

**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**

<b>CHARITY NAME:</b>	Nottingham and District Citizens Advice Bureau trading as Citizens Advice Nottingham & District	
<b>CHARITY REGISTRATION NUMBER:</b>	701259	
<b>COMPANY REGISTRATION NUMBER:</b>	2323141 (England and Wales)	
<b>REGISTERED OFFICE AND OPERATIONAL ADDRESS:</b>	16 – 18 Maid Marian Way Nottingham NG1 6HS	
<b>BOARD OF TRUSTEES:</b>	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)
<b>CHIEF OFFICER</b>	P Eaton (until 28.2.21) D Cumberlidge (from 1.3.21) (responsible for day to day running of the charity)	
<b>COMPANY SECRETARY:</b>	G Morrall	
<b>SENIOR STATUTORY AUDITOR:</b>	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	
<b>BANKERS:</b>	Unity Trust Bank Nine Brindleyplace Birmingham B1 2HB	
<b>SOLICITORS:</b>	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 13<sup>th</sup> 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](http://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**

<b>Note</b>	<b>Unrestricted Funds 2021 £</b>	<b>Restricted Funds 2021 £</b>	<b>Total Funds 2021 £</b>	<b>Unrestricted Funds 2020 £</b>	<b>Restricted Funds 2020 £</b>	<b>Total Funds 2020 £</b>
<b>Income</b>						
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
<b>Total Incoming Resources</b>	<b>975,500</b>	<b>796,769</b>	<b>1,772,269</b>	<b>1,053,226</b>	<b>872,755</b>	<b>1,925,981</b>
<b>Expenditure</b>						
<i>Expenditure on Charitable Activities</i>						
5/6	801,871	796,769	1,598,640	950,470	908,699	1,859,169
<b>Total Expenditure</b>	<b>801,871</b>	<b>796,769</b>	<b>1,598,640</b>	<b>950,470</b>	<b>908,699</b>	<b>1,859,169</b>
<b>Net Income/(Expenditure) and Net Movement in Funds for the Year</b>	<b>173,629</b>	<b>-</b>	<b>173,629</b>	<b>102,756</b>	<b>(35,944)</b>	<b>66,812</b>
<b>Transfer Between Funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Actuarial (Loss) on Defined Benefit Pension Scheme</b>	<b>(631,000)</b>	<b>-</b>	<b>(631,000)</b>	<b>109,000</b>	<b>-</b>	<b>109,000</b>
<b>Reconciliation of Funds</b>						
<b>Total Funds Brought Forward</b>	<b>(559,805)</b>	<b>29,951</b>	<b>(529,854)</b>	<b>(771,561)</b>	<b>65,895</b>	<b>(705,666)</b>
<b>Total Funds Carried Forward</b>	<b>(1,017,176)</b>	<b>29,951</b>	<b>(987,225)</b>	<b>(559,805)</b>	<b>29,951</b>	<b>(529,854)</b>

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	£	£	£
<b>Tangible Fixed Assets</b>				
- Leasehold Improvements	11	196,548		214,654
- Computer Equipment	11	<u>5,955</u>		<u>13,920</u>
<b>Total Fixed Assets</b>		202,503		228,574
<b>Current Assets</b>				
Debtors	12	264,224	105,705	
Cash at bank and in hand		<u>716,263</u>	<u>689,447</u>	
<b>Total Current Assets</b>		980,487	795,152	
<b>Liabilities:</b>				
Creditors falling due within one year	13	<u>574,215</u>	<u>588,580</u>	
<b>Net Current Assets</b>		<u>406,272</u>		<u>206,572</u>
		608,775		435,146
<b>Pension Scheme deficit</b>	20	(1,596,000)		(965,000)
<b>Net Assets</b>		<u>(987,225)</u>		<u>(529,854)</u>
<b>The Funds of the Charity:</b>				
<b>Unrestricted funds</b>				
General fund - General (monies available)		578,824	405,195	
- Pension reserve		<u>(1,596,000)</u>	<u>(965,000)</u>	
		(1,017,176)		(559,805)
<b>Restricted Funds</b>	15	29,951		29,951
<b>Total Charity Funds</b>		£ <u>(987,225)</u>		£ <u>(529,854)</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 13th October 2021 and signed on their behalf by:

P Slocombe  
P Slocombe – Trustee (Treasurer)

