

# ANNUAL REPORT

## 2019 - 20



**citizens  
advice**

**Chesterfield**

**Solving problems  
Changing lives**

# Welcome to our Annual Review 2019-20

**As the `bigger picture` confronting people changes over time, so has the advice we offer.** This has never felt more true as we write during the unprecedented experiences of working through the COVID-19 pandemic. The issues brought by Coronavirus were only just emerging at the end of the period covered by this report. But by the end of March 2020, we were faced with making emergency plans to sustain our service provided to people during this emergency. So whilst this report looks back at 2019-20, we have provided an insight to our COVID-19 response.

**With all of our work, you can be assured of good standards.** We are subject to ongoing quality assessment by Citizens Advice, which included a site visit and audit in 2019. This resulted in a pass without any remedial actions required, scoring excellent or good in all areas. We hold the Advice Quality Standard for general advice and casework. Our money advice casework was independently reviewed and we achieved one of the highest scores in the East Midlands

**In this annual report, we focus on some of the developments we`ve made during the year.** The changes and innovations we`ve introduced were to support people in some of the most vulnerable situations. We`ve consolidated our advice projects based at Chesterfield Foodbank in locations at the Compass and at Loundsley Green. We have developed a new service in partnership with Feeding Britain to deliver advice sessions at the Speedwell Eat Well Café in Inkersall, Staveley. We started a pilot advice project at the Hartington mental health unit, Chesterfield Royal Hospital. Reinstating these services will be a priority for our recovery after Coronavirus.

**The future seems uncertain but what is definite is that the need for our services will become ever more apparent.** Unfortunately it is almost certain that the effects of the pandemic will increase unemployment, loss of opportunity and mental health worries. We consider this will lead to an increase in demand for our services. Meeting this challenge will be immense but we are committed to doing our very best for the community. Community partnerships have been at the heart of Chesterfield`s response to COVID-19 and will remain vital going forward.

**Linda.R.Moore, Chair**

**Neil Storer, Chief Officer**



**Certified**

# Helping Our Local Community

Because everyone experiences problems at some point

**6,403**

People helped



**19,535**

Problems dealt with



**3 in 4** people say their problem affects their lives including causing anxiety and financial hardship



**69%** people using the service have an income below £1000 per month



**6 in 10** people using the service have a long term health condition or disability

## Our Impacts matter



**£5.4** million pounds in financial gains for people using the service



**£4.7** million pounds worth of debt managed or written off for people using the service

## How did we do this?



**31** Locations



**54** dedicated staff and volunteers



**10,835** estimated annual hours donated by volunteers

## The difference all this makes matters

**94% of people**

said we had "helped them find a way forward"



**86% of people**

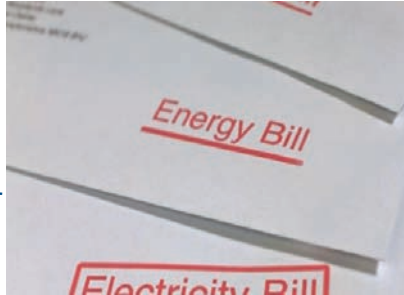
said our advice had substantially contributed to solving their problem



**Achieving positive impact on people`s lives and throughout the community by strong outcomes of advice**

# Trends in Advice during 2019-20

1. Increase in demand for debt advice as people struggle with static or fluctuating low incomes challenging ability to repay Council Tax, energy or water costs, not only traditional forms of credit



2. People struggling to meet the cost of normal household commitments. 4/5 people we help with debt problems have no disposable income or negative budgets after meeting normal essential bills

3. Advisers are reporting increasing numbers of people with severe mental health problems at risk of harm seeking support at our office and advice venues

4. Issues around Universal Credit with people facing long waits for first payment & large deductions for tax credit overpayments or magistrates court fines when payment arrives. We helped 857 people with 2119 UC issues, but there were many other cases where the benefit had either caused new problems or contributed to existing ones. People on UC most commonly had other issues including health, housing, debt and utilities



5. Financial hardship arising from high cost, high interest doorstep loan companies leafleting and calling at some of our most deprived communities

6. More people in crisis situations lacking money, food or both and who have lost contact with essential services e.g. GP and other health services. This loss of confidence and engagement with official services makes the process of recovery from complex problems more challenging



## Other significant trends in enquiries

- Biggest single benefits issue was Personal Independence Payment, a vital disability benefit supporting people to be independent.
- Increase in Universal Credit issues of 49%
- A rise in private rented housing enquiries of 66%
- Increase in energy debt enquiries, by nearly a third
- Most common employment issues: Pay & entitlements, Parental and carers rights
- The Impact of COVID-19 will, of course, impact on these trends again  
See special update



# ADVICE THAT MAKES A DIFFERENCE

## It`s easy to feel overwhelmed

Joe is 52 years old. He lives with his wife and dependent child in a Council rented house. Joe has long standing mental health issues and is seeking help to overcome alcohol addiction. The family have been reliant on household income that included Joe`s Employment Support Allowance, Personal Independence payments, Child benefit, Child Tax Credits and housing benefit/council tax support. Unfortunately Joe`s Personal Independence Payments were withdrawn following a review. The family found themselves running out of immediate money and were unable to make repayments on two debts they had. Joe came to see a Citizens Advice caseworker on the recommendation of his GP to establish whether he was entitled to any additional financial support



## But with our help, things got better. How did we help?

We ensured that the family had access to food by making a referral to the Foodbank. They assisted Joe to make an application to the Derbyshire Discretionary Fund for a cash payment. As well as enabling the family to have cash for essential needs, it meant that they could afford to access energy via a prepayment meter.

Personal Independence Payment (PIP) is extra money to help you with everyday life if you've an illness, disability or mental health condition. You can get it on top of Employment and Support Allowance or other benefits. The assessment of entitlement is based not on the condition you have or the medication you take but on the level of help you need because of how your condition affects you. Joe received a disability benefit in the past but this had stopped. The Citizens Advice caseworker helped Joe challenge the decision that he was no longer entitled to PIP (daily living and mobility components). The Citizens Advice caseworker assisted Joe to apply for PIP. Due to his disability, Joe finds it difficult to go to places that are not familiar. Joe cannot effectively prepare a meal because of the disability. He finds it difficult to remember to take his medication and needs support because of his mental health. PIP is complex and fully explaining a person`s situation is critical to success.

The caseworker liaised with Joe`s creditors concerning two debts of £935 and £2250 because Joe could no longer afford to repay them. The creditors agreed to accept token payments as Joe prefers to make a contribution to what he owes rather than consider options to write off the amounts at present. We supported Joe to apply to the Big Difference Scheme for a water charges social tariff that drastically reduced his water costs

## Outcomes of Advice

- **Personal Independence Payments reinstated worth £6140 per annum, including knock on effect on related entitlements and premiums**
- **Debt Managed £3185**
- **Access to emergency support**
- **Reduction in water bill worth £400 annually**



**Improvement in wellbeing and less stress**  
**Better able to manage housing costs and other essential commitments**

# Project Focus: Advice in Mental Health Settings

In a pilot project, we worked at the Hartington Unit. Based on the Chesterfield Royal Hospital site, this is the Trust's main inpatient service for Chesterfield and North Derbyshire residents with acute mental health needs.

Our aim was to support patients make a better transition on discharge, improving their health and wellbeing & chances of living independently in the community. We did this by providing intensive advice and casework. It is vital that people are not returning to the community with multiple and compounded problems including bare financial resources, benefit entitlement not in place, serious debt issues, poor housing, utility problems and often discrimination.

**COVID-19 has suspended our work but we will be seeking long term funding for this project.**



*"Patients are not well; it takes time to build confidence and to establish the accuracy of information and the benefits processes are challenging for people with mental health problems. The need for this support has been clearly demonstrated, there is also a compelling argument for increasing capacity"*

**Red Gem Consultancy  
Independent Evaluation**

## Key Facts about Advice Work In Mental Health Setting:

We started a pilot advice project at the Hartington mental health unit, Chesterfield Royal Hospital.

By the end of March 2020, we had assisted 78 people with very severe mental health issues with support that meant they were able to be discharged quicker and feel less anxious.

