	4,481
Prepayments and accrued income	26,439	48,266
	26,439	52,747

12 Creditors: amounts falling due within one year

	Notes	2023	2022
		£	£
Other taxation and social security		29,175	31,506
Deferred income	13	41,153	55,416
Trade creditors		4,779	16,037
Other creditors		2,473	3,908
Accruals		126,842	169,712
		204,422	276,579

13 Deferred income

	2023	2022
	£	£
Brought forward	55,416	68,026
Released in the year	(55,416)	(62,437)
Deferred in the year	41,153	47,133
Carried forward	41,153	55,416

14 Restricted funds

Current year	Balance at 1 April 2022	Movement in funds: Incoming resources	Movement in funds: Resources expended	Movement in funds: Transfers	Balance at 31 March 2023
	£	£	£	£	£
Money and Pensions Service Debt Advice Project	-	165,794	(165,710)	(84)	-
Northern Powergrid	-	175,663	(175,663)	-	-
Pensionwise	-	45,032	(45,673)	641	-
Help to Claim	-	453,354	(453,653)	299	-
Yorkshire Building Society	-	18,000	(18,040)	40	-
	-	857,843	(858,739)	896	-

Purposes of principal restricted funds:

Money and Pensions Service Debt Advice Project
Funding from the Money Advice Service to deliver debt advice. This is a restricted fund and the monies paid cover the project costs.

Northern Powergrid
This is a restricted grant from Northern Powergrid to combat fuel poverty through advice in the Yorkshire region.

PensionWise
A restricted grant from The Department of Work and Pensions to deliver pensions guidance to residents of Leeds and Bradford.

Help to claim
A restricted grant to help with early stages of universal credit claim.

Yorkshire Building Society
A project to provide qualified generalist advice at two specified offices of the Yorkshire Building Society to support the Yorkshire Building Society's customers who have been identified as having additional support needs.

Transfers from restricted funds to unrestricted funds represent the unspent portion of funding for completed projects which is not required to be returned to funders.

14 Restricted funds **(Continued)**

Prior year	Balance at 1 April 2021	Movement in funds: Incoming resources	Resources expended	Transfers	Balance at 31 March 2022
	£	£	£	£	£
Money and Pensions Service	5,979	293,432	(275,438)	(23,973)	-
MaPS Trainee	-	29,146	(29,146)	-	-
Northern Powergrid	1,354	139,981	(139,969)	(1,366)	-
PensionWise	-	114,609	(114,609)	-	-
Help to Claim	-	270,347	(270,347)	-	-
Yorkshire Building Society	-	15,000	(15,000)	-	-
Day One Outreach service - Leeds Cares	225	8,319	(8,345)	(199)	-
Other restricted funds	1,831	-	-	(1,831)	-
	9,389	870,834	(852,854)	(27,369)	-

15 Analysis of net assets between funds

	Unrestricted funds 2023	Restricted funds 2023	Total 2023
	£	£	£
Fund balances at 31 March 2023 are represented by:			
Intangible fixed assets	3,240	-	3,240
Tangible assets	136,597	-	136,597
Net current assets	557,168	-	557,168
	697,005	-	697,005

	Unrestricted funds 2022	Restricted funds 2022	Total 2022
	£	£	£
Fund balances at 31 March 2022 are represented by:			
Intangible fixed assets	4,536	-	4,536
Tangible assets	156,201	-	156,201
Net current assets	514,282	-	514,282
	675,019	-	675,019

16 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2023 £	2022 £
Within one year	77,959	78,676
Between two and five years	169,898	221,219
In over five years	51,058	77,696
	298,915	377,591

17 Related party transactions

There were no disclosable related party transactions during either this or the previous year.

18 Cash generated from operations	2023 £	2022 £
Surplus for the year	21,986	80,090
Adjustments for:		
Investment income recognised in statement of financial activities	(2,772)	(2,231)
Depreciation and impairment of tangible fixed assets	20,900	20,900
Movements in working capital:		
Decrease/(increase) in debtors	26,308	(14,651)
(Decrease)/increase in creditors	(57,894)	65,756
Decrease in deferred income	(14,263)	(12,610)
Cash (absorbed by)/generated from operations	(5,735)	137,254

19 Analysis of changes in net funds

The charity had no debt during the current or previous year.

20 Comparative Statement of Financial Activities

	Unrestricted funds general	Restricted funds	Total 2022
	£	£	£
Income from:			
Donations and legacies	346	-	346
Charitable activities	1,526,085	870,834	2,396,919
Investments	2,231	-	2,231
Total income	1,528,662	870,834	2,399,496
Expenditure on:			
Charitable activities	1,466,552	852,854	2,319,406
Total expenditure	1,466,552	852,854	2,319,406
Net income/(expenditure) before transfers	62,110	17,980	80,090
Gross transfers between funds	27,369	(27,369)	-
Net income for the year	89,479	(9,389)	80,090
Other recognised gains and losses			
Net movement in funds	89,479	(9,389)	80,090
Fund balances at 1 April 2021	585,540	9,389	594,929
Fund balances at 31 March 2022	675,019	-	675,019

LEEDS CITIZENS ADVICE BUREAU

England & Wales - Charity number 700314

Accounts

Charity registration number 700314

Company registration number 02228358 (England and Wales)

Leeds Citizens Advice Bureau

(Citizens Advice Leeds)

Annual Report And Financial Statements

For The Year Ended 31 March 2022

LEEDS CITIZENS ADVICE BUREAU
(CITIZENS ADVICE LEEDS)
LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Isobel Mills	(Chair)
	Alison Lowe	(Vice Chair)
	Nigel John Turner	(Treasurer)
	Richard Balfe	
	Rebecca Dearden	
	Ryk Downes	
	Kenneth Patterson	
	Susan Samuel	(resigned 22 March 2022)
Key Management Personnel	Dianne Lyons	Chief Executive
	Badamkhand Palmer	Finance Manager (from September 2021)
	Ed Browne	Finance Director (until September 2021)
	Marie Mooney	Service Delivery Manager (from April 2021)
	Bola Cole	Office Manager (from December 2021)
Company secretary	Dianne Lyons	
Charity number	700314	
Company number	02228358	
Registered office	Oxford House Oxford Row Leeds LS1 3BE	
Auditor	Azets Audit Services Triune Court Monks Cross Drive York YO32 9GZ	
Bankers	Unity Trust Bank plc 4 Brindleyplace Birmingham B1 2HB	

LEEDS CITIZENS ADVICE BUREAU
(CITIZENS ADVICE LEEDS)
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LEEDS CITIZENS ADVICE BUREAU
(CITIZENS ADVICE LEEDS)
CHAIR'S INTRODUCTION

FOR THE YEAR ENDED 31 MARCH 2022

In a challenging year, our third impacted by Covid and the slow Covid recovery, the Trustees of Citizens Advice Leeds (CAL) owe everything to the efforts of staff, all of whom have continued to work remotely. Their commitment has enabled CAL to help 19,045 people, with over 56,000 different problems, through our telephone and digital services, and contributed to increasing customers' incomes by over £3.7 million. 32% of our clients are from black and ethnic minority backgrounds, and 51% said they suffered with long term health conditions or disabilities. 82% said the service had helped them find a way forward, and 86% said they would be likely to recommend CAL to others.

We have worked equally hard to make certain our financial position is secure and sustainable. Our year end results show a surplus, bringing our reserves in line with our target for 2022/23, and represents 3.3 months operating expenditure. This is pleasing and demonstrates a determination to keep budgets under review, while ensuring all financial decisions are driven by our strategic ambitions.

As always, I am immensely grateful to my colleague Trustees, to all other CAL volunteers, to the staff team and especially our CEO, Dianne Lyons, who continues to lead with skill and compassion.

Isobel Mills, Chair of Trustees

Report of the Trustees for the Year Ended 31 March 2022

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Reference and Administrative Details

The Legal and Administrative Information page forms part of this report.

Objectives and activities

The Charity's objects are to promote any charitable purpose for the benefit of the community in the Leeds Metropolitan District and surrounding areas ("the area of benefit") by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. Citizens Advice Leeds seeks to achieve these aims by providing a comprehensive service of information, advice and representation and by working to achieve policy change for the benefit of those in greatest need.

As a member of the national Citizens Advice service, Citizens Advice Leeds aims to give people the knowledge and the confidence they need to find a way forward - whoever they are and whatever their problem. We provide advice that is free, independent, confidential and impartial; we value diversity, promote equality and challenge discrimination.

Citizens Advice Leeds provides a generalist advice service that covers a wide range of subjects including Benefits, Debt, Employment, Housing, Pensions Guidance and Utilities. We run our services in accordance with the Advice Quality Standard, which we hold at Advice with Casework level. Quality of advice and organisation performance are monitored on an ongoing basis through the Citizens Advice Performance Quality Framework and we are audited annually. We are also regulated by the Financial Conduct Authority in relation to the debt advice we provide.

Our services are available via telephone, online and face-to-face channels. During 2021/22 our face-to-face services have been closed due to the Covid-19 pandemic but in normal circumstances we provide advice sessions at venues across Leeds and Bradford.

Public benefit

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Purpose and Values

Citizens Advice Leeds is working for a fairer society where people are free from the effects of poverty and injustice.

Through our work we bring about changes for individuals, families and communities:

- We help people on low incomes to achieve better living conditions through increased income, better housing and improved health and wellbeing.
- We help people to fight back against discrimination, abuse and illegal and unfair practices.
- We make connections between individual situations and collective injustice and use our evidence to campaign for policy solutions locally and nationally.

Our work is underpinned by our commitments to:

- Valuing equality, diversity and inclusion in all aspects of our work.
- Providing advice services that are free to clients and independent of political, religious or other external influences.
- Good governance and robust performance management and financial planning.
- Developing our people and offering opportunities to build a career in the advice sector.
- Encouraging innovation, resourcefulness and collaboration within our organisation and externally.

Achievements and performance

There are few years in our sector that cannot be described as 'challenging' but 2021/22 has been particularly eventful for a variety of reasons.

Firstly, the continuing ramifications of the pandemic, alongside soaring energy costs and inflation, are driving more people into poverty. Day after day our advisers are working with service users in increasingly desperate situations, which in turn has taken a toll on the wellbeing of our staff.

That has contributed to the high staff turnover we have experienced during the year and we are sorry to have seen many experienced advisers leave the sector. This has of course affected our capacity to deliver services but we have sought to turn this situation into a positive by offering vacancies as paid traineeships and development opportunities. This approach has proved effective and we are delighted to have welcomed so many new people into the advice sector and to have offered career development opportunities for existing staff.

We have also experienced two key national funding streams go out to tender, details of which are described below. The potential loss of funding and the consequent TUPE/redundancy processes were extremely disruptive and, while we have secured funding in the short term, the prospect of further retendering in 2022/23 means continuing high levels of uncertainty for the organisation.

