

NOTTINGHAM AND DISTRICT CITIZENS ADVICE BUREAU

England & Wales · Charity number 701259

Details

Status Registered

Legal form Charitable company

Company number [02323141](#)

Registered 1989-03-07

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

Contact

Address Butt Dyke House
33 Park Row
Nottingham
NG1 6GY

Phone 0808 278 7974

Website citizensadvicenottingham.org.uk

Activities

Objects: BENEFIT OF THE COMMUNITY IN THE CITY AND COUNTY OF NOTTINGHAM BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS.

Activities: Giving advice and information across a wide range of social welfare law issues - debt, welfare benefits, employment, housing, family, consumer etc. The charity operates through a city centre main office and has 6 outreach bases across the Nottingham conurbation.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** The Prevention Or Relief Of Poverty
- **Who:** Elderly/old People, People With Disabilities, The General Public/mankind

Geography

- **Area of benefit:** BOROUGH OF GEDLING AND RUSHCLIFFE
- Nottingham City
- Nottinghamshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,794,253	£1,936,936	£439,396	53
2024-03-31	£2,046,207	£2,064,541	£582,079	52
2023-03-31	£1,903,632	£1,981,921	£477,413	50
2022-03-31	£1,869,319	£1,799,392	£-691,298	48
2021-03-31	£1,772,269	£1,598,640	£-987,225	42

Trustees

Name	Role	Appointed
Dave Kinshott		2023-01-30
David Lawson		2024-08-22
Emma Kingscott		2023-01-30
Owen Barrington Gill		2023-01-30
Robert Yarwood		2025-02-05
Thomas Straw		2023-01-30

NOTTINGHAM AND DISTRICT CITIZENS ADVICE BUREAU

England & Wales - Charity number 701259

Accounts

**NOTTINGHAM AND DISTRICT
CITIZENS ADVICE BUREAU**

(A Company Limited by Guarantee)

**REPORT AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2025**

**Charity Number 701259
Company Number 2323141**

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Financial Statements
For the year ended 31 March 2025

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Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Report of the Trustees for the year ended 31 March 2025

Reference and Administrative Information

CHARITY NAME:	Nottingham and District Citizens Advice Bureau trading as Citizens Advice Nottingham & District
CHARITY REGISTRATION NUMBER:	701259
COMPANY REGISTRATION NUMBER:	2323141 (England and Wales)
REGISTERED OFFICE AND OPERATIONAL ADDRESS:	Office 208, St Nicholas House 31 Park Row Nottingham NG1 6FQ
BOARD OF TRUSTEES:	J Chambers (Chair) T Straw (Treasurer) O B Gill E Kingscott D R Kinshott D J Lawson (appointed 22 August 2024) R G Yarwood (appointed 5 February 2025) R Robertson (appointed 9 June 2025)
CHIEF OFFICER	D Cumberlidge (responsible for day to day running of the charity)
SENIOR STATUTORY AUDITOR:	James Liptrott for and on behalf of TC Group 10 Stadium Business Court Millennium Way Pride Park Derby DE24 8HP
BANKERS:	Unity Trust Bank PLC Nine Brindleyplace Birmingham B1 2HB
SOLICITORS:	Actons Solicitors 20 Regent Street Nottingham NG1 5BQ

**Nottingham and District Citizens Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2025 - Continued

The Trustees are pleased to present their annual report together with the financial statements of the charity for the year ending 31 March 2025 which are also prepared to meet the requirements for a Directors' report and accounts for Companies Acts purposes.

The financial statements comply with the Charities Act 2011, and the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard in the UK and Republic of Ireland (FRS102).

Chair's Report

As Chair of Citizens Advice Nottingham and District, I am pleased to present our report for 2024 – 2025, a year that we knew would bring significant challenges, but one in which our staff, volunteers, and partners again rose to meet the needs of our community with dedication and resolve.

A Year of Financial Challenge and Change

We entered 2024 - 2025 with a planned deficit budget, recognising the difficult funding environment facing the voluntary and public sectors. Unfortunately, these pressures intensified during the year.

The impact of Nottingham City Council's budget cuts were felt directly by our organisation, as funding for our Housing Advice Service came to an end, and our core grant funding for general advice was reduced. These cuts coincided with reductions across many City Council services, with some moving online or operating at lower capacity. Changes that in turn increased demand for our support, particularly from those who struggle to access digital services or need help navigating complex systems.

In addition, funding for a number of health-related projects came to an end, leaving a gap in the support available to people whose health challenges affect their financial wellbeing and day-to-day stability.

Strengthening Partnerships and Securing New Opportunities

Despite these difficulties, we have continued to work closely with partners to secure vital support for those who need it most. Our relationship with Nottingham City Council has remained strong through our joint delivery of the Household Support Fund, which has allowed us to help people facing crisis situations, providing practical support and advice when it's needed most.

We have also further developed our partnership with Public Health, who provided funding through Advice Nottingham for a year to help residents experiencing financial vulnerability. This collaboration has strengthened our role in improving both financial and social wellbeing across the city.

On a positive note, we were successful in securing additional funding for our Help to Claim service, which supports people applying for Universal Credit. This extension has expanded the project for a further 16 months, ensuring that more residents can get the help they need to access the benefits they're entitled to.

Looking ahead, we are delighted to have secured a new national Citizens Advice energy debt project that will run from 2025 to 2028. This long-term funding provides welcome stability and will help us to support more people struggling with rising energy costs and debt, which we know is a pressing issue for many Nottingham households.

Building for Sustainability

During the year, the Board and leadership team undertook a thorough review of how we can ensure the long-term sustainability of Citizens Advice Nottingham and District. As part of this, we made the decision to move premises in May 2025. This move will reduce our running costs and improve efficiency, while we carefully plan to ensure that clients can continue to access our services easily and without disruption.

**Nottingham and District Citizens Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2025 – Continued

Our People and Our Purpose

Amidst all the challenges, one constant remains: the dedication of our staff and volunteers. Their compassion, professionalism, and commitment have ensured that thousands of Nottingham residents received free, independent, and confidential advice at times of real need. *I want to thank every one of them for their remarkable efforts throughout the year.*

I also wish to thank our funders, partners, and my fellow trustees for their continued support and collaboration. *Together, we are finding innovative ways to sustain and strengthen our service during a period of great uncertainty for our sector.*

Looking Ahead

The coming year will bring change as we move to new premises and continue to adapt to funding pressures. However, with new projects secured, strong partnerships in place, and a clear focus on sustainability, I am confident that Citizens Advice Nottingham and District will remain a vital source of help and hope for our community.

Jemma Chambers - Chair of the Board of Trustees

**Nottingham and District Citizens Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2025 – Continued

The Company's objectives are to promote any charitable purpose for the benefit of the community in the City of Nottingham and the Boroughs of Gedling and Rushcliffe by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. In particular the Company operates as a Citizens Advice local office under the Membership Scheme of Citizens Advice.

We provide free, confidential, impartial and independent advice on a range of topics including debt, benefits, housing, consumer and tax issues as well as basic legal advice particularly relating to immigration and family matters.

During the year we delivered a Public Health funded service under grant agreement with Nottingham City Council. Financial Wellbeing is a priority for the Nottingham City Health & Wellbeing Board and this funding will support those facing "Financial Vulnerability". Citizens Advice Nottingham & District hold the grant agreement and deliver the service with the Advice Nottingham partners Bestwood Advice Centre, Clifton Advice Centre, Meadows Advice Group, Nottingham Law Centre and St Anns Advice Centre.

We also continued to deliver services under Service Delivery Agreement with:

- Consumer Advice and Law Service (CALS) for the provision of debt advice in the Nottingham area as part of the East Midlands Money Advice (EMMA) service. This work is funded by the Money and Pensions Service (MaPS).
- Citizens Advice nationally to deliver the national Help To Claim service. This work is funded by the Department of Work and Pensions. To the migration of people from Employment Support Allowance (ESA) to Universal Credit our service expanded from 8.5 FTE to 15.5 FTE in Autumn 2024.

We have continued to deliver face to face appointments through 2024/25 due to service needs of our clients. The complexity of clients' issues continuing to increase through inflationary pressures affecting household finances and budgets. We are also providing support for increasing numbers of clients with applications for health-related benefits.

The company relies heavily on the work of its volunteers to maintain the core service which it provides. The costs of volunteers, other than expenses paid, are not included within these accounts. The Trustee Board offers its thanks to the volunteers for the work they do, without which the Company could not operate effectively.

Public Benefit

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

The service aims:

- To provide the advice people need for the problems they face.
- To improve the policies and practices that affect people's lives.

The Citizens Advice service helps all people to solve their problems, particularly in the areas of debt, benefits and housing. People are helped through face-to-face advice, virtual appointments, on the telephone and by email. Information is available via the internet. We campaign locally and nationally for improvements to services and the law. We use the anonymised evidence we collect from helping our clients to make a difference for people who may never seek advice by communicating our evidence for change to policymakers in Government and the wider public and private sector. A contact with a Citizens Advice adviser for one person could lead to a change in policy or law that will positively affect the lives of many more.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2025 – Continued

As a force for social cohesion and inclusion, we aim to contribute to our communities in the following main ways:

1. As a force for economic development and regeneration by reducing poverty, improving benefit take-up, and improving personal financial management
2. Through trained volunteers and active citizenship, targeting those most in need.
3. As a route to changing policy locally, regionally and nationally, through research and campaigns.
4. As a mine of information and knowledge about local communities to help local planning and community participation (through involvement in local partnerships, community profiling and access to e-government services).

The Company provides a service to the people of Nottingham and Nottinghamshire; in particular, the people who live in the city and the Boroughs of Gedling and Rushcliffe. Our outreach services allow us to extend the service to those who live further away and find travel to our city centre offices difficult or inconvenient. The portfolio of projects delivered has enabled us to reach new areas including Broxtowe, Daybrook and Clifton with face-to-face support in the community. We also started attending a new Community Hub set up in East Leake which we supported to launch in winter 2024. The service was established as the community is rural with limited access to services.

Demand for information, advice and support is huge. In order to maximise the number of people we assist we provide advice by telephone, virtual meeting, webchat and for those who are not able to access us any other way face to face. We also provide self-help information, leaflets and fact sheets.

The Trustees confirm that they have complied with their duties under section 17 of the 2011 Charities Act with regard to Public Benefit.

ACHIEVEMENTS AND PERFORMANCE

During the year we have continued to recruit and train volunteers although restricted by funding and resources to support them.

During the year:

- We advised and supported 11,249 people during the year.
- We dealt with £4.4 million of debt, of which £769,268 was written off with our help.

Across the service, we helped our clients claim £5.9 million in benefits and £742,758 in other income

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2025 - Continued

FINANCIAL REVIEW

The Company had total incoming resources during the year of £1,794,253

A deficit of £142,683 was made in the year to 31 March 2025.

Reserves Policy

The Trustees have examined the Company's requirement for reserves in light of the main risks to the organisation. They have established a policy whereby unrestricted reserves are needed to assist continuity in the event of any funding terminations, covering consequent redundancy pay liabilities.

This amounts to the equivalent of three months of relevant budgeted expenditure for 2024-25, plus an amount for one-off costs, held as cash. This amounts to £422,549. Reserves currently cover this policy, but do not substantially exceed it.

This policy will be reviewed annually.

Investment Policy

The Trustees approved an investment policy where surplus cash is invested in an investment portal to generate investment income for the Company.

Pay Policy for Senior Staff

The pay rates for senior staff are determined by the Trustees, usually at a flat % increase applied to all staff regardless of seniority except those who are contracted under local government pay award where Nottinghamshire County Council pay scales apply.

OUR VISION

Our Vision is to put our clients at the heart of everything we do, to help ensure:

- We are their trusted source of advice and information.
- We are an organisation our communities, stakeholders and partners want to support and work with.

In working towards our Vision, we will:

- Promote to staff and volunteers our vision, aims and objectives to ensure they are owned by all.
- Develop a clear sense of "one service" with the needs of clients at the heart of the organisation.
- Have a team of staff and volunteers who are trained and expert in their field and will work together to provide quality advice and information.
- Provide high quality advice, focussing on early intervention, and services that are proportionate to need to help people solve their problems, whoever they are, and whatever their problem.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2025 - Continued

Future Plans

The Board of Trustees updated the Business and Development Plan which runs 2024-27. The Plan identifies the main challenges facing the organisation and aligns to three workstreams with Governance running across them. The workstreams are:

- Financial Structure
- Service Delivery
- People & Culture

The vision for 2024-27 is “To serve the community through the provision of quality and accessible advice” with a strategy “To build and deliver a sustainable and efficient service, with all stakeholders working together to achieve the best possible outcomes”.

The Board of Trustees review progress against our Business Plan at quarterly Board meetings. The Plan will be rolled forward annually so we are always working in Year One.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 30 November 1988 and registered as a charity on 7 March 1989. The Company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. This was revised and adopted at the Annual General Meeting on 23 August 2004. In the event of the Company being wound up, Directors are required to contribute an amount not exceeding £1.

The organisation is a company limited by guarantee not having a share capital and has obtained exemption with Companies Act to dispense with the word ‘limited’ as part of its company name.

Recruitment and Appointment of the Board of Trustees

The directors of the company are also charity trustees for the purposes of charity law. Under the requirements of the Memorandum and Articles of Association, the members of the Board of Trustees are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

The maximum number of Trustees is fifteen and the minimum number three, being either:

- *Elected at the Annual General Meeting (there being no more than ten such elected trustees in total); or*
- *Co-opted by the Board of Trustees (provided that on appointment the total number of co-opted Trustees does not exceed one third of the total number of Trustees)*

The Trustees who served during the year are shown in the Company Information set out on page 1.

The Company holds Annual General and Public Meeting every year.

Trustee Induction and Training

New Trustees are provided with a full induction and training programme. Trustees receive ongoing appropriate training.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2025 - Continued

Organisation

The Board of Trustees meets on a quarterly basis for full board meetings and is responsible for the strategic direction and policy of the Company.

A scheme of delegation is in place and day to day responsibility for the provision of the services rests with the Chief Officer. The Chief Officer is responsible for ensuring that the Company delivers the services specified and that key performance indicators are met.

The Company is supported by a dedicated and strong team of staff and volunteers who are led by Supervisors and Managers who are experienced and knowledgeable in the advice sector.

Related Parties

The organisation is a member of Citizens Advice (Company Number 1436945 and registered charity 279057) which provides guidance, encouragement, training and support. During the year we have also worked in partnership with Bestwood Advice Centre, Clifton Advice Centre, Meadows Advice Group, Nottingham Law Centre and St Anns Advice Centre.

RISK MANAGEMENT

The Trustees have assessed the major risks to which the Company is exposed, in particular those related to the reputation, operation and finances of the Company, and are satisfied that systems are in place to mitigate exposure to major risks. A comprehensive risk assessment is undertaken periodically by the Trustees. This provides a thorough understanding of the business risks to the Company and contributes to the completion of the Citizens Advice service-wide risk assessment. Where appropriate, systems or procedures have been established to mitigate the risks the Company faces.

RESPONSIBILITIES OF THE TRUSTEES

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 as at the balance sheet date and of its incoming resources and application of resources and including income and expenditure for the financial year. In preparing those financial statements, the Trustees should follow best practice and:

- 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.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business; and
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charitable Company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charitable Company and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

Insofar as the Trustees are aware:

- There is no relevant audit information of which the charity's auditors are unaware and.
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Report of the Trustees for the year ended 31 March 2025 - Continued

MEMBERS OF THE BOARD OF TRUSTEES

Members of the Board of Trustees, who are directors for the purpose of the company law and Trustees for the purpose of charity law, who served during the year and up to the date of this report are set out on page 1.

Directors of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees on 31 March 2025 was 8. (2024: 5).

TC Group were appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

A resolution to re-appoint TC Group as auditors of the Company will be proposed at the Annual General Meeting.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Approved by the Board of Trustees on 27 January 2026 and signed on its behalf by:



.....
Rosabella Robertson (Director/Vice-Chair)

**Report of Independent Auditors to the Members of
Nottingham and District Citizens Advice Bureau
A Charitable Company Limited by Guarantee**

Opinion

We have audited the financial statements of Nottingham and District Citizens Advice Bureau for the year ended 31 March 2025 on pages 13 to 29 which comprise the Statement of Financial Activities, the summary Income and Expenditure Account, the Balance Sheet, the Cash Flow Statement and the related notes. 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 the 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 Auditors' 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 the provisions available for small entities, in the circumstances set out in note 19 to the financial statements, 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 director's use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the director has not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company'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.

However, because not all future events or conditions can be predicted, this statement is not a guarantee as to the charity's ability to continue as a going concern.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our Auditors report thereon. The Trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and 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.

**Report of Independent Auditors to the Members of
Nottingham and District Citizens Advice Bureau
A Charitable Company Limited by Guarantee**

Opinion 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 Director's report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Directors 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 company and its environment obtained in the course of the audit we have not identified material misstatements in the Director's Report included within the Trustees Report.

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

- adequate and proper accounting records have not been kept by the charitable company;
- *charitable company financial statements are not in agreement with the accounting records; or*
- certain disclosures of trustee's 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' exemption from the requirement to prepare a Strategic Report or in preparing the Trustees report.

Responsibilities of Trustees

As explained more fully in the Statement of Trustees Responsibilities set out on page seven, 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 has no realistic alternative but to do so.

Auditors' 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 a Report of the Auditors 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.

**Report of Independent Auditors to the Members of
Nottingham and District Citizens Advice Bureau
A Charitable Company Limited by Guarantee**

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;

- Reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements. Specifically reviewing compliance with Charities SORP FRS102 and the Companies Act 2006.
- Performing recalculations of contractual income streams including accounting entries made in respect of any income accrued and deferred.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate an increased risk of material misstatement as a result of fraud.
- Performing substantive testing over a selection of journal entries made in the period, to address the risk of fraud due to management override of controls.
- Assessing material accounting estimates to determine if there are indications of management bias.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members, and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

Despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to the inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularity likely involve collusion, forgery, intentional misrepresentations, or the override of internal controls.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Auditors.

Use of Report

This report is made solely to the Company's Trustees 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 Trustees 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 Company's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.



James Liptrott – Senior Statutory Auditor
For and on behalf of TC Group - Statutory Auditors
10 Stadium Business Court
Millennium Way, Pride Park
Derby, DE24 8HP

Date:

27/1/26

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee) – Company Number 2323141

Statement of Financial Activities
(Including Income and Expenditure Account)
For the year ended 31 March 2025

Note	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £
Income						
Donations and Legacies	3,638	-	3,638	1,026	-	1,026
<i>Income from Charitable Activities</i>						
Grants and Contracts	337,550	1,424,298	1,761,848	1,052,367	986,853	2,039,220
<i>Income from Other Trading Activities</i>						
Other Income	28,767	-	28,767	5,961	-	5,961
Total Incoming Resources	<u>369,955</u>	<u>1,424,298</u>	<u>1,794,253</u>	<u>1,059,354</u>	<u>986,853</u>	<u>2,046,207</u>
Expenditure						
<i>Expenditure on Charitable Activities</i>						
	338,103	1,598,833	1,936,936	1,088,427	976,114	2,064,541
Total Expenditure	<u>338,103</u>	<u>1,598,833</u>	<u>1,936,936</u>	<u>1,088,427</u>	<u>976,114</u>	<u>2,064,541</u>
Net Income/(Expenditure) and Net Movement in Funds for the Year	31,852	(174,535)	(142,683)	(29,073)	10,739	(18,334)
Transfer Between Funds	(152,152)	152,152	-	(21,737)	21,737	-
Actuarial Surplus/(Loss) on Defined Benefit Pension Scheme	-	-	-	123,000	-	123,000
Reconciliation of Funds						
Total Funds Brought Forward	529,184	52,895	582,079	456,994	20,419	477,413
Total Funds Carried Forward	<u>408,884</u>	<u>30,512</u>	<u>439,396</u>	<u>529,184</u>	<u>52,895</u>	<u>582,079</u>

The Statement of Financial Activities includes all gains and losses recognised in the year. All income and expenditure derives from continuing activities.


Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee) – Company Number 2323141

Balance Sheet as at 31 March 2025

		<u>2025</u>		<u>2024</u>	
	Note	£	£	£	£
Tangible Fixed Assets					
- Leasehold Improvements	10		98,968		122,836
- Computer Equipment	10		-		-
Total Fixed Assets			98,968		122,836
Current Assets					
Debtors	11	23,423		37,173	
Cash at bank and in hand		396,104		504,830	
Total Current Assets		419,527		542,003	
Liabilities:					
Creditors falling due within one year	12	79,099		82,760	
Net Current Assets Less Current Liabilities			340,428		459,243
			439,396		582,079
Pension Scheme deficit	18		-		-
Net Assets			439,396		582,079
The Funds of the Charity:					
Unrestricted funds					
General fund - General (monies available)		408,884		529,184	
- Pension reserve		-		-	
			408,884		529,184
Restricted Funds	14		30,512		52,895
Total Charity Funds			439,396		582,079

These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

Approved by the Trustees on 27 January 2026 and signed on their behalf by:



.....
T Straw – Trustee (Treasurer)



.....
R Robertson - Trustee (Vice-Chair)

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)
Company Number 2323141

Cash Flow Statement as at 31 March 2025

	<u>Notes</u>	<u>2025</u> £	<u>2024</u> £
Net Cash Flow from Operating Activities	20	(124,961)	(154,527)
Returns on Investments:			
Interest Received		<u>16,235</u>	<u>5,961</u>
		(108,726)	(148,566)
Capital Expenditure and Financial Investments:			
Purchase of Tangible Fixed Assets		<u>-</u>	<u>-</u>
		(108,726)	(148,566)
Net Cash Inflow/(Outflow)		<u>(108,726)</u>	<u>(148,566)</u>
Increase/(Decrease) in Cash in the Year		(108,726)	(148,566)
Net Cash Resources at 1 April 2024		<u>504,830</u>	<u>653,396</u>
<u>Net Cash Resources at 31 March 2025</u>		<u>396,104</u>	<u>504,830</u>
Analysis of Changes in Net Funds	<u>At</u>	<u>Cash flow</u>	<u>At</u>
	<u>1.4.2024</u>		<u>31.3.2025</u>
<u>Net Cash</u>			
Cash at Bank	<u>504,830</u>	<u>(108,726)</u>	<u>396,104</u>

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes forming part of the Financial Statements for the year ended 31 March 2025

1. Accounting Policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

(a) Basis of Accounting

The financial statements have been in accordance with the 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 (FRS102) – (Charities SORP FRS102). The Financial Reporting Standard applicable in UK and Republic of Ireland (FRS102) and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

Nottingham and District Citizens Advice Bureau meets the definition of a public benefit entity under FRS102.

Based on information to date Trustees' consider that there are no material uncertainties about the Charity's ability to continue as a going concern for at least 12 months from date of approval of the financial statements. The Trustees' have prepared budgets, assessed the likely impact on cashflows and the available headroom of the Charity, based on this assessment the Trustees' consider that there are no material uncertainties about the Charity's ability to continue as a going concern, and that no further adjustments are required in these financial statements.

The financial statements are presented in Sterling (£).

(b) Fund accounting

- Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.
- Designated funds are unrestricted funds earmarked by the Board of Trustees for particular purposes.
- Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

(c) Incoming resources

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

- Voluntary income is received by way of donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are recognised as income when the Company has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the Company of the item is probable and that economic benefit can be measured reliably. On receipt, donated services and facilities are recognised on the basis of the value of the gift to the Company which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.
- Investment income is included when receivable.

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Notes forming part of the Financial Statements for the year ended 31 March 2025 – continued

- Incoming resources from grants where related to performance and specific deliverables are accounted for, as the charity earns the right to consideration by its performance.
- Legacies are accounted for on a receivable basis when the following conditions for the receipt have been met:
 - the final estate accounts have been approved
 - the legacy is capable of measurement; and
 - there is no reversionary interest.

(d) Resources expended

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

- Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of fundraising.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- The work of volunteers assists the Company to achieve its charitable objectives – the cost of the volunteers (other than travel expenses incurred) is excluded from the income and expenditure accounts and is not quantified.
- Support costs are those functions that assist with the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the Charities projects and activities. These costs have been allocated between cost of raising fund and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 5.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the Company.
- All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor areas, case load, per capita or estimated usage as set out in Note 5.

Pension costs and other post-retirement benefits

- Retirement benefits to employees of the company are provided by the Local Government Pension Scheme (LGPS) which is a defined benefit scheme.

The LGPS is a funded scheme and the assets are held separately from those of the company in separate trustee administered funds. Pension scheme assets are measured at fair value and liabilities are measured on an actuarial basis using the projected unit credit method and discounted at a rate equivalent to the current rate of return on a high-quality corporate bond of equivalent term and currency to the liabilities. The actuarial valuations are obtained at least triennially and are updated at each balance sheet date. The amounts charged to the income statement are the current service costs of scheme introductions, benefit charges, settlements and curtailments. They are included as part of staff costs as incurred. Net interest on the net defined benefit obligation and interest income on the scheme assets, calculated by multiplying the fair value of the scheme assets at the beginning of the period by the rate used to discount the benefit obligations. The difference between the interest income on the scheme assets and the return on the scheme assets is recognised in the income statement. Actuarial gains and losses are recognised immediately in the income statement.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes forming part of the Financial Statements for the year ended 31 March 2025 – continued

The actuary has produced the pension disclosures based upon FRS102. The resulting pension scheme liability has been transferred to a separate pension reserve in order to ring fence the liability.

Additionally, a second pension scheme is operated by Standard Life, this is a defined contribution scheme. The pension charge under this scheme represents the amounts payable by the Company to the funds in respect of the year. The pension costs paid under this scheme are shown in the notes to the accounts.

Company Limited by Guarantee

- The Company is limited by guarantee and in the event of it being wound up, every member is liable to contribute a sum not exceeding £1. There are no shares of any class either authorised or allotted.

Tangible Fixed Assets

- Capital additions have been capitalised in respect of leasehold improvements. These assets are shown on the balance sheet and are being written off over a period of 10 years (the length of the lease) from the date of first occupation of the property (July 2019).
- Capital additions of equipment have been previously written off to the Income and Expenditure Account in the year of acquisition and there is therefore no charge for depreciation. The assets comprise of office furniture, office equipment, computers and printers. The normal requirement would have been for capitalisation of office equipment and for depreciation to be charged thereon. This position was not easily quantified due to the mixture of purchased, funded, partly funded and donated equipment. Thus for clarity, this policy had been adopted to give a true and fair view. The fixed assets are insured for £183,186.
- From financial year ended 31 March 2015 fixed assets have been capitalised and depreciated from date of acquisition.
 - Computer equipment 20% on cost
 - Improvements to property 10% straight line

Donated Services, Goods or Facilities

Donated services or facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. On receipt, donated services and facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt

Debtors

Debtors are recognised at the settlement amount owed to the Charity or prepaid.

Creditors

Creditors and provisions are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party, and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount.

Financial Instruments

The Charity 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.

Taxation

The charity is exempt from tax on its charitable activities. The trustees have reviewed the charity's trading activities and are confident that they further the charity's aims and, as such, are considered to be primary purpose trading.

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Notes to the Financial Statements for the year ended 31 March 2025 - continued

Judgement and Key Sources of Estimation Uncertainty

The preparation of accounts using generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities at the date of the accounts and the reported amounts of revenues and expenses during the reporting period.

The key estimates and assumptions used in the Financial Statements are detailed in the accounting policies.