- After our support, ALL patients reported increased confidence, 94% better wellbeing, 77% better ability to live independently, 88% less anxiety.
- Advisers helped patients access benefits Income of £63,588 per annum and manage debts of £79,474.
- A third of the people we saw at the Unit, literally had no money at all at the point we began working with them
- Hospital staff tell us the work supports earlier patient discharge and better independence in the community

# Helping Managing Change and Discharge

## What difference has the project made to you?

*"I was awaiting discharge and got benefits in place"*

*"Helped me to get to the point of discharge"*

*"Reduced my anxiety"*

*"Not worrying about money"*

*"Not worrying"*

*"Less worry financially"*

*"Not so worried"*

*"Made me less anxious"*

*"Feel less anxious"*

*"Feel more focussed on treatment and less anxious"*

*"I feel better able to deal with my problems"*

*"CPN says I'm happier"*

*"Haven't been to see my GP since getting help with my debts"*



The NHS Long Term Plan published in January 2019 stressed the importance of discharge and getting people home, Without unnecessary delay when they are ready to leave hospital, reducing risk of harm to patients from physical and cognitive deconditioning complications" This project can demonstrate the impact that the project has had on facilitating discharge; enabling patients to meet financial discharge criteria that otherwise they would have failed.

## Case Study - Steve`s Story

### Background

Steve is single, 23 years old, and was living in a rented property before moving back home to his parents. Steve has severe mental health issues and has been unable to work for 9 months. He has been receiving Universal Credit. Following a crisis incident in town, concerns were raised about Steve`s safety and he was admitted to the Hartington Mental Health Unit. Steve had found it difficult to manage on an income much lower than when he was at work and was very anxious about his debt situation. Steve`s consultant suggested he get advice about his situation. Because of the combination of health and employment worries, Steve was in debt. He owed £1300 to two creditors as well as £400 to Severn Trent Water. Steve had insufficient money to pay his creditors and wanted a fresh start.

### How did we help?

With advice and support from Citizens Advice Chesterfield, Steve obtained a debt and mental health evidence form completed by a health professional who knew him well. The form can be invaluable in explaining how a mental health issue can affect the ability to manage money, to be able to communicate with creditors and access support. Steve`s adviser helped him consider the advantages and disadvantages of different approaches to dealing with the debts. It was agreed to detail Steve`s financial history and personal circumstances and request that his creditors write off the debts.

With money not going out to creditors, Steve can more easily afford to pay council tax, bills and other essential commitments. With progress made on his problems, Steve was in a better position to manage the transition back into the community

A generalist adviser also completed a benefits check with Steve with a view to supporting him claiming a disability benefit. Personal Independence Payment (PIP) helps with the extra costs you have because of ill health or disability and can lead to other entitlements. Steve has entitlement to both daily living and mobility components and was supported to make a successful application. After discharge, we stayed in contact and assisted Steve with contacting a range of official agencies, including advisers helping Steve look at options to live independently and accessing where there is additional support that can build his resilience.

### Outcomes of Advice

- Debts written off of £1700
- Increase in disposable income through benefits £4259 per annum
- Greater awareness of rights and confidence to leave hospital



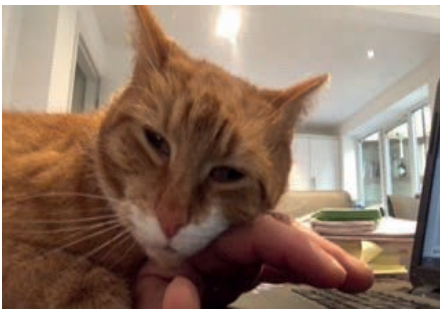
# Coronavirus Special Update:

## Advice During The Pandemic

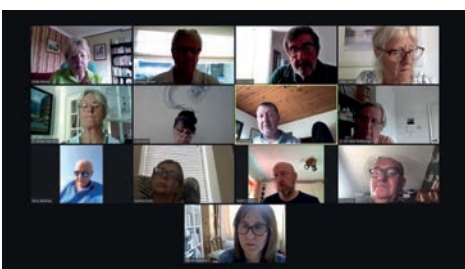
With the onset of the pandemic, we began to make changes to our service delivery from mid February. By the 9th of March, we had to begin to limit and risk assess face to face delivery of advice and sadly within a week later, curtail it altogether. As we write, we are now looking to our recovery plans.



We had to change working methods overnight, with people working from home and moving to phone based delivery.



It was also necessary to change the way that we held our Staff and Board meetings. With virtual meetings becoming normal, we all gained new skills and awareness of different ways to stay in touch.



### Helping people manage their worries during the Pandemic

Problems that people are asking us about include: accessing an income, debts, how to manage housing and utility payments, employment issues where people have not been paid or because they have been laid off, enquiries from people who are self-employed and issues from vulnerable people needing to access basic food and essential services. Vulnerability to scams taking advantage of COVID-19 worries is a concern. And of course, Universal Credit, making claims and managing.



This is in the context of many people need to manage a changed situation and use systems that they are wholly unfamiliar with. We are speaking to a lot of anxious people and mental health can be a concern when linked to advice issues.

### Making a Difference

Such as supporting a family who had lost their job after expecting to be kept on and paid. We helped them to claim Universal Credit, take steps to manage their rent, council tax and household bills and access emergency funds/foodbank support.

Or supporting a woman who had experienced domestic and financial abuse in the heightened tensions of COVID-19 lockdown. We advised about benefits, housing and relationship advice. Support was also given to build skills and renew confidence to manage financially in new housing.

And in recent times, we were able to tell two families that we've been helping that their debts have been written off after we successfully advocated for them with creditors.



# COVID-19 Barometer

## Emerging Trends in Advice following COVID-19 Lockdown

This report looks at emerging changes in the demand for advice since lockdown when we made changes to service delivery.

### Top 5 advice enquiries, in numerical order, were:

1. Universal Credit (UC) 2,077
2. Benefits and Tax Credits 1,977
3. Debt and Money Issues 1,752
4. Emergency Support 621
5. Employment 568

£1,171,626 in financial gains for local people.

£879,112 debt managed for local people

*"The pandemic is causing **havoc** with livelihoods, finances, mental health and support systems. In many cases, people face multiple challenges including the struggle to access food or emergency cash. The need to know your rights, the ability to enforce them and to be supported with that, has never been greater."*



We helped **2233** people with **8587** issues in the period March 9th to July 31st 2020

UC issues were **3X** more than in the same period in 2019.

Energy and Water Issues, including debt, were **27%** higher compared to the same time last year.

Redundancy Issues were **5X** more than in the same period in 2019.

People needing our help to access emergency food, cash or vital essentials was **5X** higher than normal.

The proportion of people under 30 years of age seeking advice was **2X** that in the same period in 2019.

The average number of problems per person helped has risen from 3 to 4 during COVID-19.

# We are at the Heart of Community Wellness

Our core work is based in the town centre but we also work directly in the community to extend our reach.

Our advice locations such as GP surgeries, Childrens Centres, Community Centres, Pathways Homeless project and the Domestic Abuse Support Service (Elm Foundation). We also work in partnership with the Borough's and County Health and Wellbeing Teams taking services directly out to the community in health, wealth and wellbeing projects.

We have developed our work through consolidating advice project based at Chesterfield Foodbank in locations at the Compass and at Loundsley Green. We have developed a new service in partnership with Feeding Britain to deliver advice sessions at the Speedwell Eat Well Café in Inkersall, Staveley.



*"Your work truly demonstrates the local need intensified by Covid-19 and the value of well-informed and proactive support"* Public Health

**citizens  
advice**

**Chesterfield**

## Case Study: Patricia's Story

Patricia is 68 years old and lives alone in private rented property. Patricia receives a State Retirement Pension and a small Occupational Pension. Up until recently she has continued to work. This helped her manage financially and she enjoyed to keep active. Patricia lost her job at the beginning of COVID-19 lockdown. Initially, she used savings to get by but increasingly found it difficult to meet basic household expenses such as food, council tax and rent. Patricia originally didn't think about benefits entitlement as she was hoping to get a call asking her to return to work. Over time, she realized that this would not be feasible. A Citizens Advice caseworker offered to assist.

### How did we help?

The Citizens Advice caseworker identified that Patricia needed an income maximization benefits check. It was identified that Patricia could claim **Pension Credit**. Pension Credit is extra money for low income pensioners to bring their weekly income up to a minimum amount. Unfortunately a significant number of people are unaware of pension credit and don't claim. The Citizens Advice caseworker also identified that Patricia would be entitled to housing benefit to help with the cost of rent and Council Tax reduction support. The benefits have significantly eased Patricia's financial worries now that she has a significantly increased disposable income. She is considering volunteering as a way to keep active.