Against this background, the continuing support of Leeds City Council has been essential to our ability to maintain accessible services for local residents delivered in partnership with Chapeltown Citizens Advice and Better Leeds Communities. Our appreciation for this constant source of funding for free local advice cannot be overstated. We are also grateful to Northern Powergrid for their commitment to fund a new project focussed on alleviating fuel poverty, and to Leeds Clinical Commissioning Group and Yorkshire Building Society for their ongoing support. Further details about the charity's financial position are set out in in the financial review later in this report.

Our research and campaigns work this year focussed on keeping the uplift to Universal Credit and was partially successful in having it extended for 6 months but it was withdrawn in October 2021. Research by Citizens Advice estimated that its withdrawal resulted in £66 million lost annual income in Leeds alone and we have seen the devastating results of this policy decision in the following months. With soaring inflation now also taking its toll we will continue to campaign for policy changes to combat the crisis of poverty facing our clients.

A more detailed review of the charity's performance against aims and objectives for the year are described below. None of this would be achievable without the inspiring work carried out by our staff day by day, who are often dealing with clients in distressing circumstances and for whom our help can be life changing and even life saving. Our profound thanks go to all members of the Citizens Advice Leeds team – together we will continue our battle against poverty and injustice and to bring about positive change for the citizens of Leeds.

Objectives and activities

Our objectives for 2021/22 fell into three main categories:

- Strengthen the organisation's financial sustainability, in order to maximise the services we can deliver.
- Strengthen service delivery.
- Manage the organisation's resources to ensure services meet accreditation standards and contract KPI's, while providing a positive working environment for all.

With the pandemic and lockdowns continuing for much of the year, some of our plans had to be revised but we have been successful in achieving most of our objectives, as described below.

1. Strengthen the organisation's financial sustainability

We had three specific aims within this strand – to retain national funding sources, secure new income streams and work towards meeting the criteria for legal aid funding.

- **National funding streams**

  During 2021 two nationally funded services went out to tender – the Money and Pensions Service (MAPS) Debt Advice Project and the Help to Claim service. Citizens Advice Leeds received significant funding from both projects via Citizens Advice and it was therefore a priority to retain that funding.

  MAPS Debt Advice Project

  The MAPS tendering process took place in the autumn 2021 and Citizens Advice Leeds was accepted to be part of the regional bid submitted by Citizens Advice. Following widespread objections to the planned changes to the MAPS Debt Advice Project, MAPS halted the tender process in December 2021. MAPS has since extended existing contracts for local advice services and committed to reviewing their approach to future commissioning.

  These events have meant a great deal of uncertainty in the debt advice sector which has led to many debt advisers leaving their jobs and at Leeds we have seen the majority of our debt advisers do exactly that. We continue to work with Citizens Advice and MAPS to deliver the best service possible in the circumstances and to make the case for stability in future funding arrangements, to allow us to rebuild our debt advice team so that we can help clients who are in increasingly desperate situations.

  Help to Claim

  The Help to Claim service is funded through the Department for Work and Pensions and this was also put out to tender in the autumn of 2021. The specification for the service changed from one provided mainly face to face through local offices, to a national service offered through telephone/digital channels only.

  Citizens Advice was successful in being awarded the national contract and local offices were invited to apply to be part of the service delivery arrangements. Citizens Advice Leeds was successful in this process, leading to an increase in the size of our Help to Claim team. This has entailed our transferring staff from other local offices and a number of posts were at risk of redundancy. The TUPE/redundancy processes in the last quarter of 2021/22 have been very resource intensive and stressful for all those involved but ultimately no redundancies were necessary and we're very pleased to be able to welcome transferring staff to our team at Citizens Advice Leeds.

- **Secure new income streams to a value of at least £200k**

  By the end of 2021/22 we have exceeded our target for income generation, although not in the ways we expected.

  - In being awarded Help to Claim funding our income from this project has increased by nearly £200k in 2022/23.
  - We were very pleased that Northern Powergrid approved funding for a new service, building on the success of previous projects. Our new Energy Affordability project, delivered in partnership with Newcastle Citizens Advice, offers Freephone and webchat access to residents of West Yorkshire and the North East.

- **Work towards meeting legal aid criteria**

  Our work on this aim has focussed on meeting Lexcel accreditation standards. Tendering for civil legal aid contracts has been delayed to 2023 and it remains our ambition to apply for legal aid contracts when this process opens.

2. Strengthen service delivery

- **Build on learning from previous years to further develop telephone and digital services**

  With all our staff being moved to work on telephone/digital services since 2020, we've developed both technical resources and adviser skills in these areas. Some recent developments include:

  - Opening a local webchat service.
  - Setting up a Virtual Call Centre with Newcastle Citizens Advice to deliver the Northern Powergrid project with dedicated Freephone and webchat channels.
  - Contributing to delivery of the national debtline service.

- **Re-open face to face services that meet service user needs**

  - Throughout the year our outreach team have delivered face to face sessions at branches of Yorkshire Building Society, in response to YBS customer demand. This has proved a popular service, leading to an extension of funding and expansion of the project to other parts of the country.
  - Our plans to re-open face to face services at our city centre offices have been delayed several times due to the pandemic and other factors outside our control. We will open these services in the first quarter of 2022/23 but with other organisations reporting much reduced demand for face to face appointments, we will keep this under review.

- **Build casework capacity in social welfare law**

  As noted above, the delay to tendering legal aid contracts has hindered our progress in this area but we have submitted other funding bids to support this workstream, and await decisions.

3. Manage the organisation's resources to ensure services meet accreditation standards and contract KPI's, while providing a positive working environment for all.

The KPI's of national funding streams in particular are extremely demanding and we have seen the negative consequences of this for advisers who are trying to balance the need to meet quality and volume KPI's alongside supporting clients in often desperate circumstances. We therefore want to develop a range of funding streams that will allow advisers to carry out more in depth work with clients in line with realistic project targets.

We're also conscious of the need to bring new people into the advice sector and to offer career development opportunities if our services are going to be sustainable in the long term.

- **Develop trainee support programmes**

  We experienced a high level of staff turnover in 2021 and decided to offer all adviser vacancies as paid trainee opportunities. We worked with a local trainer to develop a bespoke training programme which proved extremely successful and we'll continue to build on this success in the future.

- **Increase opportunities for career development through specialist advice and management training**

  Staff turnover has meant we've been able to offer a number of development opportunities to staff to move into casework and management roles. We're supporting this with relevant training programmes such as Agile Project Management as well as technical training in information assurance, health and safety etc.

- **Renew the organisation's Equality, Diversity and Inclusion Strategy.**

  We reviewed our EDI policies during the year in accordance with the new Citizens Advice EDI strategy and continued developments to improve access to advice and information through telephone and digital channels.

  Our client data shows we continue to reach many people who are more likely to experience poverty and injustice. For example, 57% of our clients were female, 51% were disabled or had a long term health condition and 32% were from Black, Asian or minority ethnic backgrounds.

Fundraising

The organisation does not actively fundraise from the public, no commercial fundraisers or participators are engaged. Where donations are received this is on a voluntary basis from individuals and not actively sought. Fundraising in the charity sector has been regulated by the fundraising Regulator since 2015 but the organisation is not specifically registered. The Trustee Board is not aware of any failure by the charity to comply with this regulation and no complaints have been received in relation to any form of fundraising.

Financial review

Reserves policy

The purposes of Citizens Advice Leeds reserves policy are:

i. To provide a level of working capital that protects the continuity of our work.
ii. To provide a level of funding for unexpected opportunities.
iii. To provide cover for risks such as unforeseen expenditure or unanticipated loss of income.
iv. To meet anticipated liabilities in respect of premises.

In order to establish what level of reserves this equates to, we have undertaken an analysis of our income and expenditure to determine the level of risk we need to manage. Based on this assessment we estimate the equivalent of 2.7 months' unrestricted operating costs is required to manage risks such as redundancy costs and overheads. In addition to this, we are building a sum of reserves to meet future premises liabilities amounting to £50,000 by 2025. Our total reserves target for 2022/23 is therefore £514,461.

As at 31 March 2022 the charity's unrestricted reserves not held in tangible fixed assets were £514,282 (2021 - £403,903) which is equivalent to 2.7 months' unrestricted operating costs (excluding sub-contracted services) plus £34k towards premises liabilities. Total funds at the year end are £675,019 (2021 - £594,929) of which £nil (2021 - £9,389) are restricted.

Financial position

Having set a budget for 2021/22 anticipating a breakeven position by the year end, our operating surplus at 31 March 2022 was much higher than projected, at £80,090. This arose mainly because of vacant posts during the year and reduced running costs. However, during the year unexpected costs arose from the Help to Claim TUPE/redundancy processes and the reconciliation of service charges at Oxford House, together amounting to some £80,000. It was only at the year end that we were able to confirm that these costs would not in fact be incurred, resulting in the larger than projected surplus. This outcome means that we start the year with free reserves of £514,282, in line with our reserves target of £514k for 2022/23.

The trustees are confident therefore that the charity has sufficient resources to manage anticipated outgoings in the next year and therefore consider it appropriate to prepare the financial statements on the going concern basis.

Citizens Advice Leeds exited the West Yorkshire Pension Fund at 31.5.2021 with no cost being incurred by the charity.

Principal funding sources

Leeds City Council remains the principal funder of Citizens Advice Leeds, representing 63% of income in 2021/22. 28% of income derived from Citizens Advice to deliver the Money Advice Service Debt Advice Project, Help to Claim and Pension Wise services, and 9% of income came from other projects and donations.

We are very grateful to all those funders who have supported Citizens Advice Leeds' work in 2021/22:

- Leeds City Council
- Money and Pensions Service
- Department for Work and Pensions
- Leeds Clinical Commissioning Group
- Northern Powergrid
- Yorkshire Building Society

We are also grateful to all those individuals and organisations who have made donations during the year and to local firms that have provided pro bono services or other support in kind.

Investment policy and objectives

The investment policy of the organisation is to adopt a low risk strategy with liquid resources being invested in deposit accounts and this policy is reviewed annually.

Aims and Objectives for 2022/23

As we begin 2022/23 the Covid pandemic finally seems to no longer be our main preoccupation but many of the other challenges we faced last year remain, including increasing poverty for our clients and funding uncertainty for the advice sector. Some of our aims and objectives for 2022/23 are therefore a continuation of those in the previous year, along with a renewed focus on research and campaigns.

1. **Strengthen service delivery and organisation sustainability:**
    a. Build casework capacity in social welfare law.
    b. Diversity income streams to support in-depth advice work and adviser wellbeing.
    c. Work towards meeting the criteria to bid for Legal Aid contracts.
2. **Develop research and campaigns activity:**
    a. Increase public awareness of our clients' circumstances.
    b. Campaign for policy changes to ameliorate the effects of inflation, soaring energy costs and increasing poverty.

Structure, governance and management
Governing document

Leeds Citizens Advice Bureau is a charitable company. The charity was registered on 16 June 1988, number 0700314 and the company was incorporated on 1 March 1988, number 2228358. The Charity is constituted as a company limited by guarantee, and is therefore governed by Articles of Association, which were updated as of 27 November 2012.

The members of the Charity are the current Trustees as named on the Legal and Administrative Information page. The maximum liability of each member is limited to £1. At 31 March 2022 the Charity had 7 members.