2. Income from Grants and Contracts (Charitable Activities)

	<u>2025</u>	<u>2024</u>
	£	£
Unrestricted		
Nottingham City Council	203,501	913,262
Nottinghamshire County Council	80,378	123,056
Rushcliffe Borough Council	12,000	12,000
Capital One	40,000	-
Other	1,671	4,049
	<u>337,550</u>	<u>1,052,367</u>

	<u>2025</u>		<u>2024</u>	
	£	£	£	£
Restricted				
<i>Main Projects</i>				
Money and Pensions Service	245,319		231,599	
Citizens Advice UC-HTC	592,507		385,427	
Early Intervention	-		23,553	
Trussell Trust	76,389		76,002	
Autism Service	18,975		45,000	
Gedling Borough Council	49,332		40,000	
Citizens Advice - Energy Advice	-		34,003	
Citizens Advice - Innovation	13,729		56,189	
NCC Financial Vulnerability	406,000		-	
NCC Social Recovery	-		45,290	
	<u>1,402,251</u>		<u>937,063</u>	
<i>Other Projects</i>				
M S Society	13,047		6,334	
Advice on Prescription	9,000		31,788	
Synergy	-		11,668	
	<u>22,047</u>		<u>49,790</u>	
	<u>1,424,298</u>		<u>986,853</u>	
Total Grants and Contracts	<u>1,761,848</u>		<u>2,039,220</u>	

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Notes to the Financial Statements for the year ended 31 March 2025 – continued

3. Other income

	<u>Total</u> <u>2025</u> £	<u>Total</u> <u>2024</u> £
Bank interest	16,235	5,961
Other income	12,532	-
	28,767	5,961

4. Analysis of Expenditure on Charitable Activities

	<u>Main</u> <u>Projects</u> £	<u>Other</u> <u>Projects</u> £	<u>Core</u> <u>Advice</u> <u>Work</u> £	<u>Total</u> <u>2025</u> £	<u>Total</u> <u>2024</u> £
Staff Costs (note 7)	775,517	221,685	272,040	1,269,242	1,268,167
Training Costs	784	178	260	1,222	275
Recruitment Costs	290	-	-	290	-
Travel and Subsistence	242	908	1,187	2,337	3,281
Subscriptions	2,309	1,727	1,848	5,883	20,773
IT Software and Maintenance	15,949	1,904	1,161	19,014	13,596
Subcontractors	-	-	440,495	440,495	583,984
Support & Governance Costs (Note 5)	-	-	198,453	198,453	174,465
<u>Total</u>	<u>795,091</u>	<u>226,402</u>	<u>915,443</u>	<u>1,936,936</u>	<u>2,064,541</u>

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Notes to the Financial Statements for the year ended 31 March 2025 – continued

Summary Analysis of Expenditure and Related Income for Charitable Activities

The table shows the cost of the three main charitable activities and the sources of income directly to support those activities

	<u>Main Projects</u> £	<u>Other Projects</u> £	<u>Core Advice Work</u> £	<u>Total</u> £
Grants & Contracts (see note 2)	837,875	234,094	689,879	1,761,848
Costs	(795,091)	(226,402)	(915,443)	(1,936,936)
Net (Costs)	<u>42,784</u>	<u>7,692</u>	<u>(225,564)</u>	<u>(175,088)</u>

Analysis of Governance and Support Costs

The Company initially identified the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between the three key charitable activities undertaken in the year.

Refer to the table below for the basis of apportionment and the analysis of support and governance costs.

1.	<u>General Support</u> £	<u>Governance Function</u> £	<u>Total 2025</u> £	<u>Total 2024</u> £	<u>Basis of Apportionment</u>
Rent and rates	47,332	-	47,332	55,887	Staff Resources
Light, heat and water	19,801	-	19,801	14,213	Staff Resources
Cleaning, repairs & maintenance	13,496	-	13,496	13,104	Staff Resources
Telephone and postage	9,255	-	9,255	11,665	Staff Resources
Publication, printing & stationery	2,634	-	2,634	3,948	Staff Resources
Office equipment repairs	-	-	-	724	Staff Resources
Sundry expenses	9,329	-	9,329	3,220	Staff Resources
Insurance	7,205	-	7,205	7,833	Staff Resources
Annual Report and AGM Costs	-	127	127	48	Governance
Audit and accountancy	-	24,239	24,239	9,460	Governance
Depreciation	23,868	-	23,868	23,868	Staff Resources
Legal and professional fees	-	21,269	21,269	6,127	Governance
Bookkeeping	-	-	-	5,400	Staff Resources
Irrecoverable VAT	19,898	-	19,898	18,968	Staff Resources
	<u>152,818</u>	<u>45,635</u>	<u>198,453</u>	<u>174,465</u>	

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)
Notes to the Financial Statements for the year ended 31 March 2025 – continued

2. Net Income/(Expenditure) for the Year

This is stated after charging:

	<u>2025</u>	<u>2024</u>
	£	£
Operating Leases – Rent and service charges	43,519	53,087
Auditor’s remuneration:		
Audit services	7,385	4,000
Payroll Services	2,340	2,560
Accountancy services	14,514	2,900
Depreciation	23,868	23,868
	23,868	23,868

7. Employee Information

	<u>2025</u>	<u>2024</u>
Average Number of Employees:		
Advisors, Management and Administration	53	52
Staff Costs		
Salaries	1,113,850	1,110,620
Pension costs	70,448	69,406
Social Security costs	84,944	88,141
	£1,269,242	£1,268,167

Total remuneration of key management personnel in the year was £161,782 (2024: £197,931).

The number of employees to whom retirement benefits were accruing was as follows:

	<u>2025</u>	<u>2024</u>
Defined Benefit Scheme	6	6
Defined Contribution Scheme	45	41

No employee earned £60,000 or more per annum

8. Trustee Remuneration and Related Party Transactions

No emoluments were received by the Board of Trustees in their capacity as Trustees.

There were no emoluments or expenses paid to any Trustee, or persons connected with such a Trustee, directly or indirectly from the funds of the Company or from the property of any situation or body corporate connected with the Company. There are no other related party disclosures.

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Notes to the financial statements for the year ended 31 March 2025 – continued

9. Taxation

The Company is exempt on tax on income and gains falling within Section 505 of the Taxes Act 1988 or Section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

10. Tangible Fixed Assets

	<u>Improvements to Property</u> £	<u>Computer Equipment</u> £	<u>Total</u> £
Cost			
Balance at 31.3.24	238,676	39,819	278,495
Additions	-	-	-
Balance at 31.3.25	<u>238,676</u>	<u>39,819</u>	<u>278,495</u>
Depreciation			
Brought Forward 31.3.24	115,840	39,819	155,659
Charge For The Year	23,868	-	23,868
Carried Forward 31.3.25	<u>139,708</u>	<u>39,819</u>	<u>179,527</u>
Net Book Value 31.3.25	<u>98,968</u>	<u>-</u>	<u>98,968</u>
Net Book Value 31.3.24	<u>122,836</u>	<u>-</u>	<u>122,836</u>

11. Debtors

Amounts falling due within one year:	<u>2025</u> £	<u>2024</u> £
Income and Grants Receivable	6,524	22,809
Prepayments and Accrued Income	16,899	14,364
	<u>23,423</u>	<u>37,173</u>

12. Creditors

Amounts falling due within one year:	<u>2025</u> £	<u>2024</u> £
Taxes and other Social Security Costs	15,406	20,023
Trade Creditors	20,447	21,689
Accrued Expenses	24,071	8,095
Rent Free Period	-	14,838
Other Creditors	19,175	18,115
	<u>79,099</u>	<u>82,760</u>

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Notes to the financial statements for the year ended 31 March 2025 - continued

Grants Received in Advance (Deferred Income)

	<u>2025</u>	<u>2024</u>
	£	£
Balance at 1 April 2024	10,984	127,250
Released to Incoming Resources	(10,984)	(127,250)
Amount Deferred in the Year	10,179	10,984
	10,179	10,984

Deferred income represents income received in advance of the period to which it relates.

13. Analysis of Net Assets between Funds

Year Ended 31 March 2025	General Funds	Designated Funds	Restricted Funds	Total Funds
	£	£	£	£
Fixed Assets	98,968	-	-	98,968
Current Assets	389,015	-	30,512	419,527
Current Liabilities	(79,099)	-	-	(79,099)
Net Assets at 31.3.2025	408,884	-	30,512	439,396

Year Ended 31 March 2024	General Funds	Designated Funds	Restricted Funds	Total Funds
	£	£	£	£
Fixed Assets	122,836	-	-	122,836
Current Assets	489,108	-	52,895	542,003
Current Liabilities	(82,760)	-	-	(82,760)
Net Assets at 31.3.2024	529,184	-	52,895	582,079

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Notes to the financial statements for the year ended 31 March 2025 - continued

14. Movement in Funds

Year Ended 31 March 2025	At 1 April 2024 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2025 £
Restricted funds:					
Advice on Prescription	11,444	58,332	80,611	10,835	-
Money and Pensions Service	-	245,319	288,985	43,666	-
Early Intervention	-	-	3,735	3,735	-
M S Society	-	13,047	8,754	-	4,293
Nottinghamshire Housing Advice	-	-	39,040	39,040	-
Citizen's Advice	26,217	606,236	622,639	-	9,814
Synergy	-	-	8,583	8,583	-
Trussell Trust	4,601	76,389	74,258	-	6,732
Autism Service	10,633	18,975	19,935	-	9,673
NCC Social Recovery	-	-	17	17	-
NCC Financial Vulnerability	-	406,000	452,276	46,276	-
Total restricted funds	<u>52,895</u>	<u>1,424,298</u>	<u>1,598,833</u>	<u>152,152</u>	<u>30,512</u>
Unrestricted funds:					
General Funds available for day to day activities	529,184	369,955	338,103	(152,152)	408,884
Pension fund	-	-	-	-	-
Total unrestricted funds	<u>529,184</u>	<u>369,955</u>	<u>338,103</u>	<u>(152,152)</u>	<u>408,884</u>
Total funds	<u>582,079</u>	<u>1,794,253</u>	<u>1,936,936</u>	<u>-</u>	<u>439,396</u>
Year Ended 31 March 2024	At 1 April 2023 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2024 £
Restricted funds:					
Advice on Prescription	-	71,788	60,344	-	11,444
Money and Pensions Service	-	231,599	232,475	876	-
Early Intervention	-	23,553	28,341	4,788	-
M S Society	-	6,334	11,745	5,411	-
Nottinghamshire Housing Advice	20,419	-	20,419	-	-
Citizen's Advice	-	475,619	459,126	9,724	26,217
Synergy	-	11,668	11,668	-	-
Trussell Trust	-	76,002	72,339	938	4,601
Autism Service	-	45,000	34,367	-	10,633
NCC Social Recovery	-	45,290	45,290	-	-
Total restricted funds	<u>20,419</u>	<u>986,853</u>	<u>976,114</u>	<u>21,737</u>	<u>52,895</u>
Unrestricted funds:					
General Funds available for day to day activities	579,994	1,059,354	1,088,427	(21,737)	529,184
Pension fund	(123,000)	123,000	-	-	-
Total unrestricted funds	<u>456,994</u>	<u>1,182,354</u>	<u>1,088,427</u>	<u>(21,737)</u>	<u>529,184</u>
Total funds	<u>477,413</u>	<u>2,169,207</u>	<u>2,064,541</u>	<u>-</u>	<u>582,079</u>

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the financial statements for the year ended 31 March 2025 - continued

Purposes of restricted funds:

Money and Pensions Service – This fund is from the East Midlands Money Advice (EMMA) Project and is for the provision of free debt advice. The project continues but all available funds have been spent in the year.

Multiple Sclerosis Society – Funding to employ a part time (8 hours per week) Welfare Adviser to work with people affected by MS.

Nottinghamshire Housing Advice – This charity made a generous donation previously, which can only be used for the purpose of housing advice and housing debt advice.

Citizen's Advice – This is the universal credit – 'Help to Claim' service, Innovation and advice lines. These funds are via a sub-grant with Citizens Advice. Citizens Advice hold the lead grant agreement with the Department for Work and Pensions.

Advice on Prescription – This service is funded by Gedling Borough Council and is for the provision of advice services for residents referred from GPs within the project.

Early Intervention – Funding was received from the National Lottery for a 3-year project to support people with advice and a direct referral route into a MIND counsellor.

Synergy – The Synergy Primary Care Network (in Gedling) fund through the ARRS (Additional Roles Reimbursement Scheme) a Social Prescribing Advice Link Worker who delivers advice and full casework for patients referred from Synergy GPs.

Trussell Trust – These three separate services are for independent Trussell Trust foodbanks to deliver advice service within their foodbanks.

Autism – A service delivered under Citizens Advice Mid Mercia who are commissioned by Nottinghamshire County Council to deliver services for adults with or awaiting a diagnosis.

Social Recovery Fund – This fund is from Nottinghamshire County Council to support residents of Gedling and Rushcliffe with debt and welfare rights issues.

Financial Vulnerability – This fund is from Nottinghamshire City Council to raise awareness of support available for local people at risk of or experiencing financial difficulties.

15. Negligence Insurance

The Company participates in a professional liability insurance scheme provided by Citizens Advice. It is not possible to separate the cost of this scheme from the other policy covers provided. The scheme provides cover up to a maximum of £2,500,000 in any one year for the Organisation as a whole.

16. Financial Commitments

A 10-year lease for premises on Maid Marian Way in Nottingham was signed on 9 May 2019 and has now commenced with a six month rent free period at a rent of £53,000 per annum and a monthly service charge of £332. The rental commitment annually totals £50,350 until 2029.

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Notes to the financial statements for the year ended 31 March 2025 - continued

17. Citizens Advice (Related Party)

The Company is a member of Citizens Advice, which provides guidance, encouragement, training and support. Transactions with Citizens Advice are shown below.

	2025	2024
	£	£
Receipts		
Citizens Advice		
- US- HTC	592,507	385,427
- Advice Line (CSDF1)	-	15,000
- Innovation (CSDF2)	13,729	41,189
- Energy Advice	-	34,003
Expenditure		
Citizens Advice		
-Annual membership fee including reference materials, information systems and elements of insurance cover.	10,280	10,341

18. Employee Benefit Obligations

The Company contributes to both a defined benefit and defined contribution pension scheme. The assets are held and administered by the Nottinghamshire County Council Pension Scheme and Standard Life. The pension cost charge represents contributions payable by the Company to the pension schemes and amounts to £70,448 (2024: £69,406). There is no amount due to the pension scheme at the year end date.

An actuarial valuation was carried out for the defined benefit scheme by Barnett Waddingham by rolling forward to 31 March 2025 the value of the employer's liability calculated for the funding valuation as at 31 March 2023 using financial assumptions that comply with FRS102. The valuations are calculated every three years with the last one being on 31 March 2026.

The amounts recognised in the balance sheet are as follows:-

	<u>2025</u>	<u>2024</u>
	£	£
Present value of funded obligations	1,579,000	1,770,000
Fair value of plan assets	<u>(1,864,000)</u>	<u>(1,791,000)</u>
	(285,000)	(21,000)
Restriction on net scheme assets	285,000	21,000
Present value of unfunded obligations	-	-
Deficit	-	-
Net Liability	<u>-</u>	<u>-</u>

The amounts recognised in surplus or deficit are as follows:-

	<u>2025</u>	<u>2024</u>
	£	£
Current service costs	27,000	28,000
Net interest from net defined benefit asset/ liability	(1,000)	5,000
Administration Expenses	<u>1,000</u>	<u>1,000</u>
	27,000	34,000
Actual return on plan assets	<u>27,000</u>	<u>34,000</u>

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Notes to the financial statements for the year ended 31 March 2025 - continued

Changes in the present value of the defined benefit obligation are as follows:-

	<u>2025</u>	<u>2024</u>
	<u>£</u>	<u>£</u>
Opening defined benefit obligation	1,770,000	1,765,000
Current service cost	27,000	28,000
Contributions by scheme participants	8,000	8,000
Interest cost	87,000	84,000
Actuarial (gains)/losses from changes in assumptions	(279,000)	(83,000)
Estimated benefits paid net of transfers	(34,000)	(32,000)
	<u>1,579,000</u>	<u>1,770,000</u>

Changes in the fair value of the scheme assets are as follows:-

	<u>2025</u>	<u>2024</u>
	<u>£</u>	<u>£</u>
At 1 April 2024	1,791,000	1,642,000
Interest Income	89,000	79,000
Benefits Paid	(34,000)	(32,000)
Contributions by Employer	31,000	30,000
Contributions by scheme participants	8,000	8,000
Administration Expenses	(1,000)	(1,000)
Remeasurements:		
Return on plan assets, excluding amount included in interest income	(20,000)	65,000
Actuarial gains and losses	-	-
At 31 March 2025	<u>1,864,000</u>	<u>1,791,000</u>

The amount recognised in other comprehensive income are as follows:-

	<u>2025</u>	<u>2024</u>
	<u>£</u>	<u>£</u>
Recognised in other comprehensive income:		
Measurement of Liability:		
Actuarial gains/(losses) from changes in financial assumptions	281,000	65,000
Return on fund assets in excess of interest	(20,000)	83,000
Other movements	24,000	(4,000)
Restriction on net scheme asset	(285,000)	(21,000)
	<u>-</u>	<u>123,000</u>

The major categories of scheme assets as a percentage total scheme assets are as follows:-

	<u>2025</u>	<u>2024</u>
	<u>£</u>	<u>£</u>
Equities	55	63
Gilts	8	2
Bonds	7	6
Property	10	11
Infrastructure	7	7
Inflation linked	7	5
Cash/temporary investments	6	6
	<u>100</u>	<u>100</u>

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Notes to the financial statements for the year ended 31 March 2025 - continued

Principal actuarial assumptions at the balance sheet date (expressed as weighted averages):

Discount rate	5.85%
Future salary increases	2.90%
Future pension increases	3.90%
RPI inflation	3.15%

19. FRC Ethical Standard – In common with many other entities of our size and nature we use our auditors to assist with the preparation of the financial statements.

20. Cash Flow Statement

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

	<u>2025</u>	<u>2024</u>
	£	£
Net incoming resources	(142,683)	(18,334)
Adjustments:		
Interest received	(16,235)	(5,961)
Depreciation charges	23,868	23,868
(Increase)/decrease in debtors	13,751	22,385
Increase/(decrease) in creditors	<u>(3,662)</u>	<u>(176,485)</u>
	<u>(124,961)</u>	<u>(154,527)</u>

21. Post Balance Sheet Events

In May 2025, subsequent to the reporting date, Nottingham and District Citizens Advice Bureau exercised the break clause in respect of the Maid Marian Way lease and vacated the premises. As a result, leasehold improvements with a carrying value of £98,968 will be written off in the financial year ending 31 March 2026. This event is considered a non-adjusting event after the end of the reporting period and accordingly, no adjustment has been made to the financial statements for the year ended 31 March 2025.

NOTTINGHAM AND DISTRICT CITIZENS ADVICE BUREAU

England & Wales - Charity number 701259

Accounts

**NOTTINGHAM AND DISTRICT
CITIZENS ADVICE BUREAU**

(A Company Limited by Guarantee)

**REPORT AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2024**

**Charity Number 701259
Company Number 2323141**

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

**Financial Statements
For the year ended 31 March 2024**

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**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2024

Reference and Administrative Information

CHARITY NAME: Nottingham and District Citizens Advice Bureau
trading as Citizens Advice Nottingham & District

CHARITY REGISTRATION NUMBER: 701259

COMPANY REGISTRATION NUMBER: 2323141 (England and Wales)

**REGISTERED OFFICE AND
OPERATIONAL ADDRESS:** 16 – 18 Maid Marian Way
Nottingham
NG1 6HS

BOARD OF TRUSTEES: J Chambers (Chair)
T Straw (Treasurer)
O B Gill
E Kingscott
D R Kinshott

CHIEF OFFICER D Cumberlidge
(responsible for day to day running of the charity)

COMPANY SECRETARY: G Morrall (Resigned 19.04.23)

SENIOR STATUTORY AUDITOR: James Liptrott for and on behalf of
Haines Watts (East Midlands)
10 Stadium Business Court
Millennium Way
Pride Park
Derby
DE24 8HP

BANKERS: Unity Trust Bank
Nine Brindleyplace
Birmingham
B1 2HB

SOLICITORS: Actons Solicitors
20 Regent Street
Nottingham
NG1 5BQ

**Nottingham and District Citizens Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2024 - Continued

The Trustees are pleased to present their annual report together with the financial statements of the charity for the year ending 31 March 2024 which are also prepared to meet the requirements for a Directors' report and accounts for Companies Acts purposes.

The financial statements comply with the Charities Act 2011, and the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard in the UK and Republic of Ireland (FRS102).

Chair's Report

I am very pleased to make my second report as Chair of Citizens Advice Nottingham & District.

It's been an incredibly challenging year against the backdrop of an impending election and the financial difficulties faced by our local council, affecting not only us as an organisation, but the people we serve.

Whilst we saw an element of progress with the cost of living crisis in terms of the country's economic growth and rate of inflation, we are yet to see the real positive impact in our communities and indeed to ourselves as our costs continue to rise, albeit at a slower pace than in prior years.

I'd like to thank all involved in delivering this incredibly vital service to our clients - staff, volunteers and trustees. I remain constantly inspired by the dedication of this organisation.

Our success is directly linked to the hard work, energy, commitment and consistency our teams show in driving us forward towards our continuing vision "To serve the community through the provision of quality and accessible advice". My thanks also to our funders and supporters for helping us to deliver our services.

We continue to build on our long established and trusted relationships across the City, County and East Midlands. We will look for and build new and exciting partnerships during 2024-25 to ensure we reach more clients in our community and those most vulnerable including those facing Severe Multiple Disadvantage.

Long term sustainable funding is essential to meet rising costs and increasing demand for our services and these remain a high priority as we look to 2024-25, particularly as we look to diversify and strengthen our funding sources across the next 12 months.

It is important to emphasise that whilst we are part of the national Citizens Advice family, we are an independent local charity and are solely responsible for raising and obtaining the funding we need to provide services. We face the same cost pressures as everyone else and the next few years will be very challenging.

We are hugely thankful to be supported by our local authorities, Nottingham City, Gedling, Rushcliffe and Nottinghamshire as well as other organisations and funders supporting specific projects.

We have some very exciting plans for the coming year to meet the growing challenges faced by our organisation and clients to ensure we can step up to the mantle. We will grow from strength to strength, building and delivering a sustainable and efficient service and working together to achieve the best possible outcomes for our clients.

Jemma Chambers - Chair of the Board of Trustees

**Nottingham and District Citizens Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2024 – Continued

OUR PURPOSES AND ACTIVITIES

The Company's objectives are to promote any charitable purpose for the benefit of the community in the City of Nottingham and the Boroughs of Gedling and Rushcliffe by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. In particular the Company operates as a Citizens Advice local office under the Membership Scheme of Citizens Advice.

We provide free, confidential, impartial and independent advice on a range of topics including debt, benefits, housing, consumer and tax issues as well as basic legal advice particularly relating to immigration and family matters. During the year we delivered under grant agreement for Nottingham City Council:

- Neighbourhood and citywide advice services, and shared this work with Bestwood Advice Centre, Clifton Advice Centre, Meadows Advice Group, Nottingham Law Centre, St Anns Advice Centre and Nottinghamshire Deaf Society.
- Housing and housing debt advice services, this service is being reduced in 2024/25 due to cuts in funding.

and had a Service Delivery Agreement with:

- Consumer Advice and Law Service (CALS) for the provision of debt advice in the Nottingham area as part of the East Midlands Money Advice (EMMA) service. This work is funded by the Money and Pensions Service (MaPS).
- Citizens Advice nationally to deliver the national Help To Claim service. This work is funded by the Department of Work and Pensions.

The company has built new partnerships during the year as we aim to diversify funding and secure new funding streams including Citizens Advice Mid Mercia and the Trussell Trust.

We have continued to increase face to face appointments through 2023/24 due to service needs. The complexity of clients' issues continuing to increase through inflationary pressures affecting household finances and budgets. We are also providing support for increasing numbers of clients with applications for health-related benefits.

The company relies heavily on the work of its volunteers to maintain the core service which it provides. The costs of volunteers, other than expenses paid, are not included within these accounts. The Trustee Board offers its thanks to the volunteers for the work they do, without which the Company could not operate effectively.

Public Benefit

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

The service aims:

- To provide the advice people need for the problems they face.
- To improve the policies and practices that affect people's lives.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2024 – Continued

The Citizens Advice service helps all people to solve their problems, particularly in the areas of debt, benefits and housing (service is reduced in 2024/25 due to cuts in funding). People are helped through face-to-face advice, virtual appointments, on the telephone and by email. Information is available via the internet. We campaign locally and nationally for improvements to services and the law. We use the anonymised evidence we collect from helping our clients to make a difference for people who may never seek advice by communicating our evidence for change to policymakers in Government and the wider public and private sector. A contact with a Citizens Advice adviser for one person could lead to a change in policy or law that will positively affect the lives of many more.

As a force for social cohesion and inclusion, we aim to contribute to our communities in the following main ways:

1. As a force for economic development and regeneration by reducing poverty, improving benefit take-up, and improving personal financial management.
2. Through trained volunteers and active citizenship, targeting those most in need.
3. As a route to changing policy locally, regionally and nationally, through research and campaigns.
4. As a mine of information and knowledge about local communities to help local planning and community participation (through involvement in local partnerships, community profiling and access to e-government services).

The Company provides a service to the people of Nottingham and Nottinghamshire: in particular, the people who live in the city and the Boroughs of Gedling and Rushcliffe. Our outreach services allow us to extend the service to those who live further away and find travel to our city centre offices difficult or inconvenient. The portfolio of projects delivered has enabled us to reach new areas including Broxtowe, Daybrook and Clifton with face-to-face support in the community.

Demand for information, advice and support is huge. In order to maximise the number of people we assist we provide advice by telephone, virtual meeting, webchat and for those who are not able to access us any other way face to face. We also provide self-help information, leaflets and fact sheets.

The Trustees confirm that they have complied with their duties under section 17 of the 2011 Charities Act with regard to Public Benefit.

ACHIEVEMENTS AND PERFORMANCE

During the year we have continued to recruit and train volunteers although restricted by funding and resources to support them.

During the year:

- We advised and supported 8,665 people during the year.
- We dealt with £4.4 million of debt, of which £644,963 was written off with our help.

Across the service, we helped our clients claim £5.9 million in benefits and £742,758 in other income

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2024 - Continued

FINANCIAL REVIEW

The Company had total incoming resources during the year of £2,046,207

A deficit of £18,334 was made in the year to 31 March 2024 before the actuaries' pension valuation increase.

The FRS102 accounting standard makes it necessary to include the defined benefit pension scheme deficit on the balance sheet. The deficit is represented on the bottom of the balance sheet by a negative reserve.

Reserves Policy

The Trustees have examined the Company's requirement for reserves in light of the main risks to the organisation. They have established a policy whereby unrestricted reserves are needed to assist continuity in the event of any funding terminations, covering consequent redundancy pay liabilities.

This amounts to the equivalent of three months of relevant budgeted expenditure for 2023-24, plus an amount for one-off costs, held as cash. This amounts to £410,000. Reserves currently cover this policy, but do not substantially exceed it.

This policy will be reviewed annually.

Investment Policy

The Trustees approved a investment policy where surplus cash is invested in an investment portal to generate investment income for the Company.

Pay Policy for Senior Staff

The pay rates for senior staff are determined by the Trustees, usually at a flat % increase applied to all staff regardless of seniority except those who are contracted under local government pay award where Nottinghamshire County Council pay scales apply.

OUR VISION

Our Vision is to put our clients at the heart of everything we do, to help ensure:

- We are their trusted source of advice and information.
- We are an organisation our communities, stakeholders and partners want to support and work with.

In working towards our Vision, we will:

- Promote to staff and volunteers our vision, aims and objectives to ensure they are owned by all.
- Develop a clear sense of "one service" with the needs of clients at the heart of the organisation.
- Have a team of staff and volunteers who are trained and expert in their field and will work together to provide quality advice and information.
- Provide high quality advice, focussing on early intervention, and services that are proportionate to need to help people solve their problems, whoever they are, and whatever their problem.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2024 - Continued

Future Plans

The Board of Trustees has written a new Business and Development Plan for 2023-26. The Plan identifies the main challenges facing the organisation and aligns to three workstreams with Governance running across them. The workstreams are:

- Financial Structure
- Service Delivery
- People & Culture

The new vision for 2023-26 is “To serve the community through the provision of quality and accessible advice” with a strategy “To build and deliver a sustainable and efficient service, with all stakeholders working together to achieve the best possible outcomes”.

The Board of Trustees review progress against our Business Plan at quarterly Board meetings. The Plan will be rolled forward annually so we are always working in Year One.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 30 November 1988 and registered as a charity on 7 March 1989. The Company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. This was revised and adopted at the Annual General Meeting on 23 August 2004. In the event of the Company being wound up, Directors are required to contribute an amount not exceeding £1.

