

**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

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<b>Trustees</b>	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)
<b>Key Management Personnel</b>	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)
<b>Company secretary</b>	Dianne Lyons	
<b>Charity number</b>	700314	
<b>Company number</b>	02228358	
<b>Registered office</b>	Oxford House Oxford Row Leeds LS1 3BE	
<b>Auditor</b>	Azets Audit Services Triune Court Monks Cross Drive York YO32 9GZ	
<b>Bankers</b>	Unity Trust Bank plc 4 Brindleyplace Birmingham B1 2HB	

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

***FOR THE YEAR ENDED 31 MARCH 2022***

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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**



# **LEEDS CITIZENS ADVICE BUREAU (CITIZENS ADVICE LEEDS) TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2022**

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## **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.

# **LEEDS CITIZENS ADVICE BUREAU (CITIZENS ADVICE LEEDS) TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022**

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## **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 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.

# LEEDS CITIZENS ADVICE BUREAU (CITIZENS ADVICE LEEDS) TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

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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.

**LEEDS CITIZENS ADVICE BUREAU  
(CITIZENS ADVICE LEEDS)  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

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**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.

**LEEDS CITIZENS ADVICE BUREAU  
(CITIZENS ADVICE LEEDS)  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

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- **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.

**LEEDS CITIZENS ADVICE BUREAU  
(CITIZENS ADVICE LEEDS)  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

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**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.

**LEEDS CITIZENS ADVICE BUREAU  
(CITIZENS ADVICE LEEDS)  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

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**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. Diversify 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'.



# **LEEDS CITIZENS ADVICE BUREAU (CITIZENS ADVICE LEEDS) TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022**

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## **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.



**LEEDS CITIZENS ADVICE BUREAU  
(CITIZENS ADVICE LEEDS)  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

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**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*

.....

Nigel Turner 10/08/2022  
Dated: .....

**LEEDS CITIZENS ADVICE BUREAU  
(CITIZENS ADVICE LEEDS)  
STATEMENT OF TRUSTEES' RESPONSIBILITIES  
*FOR THE YEAR ENDED 31 MARCH 2022***

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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**

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**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.

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

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**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.

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

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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.

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

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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 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 Mashedor (Senior Statutory Auditor)  
for and on behalf of Azets Audit Services**

**10/08/2022**  
.....

**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 £
<b><u>Income from:</u></b>					
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
<b>Total income</b>		<b>1,528,662</b>	<b>870,834</b>	<b>2,399,496</b>	<b>2,614,306</b>
<b><u>Expenditure on:</u></b>					
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
<b>Total charitable expenditure</b>		<b>1,466,552</b>	<b>852,854</b>	<b>2,319,406</b>	<b>2,345,658</b>
<b>Net income/(expenditure) before transfers</b>		<b>62,110</b>	<b>17,980</b>	<b>80,090</b>	<b>268,648</b>
Gross transfers between funds		27,369	(27,369)	-	-
<b>Net income/(expenditure) for the year</b>		<b>89,479</b>	<b>(9,389)</b>	<b>80,090</b>	<b>268,648</b>
<b><u>Other recognised gains and losses</u></b>					
Exceptional gain on exit from defined benefit pension scheme	10	-	-	-	2,635,000
<b>Net movement in funds</b>		<b>89,479</b>	<b>(9,389)</b>	<b>80,090</b>	<b>2,903,648</b>
Fund balances at 1 April 2021	17	585,540	9,389	594,929	(2,308,719)
<b>Fund balances at 31 March 2022</b>	<b>17</b>	<b>675,019</b>	<b>-</b>	<b>675,019</b>	<b>594,929</b>

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

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*

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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 2022**

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

**LEEDS CITIZENS ADVICE BUREAU  
(CITIZENS ADVICE LEEDS)  
NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2022**

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**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.

**LEEDS CITIZENS ADVICE BUREAU  
(CITIZENS ADVICE LEEDS)  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

---

**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
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**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

**LEEDS CITIZENS ADVICE BUREAU  
(CITIZENS ADVICE LEEDS)  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

---

**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.

**LEEDS CITIZENS ADVICE BUREAU  
(CITIZENS ADVICE LEEDS)  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

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**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.