### Outcomes of Advice

Increase in benefits income of £5,499 per annum from linked benefits including Pension Credit, extra Housing benefit and Council Tax Support.

Improvement in wellbeing and less stress.

Better able to manage housing costs and other essential commitments

# Our Fundraising is demonstrating impact so we can do even more for our community

**Citizens Advice Chesterfield was chosen to be one of the Mayor's Appeal Charities. How have you used the proceeds of this and other fundraising?**

This year we have been able to employ an apprentice working towards a qualification in business administration. This has been invaluable in supporting the work of the bureau. It has given us a further insight into younger people's perspectives and has meant we have been able to make a start on giving younger people opportunities in our service.

**What did that mean for your Apprentice?**

The chance to learn new skills and experience working in a challenging but rewarding environment. The opportunity to clarify and work towards a future career.



A big thanks from our staff and Board, firstly to Stuart and Anne Brittain for working so hard to make the Mayors Appeal a resounding success. With a special mention to Linda Moore for superbly marshalling our fundraising efforts.



**OK, so what happens in other years?**

We will continue to develop a programme of events that are both fun and raise our profile. During this year, we were generously supported by Fashion shows and concerts.

In July 2019, we organised another challenging Town Hall Abseil. We appreciate the support of Huw Bowen, CBC Chief Executive and everyone at Chesterfield Borough Council to enable it to happen. The event is a huge success in raising awareness that we are a charity and in galvanising community support.



We expect fundraising will be difficult for some time after the pandemic. In the meantime, we continue to raise our profile amongst the business community and we are 'Chesterfield Champions' in the Destination Chesterfield partnership



**Can I get involved?**

Certainly just get in touch. We welcome donations from Individuals, Companies and Trusts. If you wish to make a donation, however much you can afford, please use [www.everyclick.com/chesterfieldcab](http://www.everyclick.com/chesterfieldcab) or ring on 01246 283864.





# UNIVERSAL CREDIT FIT FOR PURPOSE?

Universal Credit (UC) represents the biggest change to the welfare system since its creation. It brings together six different benefits into a single monthly payment including for people who are in work.



House of Commons  
Work and Pensions  
Select Committee

We responded to the House of Commons Work and Pensions Select Committee enquiry into the 5 week waiting period for Universal Credit .

**We said that it was time to remove the waiting period because it can have the following effects:**

- People without money, needing Foodbank support.
- People getting into debt just to meet normal household costs such as energy or being unable to manage existing debt problems they already have.
- People resorting to high cost credit and door step lending to get by, worsening debt problems.
- Worrying impacts on health, we recently advised a person waiting for UC in a foodbank setting. They had not eaten for several days, they had diabetes and other health issues that made this particularly concerning.
- People can face a new benefit trap – the challenges of trying to meet essential needs for food, fuel and overcome debt are not conducive to work search activities and may entrench poverty.
- Vulnerability to fraud and subsequent associated criminal activity by scammers victimising Universal Credit claimants (Where people have little or no money they can be more vulnerable to scams and we know that several scams use UC concerns as a means to deceive people).



We also responded to the House of Lords Economic Affairs Select Committee **Call for evidence launched into the economics of Universal Credit.**

**From our experience, we said that** Universal Credit should be reformed so that it gives more stability for low paid workers especially for those whose work patterns fluctuate, by providing more consistent, reliable forms of support adapting more quickly to the reality of their work.

People who have lost out particularly include people who are severely disabled and who would have received more money in legacy benefit systems. Groups of people who do not have digital access or digital literacy disadvantaged in making or maintaining digital claims and people who have, for example, been homeless or released from prison who may otherwise struggle to provide proof of identity. Also low paid workers whose pattern of work is challenging for Universal credit processes.

Working in partnership with Citizens Advice North East Derbyshire, we have run a new 'Help to Claim' service from May 2019 with the Chesterfield based service supporting 455 people. This helped people access annual income of £1,041,005. Overall, across our whole service we helped people with 2119 UC enquiries.



# Recognising our Funders and Supporters

We are an independent individual charity and not a government body with a secure budget. Chesterfield Borough Council is the loyal core funder of our service and we thank them for their generosity. We then try to make the Council's money go further by attracting other project funding for specific services & activities. But we couldn't do it at all without CBC as the cornerstone. Each year, it becomes more difficult to maintain income and services & to predict what we can deliver.

## FUNDERS IN 2019-20 - INCOME:

**£527,519**

<b>Chesterfield Borough Council</b>	<b>120,375</b>
<b>Fundraising &amp; Earnings</b>	<b>19,125</b>
<b>Derbyshire County Council - GP Project</b>	<b>140,696</b>
<b>Derbyshire County Council - Community Wellness</b>	<b>56,940</b>
<b>Community Fund</b>	<b>50,662</b>
<b>EMMA - Money Advice</b>	<b>76,237</b>
<b>Help to Claim Service (UC)</b>	<b>33,945</b>
<b>Feeding Britain</b>	<b>11,000</b>
<b>Lloyds TSB Foundation</b>	<b>14,043</b>

As social problems escalate action is needed to sustain vital advice services. Government Action is needed to support sustainable funding of independent advice; to ensure everyone is treated fairly under the law, receive their rights and entitlements, no matter who they are, how much money they have or where they live.

A copy of our annual accounts, statement from Board, independent auditors report and statement of financial activity are available on request. Contact [julie.astell@chesterfieldcab.co.uk](mailto:julie.astell@chesterfieldcab.co.uk).

Chesterfield CAB is a company limited by guarantee- registration No 02258106. We are a registered charity No 700481. FCA regulation number FRN:617554

We welcome donations from Individuals, Companies and Trusts. If you wish to make a donation, however much you can afford, please use [www.everyclick.com/chesterfieldcab](http://www.everyclick.com/chesterfieldcab) or ring on 01246 283864.



# Governance Matters : Chair's Report

Demand for our services is at an all time high and with circumstances as they stand are expected to rise exponentially in the foreseeable future. Alongside financial pressures, food poverty, job losses and social isolation come mental health issues and again we are poised to deal with an unprecedented challenge to our community. Chesterfield is a town where organisations work together to improve the life chances of local residents and we are part of that united force. Working in partnership with other local charities and statutory services we can offer residents a much more joined up service which has immediate and longer term impact. We are a member of Destination Chesterfield as a Chesterfield Champion, which gives us a unique opportunity to promote our services and link with others. At our AGM on 6 November 2019 I was elected chair of trustees following Allan Bevan's resignation from the board. We wish to thank Allan for his commitment to the board and to the organisation, firstly as a trustee and then as chair since November 2016

In February 2020 we held a Trustee "Away Day" with consultant Wynne Garnett, following his review and audit of the Trustee Board. From this we have drawn up a Board Action Plan which includes the following objectives:

To develop and refine the strategic role of trustees.

To continue to improve the quality of communication throughout the organisation.

To develop and implement clear induction and ongoing development processes for trustees.

To initiate clear succession planning.

To progress PR and marketing.



Clockwise from bottom left: Martin Fairs, Nick Redihough, David Shaw, Linda Moore (centre), Stuart Brittain, Mark Higginbottom, Libby Davis

On 19 March 2020 I made my last visit to our offices; staff and volunteers left the building due to the Covid-19 epidemic. Almost overnight our services were being delivered in a completely different way, even as demand increased. It is a testament to Neil's expertise and his staff's adaptability and team spirit that within days the service was operating effectively with staff working from home. We now have a Covid-19 Organisational Response Plan in place. During the last financial year on which we are reporting, volunteers contributed almost 11 000 hours of service and we were able to commend them publicly for that huge commitment, at the Crooked Spire Christmas Tree Festival. They will be integral to our COVID-19 recovery plans.