The organisation is a company limited by guarantee not having a share capital and has obtained exemption with Companies Act to dispense with the word ‘limited’ as part of its company name.

Recruitment and Appointment of the Board of Trustees

The directors of the company are also charity trustees for the purposes of charity law. Under the requirements of the Memorandum and Articles of Association, the members of the Board of Trustees are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

The maximum number of Trustees is fifteen and the minimum number three, being either:

- Elected at the Annual General Meeting (there being no more than ten such elected trustees in total); or
- Co-opted by the Board of Trustees (provided that on appointment the total number of co-opted Trustees does not exceed one third of the total number of Trustees)

The Trustees who served during the year are shown in the Company Information set out on page 1.

The Company holds Annual General and Public Meetings every year.

Trustee Induction and Training

New Trustees are provided with a full induction and training programme. Trustees receive ongoing appropriate training.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2024 - Continued

Organisation

The Board of Trustees meets on a quarterly basis for full board meetings and is responsible for the strategic direction and policy of the Company.

A scheme of delegation is in place and day to day responsibility for the provision of the services rests with the Chief Officer. The Chief Officer is responsible for ensuring that the Company delivers the services specified and that key performance indicators are met.

The Company is supported by a dedicated and strong team of staff and volunteers who are led by Supervisors and Managers who are experienced and knowledgeable in the advice sector.

Related Parties

The organisation is a member of Citizens Advice (Company Number 1436945 and registered charity 279057) which provides guidance, encouragement, training and support. During the year we have also worked in partnership with Bestwood Advice Centre, Clifton Advice Centre, Meadows Advice Group, Nottingham Law Centre and St Anns Advice Centre.

RISK MANAGEMENT

The Trustees have assessed the major risks to which the Company is exposed, in particular those related to the reputation, operation and finances of the Company, and are satisfied that systems are in place to mitigate exposure to major risks. A comprehensive risk assessment is undertaken periodically by the Trustees. This provides a thorough understanding of the business risks to the Company and contributes to the completion of the Citizens Advice service-wide risk assessment. Where appropriate, systems or procedures have been established to mitigate the risks the Company faces.

RESPONSIBILITIES OF THE TRUSTEES

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 as at the balance sheet date and of its incoming resources and application of resources and including income and expenditure for the financial year. In preparing those financial statements, the Trustees should follow best practice and:

- 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.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business; and
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charitable Company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charitable Company and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2024 - Continued

Insofar as the Trustees are aware:

- There is no relevant audit information of which the charity's auditors are unaware and.
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

MEMBERS OF THE BOARD OF TRUSTEES

Members of the Board of Trustees, who are directors for the purpose of the company law and Trustees for the purpose of charity law, who served during the year and up to the date of this report are set out on page 1.


Directors of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees on 31 March 2024 was 9. (2023: 9).

Haines Watts East Midlands Ltd were appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

A resolution to re-appoint Haines Watts East Midlands Ltd as auditors of the Company will be proposed at the Annual General Meeting.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Approved by the Board of Trustees on 4th December and signed on its behalf by:


.....
Jemma Chambers (Director/ Chair)

**Report of Independent Auditors to the Members of
Nottingham and District Citizens Advice Bureau
A Charitable Company Limited by Guarantee**

Opinion

We have audited the financial statements of Nottingham and District Citizens Advice Bureau for the year ended 31 March 2024 on pages 12 to 28 which comprise the Statement of Financial Activities, the summary Income and Expenditure Account, the Balance Sheet, the Cash Flow Statement and the related notes. 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 the 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 Auditors' 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 the provisions available for small entities, in the circumstances set out in note 19 to the financial statements, 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 director's use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the director has not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company'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.

However, because not all future events or conditions can be predicted, this statement is not a guarantee as to the charity's ability to continue as a going concern.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our Auditors report thereon. The Trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and 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.

**Report of Independent Auditors to the Members of
Nottingham and District Citizens Advice Bureau
A Charitable Company Limited by Guarantee**

Opinion 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 Director's report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Directors 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 company and its environment obtained in the course of the audit we have not identified material misstatements in the Director's Report included within the Trustees Report.

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

- adequate and proper accounting records have not been kept by the charitable company;
- charitable company financial statements are not in agreement with the accounting records; or
- certain disclosures of trustee's 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' exemption from the requirement to prepare a Strategic Report or in preparing the Trustees report.

Responsibilities of Trustees

As explained more fully in the Statement of Trustees Responsibilities set out on page seven, 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 has no realistic alternative but to do so.

Auditors' 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 a Report of the Auditors 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.

**Report of Independent Auditors to the Members of
Nottingham and District Citizens Advice Bureau
A Charitable Company Limited by Guarantee**

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;

- Reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements. Specifically reviewing compliance with Charities SORP FRS102 and the Companies Act 2006.
- Performing recalculations of contractual income streams including accounting entries made in respect of any income accrued and deferred.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate an increased risk of material misstatement as a result of fraud.
- Performing substantive testing over a selection of journal entries made in the period, to address the risk of fraud due to management override of controls.
- Assessing material accounting estimates to determine if there are indications of management bias.

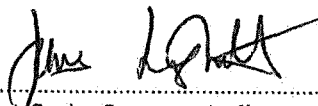
We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members, and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

Despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to the inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularity likely involve collusion, forgery, intentional misrepresentations, or the override of internal controls.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Auditors.

Use of Report

This report is made solely to the Company's Trustees 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 Trustees 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 Company's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.



James Liptrott – Senior Statutory Auditor
For and on behalf of Haines Watts East Midlands Ltd- Statutory Auditors
10 Stadium Business Court
Millennium Way, Pride Park
Derby, DE24 8HP

Date: 18/12/2024

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee) – Company Number 2323141

Statement of Financial Activities
(Including Income and Expenditure Account)
For the year ended 31 March 2024

Note	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £
Income						
Donations and Legacies	1,026	-	1,026	1,904	-	1,904
<i>Income from Charitable Activities</i>						
Grants and Contracts	1,052,367	986,853	2,039,220	995,790	905,938	1,901,728
<i>Income from Other Trading Activities</i>						
Other Income	5,961	-	5,961	-	-	-
Total Incoming Resources	<u>1,059,354</u>	<u>986,853</u>	<u>2,046,207</u>	<u>997,694</u>	<u>905,938</u>	<u>1,903,632</u>
Expenditure						
<i>Expenditure on Charitable Activities</i>	1,088,427	976,114	2,064,541	1,066,451	915,470	1,981,921
Total Expenditure	<u>1,088,427</u>	<u>976,114</u>	<u>2,064,541</u>	<u>1,066,451</u>	<u>915,470</u>	<u>1,981,921</u>
Net Income/(Expenditure) and Net Movement in Funds for the Year	(29,073)	10,739	(18,334)	(68,757)	(9,532)	(78,289)
Transfer Between Funds	(21,737)	21,737	-	7,355	(7,355)	-
Actuarial Surplus/(Loss) on Defined Benefit Pension Scheme	123,000	-	123,000	1,247,000	-	1,247,000
Reconciliation of Funds Total Funds Brought Forward	456,994	20,419	477,413	(728,604)	37,306	(691,298)
Total Funds Carried Forward	<u>529,184</u>	<u>52,895</u>	<u>582,079</u>	<u>456,994</u>	<u>20,419</u>	<u>477,413</u>

The Statement of Financial Activities includes all gains and losses recognised in the year. All income and expenditure derives from continuing activities.

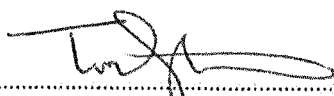
Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee) – Company Number 2323141

Balance Sheet as at 31 March 2024

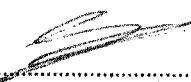
	Note	£	<u>2024</u>	£	£	<u>2023</u>	£
Tangible Fixed Assets							
- Leasehold Improvements	10			122,836			146,704
- Computer Equipment	10			-			-
Total Fixed Assets				<u>122,836</u>			<u>146,704</u>
Current Assets							
Debtors	11		37,173		59,557		
Cash at bank and in hand			<u>504,830</u>		<u>653,396</u>		
Total Current Assets			<u>542,003</u>		<u>712,953</u>		
Liabilities:							
Creditors falling due within one year	12		<u>82,760</u>		<u>259,244</u>		
Net Current Assets Less Current Liabilities				<u>459,243</u>			<u>453,709</u>
				582,079			600,413
Pension Scheme deficit	18			-			(123,000)
Net Assets				<u>582,079</u>			<u>477,413</u>
The Funds of the Charity:							
Unrestricted funds							
General fund - General (monies available)			529,184		579,994		
- Pension reserve			<u>-</u>		<u>(123,000)</u>		
				529,184			456,994
Restricted Funds	14			52,895			20,419
Total Charity Funds				<u>£ 582,079</u>			<u>£ 477,413</u>

These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

Approved by the Trustees on 4th December 2024 and signed on their behalf by:



 T Straw – Trustee (Treasurer)



 J Chambers - Trustee (Chair)

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)
Company Number 2323141

Cash Flow Statement as at 31 March 2024

	<u>Notes</u>	<u>2024</u> £	<u>2023</u> £
Net Cash Flow from Operating Activities	20	(154,527)	(144,387)
Returns on Investments:			
Interest Received		<u>5,961</u>	<u>-</u>
		(148,566)	(144,387)
Capital Expenditure and Financial Investments:			
Purchase of Tangible Fixed Assets		<u>-</u>	<u>-</u>
		(148,566)	(144,387)
Net Cash Inflow/(Outflow)		<u>(148,566)</u>	<u>(144,387)</u>
Increase/(Decrease) in Cash in the Year		(148,566)	(144,387)
Net Cash Resources at 1 April 2023		<u>653,396</u>	<u>797,783</u>
<u>Net Cash Resources at 31 March 2024</u>		<u>504,830</u>	<u>653,396</u>
Analysis of Changes in Net Funds	<u>At</u> <u>1.4.2023</u>	<u>Cash flow</u>	<u>At</u> <u>31.3.2024</u>
<u>Net Cash</u>			
Cash at Bank	<u>653,396</u>	<u>(148,566)</u>	<u>504,830</u>

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes forming part of the Financial Statements for the year ended 31 March 2024

1. Accounting Policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

(a) Basis of Accounting

The financial statements have been in accordance with the 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 (FRS102) – (Charities SORP FRS102). The Financial Reporting Standard applicable in UK and Republic of Ireland (FRS102) and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

Nottingham and District Citizens Advice Bureau meets the definition of a public benefit entity under FRS102.

Based on information to date Trustees' consider that there are no material uncertainties about the Charity's ability to continue as a going concern. The Trustees' have prepared detailed forecast information taking into account the expected reduction in funding, likely impact on cashflows and the available headroom of the Charity, based on this assessment the Trustees' consider that there are no material uncertainties about the Charity's ability to continue as a going concern, and that no further adjustments are required in these financial statements.

The financial statements are presented in Sterling (£).

(b) Fund accounting

- Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.
- Designated funds are unrestricted funds earmarked by the Board of Trustees for particular purposes.
- Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

(c) Incoming resources

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

- Voluntary income is received by way of donations and gifts, and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are recognised as income when the Company has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the Company of the item is probable and that economic benefit can be measured reliably. On receipt, donated services and facilities are recognised on the basis of the value of the gift to the Company which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.
- Investment income is included when receivable.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes forming part of the Financial Statements for the year ended 31 March 2024 – continued

- Incoming resources from grants where related to performance and specific deliverables are accounted for, as the charity earns the right to consideration by its performance.
- Legacies are accounted for on a receivable basis when the following conditions for the receipt have been met:
 - the final estate accounts have been approved
 - the legacy is capable of measurement; and
 - there is no reversionary interest.

(d) Resources expended

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

- Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of fundraising.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- The work of volunteers assists the Company to achieve its charitable objectives – the cost of the volunteers (other than travel expenses incurred) is excluded from the income and expenditure accounts and is not quantified.
- Support costs are those functions that assist with the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the Charities projects and activities. These costs have been allocated between cost of raising fund and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 5.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the Company.
- All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor areas, case load, per capita or estimated usage as set out in Note 5.

Pension costs and other post-retirement benefits

- Retirement benefits to employees of the company are provided by the Local Government Pension Scheme (LGPS) which is a defined benefit scheme.

The LGPS is a funded scheme and the assets are held separately from those of the company in separate trustee administered funds. Pension scheme assets are measured at fair value and liabilities are measured on an actuarial basis using the projected unit credit method and discounted at a rate equivalent to the current rate of return on a high-quality corporate bond of equivalent term and currency to the liabilities. The actuarial valuations are obtained at least triennially and are updated at each balance sheet date. The amounts charged to the income statement are the current service costs of scheme introductions, benefit charges, settlements and curtailments. They are included as part of staff costs as incurred. Net interest on the net defined benefit obligation and interest income on the scheme assets, calculated by multiplying the fair value of the scheme assets at the beginning of the period by the rate used to discount the benefit obligations. The difference between the interest income on the scheme assets and the return on the scheme assets is recognised in the income statement. Actuarial gains and losses are recognised immediately in the income statement.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes forming part of the Financial Statements for the year ended 31 March 2024 – continued

The actuary has produced the pension disclosures based upon FRS102. The resulting pension scheme liability has been transferred to a separate pension reserve in order to ring fence the liability.

Additionally, a second pension scheme is operated by Standard Life, this is a defined contribution scheme. The pension charge under this scheme represents the amounts payable by the Company to the funds in respect of the year. The pension costs paid under this scheme are shown in the notes to the accounts.

Company Limited by Guarantee

- The Company is limited by guarantee and in the event of it being wound up, every member is liable to contribute a sum not exceeding £1. There are no shares of any class either authorised or allotted.

Tangible Fixed Assets

- Capital additions have been capitalised in respect of the move to Maid Marian Way. These assets are shown on the balance sheet and are being written off over a period of 10 years (the length of the lease) from the date of first occupation of the property (July 2019).
- Capital additions of equipment have been previously written off to the Income and Expenditure Account in the year of acquisition and there is therefore no charge for depreciation. The assets comprise of office furniture, office equipment, computers and printers. The normal requirement would have been for capitalisation of office equipment and for depreciation to be charged thereon. This position was not easily quantified due to the mixture of purchased, funded, partly funded and donated equipment. Thus for clarity, this policy had been adopted to give a true and fair view. The fixed assets are insured for £183,186.
- From financial year ended 31 March 2015 fixed assets have been capitalised and depreciated from date of acquisition.
 - Computer equipment 20% on cost
 - Improvements to property 10% straight line

Donated Services, Goods or Facilities

Donated services or facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. On receipt, donated services and facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt

Debtors

Debtors are recognised at the settlement amount owed to the Charity or prepaid.

Creditors

Creditors and provisions are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party, and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount.

Financial Instruments

The Charity 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.

Taxation

The charity is exempt from tax on its charitable activities. The trustees have reviewed the charity's trading activities and are confident that they further the charity's aims and, as such, are considered to be primary purpose trading.

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Notes to the Financial Statements for the year ended 31 March 2024 - continued

Judgement and Key Sources of Estimation Uncertainty

The preparation of accounts using generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities at the date of the accounts and the reported amounts of revenues and expenses during the reporting period.

The key estimates and assumptions used in the Financial Statements are detailed in the accounting policies.

2. Income from Grants and Contracts (Charitable Activities)

Unrestricted	<u>2024</u>		<u>2023</u>
	£		£
Nottingham City Council	913,262		888,170
Nottinghamshire County Council	123,056		15,620
Gedling Borough Council	-		40,000
Rushcliffe Borough Council	12,000		12,000
Capital One	-		40,000
Other	4,049		-
	<u>1,052,367</u>		<u>995,790</u>

	<u>2024</u>		<u>2023</u>
	£	£	£
Restricted			
<i>Main Projects</i>			
Money and Pensions Service	231,599		273,737
Citizens Advice UC-ITC	385,427		385,542
Kick Start	-		10,789
Early Intervention	23,553		18,267
Trussell Trust	76,002		48,085
Autism Service	45,000		42,132
Gedling Borough Council	40,000		-
Energy Advice	34,003		-
Innovation	56,189		-
NCC Social Recovery	45,290		32,350
	<u>937,063</u>		<u>810,902</u>
<i>Other Projects</i>			
M S Society	6,334		12,667
Advice on Prescription	31,788		49,301
Synergy	11,668		29,900
Small Projects	-		3,168
	<u>49,790</u>		<u>95,036</u>
	<u>986,853</u>		<u>905,938</u>
Total Grants and Contracts	<u>2,039,220</u>		<u>1,901,728</u>

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the Financial Statements for the year ended 31 March 2024 – continued

3. Other income

	<u>Total</u> <u>2024</u> £	<u>Total</u> <u>2023</u> £
Bank interest	5,961	-
	5,961	-

4. Analysis of Expenditure on Charitable Activities

	<u>Main</u> <u>Projects</u> £	<u>Other</u> <u>Projects</u> £	<u>Core</u> <u>Advice</u> <u>Work</u> £	<u>Total</u> <u>2024</u> £	<u>Total</u> <u>2023</u> £
Staff Costs (note 7)	686,764	255,028	326,375	1,268,167	1,144,285
Training Costs	200	-	75	275	1,756
Recruitment Costs	-	-	-	-	5,163
Travel and Subsistence	146	109	3,026	3,281	2,061
Subscriptions	9,742	2,679	8,352	20,773	11,222
IT Software and Maintenance	7,689	1,944	3,963	13,596	16,229
Subcontractors	-	-	583,984	583,984	604,136
Support & Governance Costs (Note 5)	-	-	174,465	174,465	197,069
Total	704,541	259,760	1,100,240	2,064,541	1,981,921

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the Financial Statements for the year ended 31 March 2024 – continued

Summary Analysis of Expenditure and Related Income for Charitable Activities

The table shows the cost of the three main charitable activities and the sources of income directly to support those activities

	<u>Main Projects</u> £	<u>Other Projects</u> £	<u>Core Advice Work</u> £	<u>Total</u> £
Grants & Contracts (see note 2)	752,082	369,827	917,311	2,039,220
Costs	(704,541)	(259,760)	(1,100,240)	(2,064,541)
Net (Costs)	<u>47,541</u>	<u>110,067</u>	<u>(182,929)</u>	<u>(25,321)</u>

Analysis of Governance and Support Costs

The Company initially identified the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between the three key charitable activities undertaken in the year.

Refer to the table below for the basis of apportionment and the analysis of support and governance costs.

5.	<u>General Support</u> £	<u>Governance Function</u> £	<u>Total 2024</u> £	<u>Total 2023</u> £	<u>Basis of Apportionment</u>
Rent and Rates	55,887	-	55,887	55,327	Staff Resources
Light, Heat and Water	14,213	-	14,213	23,696	Staff Resources
Cleaning	7,526	-	7,526	2,740	Staff Resources
Repair and Maintenance	5,578	-	5,578	11,201	Staff Resources
Telephone and Postage	11,665	-	11,665	10,391	Staff Resources
Publication, printing & stationery	3,948	-	3,948	7,809	Staff Resources
Office equipment repairs	724	-	724	2,849	Staff Resources
Sundry Expenses	3,220	-	3,220	5,403	Staff Resources
Insurance	7,833	-	7,833	4,238	Staff Resources
Annual Report and AGM Costs	-	48	48	78	Governance
Audit and Accountancy	-	9,460	9,460	10,229	Governance
Depreciation	23,868	-	23,868	26,427	Staff Resources
Legal and Professional Fees	-	6,127	6,127	8,873	Governance
Bookkeeping	-	5,400	5,400	5,386	Staff Resources
Irrecoverable VAT	18,968	-	18,968	22,422	Staff Resources
	<u>153,430</u>	<u>21,035</u>	<u>174,465</u>	<u>197,069</u>	

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)
Notes to the Financial Statements for the year ended 31 March 2024 – continued

6. Net Income/(Expenditure) for the Year

This is stated after charging:

	<u>2024</u>	<u>2023</u>
	£	£
Operating Leases – Rent and Service Charges	53,087	49,973
Auditor’s remuneration:		
Audit services	4,000	4,000
Accountancy services	2,900	2,400
Payroll Services	2,560	2,381
Depreciation	<u>23,868</u>	<u>22,422</u>

7. Employee Information

	<u>2024</u>	<u>2023</u>
Average Number of Employees:		
Advisors, Management and Administration	<u>52</u>	<u>50</u>
Staff Costs		
Salaries	1,110,620	959,668
Pension costs	69,406	88,106
Social Security costs	88,141	78,178
Pension surcharges paid to Nottinghamshire County Council Pension Scheme	-	18,333
	£ <u>1,268,167</u>	£ <u>1,144,285</u>

Total remuneration of key management personnel in the year was £197,931 (2023: £168,143).

The number of employees to whom retirement benefits were accruing was as follows:

	<u>2024</u>	<u>2023</u>
Defined Benefit Scheme	<u>6</u>	<u>6</u>
Defined Contribution Scheme	<u>41</u>	<u>41</u>

No employee earned £60,000 or more per annum

8. Trustee Remuneration and Related Party Transactions

No emoluments were received by the Board of Trustees in their capacity as Trustees.

There were no emoluments or expenses paid to any Trustee, or persons connected with such a Trustee, directly or indirectly from the funds of the Company or from the property of any situation or body corporate connected with the Company. There are no other related party disclosures.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the financial statements for the year ended 31 March 2024 – continued

9. Taxation

The Company is exempt on tax on income and gains falling within Section 505 of the Taxes Act 1988 or Section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

10. Tangible Fixed Assets

	<u>Improvements to Property</u>	<u>Computer Equipment</u>	<u>Total</u>
	£	£	£
<u>Cost</u>			
Balance at 31.3.23	238,676	39,819	278,495
Additions	-	-	-
Balance at 31.3.24	<u>238,676</u>	<u>39,819</u>	<u>278,495</u>
<u>Depreciation</u>			
Brought Forward 31.3.23	91,972	39,819	131,791
Charge For The Year	23,868	-	23,868
Carried Forward 31.3.24	<u>115,840</u>	<u>39,819</u>	<u>155,659</u>
Net Book Value 31.3.24	<u>122,836</u>	<u>-</u>	<u>122,836</u>
Net Book Value 31.3.23	<u>146,704</u>	<u>-</u>	<u>146,704</u>

11. Debtors

Amounts falling due within one year:	<u>2024</u>	<u>2023</u>
	£	£
Income and Grants Receivable	22,809	43,761
Prepayments and Accrued Income	14,363	15,796
Other Debtors	-	-
VAT Repayable	-	-
	<u>37,172</u>	<u>59,557</u>

12. Creditors

Amounts falling due within one year:	<u>2024</u>	<u>2023</u>
	£	£
Taxes and other Social Security costs	20,023	26,269
Trade Creditors	21,689	45,669
Grants Received in Advance	-	127,250
Accrued Expenses	8,095	9,266
VAT liability	-	3,811
Rent Free Period	14,838	17,488
Other Creditors	18,115	29,491
	<u>82,760</u>	<u>259,244</u>

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Notes to the financial statements for the year ended 31 March 2024 - continued

Grants Received in Advance (Deferred Income)

	<u>2024</u>	<u>2023</u>
	£	£
Balance at 1 April 2023	127,250	155,346
Released to Incoming Resources	(127,250)	(155,346)
Amount Deferred in the Year	-	127,250
	-	127,250

Deferred income represents income received in advance of the period to which it relates.

13. Analysis of Net Assets between Funds

Year Ended 31 March 2024	General Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Fixed Assets	122,836	-	-	122,836
Current Assets	489,108	-	52,895	542,003
Current Liabilities	(82,760)	-		(82,760)
Net Assets at 31.3.2024	529,184	-	52,895	582,079

Year Ended 31 March 2023	General Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Fixed Assets	146,704	-	-	146,704
Current Assets	692,534	-	20,419	712,953
Current Liabilities	(259,244)	-	-	(259,244)
Pension Scheme Deficit	(123,000)	-	-	(123,000)
Net Assets at 31.3.2023	456,994	-	20,419	477,413

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Notes to the financial statements for the year ended 31 March 2024 - continued

14. Movement in Funds

Year Ended 31 March 2024	At 1 April 2023 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2024 £
Restricted funds:					
Advice on Prescription	-	71,788	60,344	-	11,444
Money and Pensions Service	-	231,599	232,475	876	-
Early Intervention	-	23,553	28,341	4,788	-
M S Society	-	6,334	11,745	5,411	-
Nottinghamshire Housing Advice	20,419	-	20,419	-	-
Citizen's Advice	-	475,619	459,126	9,724	26,217
Synergy	-	11,668	11,668	-	-
Trussell Trust	-	76,002	72,339	938	4,601
Autism Service	-	45,000	34,367	-	10,633
NCC Social Recovery	-	45,290	45,290	-	-
Total restricted funds	<u>20,419</u>	<u>986,853</u>	<u>976,114</u>	<u>21,737</u>	<u>52,895</u>
Unrestricted funds:					
General Funds available for day to day activities	579,994	1,059,354	1,088,427	(21,737)	529,184
Pension fund	(123,000)	123,000	-	-	-
Total unrestricted funds	<u>456,994</u>	<u>1,182,354</u>	<u>1,088,427</u>	<u>(21,737)</u>	<u>529,184</u>
Total funds	<u>477,413</u>	<u>2,169,207</u>	<u>2,064,541</u>	<u>-</u>	<u>582,079</u>
Year Ended 31 March 2023	At 1 April 2022 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2023 £
Restricted funds:					
Advice on Prescription	-	49,301	49,301	-	-
Money and Pensions Service	-	273,737	273,737	-	-
Early Intervention	5,012	18,267	18,267	(5,012)	-
M S Society	934	12,667	12,667	(934)	-
Nottinghamshire Housing Advice	29,951	-	9,532	-	20,419
UC- HTC	-	385,542	385,542	-	-
Kick Start	-	10,789	10,789	-	-
Synergy	-	29,900	29,900	-	-
Trussell Trust	-	48,085	48,085	-	-
Autism Service	-	42,132	42,132	-	-
NCC Social Recovery	-	32,350	32,350	-	-
Other	1,409	3,168	3,168	(1,409)	-
Total restricted funds	<u>37,306</u>	<u>905,938</u>	<u>915,470</u>	<u>(7,355)</u>	<u>20,419</u>
Unrestricted funds:					
General Funds available for day to day activities	(728,604)	2,244,694	1,066,451	7,355	456,994
Total unrestricted funds	<u>(728,604)</u>	<u>2,244,694</u>	<u>1,066,451</u>	<u>7,355</u>	<u>456,994</u>
Total funds	<u>(691,298)</u>	<u>3,150,632</u>	<u>1,981,921</u>	<u>-</u>	<u>477,413</u>

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the financial statements for the year ended 31 March 2024 - continued

Purposes of restricted funds:

Money and Pensions Service – This fund is from the East Midlands Money Advice (EMMA) Project and is for the provision of free debt advice. The project continues but all available funds have been spent in the year.

Multiple Sclerosis Society – Funding to employ a part time (8 hours per week) Welfare Adviser to work with people affected by MS.

Nottinghamshire Housing Advice – This charity made a generous donation previously, which can only be used for the purpose of housing advice and housing debt advice.

Citizen's Advice – This is the universal credit – 'Help to Claim' service, Innovation and advice lines. These funds are via a sub-grant with Citizens Advice. Citizens Advice hold the lead grant agreement with the Department for Work and Pensions.

Advice on Prescription – This service is funded by Gedling Borough Council and is for the provision of advice services for residents referred from GPs within the project.

Early Intervention – Funding was received from the National Lottery for a 3-year project to support people with advice and a direct referral route into a MIND counsellor.

Synergy – The Synergy Primary Care Network (in Gedling) fund through the ARRS (Additional Roles Reimbursement Scheme) a Social Prescribing Advice Link Worker who delivers advice and full casework for patients referred from Synergy GPs.

Trussell Trust – These three separate services are for independent Trussell Trust foodbanks to deliver advice service within their foodbanks.

Autism – A service delivered under Citizens Advice Mid Mercia who are commissioned by Nottinghamshire County Council to deliver services for adults with or awaiting a diagnosis.

Social Recovery Fund – This fund is from Nottinghamshire County Council to support residents of Gedling and Rushcliffe with debt and welfare rights issues.