From December 2015 Leeds CAB adopted the operating name 'Citizens Advice Leeds'.

Trustee Board

The Charity is governed through a Trustee Board, which has a maximum of 15 members and a minimum of 3, being either:

- Elected at the AGM (up to 10); or
- Co-opted (provided that on appointment the total number of co-opted trustees does not exceed one third of the total number of trustees.

The Directors and Trustees who have held office during the year are set out on the Legal and Administrative Information page. Trustees shall retire from office at the third Annual General Meeting following the Annual General Meeting at which they were elected, and are eligible for re-appointment.

Recruitment and appointment of Trustees

Procedures for electing/appointing trustees are set out in the Articles of Association. The Charity wishes its Trustee Board to be representative of the local communities it serves, as well as containing the range of skills necessary to provide leadership and good governance. To that end the Charity advertises to fill any vacancies on the Board from time to time and Trustees are selected through an open recruitment process.

All trustees give their time voluntarily. Any expenses reclaimed by trustees from the charity are set out in note 8 to these accounts.

Organisational structure

The Trustee Board is responsible for the strategic direction of the Charity and its policy, planning and finances. The Trustees carry ultimate responsibility for ensuring that the Charity meets its legal, regulatory and contractual obligations. The Trustee Board meets at least six times a year and delegates day-to-day running of the organisation to the Chief Executive and senior managers.

Trustee induction and training

New trustees are provided with an induction pack containing information about the Charity, the work it carries out and the national Citizens Advice network and induction meetings are held with the Chair of the Trustee Board and the Chief Executive.

Trustees are also invited to attend training and conferences run by Citizens Advice at regional and national levels.

Related parties

Citizens Advice Leeds is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux. Citizens Advice Leeds has entered into a Membership Agreement with Citizens Advice, which requires it to meet certain standards in its service provision and organisational management. The Organisation pays fees to Citizens Advice, for which it receives a range of services, including information resources, electronic case recording facilities and management consultancy. All local Citizens Advice have voting rights at Citizens Advice annual general meeting.

Risk management

Citizens Advice Leeds holds a risk register and systems are put in place to mitigate those risks. The most significant risks identified are potential failure to retain existing funding, or to secure new sources of income. Income and expenditure is monitored regularly and reviewed quarterly by the Directors and Trustees in line with the approved budget, to identify trends as part of the risk management process and avoid unforeseen calls on reserves.

Key Management Personnel Remuneration

The pay of key management personnel is reviewed annually in line with the pay scales agreed nationally through the National Joint Committee.

Auditor

Azets Audit Services Limited were appointed auditor to the company following their acquisition of the trade of Garbutt & Elliott Audit Limited on 1 December 2021. In accordance with s487(2) of the Companies Act 2006 they are deemed reappointed annually.

Disclosure of information to auditor

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

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

N J Turner

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Nigel Turner
Dated: 10/08/2022

LEEDS CITIZENS ADVICE BUREAU
(CITIZENS ADVICE LEEDS)
STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2022

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

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- Select suitable accounting policies and apply them consistently;
- Observe the methods and principles in the Charity SORP;
- Make judgements and estimates that are reasonable and prudent;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

LEEDS CITIZENS ADVICE BUREAU
(CITIZENS ADVICE LEEDS)
INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF LEEDS CITIZENS ADVICE BUREAU

Opinion

We have audited the financial statements of Leeds Citizens Advice Bureau (the 'charity') for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the Trustees' report.

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

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

Responsibilities of trustees

As explained more fully in the statement of Trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

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.

Extent to which the audit was considered capable of detecting irregularities, including fraud

We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general commercial and sector experience, through discussion with the directors and other management, and from inspection of the charitable company's regulatory and legal correspondence. We discussed with the trustees and other management the policies and procedures regarding compliance with laws and regulations. We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance during the audit.

The charitable company is subject to laws and regulations that directly affect the financial statements including financial reporting legislation (including related companies and charities legislation), pensions legislation, taxation legislation and further laws and regulations that could indirectly affect the financial statements, including environmental, health and safety and employment legislation. We assessed the extent of compliance with these laws and regulations as part of our procedures on the related financial statement items. Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the directors and other management and inspection of regulatory and legal correspondence, if any. These procedures did not identify any potentially material actual or suspected non-compliance.

To identify risks of material misstatement due to fraud we considered the opportunities and incentives and pressures that may exist within the charitable company to commit fraud. Our risk assessment procedures included: enquiry of trustees and other management to understand the high level policies and procedures in place to prevent and detect fraud, reading Board minutes and considering performance targets and incentive schemes in place for management. We communicated identified fraud risks throughout our team and remained alert to any indications of fraud during the audit.

As a result of these procedures we identified the greatest potential for fraud in the following areas:
- income recognition and in particular the risk that income is recognised in the wrong reporting period or that it is not appropriately restricted; and
- subjective accounting estimates.

Both fraud risks arise due to a potential desire to present results in a differing light to meet management objectives.

As required by auditing standards we also identified and addressed the risk of management override of controls. We performed the following procedures to address the risks of fraud identified:
- identifying and testing high risk journal entries through vouching the entries to supporting documentation;
- assessing significant accounting estimates for bias; and
- testing the recognition of income and in particular that it was appropriately recognised or deferred.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it.

In addition, as with any audit, there remained a higher risk of non-detection of fraud, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. Our audit procedures are designed to detect material misstatement. We are not responsible for preventing non-compliance or fraud and cannot be expected to detect non-compliance with all laws and regulations.

Use of our report

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

Azets Audit Services Limited

Laura Masheder (Senior Statutory Auditor)
for and on behalf of Azets Audit Services

10/08/2022
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Accountants
Statutory Auditor

Triune Court
Monks Cross Drive
York
YO32 9GZ

LEEDS CITIZENS ADVICE BUREAU
(CITIZENS ADVICE LEEDS)
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted 2022 £	Restricted 2022 £	Total 2022 £	Total 2021 £
Income from:					
Donations and legacies		346	-	346	-
Charitable activities	3	1,526,085	870,834	2,396,919	2,461,286
Investments		2,231	-	2,231	3,020
Exceptional item - lease surrender	4	-	-	-	150,000
Total income		1,528,662	870,834	2,399,496	2,614,306
Expenditure on:					
Charitable activities	5	(1,466,552)	(852,854)	(2,319,406)	(2,509,414)
Property relocation costs	4, 5	-	-	-	(55,244)
Net pension scheme credit	5	-	-	-	219,000
Total charitable expenditure		1,466,552	852,854	2,319,406	2,345,658
Net income/(expenditure) before transfers		62,110	17,980	80,090	268,648
Gross transfers between funds		27,369	(27,369)	-	-
Net income/(expenditure) for the year		89,479	(9,389)	80,090	268,648
Other recognised gains and losses					
Exceptional gain on exit from defined benefit pension scheme	10	-	-	-	2,635,000
Net movement in funds		89,479	(9,389)	80,090	2,903,648
Fund balances at 1 April 2021	17	585,540	9,389	594,929	(2,308,719)
Fund balances at 31 March 2022	17	675,019	-	675,019	594,929

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure, excluding the exceptional income and expenditure, derive from continuing activities

The notes on pages 19 - 32 comprise part of these financial statements.

A fully detailed Statement of Financial Activities for the year ended 31 March 2021 is shown at note 22.

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

LEEDS CITIZENS ADVICE BUREAU
(CITIZENS ADVICE LEEDS)
BALANCE SHEET
AS AT 31 MARCH 2022

	Notes	2022 £	2022 £	2021 £	2021 £
Fixed assets					
Intangible assets	**11**		4,536		5,832
Tangible assets	**12**		156,201		175,805
			160,737		181,637
Current assets					
Debtors	**13**	52,747		38,096	
Cash at bank and in hand		738,114		598,629	
		790,861		636,725	
Creditors: amounts falling due within one year	**14**	(276,579)		(223,433)	
Net current assets			514,282		413,292
Total assets less current liabilities			675,019		594,929
Income funds					
Restricted funds	**16**		-		9,389
Unrestricted fund - building fund	**17**		-		5,835
Unrestricted funds - general	**17**		675,019		579,705
			675,019		594,929

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the Trustees on 10/08/2022

N J Turner

.....
Nigel John Turner
Trustee & Treasurer

Company Registration No. 02228358

LEEDS CITIZENS ADVICE BUREAU
(CITIZENS ADVICE LEEDS)
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 £	2022 £	2021 £	2021 £
Cash flows from operating activities					
Cash generated from operations	**20**		137,254		44,598
Investing activities					
Purchase of tangible fixed assets		-		(117,435)	
Investment income received		2,231		3,020	
Net cash generated from/(used in) investing activities			2,231		(114,415)
Net cash used in financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			139,485		(69,817)
Cash and cash equivalents at beginning of year			598,629		668,446
Cash and cash equivalents at end of year			738,114		598,629

1 Accounting policies

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

Charity information

Leeds Citizens Advice Bureau is a private company limited by guarantee incorporated in England and Wales and is a charity registered in England and Wales. The registered office is Oxford House, Oxford Row, Leeds, LS1 3BE.

Each member of the company has undertaken to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

1.1 Accounting convention

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

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £1.

The financial statements have been prepared under the historical cost convention, modified to include certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

Although two nationally funded services went out to tender in the year, other funding has been secured. Therefore, at the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

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

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

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

1.4 Income

Income is recognised in the Statement of Financial Activity ("SoFA") when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

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

1 Accounting policies **(Continued)**

Grants, including grants for the purchase of fixed assets, are recognised in full in the SoFA in the period in which they are receivable.

The value of services provided by volunteers is not included.

Trading and investment income is accounted for on an accruals basis.

The value of donated assets and services is recognised as income at the fair value of the gift in the period the donated assets were received.

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

1.5 Expenditure

Expenditure, which includes attributable VAT which cannot be recovered, is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Charitable expenditure comprises those costs incurred by the charity in the deliverance of its activities and services for its beneficiaries. It includes both costs that can be directly allocated to such activities and those costs of an indirect nature necessary to support them.

Governance costs, included in support costs, include those costs incurred in the governance of the charity and its assets and are primarily associated with constitutional and statutory requirements and are allocated to charitable activities.

All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource.

1.6 Intangible fixed assets other than goodwill

Intangible assets are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Individual assets costing more than £5,000 are capitalised.

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

Software	20% straight line

1.7 Tangible fixed assets

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

Individual assets costing more than £5,000 are capitalised.

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

Leasehold improvements	Straight line over the life of the lease
Computers	20% straight line

1 Accounting policies **(Continued)**

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.8 Impairment of fixed assets

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

1.9 Cash and cash equivalents

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

1.10 Financial instruments

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

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

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

Basic financial assets

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

Impairment of financial assets

Financial assets, other than those held at fair value through income and expenditure, are assessed for indicators of impairment at each reporting date. Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected.

If an asset is impaired, the impairment loss is the difference between the carrying amount and the present value of the estimated cash flows discounted at the asset's original effective interest rate. The impairment loss is recognised in net income/(expenditure) for the year.