Clockwise from bottom left: Christmas tree festival, Dan Kelly, Mayors Appeal cheque presentation, Teresa Waldron, Graham Archer

*Thank you to trustees, particularly our treasurer Libby, to Neil and his staff and volunteers, to our auditors and to the many people who have supported our organisation and our fundraising this year. 94% of our clients said we had helped them find a way forward. One client said: "Couldn't do enough for me - gave me correct documentation to sort and resolve the problems - fantastic service." We will continue to bring this positive and immediate impact to local peoples' lives and continue to lobby on their behalf. Linda.R.Moore*

**Meet the Board: Mrs Linda.R.Moore Chair, Mrs E Davis Treasurer, Mr D Kelly, Mr S Brittain, Mr N Redihough. Mr D Shaw, Ms T Waldron, Mr M Fairs, Mr M Higginbottom, Mr G Archer, Staff and Volunteer representatives: Mr T Deveney, Mrs S Essex Patron of the Bureau: Mr Guy Robinson of Robinson PLC**

# Summary of our Services

## 1. Generalist Advice in the Heart of the Town



Advice every weekday at a drop-in service on debt, benefits, relationships, housing and much more.

## 2. Accessible Phone Service



Advice by telephone from a service run jointly with Citizens Advice North East Derbyshire.

## 3. Online access to Information and at Information points throughout the town



Access to Citizens Advice online advice via iPad information stations in Libraries and other venues.

## 4. Award Winning Money Skills for Life Project

Developing Money skills when people are facing change in their lives, such as after a bereavement.

Winner of the National Citizens Advice money support project of the year 2017.



## 5. Extra support for people in vulnerable situations

We provide support to people who are homeless at Pathways, people who have experienced domestic abuse (at Elm foundation ). We help people with food insecurity worries by working from the local Foodbank and Speedwell Community Café.

## 6. Help To Claim



Assistance and support for people to claim Universal Credit.

## 7. Nationally recognised Advice based at GP Surgeries/Health settings

We provide advice at every GP Surgery in Town, recognised by the Royal College of GP's and Public Health England for addressing the social determinants of ill health.



## 8. Award winning Advice at Community Wellness settings

Advising families in vulnerable situations in settings such as Childrens centres and other community venues



## 9. Key Debt Casework and Money Advice

Assisting people with complex multiple debt problems to find sustainable solutions.



## 10. Specialist Welfare Benefits work

Helping people check what they are entitled to; helping people challenge decisions made by benefit authorities; representing people at Appeals if their claims have been turned down.

## 11. Partnership working with the Borough Council, Public Health and the voluntary sector

Multi-agency partnership working taking our services directly out into the community. Supporting 'meet, eat and treat' events.

## 12. Access to other services and projects

Including Scamwatch and Pensionwise.



## 13. Policy work

Recent work has highlighted problems with Universal Credit and High Cost Credit.



## 14. Volunteering Opportunities

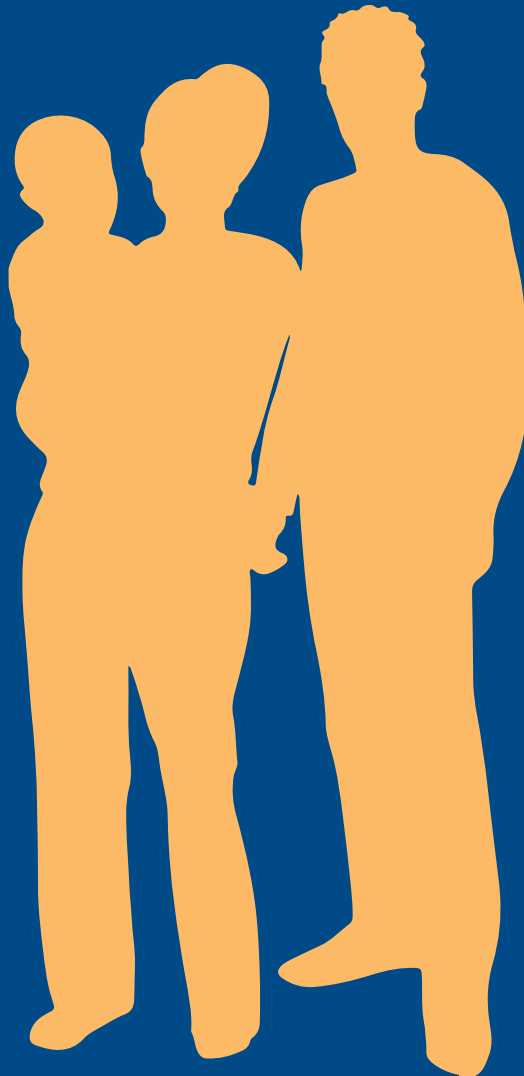
A range of roles are available. Volunteering is good for your health and has supported people who have worked with us back into work or education.

# Free, confidential advice for Chesterfield people. Whoever you are.

We help people overcome their problems and ensure their voice is heard.

We value diversity, champion equality and challenge discrimination & harassment.

We're here for everyone.



**citizens  
advice**

**Chesterfield**

**Local Charity number:** 700481

**Telephone:** 01246 209164

**Online advice at:**

[www.chesterfieldcab.co.uk](http://www.chesterfieldcab.co.uk)

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



**Chesterfield Citizens Advice Bureau**  
**Company Limited by Guarantee**  
**Financial Statements**  
**31 March 2020**

# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Financial Statements**

**Year Ended 31 March 2020**

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# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report)**

**Year Ended 31 March 2020**

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2020.

#### **Reference and administrative details**

**Registered charity name** Chesterfield Citizens Advice Bureau

**Charity registration number** 700481

**Company registration number** 02258106

**Principal office and registered office** 6-8 Broad Pavement  
Chesterfield  
Derbyshire  
S40 1RP

#### **The trustees**

Mr A Bevan	(Resigned 25 October 2019)
Mr S Brittain	
Mrs E Davis	
Mr M Fairs	
Mr M Higginbottom	
Mrs S Hollingworth	(Resigned 6 November 2019)
Mrs L Moore	
Mr N Redihough	
Mr D Shaw	
Mr R Siddall	(Resigned 30 April 2019)
Ms T Waldron	
Mr G Archer	
Mr. D Kelly	(Appointed 3 January 2020)

**Chief executive officer** Mr N Storer

**Auditor** MCABA Limited t/a Mitchells  
Chartered Accountants & statutory auditor  
91-97 Saltergate  
Chesterfield  
Derbyshire  
S40 1LA

**Bankers** Triodos Bank NV  
Brunel House  
11 The Promenade  
Clifton  
Bristol  
BS8 3NN

Unity Trust Bank Plc  
Nine Brindleyplace  
Birmingham  
B1 2HB

# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

**Year Ended 31 March 2020**

#### **Structure, governance and management**

##### **Governing Document**

The organisation is a charitable company limited by guarantee, incorporated on 13th May 1988 and registered as a charity on 27th September 1988. 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 Board Meeting on 18th November 2010. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Chesterfield Citizens Advice Bureau is a company limited by guarantee not having a share capital and has obtained exemption with the Companies Act to dispense with the word Limited as part of the company name.

##### **Recruitment and Appointment of Management Committee**

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 Management Committee are elected to serve a period of three years after which they must be re-elected at the next Annual General Meeting.

The maximum number of trustees shall be fifteen and the minimum number three.

The trustees who served during the year under review and up to the date of this report 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 3rd November 2020.

##### **Trustee Induction and Training**

Training and induction for newly appointed trustees in the year is provided by the central region of Citizens Advice and the Chief Officer.

##### **Public Benefit**

The Citizens Advice Bureau service is independent and provides free, confidential, impartial advice to everyone regardless of race, gender, sexuality or disability.

As a member of Citizens Advice, the aims of Chesterfield Citizens Advice Bureau are:

(i) to ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities, or of the service available to them, or through an inability to express their needs effectively and, equally

(ii) to exercise a responsible influence on the development of social policies and services, both locally and nationally.

The trustees confirm that they have complied with their duties under Section 17(5) of the 2011 Charities Act with regard to Public Benefit.



# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

**Year Ended 31 March 2020**

#### **Structure, governance and management *(continued)***

##### **Risk Management**

The trustees have assessed the major risks to which the charity is exposed, in particular those related to the operations and the finances of the Charity and are satisfied that systems are in place to mitigate exposure to the major risks. Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources during the year. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the Charity.

Chesterfield Citizens Advice Bureau's business plan includes service development, funding, risk analysis, training and diversity action plans. Progress towards the action plans is reviewed by the Committee four times a year. The full business plan is reviewed in April each year. Since launching the business plan, the trustees have refined the process into a three-year rolling programme.