15. Negligence Insurance

The Company participates in a professional liability insurance scheme provided by Citizens Advice. It is not possible to separate the cost of this scheme from the other policy covers provided. The scheme provides cover up to a maximum of £2,500,000 in any one year for the Organisation as a whole.

16. Financial Commitments

A 10 year lease for premises on Maid Marian Way in Nottingham was signed on 9 May 2019 and has now commenced with a six month rent free period at a rent of £53,000 per annum and a monthly service charge of £332. The rental commitment annually totals £50,350 until 2029.

The Company has committed to one Vodafone mobile phone contract and seven on contract with O2 of varying length in duration, plus 18 on giffgaff on a rolling contract.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the financial statements for the year ended 31 March 2024 - continued

17. Citizens Advice (Related Party)

The Company is a member of Citizens Advice, which provides guidance, encouragement, training and support. Transactions with Citizens Advice are shown below.

	2024	2023
	£	£
Receipts		
Citizens Advice		
- US- HTC	385,427	385,542
- Advice Line (CSDF1)	15,000	15,000
- Innovation (CSDF2)	41,189	-
- Energy Advice	34,003	-
Expenditure		
Citizens Advice		
-Annual membership fee including reference materials, information systems and elements of insurance cover.	10,341	9,846

18. Employee Benefit Obligations

The Company contributes to both a defined benefit and defined contribution pension scheme. The assets are held and administered by the Nottinghamshire County Council Pension Scheme and Standard Life. The pension cost charge represents contributions payable by the Company to the pension schemes and amounts to £69,406 (2023: £88,106). There is no amount due to the pension scheme at the year end date.

An actuarial valuation was carried out for the defined benefit scheme by Barnett Waddingham by rolling forward to 31 March 2024 the value of the employer's liability calculated for the funding valuation as at 31 March 2023 using financial assumptions that comply with FRS102. The valuations are calculated every three years the last one being on 31 March 2023.

The amounts recognised in the balance sheet are as follows:-

	2024	2023
	£	£
Present value of funded obligations	1,770,000	1,765,000
Fair value of plan assets	(1,791,000)	(1,642,000)
	<u>(21,000)</u>	<u>123,000</u>
Restriction on net scheme assets	21,000	
Present value of unfunded obligations	<u>-</u>	<u>-</u>
Deficit	-	123,000
Net Liability	<u>-</u>	<u>123,000</u>

The amounts recognised in surplus or deficit are as follows:-

	2024	2023
	£	£
Current service costs	28,000	63,000
Net interest from net defined benefit asset/ liability	5,000	35,000
Administration Expenses	1,000	1,000
	<u>34,000</u>	<u>99,000</u>
Actual return on plan assets	<u>34,000</u>	<u>99,000</u>

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Notes to the financial statements for the year ended 31 March 2024 - continued

Changes in the present value of the defined benefit obligation are as follows:-

	<u>2024</u>	<u>2023</u>
	<u>£</u>	<u>£</u>
Opening defined benefit obligation	1,765,000	3,029,000
Current service cost	28,000	63,000
Contributions by scheme participants	8,000	8,000
Interest cost	84,000	78,000
Actuarial (gains)/losses from changes in assumptions	(83,000)	(1,376,000)
Estimated benefits paid net of transfers	(32,000)	(37,000)
	<u>1,770,000</u>	<u>1,765,000</u>

Changes in the fair value of the scheme assets are as follows:-

	<u>2024</u>	<u>2023</u>
	<u>£</u>	<u>£</u>
At 1 April 2023	1,642,000	1,659,000
Interest Income	79,000	43,000
Benefits Paid	(32,000)	(37,000)
Contributions by Employer	30,000	47,000
Contributions by scheme participants	8,000	8,000
Administration Expenses	(1,000)	(1,000)
Remeasurements:		
Return on plan assets, excluding amount included in interest income	65,000	(74,000)
Actuarial gains and losses	-	(3,000)
At 31 March 2024	<u>1,791,000</u>	<u>1,642,000</u>

The amount recognised in other comprehensive income are as follows:-

	<u>2024</u>	<u>2023</u>
	<u>£</u>	<u>£</u>
Recognised in other comprehensive income:		
Measurement of Liability:		
Actuarial gains/(losses) from changes in financial assumptions	65,000	(74,000)
Other actuarial gains/(losses)	-	(3,000)
Return on fund assets in excess of interest	83,000	1,376,000
Other movements	(4,000)	
Restriction on net scheme asset	(21,000)	
	<u>123,000</u>	<u>1,299,000</u>

The major categories of scheme assets as a percentage total scheme assets are as follows:-

	<u>2024</u>	<u>2023</u>
	<u>£</u>	<u>£</u>
Equities	63	62
Gilts	2	2
Bonds	6	6
Property	11	12
Infrastructure	7	8
Inflation linked	5	5
Cash/temporary investments	6	5
	<u>100</u>	<u>100</u>

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the financial statements for the year ended 31 March 2024 - continued

Principal actuarial assumptions at the balance sheet date (expressed as weighted averages):

Discount rate	4.95%
Future salary increases	2.85%
Future pension increases	3.85%
RPI inflation	3.15%

19. FRC Ethical Standard – In common with many other entities of our size and nature we use our auditors to assist with the preparation of the financial statements.

20. Cash Flow Statement

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

	<u>2024</u>	<u>2023</u>
	£	£
Net incoming resources	(18,334)	(78,289)
Adjustments:		
Interest received	(5,961)	-
Depreciation charges	23,868	26,427
(Increase)/decrease in debtors	22,385	42,954
Increase/(decrease) in creditors	(176,485)	(135,479)
	(154,527)	(144,387)

NOTTINGHAM AND DISTRICT CITIZENS ADVICE BUREAU

England & Wales - Charity number 701259

Accounts

**NOTTINGHAM AND DISTRICT
CITIZENS ADVICE BUREAU**

(A Company Limited by Guarantee)

**REPORT AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2023**

**Charity Number 701259
Company Number 2323141**

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

**Financial Statements
For the year ended 31 March 2023**

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**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2023

Reference and Administrative Information

CHARITY NAME: Nottingham and District Citizens Advice Bureau trading as Citizens Advice Nottingham & District

CHARITY REGISTRATION NUMBER: 701259

COMPANY REGISTRATION NUMBER: 2323141 (England and Wales)

REGISTERED OFFICE AND OPERATIONAL ADDRESS: 16 – 18 Maid Marian Way
Nottingham
NG1 6HS

BOARD OF TRUSTEES:

J Chambers	Elected (Appointed 30.01.23) (Chair)
T Straw	Elected (Appointed 30.01.23) (Treasurer)
O B Gill	Elected (Appointed 30.01.23)
E Kingscott	Elected (Appointed 30.01.23)
D R Kinshott	Elected (Appointed 13.03.23)
P Slocombe	Elected (Resigned 05.12.23)
S Payne	Elected (Resigned 05.12.23)
K Godfrey	Elected (Appointed 30.01.23) (Resigned 20.04.23)
D Preston	Elected (Resigned 13.04.23)
R Hodge	Elected (Resigned 09.01.23)
S Calvert	Elected (Resigned 12.12.22)
M Pipkin	Elected (Resigned 29.11.22)
R Handley	Elected (Resigned 02.11.22)
R Kang	Elected (Resigned 02.11.22)
G Zimodni	Elected (Resigned 02.11.22)

CHIEF OFFICER D Cumberlidge
(responsible for day to day running of the charity)

COMPANY SECRETARY: G Morrall (Resigned 19.04.23)

SENIOR STATUTORY AUDITOR: Alexander Butterfield for and on behalf of
Haines Watts East Midlands Ltd
10 Stadium Business Court
Millennium Way
Pride Park
Derby
DE24 8HP

BANKERS: Unity Trust Bank
Nine Brindleyplace
Birmingham
B1 2HB

SOLICITORS: Actons Solicitors
20 Regent Street
Nottingham
NG1 5BQ

**Nottingham and District Citizens Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2023 - Continued

The Trustees are pleased to present their annual report together with the financial statements of the charity for the year ending 31 March 2023 which are also prepared to meet the requirements for a Directors' report and accounts for Companies Acts purposes.

The financial statements comply with the Charities Act 2011, and the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard in the UK and Republic of Ireland (FRS102).

Chair's Report

I am very pleased to make my first report as Chair of Citizens Advice Nottingham & District.

After an incredibly challenging two years affected by the pandemic, in 2022-23 we, our clients and communities were then faced with the start of the cost of living crisis which will continue in 2023-24. We saw our clients facing increasing costs particularly around rent, energy and food which income is unable to keep up with. Our own costs are also increasing with energy costs rising by over £10,000 in a year.

I'd like to thank all involved in delivering this incredibly vital service to our clients – staff, volunteers and trustees. I remain constantly inspired by the dedication of this organisation. Our success is directly linked to the hard work, energy, commitment and consistency our teams show in driving us forward towards our new vision "To serve the community through the provision of quality and accessible advice". My thanks also to our funders and supporters for helping us to deliver our services.

1. We continue to build on our established relationships across the City, County and East Midlands with new and exciting partnerships with the Trussell Trust and Citizens Advice Mid Mercia. We will look for and build new partnerships during 2023-24 to ensure we reach more clients in our community and those most vulnerable including those facing Severe Multiple Disadvantage.

Long term sustainable funding is essential to meet rising costs and increasing demand for our services and these remain a high priority for 2023-24, particularly as we look to diversify and strengthen our funding sources across the next 12 months.

It is important to emphasise that whilst we are part of the national Citizens Advice family, we are an independent local charity and are solely responsible for raising and obtaining the funding we need to provide services. We face the same cost pressures as everyone else and the next few years will be very challenging.

We are hugely thankful to be supported by our local authorities, Nottingham City, Gedling, Rushcliffe and Nottinghamshire as well as other organisations and funders supporting specific projects.

We have some very exciting plans for the coming year to meet the growing challenges faced by our organisation and clients. We will grow from strength to strength, building and delivering a sustainable and efficient service and working together to achieve the best possible outcomes for our clients.

Jemma Chambers - Chair of the Board of Trustees

**Nottingham and District Citizens Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2023 – Continued

OUR PURPOSES AND ACTIVITIES

The Company's objectives are to promote any charitable purpose for the benefit of the community in the City of Nottingham and the Boroughs of Gedling and Rushcliffe by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. In particular the Company operates as a Citizens Advice local office under the Membership Scheme of Citizens Advice.

We provide free, confidential, impartial and independent advice on a range of topics including debt, benefits, housing, consumer and tax issues as well as basic legal advice particularly relating to immigration and family matters. During the year we delivered under grant agreement for Nottingham City Council:

- Neighbourhood and citywide advice services, and shared this work with Bestwood Advice Centre, Clifton Advice Centre, Meadows Advice Group, Nottingham Law Centre, St Anns Advice Centre and Nottinghamshire Deaf Society.
- Housing and housing debt advice services.

and had a Service Delivery Agreement with:

- Consumer Advice and Law Service (CALS) for the provision of debt advice in the Nottingham area as part of the East Midlands Money Advice (EMMA) service. This work is funded by the Money and Pensions Service (MaPS).
- Citizens Advice nationally to deliver the national Help To Claim service. This work is funded by the Department of Work and Pensions.

Building on new partnerships in 2021-22 we continued to diversify funding and secured new funding streams including Citizens Advice Mid Mercia and the Trussell Trust.

Over the year we increased our face to face delivery as we saw more vulnerable people needing support with more complex issues.

The company relies heavily on the work of its volunteers to maintain the core service which it provides. The costs of volunteers, other than expenses paid, are not included within these accounts. The Trustee Board offers its thanks to the volunteers for the work they do, without which the Company could not operate effectively.

Public Benefit

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

The service aims:

- To provide the advice people need for the problems they face.
- To improve the policies and practices that affect people's lives.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2023 – Continued

The Citizens Advice service helps all people to solve their problems, particularly in the areas of debt, benefits and housing. People are helped through face-to-face advice, virtual appointments, on the telephone and by email. Information is available via the internet. We campaign locally and nationally for improvements to services and the law. We use the anonymised evidence we collect from helping our clients to make a difference for people who may never seek advice by communicating our evidence for change to policymakers in Government and the wider public and private sector. A contact with a Citizens Advice adviser for one person could lead to a change in policy or law that will positively affect the lives of many more.

As a force for social cohesion and inclusion, we aim to contribute to our communities in the following main ways:

1. As a force for economic development and regeneration by reducing poverty, improving benefit take-up, and improving personal financial management.
2. Through trained volunteers and active citizenship, targeting those most in need.
3. As a route to changing policy locally, regionally and nationally, through research and campaigns.
4. As a mine of information and knowledge about local communities to help local planning and community participation (through involvement in local partnerships, community profiling and access to e-government services).

The Company provides a service to the people of Nottingham and Nottinghamshire; in particular, the people who live in the city and the Boroughs of Gedling and Rushcliffe. Our outreach services allow us to extend the service to those who live further away and find travel to our city centre offices difficult or inconvenient. The portfolio of projects delivered has enabled us to reach new areas including Broxtowe, Daybrook and Clifton with face-to-face support in the community.

Demand for information, advice and support is huge. In order to maximise the number of people we assist we provide advice by telephone, virtual meeting, webchat and for those who are not able to access us any other way face to face. We also provide self-help information, leaflets and fact sheets.

The Trustees confirm that they have complied with their duties under section 17 of the 2011 Charities Act with regard to Public Benefit.

ACHIEVEMENTS AND PERFORMANCE

The impact of the COVID is still seen with fewer active volunteer advisers than pre pandemic. We continue to recruit and train volunteers although restricted by funding and resources to support them.

During the year:

- We advised and supported 9,006 people during the year.
- We dealt with £3.39m of debt, of which £412,473 was written off with our help.
- Across the service, we helped our clients claim £4.45 million in benefits and £223,218 in other income.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2023 - Continued

FINANCIAL REVIEW

The Company had total incoming resources during the year of £1,903,632.

A deficit of £78,289 was made in the year to 31 March 2023, (prior to the actuarial surplus).

The FRS102 accounting standard makes it necessary to include the defined benefit pension scheme deficit on the balance sheet. The deficit is represented on the bottom of the balance sheet by a negative reserve.

Reserves Policy

The Trustees have examined the Company's requirement for reserves in light of the main risks to the organisation. They have established a policy whereby unrestricted reserves are needed to assist continuity in the event of any funding terminations, covering consequent redundancy pay liabilities.

This amounts to the equivalent of three months of relevant budgeted expenditure for 2023-24, plus an amount for one-off costs, held as cash. This amounts to £410,000. Reserves currently cover this policy, but do not substantially exceed it.

This policy will be reviewed annually.

Investment Policy

There are no investments, as there is no element of current cash holdings which has certainty of not being needed within an investable timescale.

Pay Policy for Senior Staff

The pay rates for senior staff are determined by the Trustees, usually at a flat % increase applied to all staff regardless of seniority except those who are contracted under local government pay award where Nottinghamshire County Council pay scales apply.

OUR VISION

Our Vision is to put our clients at the heart of everything we do, to help ensure:

- We are their trusted source of advice and information.
- We are an organisation our communities, stakeholders and partners want to support and work with.

In working towards our Vision, we will:

- Promote to staff and volunteers our vision, aims and objectives to ensure they are owned by all.
- Develop a clear sense of "one service" with the needs of clients at the heart of the organisation.
- Have a team of staff and volunteers who are trained and expert in their field and will work together to provide quality advice and information.
- Provide high quality advice, focussing on early intervention, and services that are proportionate to need to help people solve their problems, whoever they are, and whatever their problem.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2023 - Continued

Future Plans

The Board of Trustees has written a new Business and Development Plan for 2023-26. The Plan identifies the main challenges facing the organisation and aligns to three workstreams with Governance running across them. The workstreams are:

- Financial Structure
- Service Delivery
- People & Culture

The new vision for 2023-26 is “To serve the community through the provision of quality and accessible advice” with a strategy “To build and deliver a sustainable and efficient service, with all stakeholders working together to achieve the best possible outcomes”.

The Board of Trustees review progress against our Business Plan at quarterly Board meetings. The Plan will be rolled forward annually so we are always working in Year One.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 30 November 1988 and registered as a charity on 7 March 1989. The Company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. This was revised and adopted at the Annual General Meeting on 23 August 2004. In the event of the Company being wound up, Directors are required to contribute an amount not exceeding £1.

The organisation is a company limited by guarantee not having a share capital and has obtained exemption with Companies Act to dispense with the word ‘limited’ as part of its company name.

Recruitment and Appointment of the Board of Trustees

The directors of the company are also charity trustees for the purposes of charity law. Under the requirements of the Memorandum and Articles of Association, the members of the Board of Trustees are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

The maximum number of Trustees is fifteen and the minimum number three, being either:

- Elected at the Annual General Meeting (there being no more than ten such elected trustees in total); or
- Co-opted by the Board of Trustees (provided that on appointment the total number of co-opted Trustees does not exceed one third of the total number of Trustees)

The Trustees who served during the year are shown in the Company Information set out on page 12

The Company holds Annual General and Public Meetings every year.

Trustee Induction and Training

New Trustees are provided with a full induction and training programme. Trustees receive ongoing appropriate training.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2023 - Continued

Organisation

The Board of Trustees meets on a quarterly basis for full board meetings and is responsible for the strategic direction and policy of the Company.

A scheme of delegation is in place and day to day responsibility for the provision of the services rests with the Chief Officer. The Chief Officer is responsible for ensuring that the Company delivers the services specified and that key performance indicators are met.

The Company is supported by a dedicated and strong team of staff and volunteers who are led by Supervisors and Managers who are experienced and knowledgeable in the advice sector.

Related Parties

The organisation is a member of Citizens Advice (Company Number 1436945 and registered charity 279057) which provides guidance, encouragement, training and support. During the year we have also worked in partnership with Bestwood Advice Centre, Clifton Advice Centre, Meadows Advice Group, Nottingham Law Centre and St Anns Advice Centre.

RISK MANAGEMENT

The Trustees have assessed the major risks to which the Company is exposed, in particular those related to the reputation, operation and finances of the Company, and are satisfied that systems are in place to mitigate exposure to major risks. A comprehensive risk assessment is undertaken annually by the Trustees. This provides a thorough understanding of the business risks to the Company and contributes to the completion of the Citizens Advice service-wide risk assessment. Where appropriate, systems or procedures have been established to mitigate the risks the Company faces.

RESPONSIBILITIES OF THE TRUSTEES

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 as at the balance sheet date and of its incoming resources and application of resources and including income and expenditure for the financial year. In preparing those financial statements, the Trustees should follow best practice and:

- 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.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business; and
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charitable Company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charitable Company and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2023 - Continued

Insofar as the Trustees are aware:

- There is no relevant audit information of which the charity's auditors are unaware and.
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

MEMBERS OF THE BOARD OF TRUSTEES

Members of the Board of Trustees, who are directors for the purpose of the company law and Trustees for the purpose of charity law, who served during the year and up to the date of this report are set out on page 1.

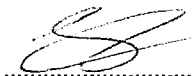
Directors of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees on 31 March 2023 was 9 (2022: 8).

Haines Watts East Midlands Ltd were appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

A resolution to re-appoint Haines Watts East Midlands Ltd as auditors of the Company will be proposed at the Annual General Meeting.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Approved by the Board of Trustees on 5th December 23 and signed on its behalf by:



.....
Jemma Chambers (Director/ Chair)

**Report of Independent Auditors to the Members of
Nottingham and District Citizens Advice Bureau
A Charitable Company Limited by Guarantee**

Opinion

We have audited the financial statements of Nottingham and District Citizens Advice Bureau for the year ended 31 March 2023 on pages twelve to twenty seven which comprise the Statement of Financial Activities, the summary Income and Expenditure Account, the Balance Sheet, the Cash Flow Statement and the related notes. 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 the 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 Auditors' 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 the provisions available for small entities, in the circumstances set out in note twenty-one to the financial statements, 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 director's use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the director has not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company'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.

However, because not all future events or conditions can be predicted, this statement is not a guarantee as to the charity's ability to continue as a going concern.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our Auditors report thereon. The Trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and 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.

**Report of Independent Auditors to the Members of
Nottingham and District Citizens Advice Bureau
A Charitable Company Limited by Guarantee**

Opinion 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 Director's report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Directors 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 company and its environment obtained in the course of the audit we have not identified material misstatements in the Director's Report included within the Trustees Report.

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

- adequate and proper accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- Parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustee's 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' exemption from the requirement to prepare a Strategic Report or in preparing the Trustees report.

Responsibilities of Trustees

As explained more fully in the Statement of Trustees Responsibilities set out on page seven, 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 has no realistic alternative but to do so.

Auditors' 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 a Report of the Auditors 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.

**Report of Independent Auditors to the Members of
Nottingham and District Citizens Advice Bureau
A Charitable Company Limited by Guarantee**

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;

- Reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements. Specifically reviewing compliance with Charities SORP FRS102 and the Companies Act 2006.
- Performing recalculations of contractual income streams including accounting entries made in respect of any income accrued and deferred.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate an increased risk of material misstatement as a result of fraud.
- Performing substantive testing over a selection of journal entries made in the period, to address the risk of fraud due to management override of controls.
- Assessing material accounting estimates to determine if there are indications of management bias.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members, and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

Despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to the inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularity likely involve collusion, forgery, intentional misrepresentations, or the override of internal controls.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Auditors.

Use of Report

This report is made solely to the Company's Trustees 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 Trustees 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 Company's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.



.....
Alexander Butterfield – Senior Statutory Auditor
For and on behalf of Haines Watts East Midlands Ltd- Statutory Auditors
10 Stadium Business Court
Millennium Way, Pride Park
Derby, DE24 8HP

Date: 21/12/2023

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee) – Company Number 2323141

Statement of Financial Activities
(Including Income and Expenditure Account)
For the year ended 31 March 2023

Note	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £
Income						
Donations and Legacies	1,904	-	1,904	3,745	-	3,745
JRS Government Furlough Grant	-	-	-	-	-	-
<i>Income from Charitable Activities</i>						
Grants and Contracts	995,790	905,938	1,901,728	988,640	876,934	1,865,574
<i>Income from Other Trading Activities</i>						
Other Income	-	-	-	-	-	-
Total Incoming Resources	997,694	905,938	1,903,632	992,385	876,934	1,869,319
Expenditure						
<i>Expenditure on Charitable Activities</i>						
3/4	1,066,451	915,470	1,981,921	929,813	869,579	1,799,392
Total Expenditure	1,066,45	915,470	1,981,921	929,813	869,579	1,799,392
Net Income/(Expenditure) and Net Movement in Funds for the Year	(68,757)	(9,532)	(78,289)	62,572	7,355	69,927
Transfer Between Funds	7,355	(7,355)		-	-	-
Actuarial Surplus/(Loss) on Defined Benefit Pension Scheme	1,247,000	-	1,247,000	226,000	-	226,000
Reconciliation of Funds Total Funds Brought Forward	(728,604)	37,306	(691,298)	(1,017,176)	29,951	(987,225)
Total Funds Carried Forward	456,994	20,419	477,413	(728,604)	37,306	(691,298)

The Statement of Financial Activities includes all gains and losses recognised in the year. All income and expenditure derives from continuing activities.


Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee) – Company Number 2323141

Balance Sheet as at 31 March 2023

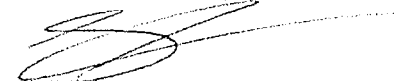
		<u>2023</u>		<u>2022</u>	
	Note	£	£	£	£
Tangible Fixed Assets					
- Leasehold Improvements	9		146,704		170,777
- Computer Equipment	9		-		2,354
Total Fixed Assets			146,704		173,131
Current Assets					
Debtors	10	59,557		102,511	
Cash at bank and in hand		653,396		797,783	
Total Current Assets			712,953		900,294
Liabilities:					
Creditors falling due within one year	11	259,244		394,723	
Net Current Assets Less Current Liabilities			453,709		505,571
			600,413		678,702
Pension Scheme deficit	18		(123,000)		(1,370,000)
Net Assets			477,413		(691,298)
The Funds of the Charity:					
Unrestricted funds					
General fund - General (monies available)		579,994		641,396	
- Pension reserve		(123,000)		(1,370,000)	
			456,994		(728,604)
Restricted Funds	13		20,419		37,306
Total Charity Funds			£ 477,413		£ (691,298)

These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

Approved by the Trustees on 5th December 2023 and signed on their behalf by:



.....
T Straw – Trustee (Treasurer)



.....
J Chambers - Trustee (Chair)

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)
Company Number 2323141

Cash Flow Statement as at 31 March 2023

	<u>Notes</u>	<u>2023</u> £	<u>2022</u> £
Net Cash Flow from Operating Activities	20	(144,387)	81,520
Returns on Investments:			
Interest Received		-	-
		(144,387)	81,520
Capital Expenditure and Financial Investments:			
Purchase of Tangible Fixed Assets		-	-
		(144,387)	81,520
Net Cash Inflow/(Outflow)		(144,387)	81,520
Increase/(Decrease) in Cash in the Year		(144,387)	81,520
Net Cash Resources at 1 April 2022		797,783	716,263
<u>Net Cash Resources at 31 March 2023</u>		<u>653,396</u>	<u>797,783</u>
Analysis of Changes in Net Funds	<u>At</u> <u>1.4.2022</u>	<u>Cash flow</u>	<u>At</u> <u>31.3.2023</u>
<u>Net Cash</u>			
Cash at Bank	797,263	(144,387)	653,396

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes forming part of the Financial Statements for the year ended 31 March 2023

1. Accounting Policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

(a) Basis of Accounting

The financial statements have been in accordance with the 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 (FRS102) – (Charities SORP FRS102). The Financial Reporting Standard applicable in UK and Republic of Ireland (FRS102) and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

Nottingham and District Citizens Advice Bureau meets the definition of a public benefit entity under FRS102.

Whilst available funding is likely to be reduced in future periods, due to financial difficulties being experienced by Nottingham City Council, the Trustees' consider that there are no material uncertainties about the Charity's ability to continue as a going concern. The Trustees' have prepared detailed forecast information taking into account the expected reduction in funding, likely impact on cashflows and the available headroom of the Charity, based on this assessment the Trustees' consider that there are no material uncertainties about the Charity's ability to continue as a going concern, and that no further adjustments are required in these financial statements.

The financial statements are presented in Sterling (£).

(b) Fund accounting

- Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.
- Designated funds are unrestricted funds earmarked by the Board of Trustees for particular purposes.
- Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

(c) Incoming resources

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

- Voluntary income is received by way of donations and gifts, and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are recognised as income when the Company has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the Company of the item is probable and that economic benefit can be measured reliably. On receipt, donated services and facilities are recognised on the basis of the value of the gift to the Company which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.
- Investment income is included when receivable.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes forming part of the Financial Statements for the year ended 31 March 2023 – continued

- Incoming resources from grants where related to performance and specific deliverables are accounted for, as the charity earns the right to consideration by its performance.
- Legacies are accounted for on a receivable basis when the following conditions for the receipt have been met:
 - the final estate accounts have been approved
 - the legacy is capable of measurement; and
 - there is no reversionary interest.

(d) Resources expended

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

- Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of fundraising.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- The work of volunteers assists the Company to achieve its charitable objectives – the cost of the volunteers (other than travel expenses incurred) is excluded from the income and expenditure accounts and is not quantified.
- Support costs are those functions that assist with the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the Charities projects and activities. These costs have been allocated between cost of raising fund and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 4.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the Company.
- All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor areas, case load, per capita or estimated usage as set out in Note 4.

Pension costs and other post-retirement benefits

- Retirement benefits to employees of the company are provided by the Local Government Pension Scheme (LGPS) which is a defined benefit scheme.

The LGPS is a funded scheme and the assets are held separately from those of the company in separate trustee administered funds. Pension scheme assets are measured at fair value and liabilities are measured on an actuarial basis using the projected unit credit method and discounted at a rate equivalent to the current rate of return on a high quality corporate bond of equivalent term and currency to the liabilities. The actuarial valuations are obtained at least triennially and are updated at each balance sheet date. The amounts charged to the income statement are the current service costs of scheme introductions, benefit charges, settlements and curtailments. They are included as part of staff costs as incurred. Net interest on the net defined benefit obligation and interest income on the scheme assets, calculated by multiplying the fair value of the scheme assets at the beginning of the period by the rate used to discount the benefit obligations. The difference between the interest income on the scheme assets and the return on the scheme assets is recognised in the income statement. Actuarial gains and losses are recognised immediately in the income statement.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes forming part of the Financial Statements for the year ended 31 March 2023 – continued

The actuary has produced the pension disclosures based upon IAS19. The resulting pension scheme liability has been transferred to a separate pension reserve in order to ring fence the liability.