M A Hodge  
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> £
<b>Net Cash Flow from Operating Activities</b>	22	32,783	320,804
<b>Returns on Investments:</b>			
Interest Received		-	2,347
		32,783	323,151
<b>Capital Expenditure and Financial Investments:</b>			
Purchase of Tangible Fixed Assets		(5,967)	(232,709)
		26,816	90,442
<b>Net Cash Inflow/(Outflow)</b>		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
<b><u>Net Cash Resources at 31 March 2021</u></b>		<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 1<sup>st</sup> 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>
	£		£
<b>Unrestricted</b>			
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>
	£		£
<b>Restricted</b>			
<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>
<b>Total Grants and Contracts</b>	<u>1,753,257</u>		<u>1,866,883</u>

**3. Investment Income**

	<u>2021</u>		<u>2020</u>
	£		£
Bank Interest	£ -		£ 2,347

**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
<u>Total</u>	<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</u> <u>Support</u> £	<u>Governance</u> <u>Function</u> £	<u>Total</u> <u>2021</u> £	<u>Total</u> <u>2020</u> £	<u>Basis of</u> <u>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	23,943	-	23,943	11,433	Staff Resources
Purchase and Repairs					
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>
<b>Average Number of Employees:</b>		
Advisors, Management and Administration	<u>42</u>	<u>45</u>
<b>Staff Costs</b>		
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>
<b>Defined Benefit Scheme</b>	9	10
<b>Defined Contribution Scheme</b>	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>
	£	£	£
<b>Cost</b>			
Balance at 31.3.20	232,709	39,819	272,528
Additions	5,967	-	5,967
Disposals	-	-	-
Balance at 31.3.21	<u>238,676</u>	<u>39,819</u>	<u>278,495</u>
<b>Depreciation</b>			
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	<u>42,128</u>	<u>33,864</u>	<u>75,992</u>
Net Book Value 31.3.21	<u>196,548</u>	<u>5,955</u>	<u>202,503</u>

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**

Amounts falling due within one year:	<u>2021</u>	<u>2020</u>
	£	£
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)
	<u>264,224</u>	<u>105,705</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**

**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**

<b>Year Ended 31 March 2021</b>	<b>At 1 April 2020 £</b>	<b>Incoming Resources £</b>	<b>Outgoing Resources £</b>	<b>Transfers £</b>	<b>At 31 March 2021 £</b>
<b>Restricted funds:</b>					
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	-	-
<b>Total restricted funds</b>	<u>29,951</u>	<u>796,769</u>	<u>796,769</u>	<u>-</u>	<u>29,951</u>
<b>Unrestricted funds:</b>					
General Funds available for day to day activities	(559,805)	975,500	1,432,871	-	(1,017,176)
<b>Total unrestricted funds</b>	<u>(559,805)</u>	<u>975,500</u>	<u>1,432,871</u>	<u>-</u>	<u>(1,017,176)</u>
<b>Total funds</b>	<u>(529,854)</u>	<u>1,772,269</u>	<u>2,229,640</u>	<u>-</u>	<u>(987,225)</u>

  

<b>Year Ended 31 March 2020</b>	<b>At 1 April 2019 £</b>	<b>Incoming Resources £</b>	<b>Outgoing Resources £</b>	<b>Transfers £</b>	<b>At 31 March 2020 £</b>
<b>Restricted funds:</b>					
Gedling GBC Soc Prescribing	-	1,643	1,643	-	-
Money and Pensions Service	-	377,820	377,820	-	-
Nottingham City – 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	-	-
<b>Total restricted funds</b>	<u>65,895</u>	<u>872,755</u>	<u>908,699</u>	<u>-</u>	<u>29,951</u>
<b>Unrestricted funds:</b>					
General Funds available for day to day activities	(771,561)	1,162,226	950,470	-	(559,805)
<b>Total unrestricted funds</b>	<u>(771,561)</u>	<u>1,162,226</u>	<u>950,470</u>	<u>-</u>	<u>(559,805)</u>
<b>Total funds</b>	<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.

		<b>2021</b>	<b>2020</b>
		<b>£</b>	<b>£</b>
<b>Receipts</b>			
Citizens Advice	- US- HTC	454,477	450,385
<b>Expenditure</b>			
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>£</u>	<u>2020</u> <u>£</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>£</u>	<u>2020</u> <u>£</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>£</u>	<u>2020</u> <u>£</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**  
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**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)
<b>At 31 March 2021</b>	<u><b>1,520,000</b></u>	<u><b>1,211,000</b></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	<u>(14,365)</u>	<u>175,014</u>
	<u>32,783</u>	<u>320,804</u>