##### **Organisational Structure**

The Chesterfield Citizens Advice Bureau board of trustees meets on a quarterly basis and are responsible for the strategic direction and policy of the charity. At present the board of trustees consists of twelve members from a variety of professional backgrounds relevant to the work of the charity. Sub committees meet to review finance, opportunities and risk, human resources, and funding.

A scheme of delegation is in place and day to day responsibility for the provision of the services rest with the Chief Officer. The Chief Officer has responsibility for the day to day operational management of the Bureau, individual supervision of the staff team and ensuring that the team continue to develop their skills and working practices in line with good practice.

##### **National Association of Citizens Advice Bureaux**

Chesterfield Citizens Advice Bureau is a member of the National Association of Citizens Advice Bureaux (Company Number 02258106 and Registered Charity 700481) who provide guidance, encouragement, training and support.

# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

**Year Ended 31 March 2020**

#### **Objectives and activities**

The company's objectives are to promote any charitable purpose for the benefit of the community in the Borough of Chesterfield 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 Bureau under the Membership Scheme of the National Association of Citizens Advice Bureaux.

The Bureau provides free, confidential, impartial and independent advice on a range of topics, including debt and benefits.

The Bureau has been based at 6-8 Broad Pavement in Chesterfield since 1987. The Company also operates outreach services in GP Surgeries in Chesterfield Children's Centres in Chesterfield and other community locations.

The Bureau relies heavily on the work of its volunteers to maintain the service which it provides, the costs of the volunteers other than expenses paid are not included within the accounts. The board of trustees offer their thanks to the volunteers for the work they do, without which the Bureau could not operate effectively.

#### **Mission Statement**

(i) to provide an effective, high quality generalist advice service within the aims and principles of the Citizens Advice Bureau Service accessible to the whole community.

(ii) to provide high quality specialist and casework services for Chesterfield in our priority areas of poverty, financial hardship, health and disability.

(iii) to promote and direct our service to those people who are most in need throughout Chesterfield.

(iv) to provide a level of service appropriate to the needs of the individual and, wherever possible, to empower people through the provision of information and advice.

(v) to develop our service in response to the needs of the individuals within the local community.

(vi) to ensure our service is non-judgemental, and our policies of confidentiality and impartiality are strictly adhered to.

(vii) to develop our equal opportunities policies, including positive action where appropriate.

(viii) to produce social policy evidence and reports to maximise influence on legislators and policy makers.

(ix) to work with other agencies to ensure people receive the best available help for their needs.

(x) to offer training, learning and personal development opportunities to those wishing to work within the advice sector in a voluntary or paid capacity.

# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

#### **Year Ended 31 March 2020**

##### **Achievements and performance**

In 2019/20, Chesterfield Citizens Advice Bureau have reported:

- advice and information given to 6,403 people new to the bureau
- dealing with 19,535 enquiries
- financial gains for clients of £5,433,632 in the year
- debts managed for clients of £4,744,070 in the year.

# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

**Year Ended 31 March 2020**

#### **Financial review**

##### **Reserves Policy**

Chesterfield Citizens Advice Bureau is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The Bureau will maintain a projection of income for at least twelve months ahead and will ensure that this continues to be derived from as wide a variety of sources as possible. They will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred the trustees have determined that 'free' reserves should ideally be maintained equal to between three and six months normal operating expenditure. This is currently estimated at between £140,000 and £280,000. The level of unrestricted free reserves at the balance sheet date is £276,932.

##### **Main sources of financial support**

(i) Chesterfield Citizens Advice Bureau's core funder, Chesterfield Borough Council, has provided funding since the Bureau's inception in 1987. This funding covers the front-line generalist advice service, training of voluntary advice workers, management of the Bureau, monitoring and maintenance of standards of work and debt and disability casework.

(ii) The Big Lottery Reaching Communities Fund, three-year grant awarded in April 2017 enables the Bureau to support and manage a specialist worker conducting targeted work for those who are financially excluded.

(iii) The Bureau continues to receive funds from the East Midlands Money Advice Project (EMMA), a large-scale project funded originally by the government department of Business Innovation and Skills (BIS). Responsibility for this service has transferred to the Money Advice Service (MAS) and subsequently the Single Financial Guidance Body (SFGB).

(iv) Derbyshire County Council (DCC) has provided funding for the provision of advice in GP practices.

(v) Derbyshire County Council has provided funding for a community wellbeing advice project working with health and wellbeing staff with a focus on community wellbeing.

(vi) The Bureau received funding from North East Derbyshire CAB (financially supported by Feeding Britain) for collaborative working for advice provision at community eating spaces.

(vii) Lloyds Bank Foundation have provided funding for an "Advice Plus" pilot project at the Hartington Unit, Chesterfield Royal Hospital to provide advice sessions for those with acute and enduring mental health problems

(viii) The Bureau received funding from Citizens Advice North East Derbyshire for collaborative working for assistance and support for people to claim Universal Credit.



# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

#### **Year Ended 31 March 2020**

##### **Plans for future periods**

Chesterfield Citizens Advice Bureau strives to deliver quality accessible advice services which are relevant and responsive to our local community. We are aware this will be against a backdrop of difficult national economic pressures on external funding. We will seek to establish strong relationships with key funding agencies and promote the brand and activities of Citizens Advice Bureau throughout Chesterfield and North Derbyshire.

We will source new project funding as opportunities become available locally and nationally. We will seek to work collaboratively with appropriate organisations that share our values in order to work efficiently, maximise income generation and ensure our clients get the help they need.

##### **Trustees' responsibilities statement**

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

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

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

##### **Disclosure of information to auditor**

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

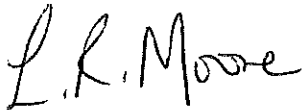
### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

**Year Ended 31 March 2020**

#### **Small company provisions**

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 4 September 2020 and signed on behalf of the board of trustees by:

A handwritten signature in black ink, appearing to read 'L. R. Moore'. The signature is written in a cursive style with a large initial 'L'.

Mrs L Moore  
Trustee

# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Independent Auditor's Report to the Members of Chesterfield Citizens Advice Bureau**

**Year Ended 31 March 2020**

#### **Opinion**

We have audited the financial statements of Chesterfield Citizens Advice Bureau (the 'charity') for the year ended 31 March 2020 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 charity's affairs as at 31 March 2020 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### **Basis for opinion**

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

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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Independent Auditor's Report to the Members of Chesterfield Citizens Advice Bureau** *(continued)*

**Year Ended 31 March 2020**

#### **Other information**

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

#### **Opinions on other matters prescribed by the Companies Act 2006**

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

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

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

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

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

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

# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Independent Auditor's Report to the Members of Chesterfield Citizens Advice Bureau** *(continued)*

**Year Ended 31 March 2020**

#### **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors 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 charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

#### **Auditor's responsibilities for the audit of the financial statements**

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

#### **Use of our report**

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



Andrew McDaid BFP ACA FCCA (Senior Statutory Auditor)

For and on behalf of  
MCABA Limited t/a Mitchells  
Chartered Accountants & statutory auditor  
91-97 Saltergate  
Chesterfield  
Derbyshire  
S40 1LA

8 September 2020



# Chesterfield Citizens Advice Bureau

## Company Limited by Guarantee

### Statement of Financial Activities (including income and expenditure account)

**Year Ended 31 March 2020**

		Unrestricted funds £	2020 Restricted funds £	Total funds £	2019 Total funds £
	Note				
<b>Income and endowments</b>					
Donations and legacies	5	9,842	—	9,842	—
Charitable activities	6	327,131	190,382	517,513	460,778
Investment income	7	164	—	164	228
<b>Total income</b>		<u>337,137</u>	<u>190,382</u>	<u>527,519</u>	<u>461,006</u>
<b>Expenditure</b>					
Expenditure on charitable activities	8,9	311,914	190,382	502,296	460,645
<b>Total expenditure</b>		<u>311,914</u>	<u>190,382</u>	<u>502,296</u>	<u>460,645</u>
<b>Net income and net movement in funds</b>		<u>25,223</u>	<u>—</u>	<u>25,223</u>	<u>361</u>
<b>Reconciliation of funds</b>					
Total funds brought forward		251,709	—	251,709	251,348
<b>Total funds carried forward</b>		<u>276,932</u>	<u>—</u>	<u>276,932</u>	<u>251,709</u>

The statement of financial activities includes all gains and losses recognised in the year.  
All income and expenditure derive from continuing activities.