Additionally a second pension scheme is operated by Standard Life, this is a defined contribution scheme. The pension charge under this scheme represents the amounts payable by the Company to the funds in respect of the year. The pension costs paid under this scheme are shown in the notes to the accounts.

Company Limited by Guarantee

- The Company is limited by guarantee and in the event of it being wound up, every member is liable to contribute a sum not exceeding £1. There are no shares of any class either authorised or allotted.

Tangible Fixed Assets

- Capital additions have been capitalised in respect of the move to Maid Marian Way. These assets are shown on the balance sheet and are being written off over a period of 10 years (the length of the lease) from the date of first occupation of the property (July 2019).
- Capital additions of equipment have been previously written off to the Income and Expenditure Account in the year of acquisition and there is therefore no charge for depreciation. The assets comprise of office furniture, office equipment, computers and printers. The normal requirement would have been for capitalisation of office equipment and for depreciation to be charged thereon. This position was not easily quantified due to the mixture of purchased, funded, partly funded and donated equipment. Thus for clarity, this policy had been adopted to give a true and fair view. The fixed assets are insured for £182,456.
- From financial year ended 31 March 2015 fixed assets have been capitalised and depreciated from date of acquisition.
 - Computer equipment 20% on cost
 - Improvements to property 10% straight line

Donated Services, Goods or Facilities

Donated services or facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. On receipt, donated services and facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt

Debtors

Debtors are recognised at the settlement amount owed to the Charity or prepaid.

Creditors

Creditors and provisions are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party, and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount.

Financial Instruments

The Charity 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.

Taxation

The charity is exempt from tax on its charitable activities. The trustees have reviewed the charity's trading activities and are confident that they further the charity's aims and, as such, are considered to be primary purpose trading.

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Notes to the Financial Statements for the year ended 31 March 2023 - continued

Judgement and Key Sources of Estimation Uncertainty

The preparation of accounts using generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities at the date of the accounts and the reported amounts of revenues and expenses during the reporting period.

The key estimates and assumptions used in the Financial Statements are detailed in the accounting policies.

2. Income from Grants and Contracts (Charitable Activities)

	<u>2023</u>		<u>2022</u>	
	£		£	
Unrestricted				
Nottingham City Council		888,170		870,738
Nottinghamshire County Council		15,620		21,700
Gedling Borough Council		40,000		44,202
Rushcliffe Borough Council		12,000		12,000
Capital One		40,000		40,000
		<u>995,790</u>		<u>988,640</u>
		<u>2023</u>		<u>2022</u>
	£	£	£	£
Restricted				
<i>Main Projects</i>				
Money and Pensions Service	273,737		276,470	
Citizens Advice UC-HTC	385,542		388,085	
Kick Start	10,789		76,116	
DEFRA	-		65,000	
Early Intervention	18,267		13,399	
Trussell Trust	48,085		-	
Autism Service	42,132		-	
NCC Social Recovery	32,350		-	
		<u>810,902</u>		<u>819,070</u>
<i>Other Projects</i>				
M S Society	12,667		12,358	
Advice on Prescription	49,301		8,217	
Synergy	29,900		35,880	
Small Projects	3,168		1,409	
		<u>95,036</u>		<u>57,864</u>
		<u>905,938</u>		<u>876,934</u>
Total Grants and Contracts		<u>1,901,728</u>		<u>1,865,574</u>

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Notes to the Financial Statements for the year ended 31 March 2023 – continued

3. Analysis of Expenditure on Charitable Activities

	<u>Main Projects</u> £	<u>Other Projects</u> £	<u>Core Advice Work</u> £	<u>Total 2023</u> £	<u>Total 2022</u> £
Staff Costs (note 6)	674,442	79,070	390,773	1,144,285	1,001,676
Training Costs	1,035	121	600	1,756	748
Payroll Preparation Costs	-	-	-	-	2,088
Recruitment Costs	3,043	357	1,763	5,163	1,364
Travel and Subsistence	1,215	142	704	2,061	433
Subscriptions	6,614	775	3,833	11,222	13,229
IT Software and Maintenance	9,565	1,121	5,543	16,229	17,012
Subcontractors	-	-	604,136	604,136	591,097
Support & Governance Costs (Note 4)	114,988	13,450	68,631	197,069	171,745
Total	<u>810,902</u>	<u>95,036</u>	<u>1,075,983</u>	<u>1,981,921</u>	<u>1,799,392</u>

Summary Analysis of Expenditure and Related Income for Charitable Activities

The table shows the cost of the three main charitable activities and the sources of income directly to support those activities:

	<u>Main Projects</u> £	<u>Other Projects</u> £	<u>Core Advice Work</u> £	<u>Total</u> £
Grants & Contracts (see note 2)	810,902	95,036	995,790	1,901,728
Costs	(810,902)	(95,036)	(1,075,983)	(1,981,921)
Net (Costs)	<u>-</u>	<u>-</u>	<u>(80,193)</u>	<u>(80,193)</u>

Analysis of Governance and Support Costs

The Company initially identified the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between the three key charitable activities undertaken in the year.

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Notes to the Financial Statements for the year ended 31 March 2023 – continued

Refer to the table below for the basis of apportionment and the analysis of support and governance costs.

4.	<u>General</u> <u>Support</u> £	<u>Governance</u> <u>Function</u> £	<u>Total</u> <u>2023</u> £	<u>Total</u> <u>2022</u> £	<u>Basis of</u> <u>Apportionment</u>
Rent, Rates and Insurance	55,327	-	55,327	52,362	Staff Resources
Light, Heat and Water	23,696	-	23,696	14,397	Staff Resources
Cleaning	2,740	-	2,740	3,615	Staff Resources
Repair and Maintenance	11,201	-	11,201	10,867	Staff Resources
Telephone and Postage	10,391	-	10,391	16,482	Staff Resources
Publication, Printing and Stationery	7,809	-	7,809	2,004	Staff Resources
Office Equipment					
Purchase and Repairs	2,849	-	2,849	8,184	Staff Resources
Sundry Expenses	5,403	-	5,403	4,635	Staff Resources
Insurance	4,238	-	4,238	4,533	Staff Resources
Annual Report and AGM Costs	-	78	78	99	Governance
Audit and Accountancy	-	10,229	10,229	5,000	Governance
Depreciation	26,427	-	26,427	29,372	Staff Resources
Legal and Professional Fees	-	8,873	8,873	3,724	Governance
Dilapidations	-	-	-	-	Staff Resources
Bookkeeping/ Management Accounts	-	5,386	5,386	4,352	Staff Resources
Irrecoverable VAT	22,422	-	22,422	12,119	Staff Resources
	<u>172,503</u>	<u>24,566</u>	<u>197,069</u>	<u>171,745</u>	

5. Net Income/(Expenditure) for the Year

This is stated after charging:

	<u>2023</u> £	<u>2022</u> £
Operating Leases – Rent and Service Charges	49,973	51,303
Auditor's remuneration:		
Audit services	4,000	3,500
Accountancy services	2,400	1,500
Payroll Services	2,381	2,088
Depreciation	22,422	29,372

6. Employee Information

	<u>2023</u>	<u>2022</u>
Average Number of Employees:		
Advisors, Management and Administration	<u>50</u>	<u>48</u>
Staff Costs		
Salaries	959,668	830,809
Pension costs	88,106	97,346
Social Security costs	78,178	52,756
Pension surcharges paid to Nottinghamshire County Council Pension Scheme	18,333	20,765
	£ <u>1,144,285</u>	£ <u>1,001,676</u>

Total remuneration of key management personnel in the year was £168,143 (2022: £125,205).

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the Financial Statements for the year ended 31 March 2023 – continued

The number of employees to whom retirement benefits were accruing was as follows:

	<u>2023</u>	<u>2022</u>
Defined Benefit Scheme	6.0	8.5
Defined Contribution Scheme	41.0	32.5

No employee earned £60,000 or more per annum

7. Trustee Remuneration and Related Party Transactions

No emoluments were received by the Board of Trustees in their capacity as Trustees.

There were no emoluments or expenses paid to any Trustee, or persons connected with such a Trustee, directly or indirectly from the funds of the Company or from the property of any situation or body corporate connected with the Company. There are no other related party disclosures.

8. Taxation

The Company is exempt on tax on income and gains falling within Section 505 of the Taxes Act 1988 or Section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

9. Tangible Fixed Assets

	<u>Improvements to Property</u>	<u>Computer Equipment</u>	<u>Total</u>
	£	£	£
<u>Cost</u>			
Balance at 31.3.22	238,676	39,819	278,495
Additions	-	-	-
Balance at 31.3.23	238,676	39,819	278,495
<u>Depreciation</u>			
Brought Forward 31.3.22	67,899	37,465	105,364
For Year	24,073	2,354	26,427
Carried Forward 31.3.23	91,972	39,819	131,791
Net Book Value 31.3.23	146,704	-	146,704
Net Book Value 31.3.22	170,777	2,354	173,131

10. Debtors

	<u>2023</u>	<u>2022</u>
	£	£
Amounts falling due within one year:		
Income and Grants Receivable	43,761	65,000
Prepayments and Accrued Income	15,796	11,093
Other Debtors	-	7,482
VAT Repayable	-	18,936
	59,557	102,511

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Notes to the financial statements for the year ended 31 March 2023 – continued

11. Creditors

Amounts falling due within one year:	<u>2023</u>	<u>2022</u>
	£	£
Taxes and other Social Security costs	26,269	24,840
Trade Creditors	45,669	72,871
Grants Received in Advance	127,250	155,346
Accrued Expenses	9,266	41,208
VAT liability	3,811	-
Client account	-	-
Rent Free Period	17,488	20,138
Other Creditors	29,491	80,320
	<u>259,244</u>	<u>394,723</u>

Grants Received in Advance (Deferred Income)

	<u>2023</u>	<u>2022</u>
	£	£
Balance at 1 April 2022	155,346	389,586
Released to Incoming Resources	(155,346)	(311,656)
Amount Deferred in the Year	127,250	77,416
	<u>127,250</u>	<u>155,346</u>

Deferred income represents income received in advance of the period to which it relates.

12. Analysis of Net Assets between Funds

Year Ended 31 March 2023	General Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Fixed Assets	146,704	-	-	146,704
Current Assets	692,534	-	20,419	712,953
Current Liabilities	(259,244)	-	-	(259,244)
Pension Scheme				
Deficit	<u>(123,000)</u>	<u>-</u>	<u>-</u>	<u>(123,000)</u>
Net Assets at 31.3.2023	<u>456,994</u>	<u>-</u>	<u>20,419</u>	<u>477,413</u>
Year Ended 31 March 2022	General Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Fixed Assets	173,131	-	-	173,131
Current Assets	734,698	-	165,596	900,294
Current Liabilities	(266,433)	-	(128,290)	(394,723)
Pension Scheme				
Deficit	<u>(1,370,000)</u>	<u>-</u>	<u>-</u>	<u>(1,370,000)</u>
Net Assets at 31.3.2022	<u>(728,604)</u>	<u>-</u>	<u>37,306</u>	<u>(691,298)</u>

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Notes to the financial statements for the year ended 31 March 2023 - continued

13. Movement in Funds

Year Ended 31 March 2023	At 1 April 2022 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2023 £
Restricted funds:					
Advice on Prescription	-	49,301	49,301	-	-
Money and Pensions Service	-	273,737	273,737	-	-
Early Intervention	5,012	18,267	18,267	(5,012)	-
M S Society	934	12,667	12,667	(934)	-
Nottinghamshire Housing Advice	29,951	-	9,532	-	20,419
UC- HTC	-	385,542	385,542	-	-
Kick Start	-	10,789	10,789	-	-
Synergy	-	29,900	29,900	-	-
Trussell Trust	-	48,085	48,085	-	-
Autism Service	-	42,132	42,132	-	-
NCC Social Recovery	-	32,350	32,350	-	-
Other	1,409	3,168	3,168	(1,409)	-
Total restricted funds	<u>37,306</u>	<u>905,938</u>	<u>915,470</u>	<u>(7,355)</u>	<u>20,419</u>
Unrestricted funds:					
General Funds available for day to day activities	(728,604)	2,244,694	1,066,451	7,355	456,994
Total unrestricted funds	<u>(728,604)</u>	<u>2,244,694</u>	<u>1,066,451</u>	<u>7,355</u>	<u>456,994</u>
Total funds	<u>(691,298)</u>	<u>3,150,632</u>	<u>1,981,921</u>	<u>-</u>	<u>477,413</u>
Year Ended 31 March 2022	At 1 April 2021 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2022 £
Restricted funds:					
Advice on Prescription	-	8,217	8,217	-	-
Money and Pensions Service	-	276,470	276,470	-	-
DEFRA	-	65,000	65,000	-	-
Early Intervention	-	13,399	8,387	-	5,012
M S Society	-	12,358	11,424	-	934
Nottinghamshire Housing Advice	29,951	-	-	-	29,951
UC- HTC	-	388,085	388,085	-	-
Kick Start	-	76,116	76,116	-	-
Synergy	-	35,880	35,880	-	-
Other	-	1,409	-	-	1,409
Total restricted funds	<u>29,951</u>	<u>876,934</u>	<u>869,579</u>	<u>-</u>	<u>37,306</u>
Unrestricted funds:					
General Funds available for day to day activities	(1,017,176)	1,218,385	929,813	-	(728,604)
Total unrestricted funds	<u>(1,017,176)</u>	<u>1,218,385</u>	<u>929,813</u>	<u>-</u>	<u>(728,604)</u>
Total funds	<u>(987,225)</u>	<u>2,095,319</u>	<u>1,799,392</u>	<u>-</u>	<u>(691,298)</u>

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the financial statements for the year ended 31 March 2023 - continued

Purposes of restricted funds:

Money and Pensions Service – This fund is from the East Midlands Money Advice (EMMA) Project and is for the provision of free debt advice. The project continues but all available funds have been spent in the year.

Multiple Sclerosis Society – Funding to employ a part time (8 hours per week) Welfare Adviser to work with people affected by MS.

Nottinghamshire Housing Advice – This charity made a generous donation previously, which can only be used for the purpose of housing advice and housing debt advice. A balance is carried forward of £20,419.

UC-HTC – This is the universal credit – ‘Help to Claim’ service. This fund is via a sub-grant with Citizens Advice. Citizens Advice hold the lead grant agreement with the Department for Work and Pensions.

Advice on Prescription – This service is funded by Gedling Borough Council and is for the provision of advice services for residents referred from GPs within the project.

DEFRA – Funding was received from DEFRA (via Nottingham City Council) to support residents of Nottingham City post-COVID. It was used to provide general advice support to residents and was partly delivered through the establishment of outreach in two foodbank sites.

Early Intervention – Funding was received from the National Lottery for a 3 year project to support people with advice and a direct referral route into a MIND counsellor.

Synergy – The Synergy Primary Care Network (in Gedling) fund through the ARRS (Additional Roles Reimbursement Scheme) a Social Prescribing Advice Link Worker who delivers advice and full casework for patients referred from Synergy GPs.

Kickstart – We were a participant on the Government’s Kickstart scheme supporting young people aged 16-24 who were on Universal Credit. During the year we employed and trained 14 young people.

Trussell Trust – These three separate services are for independent Trussell Trust foodbanks to deliver advice service within their foodbanks.

Synergy – Social Prescribing Link Worker. HSF Housing Support Fund.

Autism – A new service delivered under Citizens Advice Mid Mercia who are commissioned by Nottinghamshire County Council to deliver services for adults with or awaiting a diagnosis.

14. Negligence Insurance

The Company participates in a professional liability insurance scheme provided by Citizens Advice. It is not possible to separate the cost of this scheme from the other policy covers provided. The scheme provides cover up to a maximum of £2,500,000 in any one year for the Organisation as a whole.

15. Financial Commitments

A 10 year lease for premises on Maid Marian Way in Nottingham was signed on 9 May 2019 and has now commenced with a six month rent free period at a rent of £53,000 per annum and a monthly service charge of £332. The total rent and service charge paid for Maid Marian Way for 2022/23 was £51,303. The rental commitment annually totals £50,350 until 2029.

The Company has committed to one Vodafone mobile phone contract and seven on contract with O2 of varying length in duration, plus 18 on giffgaff on a rolling contract.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the financial statements for the year ended 31 March 2023 - continued

17. Citizens Advice (Related Party)

The Company is a member of Citizens Advice, which provides guidance, encouragement, training and support. Transactions with Citizens Advice are shown below.

		2023	2022
		£	£
Receipts			
Citizens Advice	- US- HTC	385,542	388,085
	- Advice Line (CSDF1)	15,000	-
Expenditure			
Citizens Advice	- Annual membership fee including reference materials, information systems and elements of insurance cover.	9,846	11,309

There were no outstanding balances at 31 March 2023.

18. Employee Benefit Obligations

The Company contributes to both a defined benefit and defined contribution pension scheme. The assets are held and administered by the Nottinghamshire County Council Pension Scheme and Standard Life. The pension cost charge represents contributions payable by the Company to the pension schemes and amounts to £88,106 (2022: £97,346). There is no amount due to the pension scheme at the year end date.

An actuarial valuation was carried out for the defined benefit scheme by Barnett Waddingham by rolling forward to 31 March 2023 the value of the employers liability calculated for the funding valuation as at 31 March 2022 using financial assumptions that comply with FRS102. The valuations are calculated every three years the last one being on 31 March 2022.

The amounts recognised in the balance sheet are as follows:-

	<u>2023</u>	<u>2022</u>
	£	£
Present value of funded obligations	1,765,000	3,029,000
Fair value of plan assets	<u>(1,642,000)</u>	<u>(1,659,000)</u>
	123,000	1,370,000
Present value of unfunded obligations	<u>-</u>	<u>-</u>
Deficit	<u>123,000</u>	<u>1,370,000</u>
Net Liability	<u>123,000</u>	<u>1,370,000</u>

The amounts recognised in surplus or deficit are as follows:-

	<u>2023</u>	<u>2022</u>
	£	£
Current service costs	63,000	83,000
Net interest from net defined benefit asset/ liability	35,000	33,000
Administration Expenses	<u>1,000</u>	<u>1,000</u>
	<u>99,000</u>	<u>117,000</u>
Actual return on plan assets	<u>99,000</u>	<u>117,000</u>

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Notes to the financial statements for the year ended 31 March 2023 - continued

Changes in the present value of the defined benefit obligation are as follows:-

	<u>2023</u>	<u>2022</u>
	<u>£</u>	<u>£</u>
Opening defined benefit obligation	3,029,000	3,116,000
Current service cost	63,000	83,000
Contributions by scheme participants	8,000	10,000
Interest cost	78,000	64,000
Actuarial (gains)/losses from changes in financial and demographic assumptions	(1,376,000)	(205,000)
Estimated benefits paid net of transfers	(37,000)	(39,000)
	<u>1,765,000</u>	<u>3,029,000</u>

Changes in the fair value of the scheme assets are as follows:-

	<u>2023</u>	<u>2022</u>
	<u>£</u>	<u>£</u>
At 1 April 2022	1,659,000	1,520,000
Interest Income	43,000	31,000
Benefits Paid	(37,000)	(39,000)
Contributions by Employer	47,000	52,000
Contributions by scheme participants	8,000	10,000
Administration Expenses	(1,000)	(1,000)
Remeasurements:		
Return on plan assets, excluding amount included in interest income	(74,000)	86,000
Actuarial gains and losses	(3,000)	-
At 31 March 2023	<u>1,642,000</u>	<u>1,659,000</u>

The amount recognised in other comprehensive income are as follows:-

	<u>2023</u>	<u>2022</u>
	<u>£</u>	<u>£</u>
Recognised in other comprehensive income:		
Measurement of Liability:		
Actuarial (gains) and losses from changes in financial assumptions	(74,000)	86,000
Other actuarial gains/(losses)	(3,000)	-
Return on fund assets in excess of interest	1,376,000	205,000
	<u>1,299,000</u>	<u>291,000</u>

The major categories of scheme assets as a percentage total scheme assets are as follows:-

	<u>2023</u>	<u>2022</u>
	<u>£</u>	<u>£</u>
Equities	62	62
Gilts	2	4
Bonds	6	7
Property	12	11
Infrastructure	8	6
Inflation linked	5	5
Cash/temporary investments	5	5
	<u>100</u>	<u>100</u>

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the financial statements for the year ended 31 March 2023 - continued

Principal actuarial assumptions at the balance sheet date (expressed as weighted averages):

Discount rate	4.80%
Future salary increases	2.90%
Future pension increases	3.90%

19. FRC Ethical Standard – In common with many other entities of our size and nature we use our auditors to assist with the preparation of the financial statements.

20. Cash Flow Statement

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

	<u>2023</u>	<u>2022</u>
	£	£
Net incoming resources	(78,289)	69,927
Adjustments:		
Depreciation Charges	26,427	29,372
(Increase)/Decrease in Debtors	42,954	161,713
Increase/(Decrease) in Creditors	<u>(135,479)</u>	<u>(179,492)</u>
	<u>(144,387)</u>	<u>81,520</u>

NOTTINGHAM AND DISTRICT CITIZENS ADVICE BUREAU

England & Wales - Charity number 701259

Accounts

**NOTTINGHAM AND DISTRICT
CITIZENS ADVICE BUREAU**

(A Company Limited by Guarantee)

**REPORT AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2022**

**Charity Number 701259
Company Number 2323141**

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

**Financial Statements
For the year ended 31 March 2022**

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**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2022

Reference and Administrative Information

CHARITY NAME: Nottingham and District Citizens Advice Bureau trading as Citizens Advice Nottingham & District

CHARITY REGISTRATION NUMBER: 701259

COMPANY REGISTRATION NUMBER: 2323141 (England and Wales)

REGISTERED OFFICE AND OPERATIONAL ADDRESS: 16 – 18 Maid Marian Way
Nottingham
NG1 6HS

BOARD OF TRUSTEES:

R Hodge	Elected
J Mason	Elected (Resigned 13.10.2021)
S Taylor	Elected (Resigned 13.10.2021)
P Slocombe	Elected (Chair)
A Fredericks	Elected (Resigned 13.10.2021)
S Calvert	Elected
S Payne	Elected (Treasurer)
R Handley	Elected (Appointed 02. 08.2021)
R Kang	Elected (Appointed 13.10.2021)
M Pipkin	Elected (Appointed 02.02.2022)
G Zimodni	Elected (Appointed 02.02.2022)
D Preston	Elected (Vice Chair)(Appointed 13.6.2022)

CHIEF OFFICER D Cumberlidge
(responsible for day to day running of the charity)

COMPANY SECRETARY: G Morrall

SENIOR STATUTORY AUDITOR: Mrs D J Lockwood for and on behalf of
Haines Watts East Midlands Ltd
10 Stadium Business Court
Millennium Way
Pride Park
Derby
DE24 8HP

BANKERS: Unity Trust Bank
Nine Brindleyplace
Birmingham
B1 2HB

SOLICITORS: Actons Solicitors
20 Regent Street
Nottingham
NG1 5BQ

**Nottingham and District Citizens Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2022 - Continued

The Trustees are pleased to present their annual report together with the financial statements of the charity for the year ending 31 March 2022 which are also prepared to meet the requirements for a Directors' report and accounts for Companies Acts purposes.

The financial statements comply with the Charities Act 2011, and the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard in the UK and Republic of Ireland (FRS102).

Chair's Report

I am very pleased to make my report as Chair of Citizens Advice Nottingham & District.

During the incredibly challenging year of 2020-21 we were faced with a global pandemic that affected not just our clients, communities and us as an organisation, but for us all as individuals too. The challenges and long-term effects of the pandemic continued into 2021-22 and will for some time to come be with us.

My thanks to all involved: volunteers, staff and trustees for their help and support which ensures we continue to provide our vital services to our citizens at times of need. Plus thanks to our funders and supporters for helping us to deliver our services.

Together we all make it happen.

Throughout the year we continued to provide our wide range of services to our communities. Emerging from the pandemic more advice is being given by telephone, however we recognise the value of face to face and have retained this wherever practical. Office life has also changed and we are now operate a hybrid model with days in the office and days at home.

2021/22 was a crucial year for our funding with our three main contracts up for renewal. Pleased to confirm we were successful in retaining all three so we continue to provide services covering Help to Claim, Money and Pensions service and with our Advice Nottingham partners services for Nottingham City Council.

Pleasingly we also continue to be supported by our other local authorities, Gedling, Rushcliffe and Nottinghamshire. However, in these times of high inflation and pressures on salary and energy costs a non-inflation linked amount does not go as far this year as it did last.

I think it is important to emphasise that whilst we are part of the national CA family, we are an independent local charity and are solely responsible for raising and obtaining the funding we need to provide services. We face the same cost pressures as everyone else and the next few years will be very challenging.

All this at a time when our services are needed more than ever. The emerging cost of living crisis, especially food and energy costs will have a widespread and significant impact on our communities, particularly the most vulnerable. We are already actively in working with our food banks and the Government's Household Support Fund

This will be challenging but our track record shows we will help our citizens and communities to meet these challenges.

Richard Hodge, Past Chair of Board of Trustees

**Nottingham and District Citizens Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2022 – Continued

OUR PURPOSES AND ACTIVITIES

The Company's objectives are to promote any charitable purpose for the benefit of the community in the City of Nottingham and the Boroughs of Gedling and Rushcliffe by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. In particular the Company operates as a Citizens Advice local office under the Membership Scheme of Citizens Advice.

We provide free, confidential, impartial and independent advice on a range of topics including debt, benefits, housing, consumer and tax issues as well as basic legal advice particularly relating to immigration and family matters. During the year we contracted with:

- Nottingham City Council for provision of both neighbourhood and citywide advice services, and shared this work with Bestwood Advice Centre, Clifton Advice Centre, Meadows Advice Group, Nottingham Law Centre and St Anns Advice Centre.
- Nottingham City Council for the provision of housing and housing debt advice services.

and had a Service Delivery Agreement with:

- Consumer Advice and Law Service (CALs) for the provision of debt advice in the Nottingham area as part of the East Midlands Money Advice (EMMA) service. This work is funded by the Money and Pensions Service (MaPS).
- Citizens Advice nationally to deliver the national Help To Claim service. This work is funded by the Department of Work and Pensions.

Faced with the potential re-commissioning of three key funders and growing need for our services, we sought to secure and diversify our funding streams. We were able to secure COVID funding for short-term projects that will roll over into 2022-23, started a three-year project with National Lottery funding (Early Intervention Work) and partnership with the Synergy Primary Care Network to deliver a Social Prescribing Advice Link Worker Service.

Due to the pandemic during the previous year we were unable to operate our face to face outreach services that covered the Nottingham area at Arnold, Calverton, and Netherfield. We were able to deliver a phone service and also took direct referrals from Age UK for Gedling residents. Some face to face resumed over the course of the year as we adapted our service to meet the changing needs of our communities and our own new service model delivery advice through a range of channels.

The company relies heavily on the work of its volunteers to maintain the service which it provides. The costs of our volunteers, other than expenses paid, are not included within these accounts. The Trustee Board offers its thanks to the volunteers for the work they do, without which the Company could not operate effectively.

Public Benefit

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

The service aims:

- To provide the advice people need for the problems they face.
- To improve the policies and practices that affect people's lives.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2022 – Continued

The Citizens Advice service helps all people to solve their problems, particularly in the areas of debt, benefits and housing. People are helped through face-to-face advice, virtual appointments, on the telephone and by email. Information is available via the internet. We campaign locally and nationally for improvements to services and the law. We use the anonymised evidence we collect from helping our clients to make a difference for people who may never seek advice by communicating our evidence for change to policymakers in Government and the wider public and private sector. A contact with a Citizens Advice adviser for one person could lead to a change in policy or law that will positively affect the lives of many more.

As a force for social cohesion and inclusion, We aim to contribute to our communities in the following main ways:

1. As a force for economic development and regeneration by reducing poverty, improving benefit take-up, and improving personal financial management.
2. Through trained volunteers and active citizenship, targeting those most in need.
3. As a route to changing policy locally, regionally and nationally, through research and campaigns.
4. As a mine of information and knowledge about local communities to help local planning and community participation (through involvement in local partnerships, community profiling and access to e-government services).