If there is a decrease in the impairment loss arising from an event occurring after the impairment was recognised, the impairment is reversed. The reversal is such that the current carrying amount does not exceed what the carrying amount would have been, had the impairment not previously been recognised. The impairment reversal is recognised in net income/(expenditure) for the year.

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the charity transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

1 Accounting policies **(Continued)**

Basic financial liabilities

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

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

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

Derecognition of financial liabilities

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

1.11 Taxation

Leeds Citizens Advice Bureau is a registered charity and as such is a charity within the meaning of schedule 6 of the Finance Act 2010. Accordingly, it is potentially entitled to tax exemption under part 11 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992 in respect of income and gains arising.

1.12 Employee benefits

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

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

1.13 Retirement benefits

During the year the charity was a participating employer in the West Yorkshire Pension Fund, a defined benefit scheme which was closed to new members, at rates set by the scheme's actuaries. As disclosed in note 24 to these financial statements at 31 May 2021 the assets and liabilities of the scheme were formally transferred back to Leeds City Council. The net gain on the exit from the pension scheme was taken to the statement of financial activity through actuarial gains/(losses) in the prior year.

The charity contributes to a defined contribution pension scheme for the benefit of its employees. Contributions are charged to the statement of financial activities as they are incurred.

1.14 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

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

The trustees have judged that there are no critical accounting estimates or assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities.

3 Charitable activities

	2022 £	2021 £
Leeds Advice Service contract	982,733	1,003,463
Leeds Advice Service contract - sub contracted services	428,352	436,300
Money Advice Service - Debt Advice Project	293,432	315,489
Money Advice Service - Trainee	29,146	17,749
Day One Outreach Services - Leeds Cares	8,319	22,105
Help to Claim	270,347	268,262
Leeds Clinical Commissioning Group - Outreach service	90,000	90,000
PensionWise	114,609	147,144
Northern Powergrid	139,981	125,183
Yorkshire Building Society referral service	15,000	-
LCC - Financial advice to people with TB in Leeds	-	2,500
Other Income	25,000	33,091
	2,396,919	2,461,286
Analysis by fund		
Unrestricted funds - general	1,526,085	1,562,854
Restricted funds	870,834	898,432
	2,396,919	2,461,286

4 Exceptional income and expenditure

During the prior year, the charity vacated its previous property, with a lease surrender incentive of £150,000 paid by the property landlord. The costs expensed directly attributable to the relocation totalled £55,244, therefore an exceptional gain of £94,756 has been recognised during the prior year. Fixed asset additions capitalised in the prior year totalled £117,435 which all related to the relocation.

5 Charitable activities

	Charitable activities	Net pension scheme credit	Property relocation costs	Total	Charitable activities	Net pension scheme credit	Property relocation costs	Total
	2022	2022	2022	2022	2021	2021	2021	2021
	£	£	£	£	£	£	£	£
Staff costs	1,474,872	-	-	1,474,872	1,681,989	-	-	1,681,989
Defined benefit pension contributions paid	-	-	-	-	-	(219,000)	-	(219,000)
Subcontracted advice work	459,352	-	-	459,352	497,584	-	-	497,584
Depreciation and amortisation	20,900	-	-	20,900	10,450	-	-	10,450
Insurance	6,946	-	-	6,946	6,469	-	-	6,469
Telephone	20,876	-	-	20,876	25,790	-	-	25,790
Office expenses, stationery and postage	10,785	-	-	10,785	9,906	-	-	9,906
Premises	150,249	-	-	150,249	151,835	-	55,244	207,079
Repairs and maintenance	50,017	-	-	50,017	6,978	-	-	6,978
Equipment	14,197	-	-	14,197	20,360	-	-	20,360
Training and conferences	13,365	-	-	13,365	5,243	-	-	5,243
Interpreting costs	17,089	-	-	17,089	17,080	-	-	17,080
Information, referencing and subscriptions	17,555	-	-	17,555	15,677	-	-	15,677
Travel and care expenses	2,443	-	-	2,443	1,431	-	-	1,431
Professional fees	2,867	-	-	2,867	25,080	-	-	25,080
Employer related costs and recruitment	16,530	-	-	16,530	5,786	-	-	5,786
Bank charges	913	-	-	913	896	-	-	896
	2,278,956	-	-	2,278,956	2,482,554	(219,000)	55,244	2,318,798
Grant funding of activities (see note)	11,822	-	-	11,822	-	-	-	-
Share of support costs (see note 6)	19,593	-	-	19,593	19,061	-	-	19,061
Share of governance costs (see note 6)	9,035	-	-	9,035	7,799	-	-	7,799
	2,319,406	-	-	2,319,406	2,509,414	(219,000)	55,244	2,345,658

6 Support costs

	Support costs	Governance costs	2022	Support costs	Governance costs	2021
	£	£	£	£	£	£
Staff costs	19,593	-	19,593	19,061	-	19,061
Audit fees	-	6,240	6,240	-	5,220	5,220
Accountancy	-	2,340	2,340	-	2,220	2,220
Governance and AGM costs	-	455	455	-	359	359
	19,593	9,035	28,628	19,061	7,799	26,860

7 Auditor's remuneration

The analysis of auditor's remuneration is as follows:

	2022	2021
	£	£
Audit of annual accounts	5,200	4,350
Non-audit services		
All other non-audit services	1,950	1,850

8 Trustees

None of the trustees (or any persons connected with them) received any remuneration, benefits or expenses from the charity during the year (2021 - none).

9 Employees

Number of employees

The average monthly number of employees during the year was:

	2022 Number	2021 Number
	58	60

Employment costs	2022 £	2021 £
Wages and salaries	1,288,491	1,368,217
Social security costs	107,402	116,648
Defined benefit scheme contributions	34,187	216,185
Defined contribution scheme	64,385	-
	1,494,465	1,701,050

No employees received emoluments in excess of £60,000 (2021 - no employees).

The key management personnel of the charity have been identified as the Chief Executive, Finance Director (resigned September 2021), Finance Manager (appointed August 2021) Service Delivery Manager and the Office Manager (appointed December 2021). The aggregate employment benefits, including employer's national insurance and pension contributions, for the key management personnel for the year was £153,273 (2021 - £155,358). The remuneration of these key management personnel is set and reviewed annually by the trustee board.

10 Other gains or losses

	2022 £	2021 £
Exceptional gain on exit from defined benefit pension scheme	-	(2,635,000)

At 31 May 2021 the assets and liabilities of the scheme were transferred back to Leeds City Council. This was treated as an adjusting post balance sheet event in the prior year. Accordingly the gain on the exit from the pension scheme of £2,635,000, which represented the opening liability of £2,854,000 less contributions paid in the prior year of £219,000 has been recognised as an actuarial gain in the Statement of financial activity. An exit valuation had confirmed that a surplus was present at the date of exit, hence no exit liability was included within the 2021 financial statements in relation to the scheme and the scheme fully closed at 31 March 2022.

11 Intangible fixed assets

	Software
	£
Cost	
At 1 April 2021 and 31 March 2022	6,480
Amortisation and impairment	
At 1 April 2021	648
Amortisation charged for the year	1,296
At 31 March 2022	1,944
Carrying amount	
At 31 March 2022	4,536
At 31 March 2021	5,832

12 Tangible fixed assets

	Leasehold improvements	Computers	Total
	£	£	£
Cost			
At 1 April 2021	175,176	10,431	185,607
At 31 March 2022	175,176	10,431	185,607
Depreciation and impairment			
At 1 April 2021	8,759	1,043	9,802
Depreciation charged in the year	17,518	2,086	19,604
At 31 March 2022	26,277	3,129	29,406
Carrying amount			
At 31 March 2022	148,899	7,302	156,201
At 31 March 2021	166,417	9,388	175,805

13 Debtors

	2022	2021
Amounts falling due within one year:	£	£
Trade debtors	4,481	2,500
Prepayments and accrued income	48,266	35,596
	52,747	38,096

14 Creditors: amounts falling due within one year

	Notes	2022 £	2021 £
Other taxation and social security		31,506	27,574
Deferred income	15	55,416	68,026
Trade creditors		16,037	6,077
Other creditors		3,908	5,278
Accruals		169,712	116,478
		276,579	223,433

15 Deferred income

	2022 £	2021 £
Brought forward	68,026	83,330
Released in the year	(68,026)	(62,437)
Deferred in the year	55,416	47,133
Carried forward	55,416	68,026

16 Restricted funds

Current year	Balance at 1 April 2021	Movement in funds: Incoming resources	Resources expended	Transfers	Balance at 31 March 2022
	£	£	£	£	£
Money and Pensions Service	5,979	293,432	(275,438)	(23,973)	-
MaPS Trainee	-	29,146	(29,146)	-	-
Northern Powergrid	1,354	139,981	(139,969)	(1,366)	-
PensionWise	-	114,609	(114,609)	-	-
LCC Social Inclusion Fund	-	270,347	(270,347)	-	-
Yorkshire Building Society	-	15,000	(15,000)	-	-
Day One Outreach service - Leeds Cares	225	8,319	(8,345)	(199)	-
Other restricted funds	1,831	-	-	(1,831)	-
	9,389	870,834	(852,854)	(27,369)	-

Purposes of principal restricted funds:

Money and Pensions Service
Funding from the Money Advice Service to deliver debt advice. This is a restricted fund and the monies paid cover the project costs.

MaPS - Trainee
Funding to employ a trainee debt adviser to complete accredited MaPS training and provide debts advice sessions to members of the public.

Northern Powergrid
This is a restricted grant from Northern Powergrid to combat fuel poverty through advice in the Yorkshire region.

PensionWise
A restricted grant from The Department of Work and Pensions to deliver pensions guidance to residents of Leeds and Bradford.

LCC Social Inclusion Fund
This is a restricted grant from Leeds City Council to develop a webchat advice service and deliver digital skills training.

Yorkshire Building Society
A project to provide qualified generalist advice at two specified offices of the Yorkshire Building Society to support the Yorkshire Building Society's customers who have been identified as having additional support needs.

Day One Outreach Service - Leeds Cares
This is a restricted grant from Leeds Cares charity to provide advice to patients and families affected by major trauma.

Other restricted funds
This represents numerous immaterial pots of money received for specific restricted purposes.

Transfers from restricted funds to unrestricted funds represent the unspent portion of funding for completed projects which is not required to be returned to funders.