The notes on pages 15 to 24 form part of these financial statements.

# Chesterfield Citizens Advice Bureau

## Company Limited by Guarantee

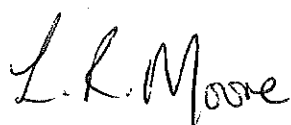
### Statement of Financial Position

31 March 2020

	Note	2020 £	£	2019 £
<b>Current Assets</b>				
Debtors	15	10,987		20,378
Cash at bank and in hand		<u>308,783</u>		<u>288,826</u>
		319,770		309,204
<b>Creditors: amounts falling due within one year</b>	16	<u>32,803</u>		45,322
<b>Net Current Assets</b>			<u>286,967</u>	263,882
<b>Total Assets Less Current Liabilities</b>			<u>286,967</u>	263,882
<b>Provisions</b>	18		<u>10,035</u>	12,173
<b>Net Assets</b>			<u>276,932</u>	<u>251,709</u>
<b>Funds of the Charity</b>				
Unrestricted funds			<u>276,932</u>	<u>251,709</u>
<b>Total charity funds</b>	20		<u>276,932</u>	<u>251,709</u>

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

These financial statements were approved by the board of trustees and authorised for issue on 4 September 2020, and are signed on behalf of the board by:



Mrs L Moore  
Trustee

Company registration number: 02258106

The notes on pages 15 to 24 form part of these financial statements.

# Chesterfield Citizens Advice Bureau

## Company Limited by Guarantee

### Statement of Cash Flows

Year Ended 31 March 2020

	2020 £	2019 £
<b>Cash Flows from Operating Activities</b>		
Net income	25,223	361
<i>Adjustments for:</i>		
Other interest receivable and similar income	(164)	(228)
<i>Changes in:</i>		
Trade and other debtors	9,391	(15,205)
Trade and other creditors	(12,519)	17,237
Provisions	(2,138)	(1,177)
Cash generated from operations	19,793	988
Interest received	164	228
Net cash from operating activities	<u>19,957</u>	<u>1,216</u>
<b>Net Increase in Cash and Cash Equivalents</b>	19,957	1,216
<b>Cash and Cash Equivalents at Beginning of Year</b>	<u>288,826</u>	<u>287,610</u>
<b>Cash and Cash Equivalents at End of Year</b>	<u>308,783</u>	<u>288,826</u>

The notes on pages 15 to 24 form part of these financial statements.

# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Notes to the Financial Statements**

**Year Ended 31 March 2020**

#### **1. General information**

The charity is a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 6-8 Broad Pavement, Chesterfield, Derbyshire, S40 1RP.

#### **2. Statement of compliance**

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

#### **3. Accounting policies**

##### **Basis of preparation**

The financial statements have been prepared on the historical cost basis.

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

The charity meets the definition of a public benefit entity under FRS 102.

##### **Going concern**

There are no material uncertainties about the charity's ability to continue.

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

In applying the charitable company's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. Estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. Estimates and underlying assumptions are reviewed on an ongoing basis. The trustees consider that there are no key sources of estimation uncertainty affecting these financial statements.

##### **Fund accounting**

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

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donors or which have been raised by the charity for particular purposes.

# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Notes to the Financial Statements** *(continued)*

#### **Year Ended 31 March 2020**

#### **3. Accounting policies** *(continued)*

##### **Incoming resources**

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations is recognised when the donation is received.
- income from donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- investment income is included when receivable.
- charitable activities generate grants which are related to performance and specific deliverables. The charity is entitled to determine the recognition of grant income in line with achievement of the underlying required performance. Certain grants have been deferred because they contain conditions that require the performance of a specified service where payment is conditional on a specified output being achieved. Income is recognised in the Statement of Financial Activities as income from charitable activities as the service is delivered.

##### **Resources expended**

Expenditure is recognised on an accruals basis as a liability is incurred.

Expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.

Expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

##### **Operating leases**

Lease payments are recognised as an expense over the lease term on a straight-line basis.

##### **Tangible assets**

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

The trustees continue to operate a policy of not capitalising individual items of equipment costing less than £1,000.



# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Notes to the Financial Statements** *(continued)*

#### **Year Ended 31 March 2020**

#### **3. Accounting policies** *(continued)*

##### **Depreciation**

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Fixtures and fittings	- 15% straight line
Computer equipment	- 33% straight line

##### **Provisions**

Provisions are recognised when the entity has an obligation at the reporting date as a result of a past event, it is probable that the entity will be required to transfer economic benefits in settlement and the amount of the obligation can be estimated reliably. Provisions are recognised as a liability in the statement of financial position and the amount of the provision as an expense.

Provisions are initially measured at the best estimate of the amount required to settle the obligation at the reporting date and subsequently reviewed at each reporting date and adjusted to reflect the current best estimate of the amount that would be required to settle the obligation. Any adjustments to the amounts previously recognised are recognised in income or expenditure unless the provision was originally recognised as part of the cost of an asset.

##### **Financial instruments**

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised as such in the Statement of Financial Activities.

##### **Pension costs**

The company contributes to The Growth Plan administered by TPT Retirement Solutions. The Plan is a multi-employer pension plan. It is not possible in the normal course of events to identify on a reasonable and consistent basis the charity's share of underlying assets and liabilities. In accordance with Charities SORP (FRS 102) the obligation to make good the deficit by way of deficit contributions has been recognised in these financial statements at fair value.

Additionally, the charity contributes to individual employees' defined contribution schemes. The cost of the contributions is charged to the income and expenditure account in the period to which they relate.

#### **4. Limited by guarantee**

Chesterfield Citizens Advice Bureau is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

# Chesterfield Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year Ended 31 March 2020

#### 5. Donations and legacies

	Unrestricted Funds £	Total Funds 2020 £	Unrestricted Funds £	Total Funds 2019 £
<b>Donations</b>				
Mayor's Appeal	8,429	<b>8,429</b>	—	—
Other donations	1,413	<b>1,413</b>	—	—
	<u>9,842</u>	<u><b>9,842</b></u>	<u>—</u>	<u>—</u>

#### 6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Chesterfield Borough Council	120,375	—	<b>120,375</b>
Derbyshire County Council - Public Health	140,696	—	<b>140,696</b>
East Midlands Money Advice Project Fund	—	76,237	<b>76,237</b>
Derbyshire County Council	56,940	—	<b>56,940</b>
Big Lottery New Project	—	55,157	<b>55,157</b>
Feeding Britain	—	11,000	<b>11,000</b>
Lloyds Bank Foundation for England and Wales	—	14,043	<b>14,043</b>
Small Projects	9,120	—	<b>9,120</b>
Help To Claim Project	—	33,945	<b>33,945</b>
	<u>327,131</u>	<u>190,382</u>	<u><b>517,513</b></u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Chesterfield Borough Council	120,375	—	120,375
Derbyshire County Council - Public Health	140,696	—	140,696
East Midlands Money Advice Project Fund	—	75,594	75,594
Derbyshire County Council	56,940	—	56,940
Big Lottery New Project	—	50,622	50,622
Feeding Britain	—	1,833	1,833
Lloyds Bank Foundation for England and Wales	—	930	930
Small Projects	8,873	4,915	13,788
Help To Claim Project	—	—	—
	<u>326,884</u>	<u>133,894</u>	<u>460,778</u>

#### 7. Investment income

	Unrestricted Funds £	Total Funds 2020 £	Unrestricted Funds £	Total Funds 2019 £
Bank interest receivable	164	<b>164</b>	228	228
	<u>164</u>	<u><b>164</b></u>	<u>228</u>	<u>228</u>

# Chesterfield Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year Ended 31 March 2020

#### 8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Advice services	256,852	157,147	<b>413,999</b>
Support costs	55,062	33,235	<b>88,297</b>
	<u>311,914</u>	<u>190,382</u>	<u><b>502,296</b></u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Advice services	273,525	114,914	388,439
Support costs	53,226	18,980	72,206
	<u>326,751</u>	<u>133,894</u>	<u>460,645</u>

#### 9. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	Total funds 2020 £	Total fund 2019 £
Advice services	413,999	71,247	<b>485,246</b>	446,830
Governance costs	—	17,050	<b>17,050</b>	13,815
	<u>413,999</u>	<u>88,297</u>	<u><b>502,296</b></u>	<u>460,645</u>

#### 10. Analysis of support costs

	Advice services £	Total 2020 £	Total 2019 £
Premises	40,399	<b>40,399</b>	40,355
Communications and IT	17,213	<b>17,213</b>	6,892
General office	13,675	<b>13,675</b>	11,144
Governance costs	17,048	<b>17,048</b>	13,815
	<u>88,335</u>	<u><b>88,335</b></u>	<u>72,206</u>

#### 11. Auditors remuneration

	2020 £	2019 £
Fees payable for the audit of the financial statements	<b>4,800</b>	4,620
Fees payable for non-audit services provided	<b>1,126</b>	1,330

# Chesterfield Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year Ended 31 March 2020

#### 12. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2020	2019
	£	£
Wages and salaries	364,550	335,445
Social security costs	24,131	23,159
Employer contributions to pension plans	14,914	12,642
	<u>403,595</u>	<u>371,246</u>

The average head count of employees during the year was 19 (2019: 17).