The Company provides a service to the people of Nottingham and Nottinghamshire; in particular people who live in the city and the Boroughs of Gedling and Rushcliffe. Our outreach services allow us to extend the service to those who live further away and find travel to our city centre offices difficult or inconvenient. Since the pandemic we have launched a new service in Gedling delivering virtual appointments for clients who are located in the Core Centre, Calverton, with volunteers located in Maid Marian Way, Nottingham.

Demand for information, advice and support is huge. In order to maximise the number of people we assist we provide advice by telephone, virtual meeting, wechat and for those who are not able to access us any other way face to face. We also provide self-help information, leaflets and fact sheets.

The Trustees confirm that they have complied with their duties under section 17 of the 2011 Charities Act with regard to Public Benefit.

ACHIEVEMENTS AND PERFORMANCE

The ongoing effects of the pandemic mean that the Company has been unable to meet all the key performance indicators for a number of agreements held. This is due to the after effects of the three lockdowns, staff and volunteers working from home, clients not being able to attend face to face services, losing the valuable resource of volunteers and the changing needs of our clients. For example the need for support around debt advice was reduced as debtors were unable to chase clients for arrears and there was a ban on evictions which reduced the need for housing support. As the lockdown ended the need for our services has become greater with more complex cases being presented.

During the year:

- We advised and supported 8,333 people
- Of these 656 were assisted to access information online
- We dealt with £1.35m of debt
- We raised £2.1m in income for our clients

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2022 - Continued

FINANCIAL REVIEW

The Company had total incoming resources during the year of £1,869,319

A surplus of £69,927 was made in the year to 31 March 2022, (prior to the actuarial surplus) compared to the budgeted surplus of £23,369 after depreciation.

The budget approved by the Trustees for the financial year 2022/23 shows a deficit of £41,000.

The FRS102 accounting standard makes it necessary to include the defined benefit pension scheme deficit on the balance sheet. The deficit is represented on the bottom of the balance sheet by a negative reserve.

Reserves Policy

The Trustees have examined the Company's requirement for reserves in light of the main risks to the organisation. They have established a policy whereby unrestricted reserves are needed to assist continuity in the event of any funding terminations, covering consequent redundancy pay liabilities.

This amounts to the equivalent of three months' of relevant budgeted expenditure for 2022-23, plus an amount for one-off costs, held as cash. This amounts to £409,380. Reserves currently cover this policy, but do not substantially exceed it.

This policy will be reviewed annually.

Investment Policy

There are no investments, as there is no element of current cash holdings which has certainty of not being needed within an investable timescale.

Pay Policy for Senior Staff

The pay rates for senior staff are determined by the Trustees, using Nottinghamshire County Council pay scales as guidance.

OUR VISION

Our Vision is to put our clients at the heart of everything we do, to help ensure:

- We are their trusted source of advice and information
- We are an organisation our communities, stakeholders and partners want to support and work with.

In working towards our Vision, we will:

- Promote to staff and volunteers our vision, aims and objectives to ensure they are owned by all
- Develop a clear sense of "one service" with the needs of clients at the heart of the organisation
- Have a team of staff and volunteers who are trained and expert in their field and will work together to provide quality advice and information
- Provide high quality advice, focussing on early intervention, and services that are proportionate to need to help people solve their problems, whoever they are, and whatever their problem

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2022 - Continued

Future Plans

The Board of Trustees has written a new Business Plan for 2022-25. The Plan identifies the main challenges facing the organisation and puts forward five strategic priorities for the period 2022-25. These cover the key areas of People – Human Resources, Finance, Service Delivery, Performance Management and Property. Within these key areas we have set out our ambitions for 2022-23. These include:

People - Human Resources

- To value diversity, promote equality and challenge discrimination within our organisation
- To be the best employer we can afford to be.
- To recruit and train new volunteers and expand the roles they undertake to help us.
- To develop the strength and skills of all our staff and volunteers.
- To review terms and conditions for staff to ensure they are fit for purpose and where possible reflect best practice.
- To ensure training and development plans are in place for all staff and, where appropriate, volunteers.

Finance

- To take steps to ensure the financial stability of the organisation.
- To diversify funding streams to reduce the reliance on our current core funders.
- To demonstrate to our funders the achievements and outcomes their funding helps us deliver.
- To work in partnerships to maximise the use of funding available.
- To ensure we have the skills to successfully make bids for funding and commissioning of services.
- To review service overheads and ensure the organisation is running as efficiently as possible.
- To implement new funding and fundraising strategies.

Service Delivery

- To value diversity, promote equality and challenge discrimination across service delivery.
- To review current levels of service delivery, particularly face-to-face and by telephone, to ensure we are meeting the needs of our clients.
- To learn from best practice elsewhere, again particularly the changes being made in response to the pandemic.
- To work with CitA nationally and locally to implement best practise, share resources, and avoid overlap and duplication.
- To work with our AN partners to ensure uniformity of service and avoid overlap and duplication across the partnership, including specialisation of some services within the partnership.
- To work with funders and commissioners to help them shape their tenders, service level agreements and performance indicators to ensure they are fit for purpose and reflect the value of our services to their communities.

Performance Management

- To develop a new performance management framework to improve the way we monitor and report our performance across all aspects of our services.
- To provide regular reports on our performance to staff volunteers and funders.
- To promote performance management across the organisation and increase its importance as part of our culture.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2022 - Continued

Property

- To ensure we have an office that is fit for purpose and safe for people to work in and visit.
- To maximise the potential the move MMW offers, especially around the ways of working emerging post pandemic.
- To consider options for using MMW to deliver shared services with our partners.
- To look at subletting some space to appropriate organisations with comparable aims and culture.

In 2022/23 we will:

- review and improve employee and volunteer experience
- ensure teams are resourced to respond to new projects quickly and deliver all KPIs
- develop strengths and skills of staff and volunteers
- deliver succession planning for a resource sustainable future
- understand and develop the “culture” we want for CAND
- reduce our deficit budget from £41k by year end
- secure funding that ensures sustainability
- develop funder relationships to maximise opportunities
- increase partnership working
- deliver services to SLAs/KPIs
- improve service and organisational efficiency through process improvements
- work with funders and potential funders to shape service delivery to changing client needs
- implement performance management framework
- delivery communication strategy
- our property is fit for purpose and safe for all
- our property is used to its full potential and as cost-efficient as possible

The Board of Trustees review progress against our Business Plan at quarterly Board meetings. The Plan will be rolled forward annually so we are always working in Year One.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 30 November 1988 and registered as a charity on 7 March 1989. The Company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. This was revised and adopted at the Annual General Meeting on 23 August 2004. In the event of the Company being wound up, Directors are required to contribute an amount not exceeding £1.

The organisation is a company limited by guarantee not having a share capital and has obtained exemption with Companies Act to dispense with the word ‘limited’ as part of its company name.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2022 - Continued

Recruitment and Appointment of the Board of Trustees

The directors of the company are also charity trustees for the purposes of charity law. Under the requirements of the Memorandum and Articles of Association, the members of the Board of Trustees are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

The maximum number of Trustees is fifteen and the minimum number three, being either:

- Elected at the Annual General Meeting (there being no more than ten such elected trustees in total); or
- Co-opted by the Board of Trustees (provided that on appointment the total number of co-opted Trustees does not exceed one third of the total number of Trustees)

The Trustees who served during the year are shown in the Company Information set out on page 1. Elected Members are appointed on an annual basis.

The Company holds Annual General and Public Meetings every year. The meetings for this year are to be held on 12th October 2022, adjourned until 2nd November 2022.

Trustee Induction and Training

New Trustees are provided with a full induction and training programme. Trustees receive ongoing appropriate training.

Organisation

The Board of Trustees meets on a quarterly basis and is responsible for the strategic direction and policy of the Company. Trustees also meet to review finance, personnel, performance and fundraising. Trustees have considerable experience within senior management, including human resources, law, contract management and managing change. Trustees include professionally qualified accountants and lawyer.

A scheme of delegation is in place and day to day responsibility for the provision of the services rests with the Chief Officer. The Chief Officer is responsible for ensuring that the Company delivers the services specified and that key performance indicators are met.

A new Chief Officer was appointed in January 2021 bringing a wealth of experience including strategic management, project management, implementation and managing change as well as service delivery.

Due to the retirement of the Operations Manager, in July 2021, and the changing needs of our clients and financial constraints a review of the organisational structure took place over Q2-Q4 2021. An interim structure was put in place with an Operations Support Manager and Operations Delivery Manager. The IT Manager also took additional responsibility for deputising for the Chief Officer. A new structure was then in place for 1st April 2022 with the roles of Head of Support, General Advice Services Manager and Specialist Services Manager creating the senior management team.

The Company is supported by a dedicated and strong team of staff and volunteers who are led by Supervisors and Managers who are experienced and knowledgeable in the advice sector.

Related Parties

The organisation is a member of Citizens Advice (Company Number 1436945 and registered charity 279057) which provides guidance, encouragement, training and support. During the year we have also worked in partnership with Bestwood Advice Centre, Clifton Advice Centre, Meadows Advice Group, Nottingham Law Centre and St Anns Advice Centre.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2022 - Continued

RISK MANAGEMENT

The Trustees have assessed the major risks to which the Company is exposed, in particular those related to the reputation, operation and finances of the Company, and are satisfied that systems are in place to mitigate exposure to major risks. A comprehensive risk assessment is undertaken annually by the Trustees. This provides a thorough understanding of the business risks to the Company and contributes to the completion of the Citizens Advice service-wide risk assessment. Where appropriate, systems or procedures have been established to mitigate the risks the Company faces.

RESPONSIBILITIES OF THE TRUSTEES

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 as at the balance sheet date and of its incoming resources and application of resources, and including income and expenditure for the financial year. In preparing those financial statements, the Trustees should follow best practice and:

- 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;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business; and
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charitable Company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charitable Company and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

Insofar as the Trustees are aware:

- There is no relevant audit information of which the charity's auditors are unaware and;
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

MEMBERS OF THE BOARD OF TRUSTEES

Members of the Board of Trustees, who are directors for the purpose of the company law and Trustees for the purpose of charity law, who served during the year and up to the date of this report are set out on page 1.

Directors of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2022 was 8 (2021: 7).

Haines Watts East Midlands Ltd were appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Report of the Trustees for the year ended 31 March 2022 - Continued

A resolution to re-appoint Haines Watts East Midlands Ltd as auditors of the Company will be proposed at the Annual General Meeting.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Approved by the Board of Trustees on 2/11/22 and signed on its behalf by:

..... *Phil Slocombe*
Phil Slocombe (Director/ Chair)

**Report of Independent Auditors to the Members of
Nottingham and District Citizens Advice Bureau
A Charitable Company Limited by Guarantee**

Opinion

We have audited the financial statements of Nottingham and District Citizens Advice Bureau for the year ended 31 March 2022 on pages fourteen to twenty nine which comprise the Statement of Financial Activities, the summary Income and Expenditure Account, the Balance Sheet, the Cash Flow Statement and the related notes. 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 the 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 Auditors' 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 the provisions available for small entities, in the circumstances set out in note twenty-one to the financial statements, 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 director's use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the director has not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company'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.

However, because not all future events or conditions can be predicted, this statement is not a guarantee as to the charity's ability to continue as a going concern.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our Auditors report thereon. The Trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and 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.

**Report of Independent Auditors to the Members of
Nottingham and District Citizens Advice Bureau
A Charitable Company Limited by Guarantee**

Opinion 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 Director's report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Directors 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 company and its environment obtained in the course of the audit we have not identified material misstatements in the Director's Report included within the Trustees Report.

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

- adequate and proper accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- Parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustee's 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' exemption from the requirement to prepare a Strategic Report or in preparing the Trustees report.

Responsibilities of Trustees

As explained more fully in the Statement of Trustees Responsibilities set out on page thirteen, 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 has no realistic alternative but to do so.

Auditors' 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 a Report of the Auditors 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.

**Report of Independent Auditors to the Members of
Nottingham and District Citizens Advice Bureau
A Charitable Company Limited by Guarantee**

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;

- Reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements. Specifically reviewing compliance with Charities SORP FRS102 and the Companies Act 2006.
- Performing recalculations of contractual income streams including accounting entries made in respect of any income accrued and deferred.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate an increased risk of material misstatement as a result of fraud.
- Performing substantive testing over a selection of journal entries made in the period, to address the risk of fraud due to management override of controls.
- Assessing material accounting estimates to determine if there are indications of management bias.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members, and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

Despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to the inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularity likely involve collusion, forgery, intentional misrepresentations, or the override of internal controls.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Auditors.

Use of Report

This report is made solely to the Company's Trustees 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 Trustees 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 Company's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.

.....
Mrs D J Lockwood, FCA, FCCA, ATT – Senior Statutory Auditor
For and on behalf of Haines Watts East Midlands Ltd- Statutory Auditors
10 Stadium Business Court
Millennium Way, Pride Park
Derby, DE24 8HP

Date:

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee) – Company Number 2323141

Statement of Financial Activities
(Including Income and Expenditure Account)
For the year ended 31 March 2022

Note	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £
Income						
Donations and Legacies	3,745	-	3,745	12,080	-	12,080
JRS Government Furlough Grant	-	-	-	4,372	-	4,372
<i>Income from Charitable Activities</i>	988,640	876,934	1,865,574	956,488	796,769	1,753,257
Grants and Contracts						
<i>Income from Other Trading Activities</i>	-	-	-	2,560	-	2,560
Other Income						
Total Incoming Resources	992,385	876,934	1,869,319	975,500	796,769	1,772,269
Expenditure						
<i>Expenditure on Charitable Activities</i>	929,813	869,579	1,799,392	801,871	796,769	1,598,640
Total Expenditure	929,813	869,579	1,799,392	801,871	796,769	1,598,640
Net Income/(Expenditure) and Net Movement in Funds for the Year	62,572	7,355	69,927	173,629	-	173,629
Transfer Between Funds	-	-	-	-	-	-
Actuarial Surplus/(Loss) on Defined Benefit Pension Scheme	226,000	-	226,000	(631,000)	-	(631,000)
Reconciliation of Funds Total Funds Brought Forward	(1,017,176)	29,951	(987,225)	(559,805)	29,951	(529,854)
Total Funds Carried Forward	(728,604)	37,306	(691,298)	(1,017,176)	29,951	(987,225)

The Statement of Financial Activities includes all gains and losses recognised in the year. All income and expenditure derives from continuing activities.

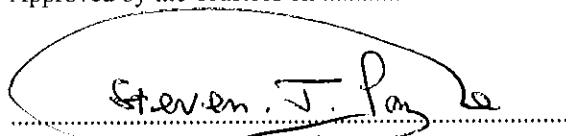
**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee) – Company Number 2323141**

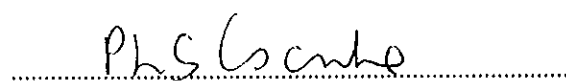
Balance Sheet as at 31 March 2022

	Note	£	<u>2022</u>	£	£	<u>2021</u>	£
Tangible Fixed Assets							
- Leasehold Improvements	9			170,777			196,548
- Computer Equipment	9			<u>2,354</u>			<u>5,955</u>
Total Fixed Assets				<u>173,131</u>			<u>202,503</u>
Current Assets							
Debtors	10	102,511			264,224		
Cash at bank and in hand				<u>797,783</u>		<u>716,263</u>	
Total Current Assets				<u>900,294</u>		<u>980,487</u>	
Liabilities:							
Creditors falling due within one year	11		<u>394,723</u>			<u>574,215</u>	
Net Current Assets Less Current Liabilities				<u>505,571</u>			<u>406,272</u>
				678,702			608,775
Pension Scheme deficit	18			(1,370,000)			(1,596,000)
Net Assets				<u>(691,298)</u>			<u>(987,225)</u>
The Funds of the Charity:							
Unrestricted funds							
General fund - General (monies available)		641,396			578,824		
- Pension reserve		<u>(1,370,000)</u>			<u>(1,596,000)</u>		
				(728,604)			(1,017,176)
Restricted Funds	13			37,306			29,951
Total Charity Funds				<u>£ (691,298)</u>			<u>£ (987,225)</u>

These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

Approved by the Trustees on 2/11/22 2022 and signed on their behalf by:


.....
S Payne - Trustee (Treasurer)


.....
P Slocombe - Trustee (Chair)

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)
Company Number 2323141**

Cash Flow Statement as at 31 March 2022

	<u>Notes</u>	<u>2022</u> £	<u>2021</u> £
Net Cash Flow from Operating Activities	20	81,520	32,783
Returns on Investments:			
Interest Received		-	-
		81,520	32,783
Capital Expenditure and Financial Investments:			
Purchase of Tangible Fixed Assets		-	(5,967)
		81,520	26,816
Net Cash Inflow/(Outflow)		81,520	26,816
Increase/(Decrease) in Cash in the Year		81,520	26,816
Net Cash Resources at 1 April 2021		716,263	689,447
<u>Net Cash Resources at 31 March 2022</u>		<u>797,783</u>	<u>716,263</u>
Analysis of Changes in Net Funds	<u>At</u> <u>1.4.2021</u>	<u>Cash flow</u>	<u>At</u> <u>31.3.2022</u>
<u>Net Cash</u>			
Cash at Bank	716,263	81,520	797,263

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes forming part of the Financial Statements for the year ended 31 March 2022

1. Accounting Policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

(a) Basis of Accounting

The financial statements have been in accordance with the 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 (FRS102) – (Charities SORP FRS102). The Financial Reporting Standard applicable in UK and Republic of Ireland (FRS102) and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

Nottingham and District Citizens Advice Bureau meets the definition of a public benefit entity under FRS102.

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

The financial statements are presented in Sterling (£).

(b) Fund accounting

- Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.
- Designated funds are unrestricted funds earmarked by the Board of Trustees for particular purposes.
- Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

(c) Incoming resources

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

- Voluntary income is received by way of donations and gifts, and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are recognised as income when the Company has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the Company of the item is probable and that economic benefit can be measured reliably. On receipt, donated services and facilities are recognised on the basis of the value of the gift to the Company which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.
- Investment income is included when receivable.

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Notes forming part of the Financial Statements for the year ended 31 March 2022 – continued

- Incoming resources from grants where related to performance and specific deliverables are accounted for, as the charity earns the right to consideration by its performance.
- Legacies are accounted for on a receivable basis when the following conditions for the receipt have been met:
 - the final estate accounts have been approved
 - the legacy is capable of measurement; and
 - there is no reversionary interest.

(d) Resources expended

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

- Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of fundraising.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- The work of volunteers assists the Company to achieve its charitable objectives – the cost of the volunteers (other than travel expenses incurred) is excluded from the income and expenditure accounts and is not quantified.
- Support costs are those functions that assist with the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the Charities projects and activities. These costs have been allocated between cost of raising fund and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 4.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the Company.
- All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor areas, case load, per capita or estimated usage as set out in Note 4.

Pension costs and other post-retirement benefits

- Retirement benefits to employees of the company are provided by the Local Government Pension Scheme (LGPS) which is a defined benefit scheme.

The LGPS is a funded scheme and the assets are held separately from those of the company in separate trustee administered funds. Pension scheme assets are measured at fair value and liabilities are measured on an actuarial basis using the projected unit credit method and discounted at a rate equivalent to the current rate of return on a high quality corporate bond of equivalent term and currency to the liabilities. The actuarial valuations are obtained at least triennially and are updated at each balance sheet date. The amounts charged to the income statement are the current service costs of scheme introductions, benefit charges, settlements and curtailments. They are included as part of staff costs as incurred. Net interest on the net defined benefit obligation and interest income on the scheme assets, calculated by multiplying the fair value of the scheme assets at the beginning of the period by the rate used to discount the benefit obligations. The difference between the interest income on the scheme assets and the return on the scheme assets is recognised in the income statement. Actuarial gains and losses are recognised immediately in the income statement.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes forming part of the Financial Statements for the year ended 31 March 2022 – continued

The actuary has produced the pension disclosures based upon IAS19. The resulting pension scheme liability has been transferred to a separate pension reserve in order to ring fence the liability.

Additionally a second pension scheme is operated by Standard Life, this is a defined contribution scheme. The pension charge under this scheme represents the amounts payable by the Company to the funds in respect of the year. The pension costs paid under this scheme are shown in the notes to the accounts.

Company Limited by Guarantee

- The Company is limited by guarantee and in the event of it being wound up, every member is liable to contribute a sum not exceeding £1. There are no shares of any class either authorised or allotted.

Tangible Fixed Assets

- Capital additions have been capitalised in respect of the move to Maid Marian Way. These assets are shown on the balance sheet and are being written off over a period of 10 years (the length of the lease) from the date of first occupation of the property (July 2019).
- Capital additions of equipment have been previously written off to the Income and Expenditure Account in the year of acquisition and there is therefore no charge for depreciation. The assets comprise of office furniture, office equipment, computers and printers. The normal requirement would have been for capitalisation of office equipment and for depreciation to be charged thereon. This position was not easily quantified due to the mixture of purchased, funded, partly funded and donated equipment. Thus for clarity, this policy had been adopted to give a true and fair view. The fixed assets are insured for £148,000.
- From financial year ended 31 March 2015 fixed assets have been capitalised and depreciated from date of acquisition.
 - Computer equipment 20% on cost
 - Improvements to property 10% straight line

Donated Services, Goods or Facilities

Donated services or facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. On receipt, donated services and facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt

Debtors

Debtors are recognised at the settlement amount owed to the Charity or prepaid.

Creditors

Creditors and provisions are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party, and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount.

Financial Instruments

The Charity 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.

Taxation

The charity is exempt from tax on its charitable activities. The trustees have reviewed the charity's trading activities and are confident that they further the charity's aims and, as such, are considered to be primary purpose trading.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the Financial Statements for the year ended 31 March 2022 - continued

Judgement and Key Sources of Estimation Uncertainty

The preparation of accounts using generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities at the date of the accounts and the reported amounts of revenues and expenses during the reporting period.

The key estimates and assumptions used in the Financial Statements are detailed in the accounting policies.

2. Income from Grants and Contracts (Charitable Activities)

	<u>2022</u>		<u>2021</u>
	£		£
Unrestricted			
Nottingham City Council	870,738		823,088
Nottinghamshire County Council	21,700		29,200
Gedling Borough Council and Arnold Outreach	44,202		40,000
Rushcliffe Borough Council	12,000		19,200
Capital One	40,000		45,000
	<u>988,640</u>		<u>956,488</u>
	<u>2022</u>		<u>2021</u>
	£	£	£
Restricted			
<i>Main Projects</i>			
Money and Pensions Service	276,470		327,899
Citizens Advice UC-HTC	388,085		454,477
Kick Start	76,116		-
DEFRA	65,000		-
Early Intervention	13,399		-
	<u>819,070</u>		<u>782,376</u>
<i>Other Projects</i>			
M S Society	12,358		12,359
Advice on Prescription	8,217		-
Synergy	35,880		-
Small Projects	1,409		2,034
	<u>57,864</u>		<u>14,393</u>
	<u>876,934</u>		<u>796,769</u>
Total Grants and Contracts	<u>1,865,574</u>		<u>1,753,257</u>

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the Financial Statements for the year ended 31 March 2022 – continued

3. Analysis of Expenditure on Charitable Activities

	<u>Main Projects</u> £	<u>Other Projects</u> £	<u>Core Advice Work</u> £	<u>Total 2022</u> £	<u>Total 2021</u> £
Staff Costs (note 6)	670,351	48,748	282,577	1,001,676	902,674
Training Costs	525	25	198	748	1,880
Payroll Preparation Costs	1,466	69	553	2,088	2,048
Recruitment Costs	958	45	361	1,364	3,832
Travel and Subsistence	304	14	115	433	185
Subscriptions	9,290	438	3,501	13,229	3,128
IT Software and Maintenance	11,946	563	4,503	17,012	3,765
Subcontractors	-	-	591,097	591,097	528,158
Support & Governance Costs	119,218	5,619	46,908	171,745	152,970
Total	<u>814,058</u>	<u>55,521</u>	<u>929,813</u>	<u>1,799,392</u>	<u>1,598,640</u>

Summary Analysis of Expenditure and Related Income for Charitable Activities

The table shows the cost of the three main charitable activities and the sources of income directly to support those activities:

	<u>Main Projects</u> £	<u>Other Projects</u> £	<u>Core Advice Work</u> £	<u>Total</u> £
Grants & Contracts (see note 2)	819,070	57,864	988,640	1,865,574
Costs	814,058	55,521	929,813	1,799,392
Net (Costs)	<u>5,012</u>	<u>2,343</u>	<u>58,827</u>	<u>66,182</u>

Analysis of Governance and Support Costs

The Company initially identified the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between the three key charitable activities undertaken in the year.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the Financial Statements for the year ended 31 March 2022 – continued

Refer to the table below for the basis of apportionment and the analysis of support and governance costs.

4.	<u>General Support</u> £	<u>Governance Function</u> £	<u>Total 2022</u> £	<u>Total 2021</u> £	<u>Basis of Apportionment</u>
Rent, Rates and Insurance	52,362	-	52,362	57,121	Staff Resources
Light, Heat and Water	14,397	-	14,397	6,557	Staff Resources
Cleaning	3,615	-	3,615	7,342	Staff Resources
Repair and Maintenance	10,867	-	10,867	3,809	Staff Resources
Telephone and Postage	16,482	-	16,482	18,207	Staff Resources
Publication, Printing and Stationery	2,004	-	2,004	3,845	Staff Resources
Office Equipment Purchase and Repairs	8,184	-	8,184	23,943	Staff Resources
Sundry Expenses	4,635	-	4,635	3,578	Staff Resources
Insurance	4,533	-	4,533	4,531	Staff Resources
Annual Report and AGM Costs	-	99	99	99	Governance
Audit and Accountancy	-	5,000	5,000	3,900	Governance
Depreciation	29,372	-	29,372	32,038	Staff Resources
Legal and Professional Fees	-	3,724	3,724	5,594	Governance
Dilapidations	-	-	-	(25,000)	Staff Resources
Bookkeeping/ Management Accounts	-	4,352	4,352	-	Staff Resources
Irrecoverable VAT	12,119	-	12,119	7,406	Staff Resources
	<u>158,570</u>	<u>13,175</u>	<u>171,745</u>	<u>152,970</u>	

5. Net Income/(Expenditure) for the Year

This is stated after charging:

	<u>2022</u> £	<u>2021</u> £
Operating Leases – Rent and Service Charges	51,303	54,334
Auditor's remuneration:		
Audit services	3,500	2,900
Accountancy services	1,500	1,000
Payroll Services	2,088	2,048
Depreciation	29,372	32,038

6. Employee Information

	<u>2022</u>	<u>2021</u>
Average Number of Employees:		
Advisors, Management and Administration	<u>48</u>	<u>42</u>
Staff Costs		
Salaries	830,809	762,374
Pension costs	97,346	71,823
Social Security costs	52,756	51,310
Pension surcharges paid to Nottinghamshire County Council Pension Scheme	20,765	17,167
	£ <u>1,001,676</u>	£ <u>902,674</u>

Total remuneration of key management personnel in the year was £125,205 (2021: £90,266).

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the Financial Statements for the year ended 31 March 2022 – continued

The number of employees to whom retirement benefits were accruing was as follows:

	<u>2022</u>	<u>2021</u>
Defined Benefit Scheme	8.5	9
Defined Contribution Scheme	32.5	30
No employee earned £60,000 or more per annum		

7. Trustee Remuneration and Related Party Transactions

No emoluments were received by the Board of Trustees in their capacity as Trustees.

There were no emoluments or expenses paid to any Trustee, or persons connected with such a Trustee, directly or indirectly from the funds of the Company or from the property of any situation or body corporate connected with the Company. There are no other related party disclosures.