16 Restricted funds **(Continued)**

Prior year	Balance at 1 April 2020	Movement in funds: Incoming resources	Resources expended	Transfers	Balance at 31 March 2021
	£	£	£	£	£
Money and Pensions Service	1,296	315,489	(310,806)	-	5,979
MaPS Trainee	-	17,749	(17,749)	-	-
Northern Powergrid	1,354	125,183	(125,183)	-	1,354
PensionWise	-	147,144	(147,144)	-	-
Help to Claim	-	268,262	(268,262)	-	-
Day One Outreach service - Leeds Cares	-	22,105	(21,880)	-	225
Other restricted funds	1,869	2,500	(2,538)	-	1,831
	4,519	898,432	(893,562)	-	9,389

17 Analysis of net assets between funds

	Unrestricted funds 2022	Restricted funds 2022	Total 2022
	£	£	£
Fund balances at 31 March 2022 are represented by:			
Intangible fixed assets	4,536	-	4,536
Tangible assets	156,201	-	156,201
Net current assets	514,282	-	514,282
	675,019	-	675,019

	Unrestricted funds 2021	Restricted funds 2021	Total 2021
	£	£	£
Fund balances at 31 March 2021 are represented by:			
Intangible fixed assets	5,832	-	5,832
Tangible assets	175,805	-	175,805
Net current assets	403,903	9,389	413,292
	585,540	9,389	594,929

18 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2022	2021
	£	£
Within one year	91,950	94,623
Between two and five years	360,632	290,687
In over five years	268,949	345,038
	721,531	730,348

19 Related party transactions

There were no disclosable related party transactions during either this or the previous year.

20 Cash generated from operations	2022	2021
	£	£
Surplus for the year	80,090	268,648
Adjustments for:		
Investment income recognised in statement of financial activities	(2,231)	(3,020)
Depreciation and impairment of tangible fixed assets	20,900	10,450
Defined benefit scheme adjustments	-	(219,000)
Movements in working capital:		
(Increase) in debtors	(14,651)	(10,713)
Increase in creditors	65,756	13,537
(Decrease) in deferred income	(12,610)	(15,304)
Cash generated from operations	137,254	44,598

21 Analysis of changes in net funds

The charity had no debt during the current or previous year.

22 Comparative Statement of Financial Activities

	Unrestricted funds general	Unrestricted funds pension reserve	Restricted funds	Total 2021
	£	£	£	£
Income from:				
Charitable activities	1,562,854	-	898,432	2,461,286
Investments	3,020	-	-	3,020
Exceptional item - lease surrender	150,000	-	-	150,000
Total income	1,715,874	-	898,432	2,614,306
Expenditure on:				
Charitable activities	1,615,852	-	893,562	2,509,414
Net pension scheme credit	-	(219,000)	-	(219,000)
Exceptional item	55,244	-	-	55,244
Total expenditure	1,671,096	(219,000)	893,562	2,345,658
Net income for the year	44,778	219,000	4,870	268,648
Other recognised gains and losses				
Exceptional gain on exit from defined benefit pension scheme	-	2,635,000	-	2,635,000
Net movement in funds	44,778	2,854,000	4,870	2,903,648
Fund balances at 1 April 2020	540,762	(2,854,000)	4,519	(2,308,719)
Fund balances at 31 March 2021	585,540	-	9,389	594,929

LEEDS CITIZENS ADVICE BUREAU

England & Wales - Charity number 700314

Accounts

Charity Registration No. 700314

Company Registration No. 02228358 (England and Wales)

Leeds Citizens Advice Bureau

(Citizens Advice Leeds)

Annual Report And Financial Statements

For The Year Ended 31 March 2020

LEEDS CITIZENS ADVICE BUREAU
(CITIZENS ADVICE LEEDS)
LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Isobel Mills	(Chair)
	Alison Lowe	(Vice Chair)
	Nigel John Turner	(Treasurer)
	Richard Balfe	
	Rebecca Dearden	
	Ryk Downes	
	Ian Lawson	
	Kenneth Patterson	
	Susan Samuel	
Key Management Personnel	Dianne Lyons	Chief Executive
	Ed Browne	Finance Director
	Ann Richardson Greaves	Operations Director
Company secretary	Dianne Lyons	
Charity number	700314	
Company number	02228358	
Registered office	4th Floor Oxford House Oxford Row Leeds LS1 3BE	
Auditor	Garbutt & Elliott Audit Limited 33 Park Place Leeds LS1 2RY	
Bankers	Unity Trust Bank plc 4 Brindleyplace Birmingham B1 2JB	

LEEDS CITIZENS ADVICE BUREAU
(CITIZENS ADVICE LEEDS)
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LEEDS CITIZENS ADVICE BUREAU
(CITIZENS ADVICE LEEDS)
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)
FOR THE YEAR ENDED 31 MARCH 2020

Report of the Trustees for the Year Ended 31 March 2020

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2020. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Objectives and activities

The Charity's objects are to promote any charitable purpose for the benefit of the community in the Leeds Metropolitan District and surrounding areas ("the area of benefit") by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. Citizens Advice Leeds seeks to achieve these aims by providing a comprehensive service of information, advice and representation and by working to achieve policy change for the benefit of those in greatest need.

As a member of the national Citizens Advice service, Citizens Advice Leeds aims to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. We provide advice that is free, independent, confidential and impartial; we value diversity, promote equality and challenge discrimination.

Citizens Advice Leeds provides a generalist advice service that covers a wide range of subjects categorised as follows: Benefits, Consumer, Debt, Education, Employment, Finance, Health, Housing, Immigration, Legal, Relationships, Taxation, Travel and Utilities. We run our services in accordance with the Advice Quality Standard, which we hold at Advice with Casework level, as well as the membership requirements of Citizens Advice.

Generalist advice services are provided at over thirty venues across Leeds and Bradford. In endeavouring to make services accessible to those with particular advice needs, Citizens Advice Leeds runs a wide range of outreach services including advice for families with young children in Children's Centres and sessions in GP surgeries and mental health services.

Public benefit

We have referred to the guidance contained in the Charity Commission’s general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Achievements and performance

Citizens Advice Leeds has focussed on four strategic priorities in 2019/20:

- Delivering professional and accessible advice services;
- Building the organisation’s sustainability and resilience;
- Standing up for equality and diversity; and
- Workforce planning and development.

Early in 2019 we became aware that Citizens Advice Leeds would have to move from our current premises within the next 18-24 months. Securing suitable new premises therefore became our foremost priority in 2019/20, as part of our aim to build the organisation’s sustainability and resilience. Unfortunately this meant we were unable to make as much progress on workforce development as we’d intended, but we are certain that our new premises will provide a much improved environment for our staff and clients, and will support all our strategic priorities going forward.

At the end of 2019/20 we are managing the effects of the Covid-19 pandemic and lockdown on our services and organisation. We’re very grateful to all our staff for responding so well to the transition to home working and in keeping services running during such challenging circumstances.

Our progress in delivering against all these priorities in 2019/20 is described below.

1. We will deliver advice services that are accessible and meet professional standards

During 2019/20 61 employees and over 60 volunteers worked with Citizens Advice Leeds to help clients find solutions to their financial, housing, employment and other legal problems. Our team has continued to demonstrate their commitment to maintaining access to advice in Leeds at a time when other sources of free and independent advice are increasingly scarce.

In 2019/20 we saw a small decrease in the number of individual clients we helped, compared to the previous year, but an increase in the number of problems resolved. This reflects the experiences of people who are in increasingly difficult situations who come to us with multiple problems and who often need more than one appointment to address all the issues involved.

- We helped 31,768 clients, a 5% decrease on the previous year
    - Clients were helped to find answers to 71,863 enquiries, a 5% increase on the previous year:
        - 42% of enquiries were about Benefits and Tax Credit problems
        - 15% of enquiries were about Debt problems

Some of the service developments we've undertaken this year include:

- In April 2019 we began delivering the Help to Claim service in Leeds, as part of the national service managed by Citizens Advice to assist people in claiming Universal Credit. Many of the Help to Claim clients we see need in-depth support with their claims, with many appointments lasting 3 hours or more.
- We've also been able to increase casework capacity for Welfare Rights advice with the appointment of a full-time caseworker in the autumn 2019.
- During 2019 we were pleased to receive additional funding from Northern Powergrid to extend our energy advice project across West Yorkshire, doubling the number of people this project supports.
- We ran a pilot project for TB patients and although the number of clients was small, the outcomes for the individuals helped have been striking and this project is continuing in 2020/21.

We remain grateful to our funders who have largely sustained funding levels despite pressures on public spending, particularly Leeds City Council, Leeds Clinical Commissioning Group and the Money and Pensions Service. We've also been able to extend our partnership working with Northern Powergrid, Leeds NHS and Day One Major Trauma Support, and to secure new funding from the DWP through Citizens Advice.

At the end of 2019/20 we are managing the effects of the Covid-19 pandemic and lockdown on our services, with all face-to-face services closing from 23 March. We have moved all our resources into dealing with telephone and online enquiries and have kept these services running continuously Monday-Friday, 9am-5pm.

2. Building the organisation's sustainability and resilience

As noted above, a key part of this work stream has been to secure new premises for the organisation. We were fortunate to be joined on the trustee board by Susan Samuel, a property lawyer who has been essential to the project's success, and we're very grateful to DLA Piper for providing pro bono legal advice.

At March 2020 work has started to fit out our new offices at Oxford House with an expected move date of summer 2020. The new offices will provide vastly improved facilities for clients and an improved working environment for staff. We are also pleased to be sharing the building with local legal firms with a history of helping vulnerable clients and delivering legal aid advice. This move supports all our other strategic priorities and we're very much looking forward to seeing this next chapter in Citizens Advice Leeds' history unfold. Other developments include:

- In planning our relocation we've taken the opportunity to move our IT infrastructure to the cloud, improving our ability to work flexibly and increasing the security of our data.
- We secured new funding for the Help to Claim service, enabling us to deal with significant new demand for advice on Universal Credit, and supporting our financial resilience.
- During the year we have strengthened working relationships with local Citizens Advice across Yorkshire and are exploring opportunities for further partnership work that will enhance advice provision in the region.

As 2019/20 comes to an end, the challenges of dealing with the Covid-19 pandemic and lockdown are our main preoccupation. We are pleased that Citizens Advice Leeds' resilience has withstood these challenges, and that we've been able to continuously run a service via telephone and online, throughout this period. The support provided by Citizens Advice has been invaluable and while our service is facing exceptional challenges, we are continuing to work with Citizens Advice and other colleagues in the sector to develop new ways of working to ensure that those who need our help can reach us.

3. We will develop a skilled and diverse workforce that works collaboratively to deliver organisation goals.

Work has continued across several departments to support workforce development for our paid staff and volunteers:

- The volunteer and training team has recruited and trained 29 new volunteers in addition to supervising existing volunteers. The team has transitioned our training programme onto an online platform, making it more accessible and flexible for volunteers.
- In planning our move to new premises we have taken the opportunity to migrate our IT infrastructure to the cloud which means we can offer greater flexible working arrangements to staff. We have also invested in training to ensure our staff have the skills to make the most of GSuite and these new ways of working.
- We continue to offer competitive terms and conditions to our employees and to provide additional support through our Employee Assistance Programme. We have maintained our commitments as a Disability Confident Employer, to the Mindful Employer charter, and supported staff to train as Mental Health First Aiders.