**LEEDS CITIZENS ADVICE BUREAU  
(CITIZENS ADVICE LEEDS)  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

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**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**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
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
	<u>2,396,919</u>	<u>2,461,286</u>
<b>Analysis by fund</b>		
Unrestricted funds - general	1,526,085	1,562,854
Restricted funds	870,834	898,432
	<u>2,396,919</u>	<u>2,461,286</u>

**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.

**LEEDS CITIZENS ADVICE BUREAU  
(CITIZENS ADVICE LEEDS)  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

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	

**LEEDS CITIZENS ADVICE BUREAU  
(CITIZENS ADVICE LEEDS)  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**6 Support costs**

	<b>Support costs</b>	<b>Governance costs</b>	<b>2022</b>	<b>Support costs</b>	<b>Governance costs</b>	<b>2021</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
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
	<u>19,593</u>	<u>9,035</u>	<u>28,628</u>	<u>19,061</u>	<u>7,799</u>	<u>26,860</u>

**7 Auditor's remuneration**

The analysis of auditor's remuneration is as follows:

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

**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).



**LEEDS CITIZENS ADVICE BUREAU  
(CITIZENS ADVICE LEEDS)  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**9 Employees**

**Number of employees**

The average monthly number of employees during the year was:

	<b>2022 Number</b>	<b>2021 Number</b>
	58	60
<b>Employment costs</b>	<b>2022 £</b>	<b>2021 £</b>
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**

	<b>2022 £</b>	<b>2021 £</b>
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.

**LEEDS CITIZENS ADVICE BUREAU  
(CITIZENS ADVICE LEEDS)  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**11 Intangible fixed assets**

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

**12 Tangible fixed assets**

	<b>Leasehold improvements £</b>	<b>Computers £</b>	<b>Total £</b>
<b>Cost</b>			
At 1 April 2021	175,176	10,431	185,607
At 31 March 2022	175,176	10,431	185,607
<b>Depreciation and impairment</b>			
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
<b>Carrying amount</b>			
At 31 March 2022	148,899	7,302	156,201
At 31 March 2021	166,417	9,388	175,805

**13 Debtors**

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

**LEEDS CITIZENS ADVICE BUREAU  
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**14 Creditors: amounts falling due within one year**

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

**15 Deferred income**

	<b>2022 £</b>	<b>2021 £</b>
Brought forward	68,026	83,330
Released in the year	(68,026)	(62,437)
Deferred in the year	55,416	47,133
	<u>55,416</u>	<u>68,026</u>

**LEEDS CITIZENS ADVICE BUREAU  
(CITIZENS ADVICE LEEDS)  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**16 Restricted funds**

Current year	Movement in funds				Balance at 31 March 2022
	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	
	£	£	£	£	£
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)	-
	<u>9,389</u>	<u>870,834</u>	<u>(852,854)</u>	<u>(27,369)</u>	<u>-</u>

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.

**LEEDS CITIZENS ADVICE BUREAU  
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**16 Restricted funds**

**(Continued)**

Prior year	Movement in funds				Balance at 31 March 2021 £
	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	
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
	<u>4,519</u>	<u>898,432</u>	<u>(893,562)</u>	<u>-</u>	<u>9,389</u>

**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
	<u>675,019</u>	<u>-</u>	<u>675,019</u>
	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
	<u>585,540</u>	<u>9,389</u>	<u>594,929</u>

**LEEDS CITIZENS ADVICE BUREAU  
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**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:

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

**19 Related party transactions**

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

**20 Cash generated from operations**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
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)
<b>Cash generated from operations</b>	<u>137,254</u>	<u>44,598</u>

**21 Analysis of changes in net funds**

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

**LEEDS CITIZENS ADVICE BUREAU**  
**(CITIZENS ADVICE LEEDS)**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**22 Comparative Statement of Financial Activities**

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