8. Taxation

The Company is exempt on tax on income and gains falling within Section 505 of the Taxes Act 1988 or Section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

9. Tangible Fixed Assets

	<u>Improvements to Property</u>	<u>Computer Equipment</u>	<u>Total</u>
	£	£	£
<u>Cost</u>			
Balance at 31.3.21	238,676	39,819	278,495
Additions	-	-	-
Balance at 31.3.22	238,676	39,819	278,495
<u>Depreciation</u>			
Brought Forward 31.3.21	42,128	33,864	75,992
For Year	25,771	3,601	29,372
Carried Forward 31.3.22	67,899	37,465	105,364
Net Book Value 31.3.22	170,777	2,354	173,131
Net Book Value 31.3.21	196,548	5,955	202,503

10. Debtors

	<u>2022</u>	<u>2021</u>
	£	£
Amounts falling due within one year:		
Income and Grants Receivable	65,000	30,000
Prepayments and Accrued Income	11,093	9,534
Other Debtors	7,482	254,690
Provisions for Bad Debt	-	(30,000)
VAT Repayable	18,936	-
	102,511	264,224

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Notes to the financial statements for the year ended 31 March 2022 – continued

11. Creditors

Amounts falling due within one year:	<u>2022</u>	<u>2021</u>
	£	£
Taxes and other Social Security costs	24,840	22,289
Trade Creditors	72,871	30,379
Grants Received in Advance	155,346	389,586
Accrued Expenses	41,208	6,736
VAT liability	-	102,619
Client account	-	(182)
Rent Free Period	20,138	22,788
Other Creditors	80,320	-
	<u>394,723</u>	<u>574,215</u>

Grants Received in Advance (Deferred Income)

	<u>2022</u>	<u>2021</u>
	£	£
Balance at 1 April 2022	389,586	358,770
Released to Incoming Resources	(311,656)	(358,770)
Amount Deferred in the Year	77,416	389,586
	<u>155,346</u>	<u>389,586</u>

Deferred income represents income received in advance of the period to which it relates.

12. Analysis of Net Assets between Funds

Year Ended 31 March 2022	General Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Fixed Assets	173,131	-	-	173,131
Current Assets	734,698	-	165,596	900,294
Current Liabilities	(266,433)	-	(128,290)	(394,723)
Pension Scheme Deficit	<u>(1,370,000)</u>	-	-	<u>(1,370,000)</u>
Net Assets at 31.3.2022	<u>(728,604)</u>	-	37,306	<u>(691,298)</u>
Year Ended 31 March 2021	General Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Fixed Assets	202,503	-	-	202,503
Current Assets	950,536	-	29,951	980,487
Current Liabilities	(574,215)	-	-	(574,215)
Pension Scheme Deficit	<u>(1,596,000)</u>	-	-	<u>(1,596,000)</u>
Net Assets at 31.3.2021	<u>(1,017,176)</u>	-	29,951	<u>(987,225)</u>

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the financial statements for the year ended 31 March 2022 - continued

13. Movement in Funds

Year Ended 31 March 2022	At 1 April 2021 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2022 £
Restricted funds:					
Advice on Prescription	-	8,217	8,217	-	-
Money and Pensions Service	-	276,470	276,470	-	-
DEFRA	-	65,000	65,000	-	-
Early Intervention	-	13,399	8,387	-	5,012
M S Society	-	12,358	11,424	-	934
Nottinghamshire Housing Advice	29,951	-	-	-	29,951
UC- HTC	-	388,085	388,085	-	-
Kick Start	-	76,116	76,116	-	-
Synergy	-	35,880	35,880	-	-
Other	-	1,409	-	-	1,409
Total restricted funds	<u>29,951</u>	<u>876,934</u>	<u>869,579</u>	<u>-</u>	<u>37,306</u>
Unrestricted funds:					
General Funds available for day to day activities	(1,017,176)	1,218,385	929,813	-	(728,604)
Total unrestricted funds	<u>(1,017,176)</u>	<u>1,218,385</u>	<u>929,813</u>	<u>-</u>	<u>(728,604)</u>
Total funds	<u>(987,225)</u>	<u>2,095,319</u>	<u>1,799,392</u>	<u>-</u>	<u>(691,298)</u>
Year Ended 31 March 2021	At 1 April 2020 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2021 £
Restricted funds:					
Money and Pensions Service	-	327,899	327,899	-	-
M S Society	-	12,359	12,359	-	-
Nottinghamshire Housing Advice	29,951	-	-	-	29,951
UC- HTC	-	454,477	454,477	-	-
Small Projects	-	2,034	2,034	-	-
Total restricted funds	<u>29,951</u>	<u>796,769</u>	<u>796,769</u>	<u>-</u>	<u>29,951</u>
Unrestricted funds:					
General Funds available for day to day activities	(559,805)	975,500	1,432,871	-	(1,017,176)
Total unrestricted funds	<u>(559,805)</u>	<u>975,500</u>	<u>1,432,871</u>	<u>-</u>	<u>(1,017,176)</u>
Total funds	<u>(529,854)</u>	<u>1,772,269</u>	<u>2,229,640</u>	<u>-</u>	<u>(987,225)</u>

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the financial statements for the year ended 31 March 2022 - continued

Purposes of restricted funds:

Money and Pensions Service – This fund is from the East Midlands Money Advice (EMMA) Project and is for the provision of free debt advice. The project continues but all available funds have been spent in the year.

Multiple Sclerosis Society – Funding to employ a part time (8 hours per week) Welfare Adviser to work with people affected by MS.

Nottinghamshire Housing Advice – This charity made a generous donation previously, which can only be used for the purpose of housing advice and housing debt advice. A balance is carried forward of £29,951.

UC-HTC – This is the universal credit – ‘Help to Claim’ service. This funds is via a sub-grant with Citizens Advice. Citizens Advice hold the lead grant agreement with the Department for Work and Pensions.

Advice on Prescription – This service is funded by Gedling Borough Council and is for the provision of advice services for residents referred from GPs within the project.

DEFRA – Funding was received from DEFRA (via Nottingham City Council) to support residents of Nottingham City post-COVID. It was used to provide general advice support to residents and was partly delivered through the establishment of outreach in two foodbank sites.

Early Intervention – Funding was received from the National Lottery for a 3 year project to support people with advice and a direct referral route into a MIND counsellor.

Synergy – The Synergy Primary Care Network (in Gedling) fund through the ARRS (Additional Roles Reimbursement Scheme) a Social Prescribing Advice Link Worker who delivers advice and full casework for patients referred from Synergy GPs.

Kickstart – We were a participant on the Government’s Kickstart scheme supporting young people aged 16-24 who were on Universal Credit. During the year we employed and trained 14 young people.

14. Negligence Insurance

The Company participates in the negligence insurance scheme. The total insurance premium payable for the year totalled £3,120. The scheme provides cover up to a maximum of £2,500,000 in any one year for the Organisation as a whole.

15. Financial Commitments

A 10 year lease for premises on Maid Marian Way in Nottingham was signed on 9 May 2019 and has now commenced with a six month rent free period at a rent of £53,000 per annum and a monthly service charge of £332. The total rent and service charge paid for Maid Marian Way for 2021/22 was £51,303. The rental commitment annually totals £50,350 until 2029.

The Company has committed to one Vodafone mobile phone contract and seven on contract with O2 of varying length in duration, plus 18 on giffgaff on a rolling contract.

16. Potential Contract Clawback

Nottingham City Council provides income in total for the delivery of welfare services in the Nottingham City Area. Total funds are given to the Company and then subcontracted to other service providers to deliver the welfare advice. Should the company not deliver this service a ‘clawback’ could be made by Nottingham City Council. The contract given by Nottingham City Council reflects the clawback provision as do the subcontract agreements which have been agreed with the subcontract agencies to limit liability to the charity.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the financial statements for the year ended 31 March 2022 - continued

17. Citizens Advice (Related Party)

The Company is a member of Citizens Advice, which provides guidance, encouragement, training and support. Transactions with Citizens Advice are shown below.

	2022	2021
	£	£
Receipts		
Citizens Advice - US- HTC	388,085	454,477
Expenditure		
Citizens Advice - Reference books and promotional material	1,213	1,698
- Annual Fee for Information System	6,976	4,641
- Indemnity Insurance	3,120	2,280

There were no outstanding balances at 31 March 2022.

18. Employee Benefit Obligations

The Company contributes to both a defined benefit and defined contribution pension scheme. The assets are held and administered by the Nottinghamshire County Council Pension Scheme and Standard Life. The pension cost charge represents contributions payable by the Company to the pension schemes and amounts to £97,346 (2021: £71,823). There is no amount due to the pension scheme at the year end date.

An actuarial valuation was carried out for the defined benefit scheme by Barnett Waddingham by rolling forward to 31 March 2022 the value of the employers liability calculated for the funding valuation as at 31 March 2021 using financial assumptions that comply with FRS102. The valuations are calculated every three years the last one being on 31 March 2019.

The amounts recognised in the balance sheet are as follows:-

	2022	2021
	£	£
Present value of funded obligations	3,029,000	3,116,000
Fair value of plan assets	<u>(1,659,000)</u>	<u>1,520,000</u>
	1,370,000	1,596,000
Present value of unfunded obligations	<u>-</u>	<u>-</u>
Deficit	<u>1,370,000</u>	<u>1,596,000</u>
Net Liability	<u>1,370,000</u>	<u>1,596,000</u>

The amounts recognised in surplus or deficit are as follows:-

	2022	2021
	£	£
Current service costs	83,000	73,000
Net interest from net defined benefit asset/ liability	33,000	22,000
Administration Expenses	<u>1,000</u>	<u>1,000</u>
	<u>117,000</u>	<u>96,000</u>
Actual return on plan assets	<u>117,000</u>	<u>268,000</u>

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the financial statements for the year ended 31 March 2022 - continued

Changes in the present value of the defined benefit obligation are as follows:-

	<u>2022</u> £	<u>2021</u> £
Opening defined benefit obligation	3,116,000	2,176,000
Current service cost	83,000	73,000
Contributions by scheme participants	10,000	13,000
Interest cost	64,000	51,000
Actuarial (gains)/losses from changes in financial and demographic assumptions	(205,000)	834,000
Estimated benefits paid net of transfers	(39,000)	(31,000)
	<u>3,029,000</u>	<u>3,116,000</u>

Changes in the fair value of the scheme assets are as follows:-

	<u>2022</u> £	<u>2021</u> £
At 1 April 2021	1,520,000	1,211,000
Interest Income	31,000	29,000
Benefits Paid	(39,000)	(31,000)
Contributions by Employer	52,000	60,000
Contributions by scheme participants	10,000	13,000
Administration Expenses	(1,000)	(1,000)
Remeasurements:		
Return on plan assets, excluding amount included in interest income	86,000	239,000
Actuarial gains and losses	-	-
At 31 March 2022	<u>1,659,000</u>	<u>1,520,000</u>

The amount recognised in other comprehensive income are as follows:-

	<u>2022</u> £	<u>2021</u> £
Recognised in other comprehensive income:		
Measurement of Liability:		
Actuarial (gains) and losses from changes in financial assumptions	86,000	(834,000)
Return on fund assets in excess of interest	205,000	239,000
	<u>291,000</u>	<u>(595,000)</u>

The major categories of scheme assets as a percentage total scheme assets are as follows:-

	<u>2022</u> £	<u>2021</u> £
Equities	62	64
Gifts	4	4
Bonds	7	7
Property	11	11
Infrastructure	6	5
Inflation linked	5	4
Cash/temporary investments	5	5
	<u>100</u>	<u>100</u>

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the financial statements for the year ended 31 March 2022 - continued

Principal actuarial assumptions at the balance sheet date (expressed as weighted averages):

Discount rate	2.60%
Future salary increases	3.15%
Future pension increases	4.15%

19. FRC Ethical Standard – In common with many other entities of our size and nature we use our auditors to assist with the preparation of the financial statements.

20. Cash Flow Statement

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

	<u>2022</u> £	<u>2021</u> £
Net incoming resources	69,927	173,629
Adjustments:		
Depreciation Charges	29,372	32,038
(Increase)/Decrease in Debtors	161,713	(158,519)
Increase/(Decrease) in Creditors	<u>(179,492)</u>	<u>(14,365)</u>
	<u>81,520</u>	<u>32,783</u>

NOTTINGHAM AND DISTRICT CITIZENS ADVICE BUREAU

England & Wales - Charity number 701259

Accounts

**NOTTINGHAM AND DISTRICT
CITIZENS ADVICE BUREAU**

(A Company Limited by Guarantee)

**REPORT AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2021**

**Charity Number 701259
Company Number 2323141**

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

**Financial Statements
For the year ended 31 March 2021**

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**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2021

Reference and Administrative Information

CHARITY NAME: Nottingham and District Citizens Advice Bureau
trading as Citizens Advice Nottingham & District

CHARITY REGISTRATION NUMBER: 701259

COMPANY REGISTRATION NUMBER: 2323141 (England and Wales)

**REGISTERED OFFICE AND
OPERATIONAL ADDRESS:** 16 – 18 Maid Marian Way
Nottingham
NG1 6HS

BOARD OF TRUSTEES:

R Hodge	Elected (chair)
J Mason	Elected
S Taylor	Elected
P Slocombe	Elected (Treasurer)
A Fredericks	Elected
S Calvert	Elected
S Payne	Elected
R Handley	Elected (appointed 2/8/2021)

CHIEF OFFICER P Eaton (until 28.2.21) D Cumberlidge (from 1.3.21)
(responsible for day to day running of the charity)

COMPANY SECRETARY: G Morrall

SENIOR STATUTORY AUDITOR: Mrs D J Lockwood for and on behalf of
Haines Watts East Midlands Ltd
10 Stadium Business Court
Millennium Way
Pride Park
Derby
DE24 8HP

BANKERS: Unity Trust Bank
Nine Brindleyplace
Birmingham
B1 2HB

SOLICITORS: Actons Solicitors
20 Regent Street
Nottingham
NG1 5BQ

Nottingham and District Citizens Bureau
(A Company Limited by Guarantee)

Report of the Trustees for the year ended 31 March 2021 - Continued

The Trustees are pleased to present their annual report together with the financial statements of the charity for the year ending 31 March 2021 which are also prepared to meet the requirements for a Directors' report and accounts for Companies Acts purposes.

The financial statements comply with the Charities Act 2011, and the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Chair's Report

I am very pleased to make my report as Chair of Nottingham and District Citizens Advice. This year has been incredibly challenging not just for our clients, communities and us as an organisation but for us all as individuals too. I would like to express my thanks to all involved; volunteers, staff and trustees for their support and encouragement, and most importantly for their contribution in helping us deliver our services to our communities during an unprecedented year.

Despite the challenges of the pandemic we have continued to deliver high quality services covering both our general advice and information service and specialist help and casework services in welfare benefits, debt and housing. Whilst we were unable to deliver face to face services we maintained service delivery via telephone and web to the citizens of Nottingham, Gedling and Rushcliffe. In addition we continued to deliver Help to Claim and Debt services funded through the DWP and MaPS.

As the Country went into lockdown in March 2020 plans were quickly formed to transition our services from face to face and an office based to 100% remote working. Staff and volunteers were set up to work remotely from home and we were able to continue operating again within days.

Over the course of the year, and between lockdowns we have gradually returned to the office on a rota basis. The impact of the lockdowns sadly meant that we have not had the same number of volunteers able to help deliver our services which did impact on the number of clients we were able to support despite the need being greater than ever.

The last year has seen a change in the needs of our clients with some pressures being taken off through delays in evictions, the £20 uplift in Universal Credit being extended and creditors were not chasing debts. We saw a huge increase in employment queries, particularly around the furlough scheme, and also those making their first claim for Universal Credit. Both of these were directly attributable to the pandemic. The trend over the last few years of seeing clients with multiple and more complex needs also continued over the year. The need for remote working also meant that the most vulnerable in society have found it harder to get the support they needed.

We have been able to secure some additional COVID related funding which helped with enabling the organisation to operate remotely and also safely when in the office. It is also enabling us to offer some additional services going in to the 2021-22 year.

This coming year is the last year of our current contracts and agreements with our three major funders. This means that almost 85% of our funding is due to be re-tendered in 2021-22. Failure to retain these contracts at current funding levels will have a significant impact on the level of services we deliver.

At Citizens Advice we understand our clients, their changing needs and the impact the pandemic has had on their lives over the last year. Combined with our proactive and flexible working models we continue to demonstrate the value we offer to our communities and citizens as we all recover from an unprecedented year.

Finally, I must say Thank You again to all involved in helping us through the last year. Their flexible approach and "can do" attitude means we have continued to deliver for our communities and has put us in a position of strength to meet the challenges that lie ahead.

Richard Hodge, Chair of Board of Trustees

**Nottingham and District Citizens Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2021 – Continued

OUR PURPOSES AND ACTIVITIES

The Company's objectives are to promote any charitable purpose for the benefit of the community in the City of Nottingham and the Boroughs of Gedling and Rushcliffe by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. In particular the Company operates as a Citizens Advice local office under the Membership Scheme of Citizens Advice.

We provide free, confidential, impartial and independent advice on a range of topics including debt, benefits, housing, consumer and tax issues as well as basic legal advice particularly relating to immigration and family matters. During the year we contracted with:

- Nottingham City Council for provision of both neighbourhood and citywide advice services, and shared this work with Bestwood Advice Centre, Clifton Advice Centre, Meadows Advice Group, Nottingham Law Centre and St Anns Advice Centre.
- Nottingham City Council for the provision of housing and housing debt advice services.

and had a Service Delivery Agreement with:

- Consumer Advice and Law Service (CALs) for the provision of debt advice in the Nottingham area as part of the East Midlands Money Advice (EMMA) service. This work is funded by the Money and Pensions Service (MaPS).

Due to the pandemic over the last year we were unable to operate our face to face outreach services that covered the Nottingham area at Arnold, Calverton, Netherfield and West Bridgford. We were able to deliver a phone service and also took direct referrals from Age UK for Gedling residents.

The company relies heavily on the work of its volunteers to maintain the service which it provides. The costs of our volunteers, other than expenses paid, are not included within these accounts. The Trustee Board offers its thanks to the volunteers for the work they do, without which the Company could not operate effectively.

Public Benefit

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

The service aims:

- To provide the advice people need for the problems they face.
- To improve the policies and practices that affect people's lives.

The Citizens Advice service helps all people to solve their problems, particularly in the areas of debt, benefits and housing. People are helped through face-to-face advice, on the telephone and by email. Information is available via the internet. We campaign locally and nationally for improvements to services and the law. We use the anonymised evidence we collect from helping our clients to make a difference for people who may never seek advice by communicating our evidence for change to policymakers in Government and the wider public and private sector. A contact with a Citizens Advice adviser for one person could lead to a change in policy or law that will positively affect the lives of many more.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2021 – Continued

As a force for social cohesion and inclusion, We aim to contribute to our communities in the following main ways:

1. As a force for economic development and regeneration by reducing poverty, improving benefit take-up, and improving personal financial management.
2. Through trained volunteers and active citizenship, targeting those most in need.
3. As a route to changing policy locally, regionally and nationally, through research and campaigns.
4. As a mine of information and knowledge about local communities to help local planning and community participation (through involvement in local partnerships, community profiling and access to e-government services).

The Company provides a service to the people of Nottingham and Nottinghamshire; in particular people who live in the city and the Boroughs of Gedling and Rushcliffe. Our outreach services allow us to extend the service to those who live further away and find travel to our city centre offices difficult or inconvenient. During the pandemic the outreach services have had to be delivered as phone services.

Demand for information, advice and support is huge. In order to maximise the number of people we assist we provide advice by telephone, virtual meeting, webchat and when restrictions ease face to face. We also provide self-help information, leaflets and fact sheets.

The Trustees confirm that they have complied with their duties under section 17 of the 2011 Charities Act with regard to Public Benefit.

ACHIEVEMENTS AND PERFORMANCE

The pandemic meant that the Company was unable to meet all the key performance indicators for a number of contracts held. This was due to the three lockdowns, staff and volunteers working from home, clients not being able to attend face to face services, losing the valuable resource of volunteers and the changing needs of our clients. For example the need for support around debt advice was reduced as debtors were unable to chase clients for arrears and there was a ban on evictions which reduced the need for housing support. As the lockdowns end the need for our services will become even greater and more complex.

During the year:

- We advised and supported 8,609 people
- Of these 296 were assisted to access information online
- We dealt with £4m of debt
- We raised £3.3m in income for our clients

FINANCIAL REVIEW

The Company had net incoming resources during the year of £1,772,269.

An excess of £173,629 was made in the year to 31 March 2021, compared to the budgeted surplus of £233 after depreciation.

The budget approved by the Trustees for the financial year 2021/22 shows a surplus of £23,369.

The FRS102 accounting standard makes it necessary to include the defined benefit pension scheme deficit on the balance sheet, together with a restatement of the previous year. The deficit is represented on the bottom of the balance sheet by a negative reserve.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2021 - Continued

Reserves Policy

The Trustees have examined the Company's requirement for reserves in light of the main risks to the organisation. They have established a policy whereby unrestricted reserves are needed to assist continuity in the event of any funding terminations, covering consequent redundancy pay liabilities.

This amounts to the equivalent of three months' of relevant budgeted expenditure for 2021-22, plus an amount for one-off costs, held as cash. This amounts to £377,000. Reserves currently cover this policy, but do not substantially exceed it.

This policy will be reviewed annually.

Investment Policy

There are no investments, as there is no element of current cash holdings which has certainty of not being needed within an investable timescale.

Pay Policy for Senior Staff

The pay rates for senior staff are determined by the Trustees, using Nottinghamshire County Council pay scales as guidance.

OUR VISION

Our Vision is to put our clients at the heart of everything we do, to help ensure:

- We are their trusted source of advice and information
- We are an organisation our communities, stakeholders and partners want to support and work with.

In working towards our Vision, we will:

- Promote to staff and volunteers our vision, aims and objectives to ensure they are owned by all
- Develop a clear sense of "one service" with the needs of clients at the heart of the organisation
- Have a team of staff and volunteers who are trained and expert in their field and will work together to provide quality advice and information
- Provide high quality advice, focussing on early intervention, and services that are proportionate to need to help people solve their problems, whoever they are, and whatever their problem

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2021 - Continued

Future Plans

The Board of Trustees has written a new Business Plan for 2020-23. The Plan identifies the main challenges facing the organisation and puts forward five strategic priorities for the period 2020-23. These cover the key areas of Advice, Advocacy, Technology, Sustainability and Culture and are aligned with those of Citizens Advice nationally. Within these key areas we have set out our ambitions for 2023. These include:

- increasing our capacity across all channels of access
- partnering with Citizens Advice in local delivery of national services
- using our data to respond to local need, influencing policy-makers
- measuring the return on investment for our policy work
- meeting technological needs to support changing work patterns
- diversifying our funding streams and being clear about the new income streams we want to secure
- creating a culture that is collaborative and innovative and that can adapt to the changing needs of clients.

In 2021/22 we will:

- review our processes to ensure we deliver a seamless client journey and can be accessed by anyone as we live with COVID
- seek to ensure funding continues with our major funders through tendering processes
- look to diversify with a range of funding opportunities to ensure the stability of our Company and meeting the needs and demands of our clients
- continue to be a strong partner in the Advice Nottingham consortium
- expand our use of all channels including phone, face to face, web chat and virtual meetings
- look to expand the services delivered across the City, Gedling and Rushcliffe areas as demand increases due to the impact of COVID
- review our training for staff and volunteers to accommodate new ways of working.

The Board of Trustees review progress against our Business Plan at quarterly Board meetings. The Plan will be rolled forward annually so we are always working in Year One.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 30 November 1988 and registered as a charity on 7 March 1989. The Company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. This was revised and adopted at the Annual General Meeting on 23 August 2004. In the event of the Company being wound up, Directors are required to contribute an amount not exceeding £1.

The organisation is a company limited by guarantee not having a share capital and has obtained exemption with Companies Act to dispense with the word 'limited' as part of its company name.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2021 - Continued

Recruitment and Appointment of the Board of Trustees

The directors of the company are also charity trustees for the purposes of charity law. Under the requirements of the Memorandum and Articles of Association, the members of the Board of Trustees are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

The maximum number of Trustees is fifteen and the minimum number three, being either:

- Elected at the Annual General Meeting (there being no more than ten such elected trustees in total); or
- Co-opted by the Board of Trustees (provided that on appointment the total number of co-opted Trustees does not exceed one third of the total number of Trustees)

The Trustees who served during the year are shown in the Company Information set out on page 1. Elected Members are appointed on an annual basis.

The Company holds Annual General and Public Meetings every year. The meetings for this year are to be held on 13th October 2021.

Trustee Induction and Training

New Trustees are provided with a full induction and training programme. Trustees receive ongoing appropriate training.

Organisation

The Board of Trustees meets on a quarterly basis and is responsible for the strategic direction and policy of the Company. Trustees also meet to review finance, personnel, performance and fundraising. Trustees have considerable experience within senior management, including contract management and managing change. Trustees include professionally qualified accountants.

A scheme of delegation is in place and day to day responsibility for the provision of the services rests with the Chief Officer. The Chief Officer is responsible for ensuring that the Company delivers the services specified and that key performance indicators are met.

A new Chief Officer was appointed in January 2021 bringing a wealth of experience including strategic management, project management, implementation and managing change as well as service delivery.

Due to the retirement of the Operations Manager and the changing needs of our clients and financial constraints a review of the organisational structure is taking place over Q2-Q4. An interim structure has been put in place with an Operations Support Manager and Operations Delivery Manager. The IT Manager will also take additional responsibility for deputising for the Chief Officer.

The Company is supported by a dedicated and strong team of staff and volunteers who are led by Supervisors and Managers who are experienced and knowledgeable in the advice sector.

Related Parties

The organisation is a member of Citizens Advice (Company Number 1436945 and registered charity 279057) which provides guidance, encouragement, training and support. During the year we have also worked in partnership with Bestwood Advice Centre, Clifton Advice Centre, Meadows Advice Group, Nottingham Law Centre and St Anns Advice Centre.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2021 - Continued

RISK MANAGEMENT

The Trustees have assessed the major risks to which the Company is exposed, in particular those related to the reputation, operation and finances of the Company, and are satisfied that systems are in place to mitigate exposure to major risks. A comprehensive risk assessment is undertaken annually by the Trustees. This provides a thorough understanding of the business risks to the Company and contributes to the completion of the Citizens Advice service-wide risk assessment. Where appropriate, systems or procedures have been established to mitigate the risks the Company faces.

RESPONSIBILITIES OF THE TRUSTEES

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 as at the balance sheet date and of its incoming resources and application of resources, and including income and expenditure for the financial year. In preparing those financial statements, the Trustees should follow best practice and:

- 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;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business; and
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charitable Company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charitable Company and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

Insofar as the Trustees are aware:

- There is no relevant audit information of which the charity's auditors are unaware and;
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

MEMBERS OF THE BOARD OF TRUSTEES

Members of the Board of Trustees, who are directors for the purpose of the company law and Trustees for the purpose of charity law, who served during the year and up to the date of this report are set out on page 1.

Directors of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2021 was 7 (2020: 7).

Haines Watts East Midlands Ltd were appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

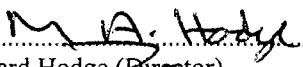
**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Report of the Trustees for the year ended 31 March 2021 - Continued

A resolution to re-appoint Haines Watts East Midlands Ltd as auditors of the Company will be proposed at the Annual General Meeting.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Approved by the Board of Trustees on 13/10/21 and signed on its behalf by:


.....
Richard Hodge (Director)

**Report of Independent Auditors to the Members of
Nottingham and District Citizens Advice Bureau
A Charitable Company Limited by Guarantee**

Opinion

We have audited the financial statements of Nottingham and District Citizens Advice Bureau for the year ended 31 March 2021 on pages thirteen to twenty eight which comprise the Statement of Financial Activities, the summary Income and Expenditure Account, the Balance Sheet, the Cash Flow Statement and the related notes. 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 2021 and of the 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 Auditors' 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 the provisions available for small entities, in the circumstances set out in note twenty-one to the financial statements, 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 director's use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the director has not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company'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.

However, because not all future events or conditions can be predicted, this statement is not a guarantee as to the charity's ability to continue as a going concern. The COVID-19 pandemic is one of the most significant events for the UK, with unprecedented levels of uncertainty of outcomes. It is therefore difficult to evaluate all of the potential implications on the charity's finances and wider economy.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our Auditors report thereon. The Trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and 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.