4. Standing up for equality and diversity

Promoting equality, fairness and diversity remains at the heart of Citizens Advice Leeds' work. We work in partnership with local organisations to promote these aims, and activities during the year include:

- With Chapeltown Citizens Advice and Better Leeds Communities we delivered the Leeds Advice Service through which:
    - We helped over 38,000 people with 62,000 enquiries
    - We delivered over 5,000 advice appointments at 40 locations around the city
    - We made free and independent advice available to many people who face additional barriers to accessing services, e.g.
        - 46% of clients were from Black, Asian and minority ethnic backgrounds
        - 51% of clients had a disability or long term health condition
- We worked with Women's Lives Leeds to offer support to women experiencing gender violence or abuse and to raise awareness of the prevalence of financial abuse.

2019/20 has been a turbulent year and Citizens Advice Leeds has had its particular challenges to face in addition to the wider social, political and economic issues affecting our society. Despite this, we have achieved most of our objectives for the year, helping to place the organisation in a strong position for the future. 2020/21 will clearly hold even greater challenges for us, and these are described in more detail below.

Financial review

Reserves policy

During 2019/20 the trustees have reviewed the charity's reserves policy and agreed the policy summarised below.

Citizens Advice Leeds holds reserves for the following purposes:

- To provide a level of working capital that protects the continuity of our work
- To provide a level of funding for unexpected opportunities
- To provide cover for risks such as unforeseen expenditure or unanticipated loss of income

Having undertaken a risk assessment of actual and projected income and expenditure for the period 2019 to 2022, and potential liabilities relating to premises, Citizens Advice Leeds considers an appropriate level of reserves to be:

- The equivalent of at least 2.7 months' running costs to be held in reserves
- A further £100,000 to be added to reserves over the next 10 years, to meet premises liabilities (£50,000 by 2025 and a further £50,000 by 2030)

The Charity's net liabilities include a funding deficit of £2.854 million (2019: £2.903 million) under Pension Reserve which has been calculated under FRS102 in respect of the Charity's Local Government defined benefit pension scheme. The funding strategy of the pension fund is that the employer contribution rates should be assessed based on recovery of the deficit over a maximum of 25 years. The FRS102 calculation can vary considerably according to the actuarial assumptions at each year-end, and has no immediate material effect on the cash flow of the charity as it is not a liability that must be settled immediately. The directors and trustees consider that this deficit should be disregarded for reserves policy purposes in the short term and are taking steps to manage the organisation's long term pension liabilities.

Financial position

The statement of financial activities shows a net surplus for the year of £68,821 after accounting for FRS 102 current year pension costs of £324,000 and actuarial gains of £373,000. The result excluding this amount is an operating surplus of £19,821 (before pension scheme costs). At the year end unrestricted funds were £540,762 (excluding the pension reserve) whilst restricted funds were £4,519.

At the end of 2019/20 the charity's free reserves excluding the defined benefit pension liability stood at £466,110. This represents 2.6 months' running costs in 2020/21 (excluding sub-contracts), slightly below the reserves policy target.

During 2020/21 Citizens Advice Leeds will use part of its reserves to meet exceptional one-off expenditure to move premises. Total reserves by the year end are projected to be the equivalent of 2.7 months' running costs, made up of free reserves and fixed assets. The trustees plan to increase the level of free reserves in following years as running costs will fall once the relocation project is completed and other overheads are reduced.

At the start of 2020/21 the charity's sources of income have been confirmed at least at the same level as for 2019/20, with some funds being slightly increased. Contract targets are being relaxed while the Covid-19 pandemic and lockdown continue, and as the charity is not dependent on public fundraising to support its charitable activities, the trustees are confident that the charity has sufficient resources to manage anticipated outgoings in the next year, and therefore consider it appropriate to prepare the financial statements on the going concern basis.

Principal funding sources

Leeds City Council remains the principal funder of Citizens Advice Leeds, representing 63% of income in 2019/20. 19% of income derived from the Money and Pensions Service to deliver the Debt Advice Project and Pension Wise service, 11% from the Department for Work and Pensions for the Help to Claim service and 7% of income came from other projects and donations.

We are very grateful to all those funders who have supported Citizens Advice Leeds' work in 2019/20:

- Leeds City Council
- Money & Pensions Service
- Department for Work and Pensions
- Leeds Clinical Commissioning Group
- Northern Powergrid
- Leeds Cares

We are also grateful to all those individuals and organisations who have made donations during the year and to local firms that have provided pro bono services or other support in kind. In particular our thanks go to DLA Piper who raised over £900 for Citizens Advice Leeds through their participation in the sponsored Legal Walk in 2019 and who have provided pro bono legal advice to the charity.

Fundraising
Section 162a of the Charities Act 2011 requires charities to make a statement regarding fundraising activities. The legislation defines fundraising as “soliciting or otherwise procuring money or other property for charitable purposes”. The charity does not actively raise funds from the public either directly or via use of an agent, accordingly no such amounts are presented in the financial statements for the year under review.

Given the nature of the funding of the charity the Trustees consider that it remains appropriate not to be voluntarily bound to be regulated by the Fundraising Regulator.

The charity has received no complaints in relation to fundraising activity for the year under review.

AIMS AND OBJECTIVES FOR 2020/21

As we begin 2020/21 the world is in a situation that is unprecedented in modern times. In managing the risks to life and health posed by the Covid-19 pandemic, the shutdown of normal life is causing a recession on a scale not seen for decades, as well as unintended consequences for the mental health and wellbeing of our society.

We anticipate that demand for our help will increase throughout the year as the financial consequences of the pandemic take effect for more and more people. As for our resources, at the start of the financial year we are fortunate that our funding remains in place and that we are able to maintain an advice service delivered by telephone and online. We are not expecting cuts to our funding in 2020/21 but as public funds come under greater pressure, that situation may change in future years.

In such unpredictable circumstances, our objectives for 2020/21 are of necessity limited and straightforward:

- Maintaining access to advice remains our first priority. That is likely to involve changes to the ways we deliver advice with, for example, a continued emphasis on telephone and online channels, the introduction of video calls to replace some in-person services and the development of new initiatives to ensure access for those who may struggle with online communications.
- Protecting the sustainability and resilience of the charity will be critical in 2020/21 and we will be undertaking a review of our commitments in order to mitigate financial risks to the organisation.

Structure, governance and management
Governing document

Leeds Citizens Advice Bureau is a charitable company. The charity was registered on 16 June 1988, number 700314 and the company was incorporated on 1 March 1988, number 02228358. The Charity is constituted as a company limited by guarantee, and is therefore governed by Articles of Association, which were updated as of 27 November 2012.

The members of the Charity are the current Trustees as named on in Legal and Administrative Information. The maximum liability of each member is limited to £1. At 31 March 2020 the Charity had 10 members.

From December 2015 Leeds CAB adopted the operating name 'Citizens Advice Leeds'.

Trustee Board

The Charity is governed through a Trustee Board, which has a maximum of 15 members and a minimum of 3, being either:

- Elected at the AGM (up to 10); or
- Co-opted (provided that on appointment the total number of co-opted trustees does not exceed one third of the total number of trustees).

The Directors and Trustees who have held office during the year are set out in Legal and Administrative Information. Trustees shall retire from office at the third Annual General Meeting following the Annual General Meeting at which they were elected, and are eligible for re-appointment.

Recruitment and appointment of Trustees

Procedures for electing/appointing trustees are set out in the Articles of Association. The Charity wishes its Trustee Board to be representative of the local communities it serves, as well as containing the range of skills necessary to provide leadership and good governance. To that end the Charity advertises to fill any vacancies on the Board from time to time and Trustees are selected through an open recruitment process.

All trustees give their time voluntarily. Any expenses reclaimed by trustees from the charity are set out in note 8 to these accounts.

Organisational structure

The Trustee Board is responsible for the strategic direction of the Charity and its policy, planning and finances. The Trustees carry ultimate responsibility for ensuring that the Charity meets its legal, regulatory and contractual obligations. The Trustee Board meets at least six times a year and delegates day-to-day running of the organisation to the Chief Executive and senior managers. In addition to 61 employees as at the year end, the organisation has over 60 volunteers who work in a variety of roles throughout the organisation.

The remuneration of key management is set and reviewed annually by the Trustee Board.

Trustee induction and training

New trustees are provided with an induction pack containing information about the Charity, the work it carries out and the national Citizens Advice network and induction meetings are held with the Chair of the Trustee Board and the Chief Executive.

Trustees are also invited to attend training and conferences run by Citizens Advice at regional and national levels.

Related parties

Citizens Advice Leeds is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux. Citizens Advice Leeds has entered into a Membership Agreement with Citizens Advice, which requires it to meet certain standards in its service provision and organisational management. The Organisation pays fees to Citizens Advice, for which it receives a range of services, including information resources, electronic case recording facilities and management consultancy. All local Citizens Advice have voting rights at the national Citizens Advice annual general meeting.

Risk management

Citizens Advice Leeds holds a risk register and systems are put in place to mitigate those risks; in 2020/21 the Trustees will review the risk register quarterly instead of annually. The most significant risks identified are potential failure to retain existing funding, or to secure new sources of income. Citizens Advice Leeds is in a comparatively fortunate position in not being reliant on fundraising income and does not anticipate an immediate threat to its income in 2020/2021. Looking further ahead however, the charity's dependence on public funding to support its work, could lead to reduced income in future years.

In 2020/2021 the Trustees will review the risks associated with the pension fund liabilities to determine if the existing long term strategy is sustainable in the current economic climate. The Trustees will obtain external advice to further inform their decision making in this subject.

Income and expenditure is monitored regularly and reviewed quarterly by the Directors and Trustees in line with the approved budget, to identify trends as part of the risk management process and avoid unforeseen calls on reserves.

Auditor

Garbutt & Elliott Audit Limited have indicated their willingness to be reappointed at the annual general meeting.

Disclosure of information to auditor

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

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

N J. Turner

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Nigel Turner
Trustee & Treasurer
Dated: 13/09/2020

LEEDS CITIZENS ADVICE BUREAU
(CITIZENS ADVICE LEEDS)
STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2020

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

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

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

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

LEEDS CITIZENS ADVICE BUREAU
(CITIZENS ADVICE LEEDS)
INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF LEEDS CITIZENS ADVICE BUREAU

Opinion

We have audited the financial statements of Leeds Citizens Advice Bureau (the 'charity') for the year ended 31 March 2020 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2020 and of 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's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the Trustees' report.

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

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

Responsibilities of trustees

As explained more fully in the statement of Trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

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

Use of our report

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

Garbutt & Elliott Audit Limited

Laura Masheder (Senior Statutory Auditor)
for and on behalf of Garbutt & Elliott Audit Limited

22/09/2020

Chartered Accountants
Statutory Auditor

33 Park Place
Leeds
LS1 2RY

LEEDS CITIZENS ADVICE BUREAU
(CITIZENS ADVICE LEEDS)
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2020

	Notes	Unrestricted general 2020 £	Unrestricted pension reserve 2020 £	Restricted 2020 £	Total 2020 £	Total 2019 £
Income from:						
Donations and legacies		1,320	-	-	1,320	1,100
Charitable activities	**3**	1,541,869	-	852,223	2,394,092	2,059,119
Investments		1,500	-	-	1,500	2,696
Total income		1,544,689	-	852,223	2,396,912	2,062,915
Expenditure on:						
Charitable activities	**4**	1,524,004	-	853,087	2,377,091	2,048,416
Other	**4**	-	324,000	-	324,000	179,000
Total charitable expenditure		1,524,004	324,000	853,087	2,701,091	2,227,416
Net income/(expenditure) for the year		20,685	(324,000)	(864)	(304,179)	(164,501)
Other recognised gains and losses						
Actuarial gain/(loss) on defined benefit pension schemes	**16**	-	373,000	-	373,000	(303,000)
Net movement in funds		20,685	49,000	(864)	68,821	(467,501)
Fund balances at 1 April 2019		520,077	(2,903,000)	5,383	(2,377,540)	(1,910,039)
Fund balances at 31 March 2020		540,762	(2,854,000)	4,519	(2,308,719)	(2,377,540)

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The notes on pages 15-32 comprise part of these financial statements.