No employee received employee benefits of more than £60,000 during the year (2019: Nil).

#### Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £39,690 (2019: £43,790).

#### 13. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity were received by the trustees in the current or comparative period. During the year expenses totalling £138 were reimbursed to trustees in respect of travel expenses incurred on charity business (2019: £59).

#### 14. Tangible fixed assets

	Fixtures and fittings £	Equipment £	Total £
<b>Cost</b>			
At 1 April 2019 and 31 March 2020	<u>2,228</u>	<u>16,773</u>	<u>19,001</u>
<b>Depreciation</b>			
At 1 April 2019 and 31 March 2020	<u>2,228</u>	<u>16,773</u>	<u>19,001</u>
<b>Carrying amount</b>			
At 31 March 2020	<u>—</u>	<u>—</u>	<u>—</u>
At 31 March 2019	<u>—</u>	<u>—</u>	<u>—</u>

#### 15. Debtors

	2020	2019
	£	£
Trade debtors	6,106	14,397
Prepayments and accrued income	4,881	5,981
	<u>10,987</u>	<u>20,378</u>

# Chesterfield Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year Ended 31 March 2020

#### 16. Creditors: amounts falling due within one year

	2020	2019
	£	£
Trade creditors	3,257	1,833
Accruals and deferred income	22,239	36,250
Social security and other taxes	7,241	7,202
Other creditors	66	37
	<u>32,803</u>	<u>45,322</u>

#### 17. Deferred income

	2020	2019
	£	£
At 1 April 2019	17,710	—
Amount released to income	(14,043)	—
Amount deferred in year	—	17,710
<b>At 31 March 2020</b>	<u><b>3,667</b></u>	<u><b>17,710</b></u>

#### 18. Provisions

	Pension deficit funding liability £
At 1 April 2019	12,173
Unwinding of the discount factor (interest expense)	154
Deficit contribution paid	(2,020)
Remeasurements - impact of any change in assumptions	(272)
<b>At 31 March 2020</b>	<u><b>10,035</b></u>

The provision relates to the Citizens Advice's pension deficit funding liability.



# Chesterfield Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year Ended 31 March 2020

#### 19. Pensions and other post-retirement benefits

Chesterfield Citizens Advice Bureau participates in The Pensions Trust's Growth Plan, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore, it accounts for the scheme as a defined contribution scheme.

The scheme is classified as a 'last-man standing arrangement'. Therefore, the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2017. This valuation showed assets of £794.4m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

The present value of the scheme has been disclosed as a provision at the year end as shown in note 18.

The discount rate used in the calculation of the present value of 2.53% per annum (2019: 1.39%) would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

#### 20. Analysis of charitable funds

##### Unrestricted funds

	At 1 April 2019 £	Income £	Expenditure £	At 31 March 2020 £
General funds	<u>251,709</u>	<u>337,137</u>	<u>(311,914)</u>	<u>276,932</u>
	At 1 April 2018 £	Income £	Expenditure £	At 31 March 2019 £
General funds	<u>251,348</u>	<u>327,112</u>	<u>(326,751)</u>	<u>251,709</u>

# Chesterfield Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year Ended 31 March 2020

#### 20. Analysis of charitable funds *(continued)*

##### Restricted funds

	At 1 April 2019 £	Income £	Expenditure £	At 31 March 2020 £
Big Lottery New Project	—	55,424	(55,424)	—
East Midlands Money Advice Project Fund	—	76,237	(76,237)	—
Feeding Britain	—	11,000	(11,000)	—
Lloyds Bank Foundation for England and Wales	—	14,043	(14,043)	—
Santander Foundation	—	—	—	—
Help To Claim Project	—	33,678	(33,678)	—
	—	<u>190,382</u>	<u>(190,382)</u>	—

	At 1 April 2018 £	Income £	Expenditure £	At 31 March 2019 £
Big Lottery New Project	—	50,622	(50,622)	—
East Midlands Money Advice Project Fund	—	75,594	(75,594)	—
Feeding Britain	—	1,833	(1,833)	—
Lloyds Bank Foundation for England and Wales	—	930	(930)	—
Santander Foundation	—	4,915	(4,915)	—
Help To Claim Project	—	—	—	—
	—	<u>133,894</u>	<u>(133,894)</u>	—

#### 21. Analysis of net assets between funds

	Unrestricted Funds £	Total Funds 2020 £
Current assets	319,770	319,770
Creditors less than 1 year	(32,803)	(32,803)
Provisions	(10,035)	(10,035)
<b>Net assets</b>	<u>276,932</u>	<u>276,932</u>

	Unrestricted Funds £	Total Funds 2019 £
Current assets	309,204	309,204
Creditors less than 1 year	(45,322)	(45,322)
Provisions	(12,173)	(12,173)
<b>Net assets</b>	<u>251,709</u>	<u>251,709</u>

# Chesterfield Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year Ended 31 March 2020

#### 22. Analysis of changes in net debt

	At 1 April 2019	Cash flows	At 31 March 2020
	£	£	£
Cash at bank and in hand	<u>288,826</u>	<u>19,957</u>	<u>308,783</u>

#### 23. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2020	2019
	£	£
Not later than 1 year	<b>16,000</b>	8,406
Later than 1 year and not later than 5 years	<b>18,531</b>	1,175
	<u><b>34,531</b></u>	<u>9,581</u>

#### 24. Contingencies

As mentioned in note 19 to the financial statements, Chesterfield Citizens Advice Bureau participates in The Pensions Trust's Growth Plan (the Plan). There is a potential debt on the charity that could be levied by the trustees of the Plan in the event of the charity ceasing to participate in the Plan or the Plan winding up.

The scheme actuary provides an annual update of the buy-out funding position of the Plan as at 30 September each year. The estimated employer liability on withdrawal from the Plan at 30 September 2019 was calculated at £36,236 (30 September 2018: £33,220). The debt liability will not crystallise as long as the Bureau does not withdraw from the Plan. It will however crystallise within one year of the last active member leaving the Plan. Should the Bureau withdraw, the actual debt figure would have to be calculated by the scheme actuary at the date of withdrawal and additional actuarial fees would be incurred.

#### 25. Related parties

No transactions with related parties occurred in the year that require disclosure within these financial statements.

**Chesterfield Citizens Advice Bureau**  
**Company Limited by Guarantee**  
**Financial Statements**  
**31 March 2020**

# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Financial Statements**

**Year Ended 31 March 2020**

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# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report)**

**Year Ended 31 March 2020**

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2020.

#### **Reference and administrative details**

**Registered charity name** Chesterfield Citizens Advice Bureau

**Charity registration number** 700481

**Company registration number** 02258106

**Principal office and registered office** 6-8 Broad Pavement  
Chesterfield  
Derbyshire  
S40 1RP

#### **The trustees**

Mr A Bevan	(Resigned 25 October 2019)
Mr S Brittain	
Mrs E Davis	
Mr M Fairs	
Mr M Higginbottom	
Mrs S Hollingworth	(Resigned 6 November 2019)
Mrs L Moore	
Mr N Redihough	
Mr D Shaw	
Mr R Siddall	(Resigned 30 April 2019)
Ms T Waldron	
Mr G Archer	
Mr. D Kelly	(Appointed 3 January 2020)

**Chief executive officer** Mr N Storer

**Auditor** MCABA Limited t/a Mitchells  
Chartered Accountants & statutory auditor  
91-97 Saltergate  
Chesterfield  
Derbyshire  
S40 1LA

**Bankers** Triodos Bank NV  
Brunel House  
11 The Promenade  
Clifton  
Bristol  
BS8 3NN

Unity Trust Bank Plc  
Nine Brindleyplace  
Birmingham  
B1 2HB

# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

**Year Ended 31 March 2020**

#### **Structure, governance and management**

##### **Governing Document**

The organisation is a charitable company limited by guarantee, incorporated on 13th May 1988 and registered as a charity on 27th September 1988. 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 Board Meeting on 18th November 2010. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Chesterfield Citizens Advice Bureau is a company limited by guarantee not having a share capital and has obtained exemption with the Companies Act to dispense with the word Limited as part of the company name.