**Report of Independent Auditors to the Members of
Nottingham and District Citizens Advice Bureau
A Charitable Company Limited by Guarantee**

Opinion 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 Director's report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Directors 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 company and its environment obtained in the course of the audit we have not identified material misstatements in the Director's Report included within the Trustees Report.

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

- adequate and proper accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- Parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustee's 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' exemption from the requirement to prepare a Strategic Report or in preparing the Trustees report.

Responsibilities of Trustees

As explained more fully in the Statement of Trustees Responsibilities set out on page thirteen, 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 has no realistic alternative but to do so.

Auditors' 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 a Report of the Auditors 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.

**Report of Independent Auditors to the Members of
Nottingham and District Citizens Advice Bureau
A Charitable Company Limited by Guarantee**

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;

- Reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements. Specifically reviewing compliance with Charities SORP FRS102 and the Companies Act 2006.
- Performing recalculations of contractual income streams including accounting entries made in respect of any income accrued and deferred.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate an increased risk of material misstatement as a result of fraud.
- Performing substantive testing over a selection of journal entries made in the period, to address the risk of fraud due to management override of controls.
- Assessing material accounting estimates to determine if there are indications of management bias.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members, and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

Our audit did not identify any key audit matters relating to the detection of irregularities including fraud. However, despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to the inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularity likely involve collusion, forgery, intentional misrepresentations, or the override of internal controls.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Auditors.

Use of Report

This report is made solely to the Company's Trustees 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 Trustees 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 Company's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.

D. J. LOCKWOOD

.....
Mrs D J Lockwood, FCA, FCCA, ATT – Senior Statutory Auditor
For and on behalf of Haines Watts East Midlands Ltd- Statutory Auditors
10 Stadium Business Court
Millennium Way, Pride Park
Derby, DE24 8HP

Date: 14th October 2021

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee) – Company Number 2323141

Statement of Financial Activities
(Including Income and Expenditure Account)
For the year ended 31 March 2021

Note	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Unrestricted Funds 2020 £	Restricted Funds 2020 £	Total Funds 2020 £
Income						
Donations and Legacies	12,080	-	12,080	-	22,500	22,500
JRS Government Furlough Grant	4,372	-	4,372	-	-	-
<i>Income from Charitable Activities</i>						
Grants and Contracts	956,488	796,769	1,753,257	1,016,628	850,255	1,866,883
<i>Income from Other Trading Activities</i>						
Rental Income	-	-	-	3,000	-	3,000
Other Income	2,560	-	2,560	31,251	-	31,251
Investment Income	-	-	-	2,347	-	2,347
Total Incoming Resources	975,500	796,769	1,772,269	1,053,226	872,755	1,925,981
Expenditure						
<i>Expenditure on Charitable Activities</i>						
5/6	801,871	796,769	1,598,640	950,470	908,699	1,859,169
Total Expenditure	801,871	796,769	1,598,640	950,470	908,699	1,859,169
Net Income/(Expenditure) and Net Movement in Funds for the Year	173,629	-	173,629	102,756	(35,944)	66,812
Transfer Between Funds	-	-	-	-	-	-
Actuarial (Loss) on Defined Benefit Pension Scheme	(631,000)	-	(631,000)	109,000	-	109,000
Reconciliation of Funds						
Total Funds Brought Forward	(559,805)	29,951	(529,854)	(771,561)	65,895	(705,666)
Total Funds Carried Forward	(1,017,176)	29,951	(987,225)	(559,805)	29,951	(529,854)

The Statement of Financial Activities includes all gains and losses recognised in the year. All income and expenditure derives from continuing activities.

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee) – Company Number 2323141

Balance Sheet as at 31 March 2021

		<u>2021</u>		<u>2020</u>	
Note	£	£	£	£	£
Tangible Fixed Assets					
- Leasehold Improvements	11		196,548		214,654
- Computer Equipment	11		5,955		13,920
Total Fixed Assets			202,503		228,574
Current Assets					
Debtors	12	264,224		105,705	
Cash at bank and in hand		716,263		689,447	
Total Current Assets		980,487		795,152	
Liabilities:					
Creditors falling due within one year	13	574,215		588,580	
Net Current Assets			406,272		206,572
			608,775		435,146
Pension Scheme deficit	20		(1,596,000)		(965,000)
Net Assets			(987,225)		(529,854)
The Funds of the Charity:					
Unrestricted funds					
General fund - General (monies available)		578,824		405,195	
- Pension reserve		(1,596,000)		(965,000)	
			(1,017,176)		(559,805)
Restricted Funds	15		29,951		29,951
Total Charity Funds			£ (987,225)		£ (529,854)

These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

Approved by the Trustees on 17th October 2021 and signed on their behalf by:

.....
P Slocombe – Trustee (Treasurer)

.....
R Hodge - Trustee (Chair)

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)
Company Number 2323141

Cash Flow Statement as at 31 March 2021

	<u>Notes</u>	<u>2021</u> £	<u>2020</u> £
Net Cash Flow from Operating Activities	22	32,783	320,804
Returns on Investments:			
Interest Received		-	2,347
		32,783	323,151
Capital Expenditure and Financial Investments:			
Purchase of Tangible Fixed Assets		(5,967)	(232,709)
		26,816	90,442
Net Cash Inflow/(Outflow)		26,816	90,442
Increase/(Decrease) in Cash in the Year		26,816	90,442
Net Cash Resources at 1 April 2020		689,447	599,005
<u>Net Cash Resources at 31 March 2021</u>		<u>716,263</u>	<u>689,447</u>

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes forming part of the Financial Statements for the year ended 31 March 2021

1. Accounting Policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

(a) Basis of Accounting

The financial statements have been in accordance with the 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 (FRS102) (issued 1st January 2019) – (Charities SORP FRS102). The Financial Reporting Standard applicable in UK and Republic of Ireland (FRS102) and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

Nottingham and District Citizens Advice Bureau meets the definition of a public benefit entity under FRS102.

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

COVID-19 Statement

In response to Covid-19 the office closed to the public on 23 March with all staff working from home. Access to advice is by telephone, email and webchat. Since then a risk assessment of the premises has been conducted and measures put in place to ensure a Covid-19 safe working environment in line with Government and NHS guidelines. Individual risk assessments will be completed with all personnel before returning to the office. The Charity has sought additional funds to cover the cost of equipment required for home working.

The financial statements are presented in Sterling (£).

(b) Fund accounting

- Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.
- Designated funds are unrestricted funds earmarked by the Board of Trustees for particular purposes.
- Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

(c) Incoming resources

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

- Voluntary income is received by way of donations and gifts, and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are recognised as income when the Company has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the Company of the item is probable and that economic benefit can be measured reliably. On receipt, donated services and facilities are recognised on the basis of the value of the gift to the Company which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.
- Investment income is included when receivable.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes forming part of the Financial Statements for the year ended 31 March 2021 – continued

- Incoming resources from grants where related to performance and specific deliverables are accounted for, as the charity earns the right to consideration by its performance.
- Legacies are accounted for on a receivable basis when the following conditions for the receipt have been met:
 - the final estate accounts have been approved
 - the legacy is capable of measurement; and
 - there is no reversionary interest.

(d) Resources expended

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

- Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of fundraising.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- The work of volunteers assists the Company to achieve its charitable objectives – the cost of the volunteers (other than travel expenses incurred) is excluded from the income and expenditure accounts and is not quantified.
- Support costs are those functions that assist with the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the Charities projects and activities. These costs have been allocated between cost of raising fund and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 6.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the Company.
- All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor areas, case load, per capita or estimated usage as set out in Note 6.

Pension costs and other post-retirement benefits

- Retirement benefits to employees of the company are provided by the Local Government Pension Scheme (LGPS) which is a defined benefit scheme.

The LGPS is a funded scheme and the assets are held separately from those of the company in separate trustee administered funds. Pension scheme assets are measured at fair value and liabilities are measured on an actuarial basis using the projected unit credit method and discounted at a rate equivalent to the current rate of return on a high quality corporate bond of equivalent term and currency to the liabilities. The actuarial valuations are obtained at least triennially and are updated at each balance sheet date. The amounts charged to the income statement are the current service costs of scheme introductions, benefit charges, settlements and curtailments. They are included as part of staff costs as incurred. Net interest on the net defined benefit obligation and interest income on the scheme assets, calculated by multiplying the fair value of the scheme assets at the beginning of the period by the rate used to discount the benefit obligations. The difference between the interest income on the scheme assets and the return on the scheme assets is recognised in the income statement. Actuarial gains and losses are recognised immediately in the income statement.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes forming part of the Financial Statements for the year ended 31 March 2021 – continued

The actuary has produced the pension disclosures based upon IAS19. The resulting pension scheme liability has been transferred to a separate pension reserve in order to ring fence the liability.

Additionally a second pension scheme is operated by Standard Life, this is a defined contribution scheme. The pension charge under this scheme represents the amounts payable by the Company to the funds in respect of the year. The pension costs paid under this scheme are shown in the notes to the accounts.

Company Limited by Guarantee

- The Company is limited by guarantee and in the event of it being wound up, every member is liable to contribute a sum not exceeding £1. There are no shares of any class either authorised or allotted.

Tangible Fixed Assets

- Capital additions have been capitalised in respect of the move to Maid Marian Way. These assets are shown on the balance sheet and have been written off over a period of 10 years (the length of the lease) from the date of first occupation of the property (July 2019).
- Capital additions of equipment have been previously written off to the Income and Expenditure Account in the year of acquisition and there is therefore no charge for depreciation. The assets comprise of office furniture, office equipment, computers and printers. The normal requirement would have been for capitalisation of office equipment and for depreciation to be charged thereon. This position was not easily quantified due to the mixture of purchased, funded, partly funded and donated equipment. Thus for clarity, this policy had been adopted to give a true and fair view. The fixed assets are insured for £82,000.
- From financial year ended 31 March 2015 fixed assets have been capitalised and depreciated from date of acquisition.
 - Computer equipment 20% on cost
 - Improvements to property 10% straight line

Donated Services, Good and Facilities

Donated services or facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. On receipt, donated services and facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt

Debtors

Debtors are recognised at the settlement amount owed to the Charity or prepaid.

Creditors

Creditors and provisions are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party, and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount.

Financial Instruments

The Charity 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.

Taxation

The charity is exempt from tax on its charitable activities. The charity also rents its rooms to other local children's activities which satisfy the objectives of the charity. The trustees have reviewed the charity's trading activities and are confident that they further the charity's aims and, as such, are considered to be primary purpose trading.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the Financial Statements for the year ended 31 March 2021 - continued

Judgement and Key Sources of Estimation Uncertainty

The preparation of accounts using generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities at the date of the accounts and the reported amounts of revenues and expenses during the reporting period.

The key estimates and assumptions used in the Financial Statements are detailed in the accounting policies.

2. Income from Grants and Contracts (Charitable Activities)

	<u>2021</u>		<u>2020</u>	
	£		£	
Unrestricted				
Nottingham City Council		823,088		883,228
Nottinghamshire County Council		29,200		29,200
Gedling Borough Council and Arnold Outreach		40,000		40,000
Rushcliffe Borough Council		19,200		19,200
Capital One		45,000		40,000
Citizens Advice – Pension Wise		-		5,000
		<u>956,488</u>		<u>1,016,628</u>
	<u>2021</u>		<u>2020</u>	
	£	£	£	£
Restricted				
<i>Main Projects</i>				
Money and Pensions Service	327,899		377,820	
Citizens Advice UC-HTC	454,477		450,385	
Gedling – GBC Soc Prescribing	-		1,643	
		<u>782,376</u>		<u>829,848</u>
<i>Other Projects</i>				
M S Society	12,359		12,057	
Nottingham City – Policy & Comm’s Officer	-		8,350	
Small Projects	2,034		-	
		<u>14,393</u>		<u>20,407</u>
		<u>796,769</u>		<u>850,255</u>
Total Grants and Contracts		<u>1,753,257</u>		<u>1,866,883</u>

3. Investment Income

	<u>2021</u>		<u>2020</u>	
	£		£	
Bank Interest	£	-	£	2,347
		<u>-</u>		<u>2,347</u>

4. Donations

	<u>2021</u>		<u>2020</u>	
	£		£	
<u>Organisations and Trust Fund Donors</u>				
Other Donations- for move to Maid Marian Way		-		22,500
	£	<u>-</u>	£	<u>22,500</u>

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the Financial Statements for the year ended 31 March 2021 – continued

5. Analysis of Expenditure on Charitable Activities

	<u>Main Projects</u> £	<u>Other Projects</u> £	<u>Core Advice Work</u> £	<u>Total 2021</u> £	<u>Total 2020</u> £
Staff Costs	659,731	12,137	230,806	902,674	933,226
Training Costs	1,374	25	481	1,880	5,024
Payroll Preparation Costs	1,497	28	523	2,048	2,065
Recruitment Costs	2,800	52	980	3,832	3,500
Travel and Subsistence	135	2	48	185	4,616
Subscriptions	2,286	42	800	3,128	7,464
IT Software and Maintenance	2,752	51	962	3,765	12,512
Subcontractors	-	-	528,158	528,158	599,488
Support & Governance Costs	111,801	2,056	39,113	152,970	291,274
Total	<u>782,376</u>	<u>14,393</u>	<u>801,871</u>	<u>1,598,640</u>	<u>1,859,169</u>

Summary Analysis of Expenditure and Related Income for Charitable Activities

The table shows the cost of the three main charitable activities and the sources of income directly to support those activities:

	<u>Main Projects</u> £	<u>Other Projects</u> £	<u>Core Advice Work</u> £	<u>Total</u> £
Grants & Contracts (see note 2)	782,376	14,393	996,488	1,793,257
Costs	782,376	14,393	801,871	1,598,640
Net (Costs)	<u>-</u>	<u>-</u>	<u>194,617</u>	<u>194,617</u>

Analysis of Governance and Support Costs

The Company initially identified the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between the three key charitable activities undertaken in the year.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the Financial Statements for the year ended 31 March 2021 – continued

Refer to the table below for the basis of apportionment and the analysis of support and governance costs.

6.	<u>General Support</u> £	<u>Governance Function</u> £	<u>Total 2021</u> £	<u>Total 2020</u> £	<u>Basis of Apportionment</u>
Rent, Rates and Insurance	57,121	-	57,121	66,803	Staff Resources
Light, Heat and Water	6,557	-	6,557	13,967	Staff Resources
Cleaning	7,342	-	7,342	7,526	Staff Resources
Repair and Maintenance	3,809	-	3,809	6,060	Staff Resources
Telephone and Postage	18,207	-	18,207	25,577	Staff Resources
Publication, Printing and Stationery	3,845	-	3,845	4,980	Staff Resources
Office Equipment Purchase and Repairs	23,943	-	23,943	11,433	Staff Resources
Sundry Expenses	3,578	-	3,578	7,389	Staff Resources
Insurance	4,531	-	4,531	4,019	Staff Resources
Annual Report and AGM Costs	-	99	99	99	Governance
Audit and Accountancy	-	3,900	3,900	2,895	Governance
Depreciation	32,038	-	32,038	26,018	Staff Resources
Legal and Professional Fees	-	5,594	5,594	84,508	Governance
Dilapidations	(25,000)	-	(25,000)	-	Staff Resources
Bad Debts Provision	-	-	-	30,000	Staff Resources
Irrecoverable VAT	7,406	-	7,406	-	Staff Resources
	<u>143,377</u>	<u>9,593</u>	<u>152,970</u>	<u>291,274</u>	

7. Net Income/(Expenditure) for the Year

This is stated after charging:

	<u>2021</u> £	<u>2020</u> £
Operating Leases – Rent and Service Charges	54,334	49,143
Auditor's remuneration:		
Audit services	2,900	2,400
Accountancy services	1,000	1,800
Payroll Services	2,048	2,065
Depreciation	<u>32,038</u>	<u>26,018</u>

8. Employee Information

	<u>2021</u>	<u>2020</u>
Average Number of Employees:		
Advisors, Management and Administration	<u>42</u>	<u>45</u>
Staff Costs		
Salaries	762,374	810,727
Pension costs	84,851	62,019
Social Security costs	55,310	57,271
Staff expenses	139	3,209
	<u>£ 902,674</u>	<u>£ 933,226</u>

Total remuneration of key management personnel in the year was £90,266 (2020: £76,964).

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the Financial Statements for the year ended 31 March 2021 – continued

The number of employees to whom retirement benefits were accruing was as follows:

	<u>2021</u>	<u>2020</u>
Defined Benefit Scheme	9	10
Defined Contribution Scheme	30	25
No employee earned £60,000 or more per annum		

9. Trustee Remuneration and Related Party Transactions

No emoluments were received by the Board of Trustees in their capacity as Trustees.

There were no emoluments or expenses paid to any Trustee, or persons connected with such a Trustee, directly or indirectly from the funds of the Company or from the property of any situation or body corporate connected with the Company. There are no other related party disclosures.

10. Taxation

The Company is exempt on tax on income and gains falling within Section 505 of the Taxes Act 1988 or Section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

11. Tangible Fixed Assets

	<u>Improvements to Property</u>	<u>Computer Equipment</u>	<u>Total</u>
	£	£	£
Cost			
Balance at 31.3.20	232,709	39,819	272,528
Additions	5,967	-	5,967
Disposals	-	-	-
Balance at 31.3.21	238,676	39,819	278,495
Depreciation			
Brought Forward 31.3.20	18,055	25,899	43,954
For Year	24,073	7,965	32,038
On Disposal	-	-	-
Carried Forward 31.3.21	42,128	33,864	75,992
Net Book Value 31.3.21	196,548	5,955	202,503

In the year the charity moved from Carrington Street, Nottingham to Maid Marian Way, Nottingham. The original improvements to leasehold property were for the Carrington Street property and were fully written off, reflected by the property disposal entries. The additions represent the work to improve the leasehold property at Maid Marian Way.

12. Debtors

	<u>2021</u>	<u>2020</u>
	£	£
Amounts falling due within one year:		
Income and Grants Receivable	30,000	30,000
Prepayments and Accrued Income	9,534	12,243
Other Debtors	254,690	93,462
Provisions for Bad Debt	(30,000)	(30,000)
	264,224	105,705

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the financial statements for the year ended 31 March 2021 – continued

13. Creditors

Amounts falling due within one year:	<u>2021</u>	<u>2020</u>
	£	£
Taxes and other Social Security costs	22,289	19,748
Trade Creditors	30,379	98,566
Grants Received in Advance	389,586	358,770
Accrued Expenses	6,736	33,596
VAT liability	102,619	52,033
Client account	(182)	429
Rent Free Period	22,788	25,438
	<u>574,215</u>	<u>588,580</u>

14. Analysis of Net Assets between Funds

Year Ended 31 March 2021	General Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Fixed Assets	202,503	-	-	202,503
Current Assets	950,536	-	29,951	980,487
Current Liabilities	(574,215)	-	-	(574,215)
Pension Scheme				
Deficit	<u>(1,596,000)</u>	<u>-</u>	<u>-</u>	<u>(1,596,000)</u>
Net Assets at 31.3.2021	<u>(1,017,176)</u>	<u>-</u>	<u>29,951</u>	<u>(987,225)</u>

Year Ended 31 March 2020	General Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Fixed Assets	228,574	-	-	228,574
Current Assets	765,201	-	29,951	795,152
Current Liabilities	(588,580)	-	-	(588,580)
Pension Scheme				
Deficit	<u>(965,000)</u>	<u>-</u>	<u>-</u>	<u>(965,000)</u>
Net Assets at 31.3.2020	<u>(559,805)</u>	<u>-</u>	<u>29,951</u>	<u>(529,854)</u>

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the financial statements for the year ended 31 March 2021 - continued

15. Movement in Funds

Year Ended 31 March 2021	At 1 April 2020 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2021 £
Restricted funds:					
Money and Pensions Service	-	327,899	327,899	-	-
M S Society	-	12,359	12,359	-	-
Nottinghamshire Housing Advice	29,951	-	-	-	29,951
UC- HTC	-	454,477	454,477	-	-
Small Projects	-	2,034	2,034	-	-
Total restricted funds	<u>29,951</u>	<u>796,769</u>	<u>796,769</u>	<u>-</u>	<u>29,951</u>
Unrestricted funds:					
General Funds available for day to day activities	(559,805)	975,500	1,432,871	-	(1,017,176)
Total unrestricted funds	<u>(559,805)</u>	<u>975,500</u>	<u>1,432,871</u>	<u>-</u>	<u>(1,017,176)</u>
Total funds	<u>(529,854)</u>	<u>1,772,269</u>	<u>2,229,640</u>	<u>-</u>	<u>(987,225)</u>
Year Ended 31 March 2020	At 1 April 2019 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2020 £
Restricted funds:					
Gedling GBC Soc Prescribing	-	1,643	1,643	-	-
Money and Pensions Service Nottingham City	-	377,820	377,820	-	-
– Policy & Campaigns Officer	-	8,350	8,350	-	-
M S Society	-	12,057	12,057	-	-
Nottinghamshire Housing Advice	29,951	-	-	-	29,951
UC- HTC	35,944	450,385	486,329	-	-
Donations Maid Marian Way	-	22,500	22,500	-	-
Total restricted funds	<u>65,895</u>	<u>872,755</u>	<u>908,699</u>	<u>-</u>	<u>29,951</u>
Unrestricted funds:					
General Funds available for day to day activities	(771,561)	1,162,226	950,470	-	(559,805)
Total unrestricted funds	<u>(771,561)</u>	<u>1,162,226</u>	<u>950,470</u>	<u>-</u>	<u>(559,805)</u>
Total funds	<u>(705,666)</u>	<u>2,034,981</u>	<u>1,859,169</u>	<u>-</u>	<u>(529,854)</u>

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the financial statements for the year ended 31 March 2021 - continued

Purposes of restricted funds:

Money and Pensions Service – This fund is from the East Midlands Money Advice (EMMA) Project and is for the provision of free debt advice. The project continues but all available funds have been spent in the year.

Multiple Sclerosis Society – Funding to employ a part time (8 hours per week) Welfare Adviser to work with people affected by MS.

Nottinghamshire Housing Advice – This charity made a generous donation previously, which can only be used for the purpose of housing advice and housing debt advice. A balance is carried forward of £29,951.

UC-HTC – This is the universal credit – ‘Help to Claim’ service. This funds is via a sub-grant with Citizens Advice. Citizens Advice hold the lead grant agreement with the Department for Work and Pensions.

Small Projects – Amounts totalling £2,034 donated for IT equipment , all spent in the year.

16. Negligence Insurance

The Company participates in the negligence insurance scheme. The total insurance premium payable for the year totalled £2,280. The scheme provides cover up to a maximum of £2,500,000 in any one year for the Organisation as a whole.

17. Financial Commitments

A 10 year lease for premises on Maid Marian Way in Nottingham was signed on 9 May 2019 and has now commenced with a six month rent free period at a rent of £53,000 per annum and a monthly service charge of £332. The total rent and service charge paid for Maid Marian Way for 2020/21 was £54,334. The rental commitment annually totals £50,350 until 2029.

The Company has committed to one Vodafone mobile phone contract and seven on contract with O2 of varying length in duration, plus 18 on giffgaff on a rolling contract.

18. Potential Contract Clawback

Nottingham City Council provides income in total for the delivery of welfare services in the Nottingham City Area. Total funds are given to the Company and then subcontracted to other service providers to deliver the welfare advice. Should the company not deliver this service a ‘clawback’ could be made by Nottingham City Council. The contract given by Nottingham City Council reflects the clawback provision as do the subcontract agreements which have been agreed with the subcontract agencies to limit liability to the charity.

19. Citizens Advice (Related Party)

The Company is a member of Citizens Advice, which provides guidance, encouragement, training and support. Transactions with Citizens Advice are shown below.

		2021	2020
		£	£
Receipts			
Citizens Advice	- US- HTC	454,477	450,385
Expenditure			
Citizens Advice	- Reference books and promotional material	1,698	1,813
	- Annual Fee for Information System	4,641	6,069
	- Indemnity Insurance	2,280	2,280

There were no outstanding balances at 31 March 2021.

**Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)**

Notes to the financial statements for the year ended 31 March 2021 - continued

20. Employee Benefit Obligations

The Company contributes to both a defined benefit and defined contribution pension scheme. The assets are held and administered by the Nottinghamshire County Council Pension Scheme and Standard Life. The pension cost charge represents contributions payable by the Company to the pension schemes and amounts to £67,714 (2020: £62,019).

An actuarial valuation was carried out for the defined benefit scheme by Barnett Waddingham by rolling forward to 31 March 2021 the value of the employers liability calculated for the funding valuation as at 31 March 2020 using financial assumptions that comply with FRS102. The valuations are calculated every three years the last one being on 31 March 2019.

The amounts recognised in the balance sheet are as follows:-

	<u>2021</u> £	<u>2020</u> £
Present value of funded obligations	3,116,000	(2,211,000)
Fair value of plan assets	<u>1,520,000</u>	<u>1,211,000</u>
	1,596,000	(965,000)
Present value of unfunded obligations	<u>-</u>	<u>-</u>
Deficit	<u>1,596,000</u>	<u>(965,000)</u>
Net Liability	<u>1,596,000</u>	<u>965,000</u>

The amounts recognised in surplus or deficit are as follows:-

	<u>2021</u> £	<u>2020</u> £
Current service costs	73,000	113,000
Net interest from net defined benefit asset/ liability	22,000	26,000
Administration Expenses	<u>1,000</u>	<u>1,000</u>
	96,000	140,000
Actual return on plan assets	<u>268,000</u>	<u>(109,000)</u>

Changes in the present value of the defined benefit obligation are as follows:-

	<u>2021</u> £	<u>2020</u> £
Opening defined benefit obligation	2,176,000	2,361,000
Current service cost	73,000	113,000
Contributions by scheme participants	13,000	15,000
Interest cost	51,000	58,000
Actuarial (gains)/losses from changes in financial and demographic assumptions	834,000	(363,000)
Estimated benefits paid net of transfers	<u>(31,000)</u>	<u>(8,000)</u>
	<u>3,116,000</u>	<u>2,176,000</u>

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Notes to the financial statements for the year ended 31 March 2021 - continued

Changes in the fair value of the scheme assets are as follows:-

	<u>2021</u>	<u>2020</u>
	<u>£</u>	<u>£</u>
At 1 April 2020	1,211,000	1,287,000
Interest Income	29,000	32,000
Benefits Paid	(31,000)	(8,000)
Contributions by Employer	60,000	59,000
Contributions by scheme participants	13,000	15,000
Administration Expenses	(1,000)	(1,000)
Remeasurements:		
Return on plan assets, excluding amount included in interest income	239,000	(141,000)
Actuarial gains and losses	-	(32,000)
At 31 March 2021	<u>1,520,000</u>	<u>1,211,000</u>

The amount recognised in other comprehensive income are as follows:-

	<u>2021</u>	<u>2020</u>
	<u>£</u>	<u>£</u>
Recognised in other comprehensive income:		
Measurement of Liability:		
Actuarial (gains) and losses from changes in financial assumptions	(834,000)	331,000
Return on fund assets in excess of interest	239,000	(141,000)
	<u>(595,000)</u>	<u>190,000</u>

The major categories of scheme assets as a percentage total scheme assets are as follows:-

	<u>2021</u>	<u>2020</u>
	<u>£</u>	<u>£</u>
Equities	64	64
Gifts	4	3
Bonds	7	9
Property	11	13
Infrastructure	5	2
Inflation linked	4	4
Cash/temporary investments	5	5
	<u>100</u>	<u>100</u>

Principal actuarial assumptions at the balance sheet date (expressed as weighted averages):

Discount rate	2.05%
Future salary increases	3.85%
Future pension increases	2.85%

21. FRC Ethical Standard – In common with many other entities of our size and nature we use our auditors to assist with the preparation of the financial statements.

Nottingham and District Citizens Advice Bureau
(A Company Limited by Guarantee)

Notes to the financial statements for the year ended 31 March 2021 - continued

22. Cash Flow Statement

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

	<u>2021</u>	<u>2020</u>
	£	£
Net incoming resources	173,629	66,812
Adjustments:		
Investment Income	-	(2,347)
Depreciation Charges	32,038	26,018
(Increase)/Decrease in Debtors	(158,519)	55,307
Increase/(Decrease) in Creditors	(14,365)	175,014
	<u>32,783</u>	<u>320,804</u>