A fully detailed Statement of Financial Activities for the year ended 31 March 2019 is shown at note 24.

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

LEEDS CITIZENS ADVICE BUREAU
(CITIZENS ADVICE LEEDS)
BALANCE SHEET
AS AT 31 MARCH 2020

	Notes	2020 £	2020 £	2019 £	2019 £
Fixed assets					
Intangible assets	**10**		6,480		-
Tangible assets	**11**		68,172		-
			74,652		-
Current assets					
Debtors	**12**	27,383		19,731	
Cash at bank and in hand		668,446		672,749	
		695,829		692,480	
Creditors: amounts falling due within one year	**13**	(225,200)		(167,020)	
Net current assets			470,629		525,460
Total assets less current liabilities			545,281		525,460
Pension scheme liability	**15**		(2,854,000)		(2,903,000)
Net liabilities			(2,308,719)		(2,377,540)
Income funds					
Restricted funds	**17**		4,519		5,383
Unrestricted funds - pension reserve	**15**		(2,854,000)		(2,903,000)
Unrestricted fund - building fund			5,835		5,835
Unrestricted funds - general			534,927		514,242
			(2,308,719)		(2,377,540)

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the Trustees on 13/09/2020

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Nigel John Turner
Trustee & Treasurer

Company Registration No. 02228358

LEEDS CITIZENS ADVICE BUREAU
(CITIZENS ADVICE LEEDS)
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2020

	Notes	2020 £	2020 £	2019 £	2019 £
Cash flows from operating activities					
Cash generated from/(used by) operations	**22**		68,849		(17,289)
Investing activities					
Purchase of intangible assets		(6,480)		-	
Purchase of tangible fixed assets		(68,172)		-	
Interest received		1,500		2,696	
Net cash (used in)/generated from investing activities			(73,152)		2,696
Net decrease in cash and cash equivalents			(4,303)		(14,593)
Cash and cash equivalents at beginning of year			672,749		687,342
Cash and cash equivalents at end of year			668,446		672,749

1 Accounting policies

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

Charity information

Leeds Citizens Advice Bureau is a private company limited by guarantee incorporated in England and Wales and is a charity registered in England and Wales. The registered office is Westminster Buildings, 31 New York Street, Leeds, LS2 7DT.

Each member of the company has undertaken to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

1.1 Accounting convention

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

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £1.

The financial statements have been prepared under the historical cost convention, modified to include certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Whilst the global economy has been significantly impacted by the COVID-19 virus, the charity still has reserves sufficient to meet its immediate requirements. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

The balance sheet shows net liabilities at the year end of £2,308,719, however this includes the pension scheme liability of £2,854,000, which when excluded leaves net assets of £545,281.

The pension shortfall is being funded via future contributions, the rates of which have been set by the pension scheme actuary and remain affordable to the charity.

In the event of the liability crystallising and Leeds Citizens Advice Bureau being unable to settle the liability, the pension scheme liability is subject to a guarantee from Leeds City Council. The trustees are not aware at the date of signing these financial statements of any circumstances or events which would trigger the crystallisation of the pension scheme liability within the next 12 months.

1.3 Charitable funds

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

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

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

1 Accounting policies **(Continued)**

1.4 Income

Income is recognised in the Statement of Financial Activity ("SoFA") when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

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

Grants, including grants for the purchase of fixed assets, are recognised in full in the SoFA in the period in which they are receivable.

The value of services provided by volunteers is not included.

Trading and investment income is accounted for on an accruals basis.

Where income is received specifically for expenditure in a future accounting period that amount is deferred.

The value of donated assets and services is recognised as income at the fair value of the gift in the period the donated assets were received.

1.5 Expenditure

Expenditure, which includes attributable VAT which cannot be recovered, is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Charitable expenditure comprises those costs incurred by the charity in the deliverance of its activities and services for its beneficiaries. It includes both costs that can be directly allocated to such activities and those costs of an indirect nature necessary to support them.

Governance costs, included in support costs, include those costs incurred in the governance of the charity and its assets and are primarily associated with constitutional and statutory requirements and are allocated to charitable activities.

All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource.

1.6 Intangible fixed assets other than goodwill

Intangible assets are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Individual assets costing more than £5,000 are capitalised.

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

Software	33% straight line

1 Accounting policies **(Continued)**

1.7 Tangible fixed assets

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

Individual assets costing more than £5,000 are capitalised.

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

Leasehold improvements	Straight line over the life of the lease
Computers	33% straight line

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

1.8 Impairment of fixed assets

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

1.9 Cash and cash equivalents

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

1.10 Financial instruments

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

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

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

Basic financial assets

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

1 Accounting policies **(Continued)**

Impairment of financial assets

Financial assets, other than those held at fair value through income and expenditure, are assessed for indicators of impairment at each reporting date. Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected.

If an asset is impaired, the impairment loss is the difference between the carrying amount and the present value of the estimated cash flows discounted at the asset's original effective interest rate. The impairment loss is recognised in net income/(expenditure) for the year.

If there is a decrease in the impairment loss arising from an event occurring after the impairment was recognised, the impairment is reversed. The reversal is such that the current carrying amount does not exceed what the carrying amount would have been, had the impairment not previously been recognised. The impairment reversal is recognised in net income/(expenditure) for the year.

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the charity transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

Basic financial liabilities

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

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

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

Derecognition of financial liabilities

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

1.11 Taxation

Leeds Citizens Advice Bureau is a registered charity and as such is a charity within the meaning of schedule 6 of the Finance Act 2010. Accordingly, it is potentially entitled to tax exemption under part 11 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992 in respect of income and gains arising.

1.12 Employee benefits

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

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

1 Accounting policies **(Continued)**

1.13 Retirement benefits

The charity contributes to the West Yorkshire Pension Fund, a defined benefit scheme which is closed to new members, at rates set by the scheme's actuaries. The charity has accounted for these pension costs in accordance with FRS102.

1.14 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

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

The Trustees have judged that the following material estimates or assumptions have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities:

Critical Judgements

Defined benefit pension scheme

The charity is a member of the West Yorkshire Pension Fund, a multi-employer defined benefit scheme. The charity has recognised its share of scheme liabilities at fair value based on certain critical assumptions, such as discount rate, mortality and expected rates of return, as calculated by the scheme actuary.

3 Charitable activities

	2020 £	2019 £
Leeds Advice Service contract	988,463	988,463
Leeds Advice Service contract - sub contracted services	436,300	391,300
Money Advice Service - Debt Advice Project	312,192	312,060
Irwin Mitchell	-	15,757
Day One Outreach Services - Leeds Cares	21,640	4,668
Help to Claim	257,645	31,594
Leeds Clinical Commissioning Group - Outreach service	90,000	90,000
PensionWise	152,198	100,181
Northern Powergrid	86,784	55,816
LCC Social Inclusion Fund	21,764	69,215
LCC - Financial advice to people with TB in Leeds	10,000	-
Other Income	17,106	65
	2,394,092	2,059,119
Analysis by fund		
Unrestricted funds - general	1,541,869	1,469,828
Restricted funds	852,223	589,291
	2,394,092	2,059,119

4 Charitable activities

	Charitable activities 2020 £	Other 2020 £	Total 2020 £	Charitable activities 2019 £	Other 2019 £	Total 2019 £
Staff costs	1,586,828	-	1,586,828	1,355,431	-	1,355,431
Defined benefit pension scheme costs	-	524,000	524,000	-	349,000	349,000
Defined benefit contributions	-	(200,000)	(200,000)	-	(170,000)	(170,000)
Subcontracted advice work	469,118	-	469,118	401,300	-	401,300
Insurance	6,060	-	6,060	5,501	-	5,501
Telephone	9,606	-	9,606	19,349	-	19,349
Office expenses, stationery and postage	20,332	-	20,332	22,107	-	22,107
Premises	136,058	-	136,058	115,900	-	115,900
Repairs and maintenance	20,103	-	20,103	18,304	-	18,304
Equipment	8,742	-	8,742	22,059	-	22,059
Training and conferences	19,740	-	19,740	7,342	-	7,342
Interpreting costs	14,272	-	14,272	12,342	-	12,342
Information, referencing and subscriptions	15,785	-	15,785	12,599	-	12,599
Travel and care expenses	13,470	-	13,470	13,300	-	13,300
Professional fees	26,845	-	26,845	3,004	-	3,004
Employer related costs and recruitment	2,461	-	2,461	10,278	-	10,278
Bank charges	890	-	890	1,074	-	1,074
	2,350,310	324,000	2,674,310	2,019,890	179,000	2,198,890
Share of support costs (see note 6)	18,766	-	18,766	20,762	-	20,762
Share of governance costs (see note 6)	8,015	-	8,015	7,764	-	7,764
	2,377,091	324,000	2,701,091	2,048,416	179,000	2,227,416
Unrestricted funds - general	1,524,004	-	1,524,004	1,460,963	-	1,460,963
Unrestricted funds - pension reserve	-	324,000	324,000	-	179,000	179,000
Restricted funds	853,087	-	853,087	587,453	-	587,453
	2,377,091	324,000	2,701,091	2,048,416	179,000	2,227,416

5 Pension costs

Included within the reported £324,000 (2019 - £349,000) of defined benefit pension scheme costs are items relating to the defined benefit pension scheme including: Current service cost £418,000 (2019 - £289,000); Past service cost £39,000 (2019- £nil) and Interest cost £67,000 (2019 - £60,000).

6 Support costs

	Support costs	Governance costs	2020	2019
	£	£	£	£
Staff costs	18,766	-	18,766	20,762
Audit fees	-	3,885	3,885	3,700
Accountancy	-	2,979	2,979	2,840
Governance and AGM costs	-	1,151	1,151	1,224
	18,766	8,015	26,781	28,526
Analysed between				
Charitable activities	18,766	8,015	26,781	28,526

7 Auditor's remuneration

The analysis of auditor's remuneration is as follows:

	2020	2019
	£	£
Audit of annual accounts	3,885	3,700
Non-audit services		
All other non-audit services	1,835	1,750

8 Trustees

None of the trustees (or any persons connected with them) received any remuneration, benefits or expenses from the charity during the year (2019 - none).

9 Employees

Number of employees

The average monthly number of employees during the year was:

	2020 Number	2019 Number
	59	54

Employment costs	2020 £	2019 £
Wages and salaries	1,298,959	1,120,959
Social security costs	106,804	84,587
Defined benefit scheme contributions	199,831	170,647
	1,605,594	1,376,193

No employees received emoluments in excess of £60,000 (2019 - no employees).

The key management personnel of the charity have been identified as the Chief Executive, Finance Director and the Operations Director. The aggregate employment benefits, including employer's national insurance and pension contributions, for the key management personnel for the year was £155,358 (2019 - £154,677). The remuneration of these key management personnel is set and reviewed annually by the trustee board.

10 Intangible fixed assets

	Software £
Cost	
At 1 April 2019	-
Additions - separately acquired	6,480
At 31 March 2020	6,480
Amortisation and impairment	
At 1 April 2019 and 31 March 2020	-
Carrying amount	
At 31 March 2020	6,480
At 31 March 2019	-

11 Tangible fixed assets

	Leasehold improvements	Computers	Total
	£	£	£
Cost			
Additions	57,741	10,431	68,172
At 31 March 2020	57,741	10,431	68,172
Carrying amount			
At 31 March 2020	57,741	10,431	68,172

12 Debtors

	2020	2019
Amounts falling due within one year:	£	£
Trade debtors	16,227	10,000
Prepayments and accrued income	11,156	9,731
	27,383	19,731

13 Creditors: amounts falling due within one year

	2020	2019
	£	£
Other taxation and social security	26,873	23,993
Trade creditors	28,950	7,292
Other creditors	21,306	22,544
Accruals and deferred income	148,071	113,191
	225,200	167,020

14 Deferred income

	2020	2018
	£	£
Brought forward	64,025	139,057
Released in the year	(43,133)	(117,293)
Deferred in the year	62,438	42,261
Carried forward	83,330	64,025

15 Pension scheme liability

	Notes	2020 £	2019 £
Retirement benefit obligations	16	2,854,000	2,903,000
		2,854,000	2,903,000

16 Retirement benefit schemes

Defined benefit schemes

The West Yorkshire Pension Fund Scheme is funded and is contracted out of the state scheme. The previous tri-annual valuation of the Scheme took place at 31 March 2019 and was undertaken by professionally qualified actuaries, AON Hewitt, using the projected unit credit method. The charity has obtained a valuation of the scheme as at 31 March 2020 and the figures below are based on that valuation.

The fair value of the assets of the charity's share of the scheme at 31 March 2020 was £5,115,000 and the present fair value of the funded liabilities was £7,969,000 leaving a net pension liability of £2,854,000 at 31 March 2020.

Key assumptions

	2020 %	2019 %
Discount rate	2.3	2.2
Expected rate of increase of pensions in payment	1.9	2.2
Expected rate of salary increases	3.15	3.45
Pension accounts revaluation rate	1.9	2.2
CPI Inflation	1.9	2.2

Mortality assumptions

The assumed life expectations on retirement at age 65 are:

	2020 Years	2019 Years
Retiring today		
- Males	21.8	22.2
- Females	24.6	25.4
Retiring in 20 years		
- Males	22.5	23.2
- Females	25.7	27.2

16 Retirement benefit schemes **(Continued)**

Amounts recognised in the Statement of Financial Activities:

	2020	2019
	£	£
Current service cost	418,000	289,000
Net interest on defined benefit liability/(asset)	67,000	60,000
Other costs and income	39,000	-
Total costs	524,000	349,000

Amounts taken to Other Recognised Gains and Losses:

	2020	2019
	£	£
Actual return on scheme assets	368,000	(298,000)
Less: calculated interest element	129,000	128,000
Return on scheme assets excluding interest income	497,000	(170,000)
Actuarial changes related to obligations	(870,000)	473,000
Actuarial losses	(373,000)	303,000

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

	2020	2019
	£	£
Present value of defined benefit obligations	7,969,000	8,150,000
Fair value of plan assets	(5,115,000)	(5,247,000)
Deficit in scheme	2,854,000	2,903,000

Movements in the present value of defined benefit obligations:

	2020
	£
Liabilities at 1 April 2019	8,150,000
Current service cost	418,000
Past service cost	39,000
Benefits paid	(37,000)
Contributions from scheme members	73,000
Actuarial gains and losses	(870,000)
Interest cost	196,000
At 31 March 2020	7,969,000

16 Retirement benefit schemes **(Continued)**

The defined benefit obligations arise from plans which are wholly unfunded.

Movements in the fair value of plan assets:

	2020 £
Fair value of assets at 1 April 2019	5,247,000
Interest income	129,000
Return on plan assets (excluding amounts included in net interest)	(497,000)
Benefits paid	(37,000)
Contributions by the employer	200,000
Contributions by scheme members	73,000
At 31 March 2020	5,115,000

The charity paid contributions at a rate of 15.8% (2019 - 15.8%) during the year. The cost to the charity for the year was £200,000 (2019 - £170,000). At the year end £nil (2019 - £nil) was unpaid to the scheme.

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

	2020 £	2019 £
Equity instruments	3,964,000	3,883,000
Property	230,000	247,000
Government Bonds	491,000	587,000
Corporate Bonds	261,000	210,000
Cash	97,000	121,000
Other	72,000	199,000
	5,115,000	5,247,000

17 Restricted funds

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

Current year	Balance at 1 April 2019	Movement in funds Income	Expenditure	Transfers	Balance at 31 March 2020
	£	£	£	£	£
Money Advice Service - Debt Advice Project	1,370	312,192	(312,266)	-	1,296
Northern Powergrid	1,354	86,784	(86,784)	-	1,354
PensionWise	-	152,198	(152,198)	-	-
Irwin Mitchell	790	-	(790)	-	-
LCC Social Inclusion Fund	-	21,764	(21,764)	-	-
Help to Claim	-	257,645	(257,645)	-	-
Day One Outreach service - Leeds Cares	-	21,640	(21,640)	-	-
Other restricted funds	1,869	-	-	-	1,869
	5,383	852,223	(853,087)	-	4,519

17 Restricted funds **(Continued)**

Purposes of principal restricted funds:

Money Advice Service - Debt Advice Project
Funding from the Money Advice Service to deliver debt advice. This is a restricted fund and the monies paid cover the project costs.

PensionWise
A restricted grant from The Department of Work and Pensions to deliver pensions guidance to residents of Leeds and Bradford.

From January 2019 the Money Advice Service merged with the Pensions Advisory Service and Pension Wise into a Single Finance Guidance Body, now known as the Money and Pensions Service.

Northern Powergrid
This is a restricted grant from Northern Powergrid to combat fuel poverty through advice in the Yorkshire region.

Irwin Mitchell
This is a restricted grant from Irwin Mitchell to deliver benefits advice.

LCC Social Inclusion Fund
This is a restricted grant from Leeds City Council to develop a webchat advice service and deliver digital skills training.

Help to Claim
This is a restricted grant from the Department for Work and Pensions to provide a service in Leeds helping people to manage Universal Credit claims.

Day One Outreach Service - Leeds Cares
This is a restricted grant from Leeds Cares charity to provide advice to patients and families affected by major trauma.

Other restricted funds
This represents numerous immaterial pots of money received for specific restricted purposes.

		Movement in funds			
Prior year	**Balance at 1 April 2018**	**Income**	**Expenditure**	**Transfers**	**Balance at 31 March 2019**
	£	**£**	**£**	**£**	**£**
Money Advice Service - Debt Advice Project	6,059	312,060	(310,690)	(6,059)	1,370
Northern Powergrid	1,354	55,816	(55,816)	-	1,354
PensionWise	1	100,181	(100,181)	(1)	-
Irwin Mitchell	-	15,757	(14,967)	-	790
LCC Social Inclusion Fund	-	69,215	(69,215)	-	-
Help to Claim	-	31,594	(31,569)	(25)	-
Day One Outreach service - Leeds Cares	-	4,668	(4,668)	-	-
Other restricted funds	2,216	-	(347)	-	1,869
	9,630	589,291	(587,453)	(6,085)	5,383

18 Analysis of net assets between funds

	Unrestricted funds 2020 £	Pension reserve 2020 £	Restricted funds 2020 £	Total 2020 £
Fund balances at 31 March 2020 are represented by:				
Intangible fixed assets	6,480	-	-	6,480
Tangible assets	68,172	-	-	68,172
Current assets/(liabilities)	466,110	-	4,519	470,629
Pension scheme liabilities	-	(2,854,000)	-	(2,854,000)
	540,762	(2,854,000)	4,519	(2,308,719)

	Unrestricted funds 2019 £	Pension reserve 2019 £	Restricted funds 2019 £	Total 2019 £
Fund balances at 31 March 2019 are represented by:				
Current assets/(liabilities)	520,077	-	5,383	525,460
Pension scheme liabilities	-	(2,903,000)	-	(2,903,000)
	520,077	(2,903,000)	5,383	(2,377,540)

19 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2020 £	2019 £
Within one year	80,800	4,299
Between two and five years	312,908	10,452
In over five years	276,387	2,688
	670,095	17,439

20 Capital commitments

At 31 March 2020 the charity had capital commitments authorised and contracted in respect of leasehold improvement work of £107,232. These commitments were all payable within one year. No provision was made in the financial statements in respect of these amounts. There were no capital commitments at 31 March 2019.

21 Related party transactions

There were no disclosable related party transactions during the year (2019 - none).

22 Cash generated from operations

	Notes	2020 £	2019 £
Deficit for the year		(304,179)	(164,501)
Adjustments for:			
Investment income		(1,500)	(2,696)
Defined benefit scheme adjustments	**5**	324,000	179,000
Movements in working capital:			
(Increase)/decrease in debtors		(7,652)	33,795
Increase/(decrease) in creditors		58,180	(62,887)
Cash generated from/(absorbed by) operations		68,849	(17,289)

23 Analysis of changes in net funds

The charity had no debt during the year.

24 Comparative Statement of Financial Activities

	Unrestricted funds general	Unrestricted funds pension reserve	Restricted funds	Total 2019
	£	£	£	£
Income from:				
Donations and legacies	1,100	-	-	1,100
Charitable activities	1,469,828	-	589,291	2,059,119
Investments	2,696	-	-	2,696
Total income	1,473,624	-	589,291	2,062,915
Expenditure on:				
Charitable activities	1,460,963	-	587,453	2,048,416
Other	-	179,000	-	179,000
Total expenditure	1,460,963	179,000	587,453	2,227,416
Net income/(expenditure) before transfers	12,661	(179,000)	1,838	(164,501)
Gross transfers between funds	6,085	-	(6,085)	-
Net income/(expenditure) for the year	18,746	(179,000)	(4,247)	(164,501)
Other recognised gains and losses				
Actuarial loss on defined benefit pension schemes	-	(303,000)	-	(303,000)
Net movement in funds	18,746	(482,000)	(4,247)	(467,501)
Fund balances at 1 April 2018	501,331	(2,421,000)	9,630	(1,910,039)
Fund balances at 31 March 2019	520,077	(2,903,000)	5,383	(2,377,540)