##### **Recruitment and Appointment of Management Committee**

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 Management Committee are elected to serve a period of three years after which they must be re-elected at the next Annual General Meeting.

The maximum number of trustees shall be fifteen and the minimum number three.

The trustees who served during the year under review and up to the date of this report 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 3rd November 2020.

##### **Trustee Induction and Training**

Training and induction for newly appointed trustees in the year is provided by the central region of Citizens Advice and the Chief Officer.

##### **Public Benefit**

The Citizens Advice Bureau service is independent and provides free, confidential, impartial advice to everyone regardless of race, gender, sexuality or disability.

As a member of Citizens Advice, the aims of Chesterfield Citizens Advice Bureau are:

(i) to ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities, or of the service available to them, or through an inability to express their needs effectively and, equally

(ii) to exercise a responsible influence on the development of social policies and services, both locally and nationally.

The trustees confirm that they have complied with their duties under Section 17(5) of the 2011 Charities Act with regard to Public Benefit.

# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

**Year Ended 31 March 2020**

#### **Structure, governance and management *(continued)***

##### **Risk Management**

The trustees have assessed the major risks to which the charity is exposed, in particular those related to the operations and the finances of the Charity and are satisfied that systems are in place to mitigate exposure to the major risks. Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources during the year. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the Charity.

Chesterfield Citizens Advice Bureau's business plan includes service development, funding, risk analysis, training and diversity action plans. Progress towards the action plans is reviewed by the Committee four times a year. The full business plan is reviewed in April each year. Since launching the business plan, the trustees have refined the process into a three-year rolling programme.

##### **Organisational Structure**

The Chesterfield Citizens Advice Bureau board of trustees meets on a quarterly basis and are responsible for the strategic direction and policy of the charity. At present the board of trustees consists of twelve members from a variety of professional backgrounds relevant to the work of the charity. Sub committees meet to review finance, opportunities and risk, human resources, and funding.

A scheme of delegation is in place and day to day responsibility for the provision of the services rest with the Chief Officer. The Chief Officer has responsibility for the day to day operational management of the Bureau, individual supervision of the staff team and ensuring that the team continue to develop their skills and working practices in line with good practice.

##### **National Association of Citizens Advice Bureaux**

Chesterfield Citizens Advice Bureau is a member of the National Association of Citizens Advice Bureaux (Company Number 02258106 and Registered Charity 700481) who provide guidance, encouragement, training and support.

# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

**Year Ended 31 March 2020**

#### **Objectives and activities**

The company's objectives are to promote any charitable purpose for the benefit of the community in the Borough of Chesterfield 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 Bureau under the Membership Scheme of the National Association of Citizens Advice Bureaux.

The Bureau provides free, confidential, impartial and independent advice on a range of topics, including debt and benefits.

The Bureau has been based at 6-8 Broad Pavement in Chesterfield since 1987. The Company also operates outreach services in GP Surgeries in Chesterfield Children's Centres in Chesterfield and other community locations.

The Bureau relies heavily on the work of its volunteers to maintain the service which it provides, the costs of the volunteers other than expenses paid are not included within the accounts. The board of trustees offer their thanks to the volunteers for the work they do, without which the Bureau could not operate effectively.

#### **Mission Statement**

(i) to provide an effective, high quality generalist advice service within the aims and principles of the Citizens Advice Bureau Service accessible to the whole community.

(ii) to provide high quality specialist and casework services for Chesterfield in our priority areas of poverty, financial hardship, health and disability.

(iii) to promote and direct our service to those people who are most in need throughout Chesterfield.

(iv) to provide a level of service appropriate to the needs of the individual and, wherever possible, to empower people through the provision of information and advice.

(v) to develop our service in response to the needs of the individuals within the local community.

(vi) to ensure our service is non-judgemental, and our policies of confidentiality and impartiality are strictly adhered to.

(vii) to develop our equal opportunities policies, including positive action where appropriate.

(viii) to produce social policy evidence and reports to maximise influence on legislators and policy makers.

(ix) to work with other agencies to ensure people receive the best available help for their needs.

(x) to offer training, learning and personal development opportunities to those wishing to work within the advice sector in a voluntary or paid capacity.

# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

#### **Year Ended 31 March 2020**

##### **Achievements and performance**

In 2019/20, Chesterfield Citizens Advice Bureau have reported:

- advice and information given to 6,403 people new to the bureau
- dealing with 19,535 enquiries
- financial gains for clients of £5,433,632 in the year
- debts managed for clients of £4,744,070 in the year.

# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

**Year Ended 31 March 2020**

#### **Financial review**

##### **Reserves Policy**

Chesterfield Citizens Advice Bureau is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The Bureau will maintain a projection of income for at least twelve months ahead and will ensure that this continues to be derived from as wide a variety of sources as possible. They will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred the trustees have determined that 'free' reserves should ideally be maintained equal to between three and six months normal operating expenditure. This is currently estimated at between £140,000 and £280,000. The level of unrestricted free reserves at the balance sheet date is £276,932.

##### **Main sources of financial support**

(i) Chesterfield Citizens Advice Bureau's core funder, Chesterfield Borough Council, has provided funding since the Bureau's inception in 1987. This funding covers the front-line generalist advice service, training of voluntary advice workers, management of the Bureau, monitoring and maintenance of standards of work and debt and disability casework.

(ii) The Big Lottery Reaching Communities Fund, three-year grant awarded in April 2017 enables the Bureau to support and manage a specialist worker conducting targeted work for those who are financially excluded.

(iii) The Bureau continues to receive funds from the East Midlands Money Advice Project (EMMA), a large-scale project funded originally by the government department of Business Innovation and Skills (BIS). Responsibility for this service has transferred to the Money Advice Service (MAS) and subsequently the Single Financial Guidance Body (SFGGB).

(iv) Derbyshire County Council (DCC) has provided funding for the provision of advice in GP practices.

(v) Derbyshire County Council has provided funding for a community wellbeing advice project working with health and wellbeing staff with a focus on community wellbeing.

(vi) The Bureau received funding from North East Derbyshire CAB (financially supported by Feeding Britain) for collaborative working for advice provision at community eating spaces.

(vii) Lloyds Bank Foundation have provided funding for an "Advice Plus" pilot project at the Hartington Unit, Chesterfield Royal Hospital to provide advice sessions for those with acute and enduring mental health problems

(viii) The Bureau received funding from Citizens Advice North East Derbyshire for collaborative working for assistance and support for people to claim Universal Credit.



# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

#### **Year Ended 31 March 2020**

##### **Plans for future periods**

Chesterfield Citizens Advice Bureau strives to deliver quality accessible advice services which are relevant and responsive to our local community. We are aware this will be against a backdrop of difficult national economic pressures on external funding. We will seek to establish strong relationships with key funding agencies and promote the brand and activities of Citizens Advice Bureau throughout Chesterfield and North Derbyshire.

We will source new project funding as opportunities become available locally and nationally. We will seek to work collaboratively with appropriate organisations that share our values in order to work efficiently, maximise income generation and ensure our clients get the help they need.

##### **Trustees' responsibilities statement**

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

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

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

##### **Disclosure of information to auditor**

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

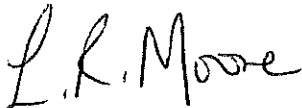
### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

**Year Ended 31 March 2020**

#### **Small company provisions**

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 4 September 2020 and signed on behalf of the board of trustees by:

A handwritten signature in black ink, appearing to read 'L. R. Moore'. The signature is written in a cursive style with a large initial 'L'.

Mrs L Moore  
Trustee

# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Independent Auditor's Report to the Members of Chesterfield Citizens Advice Bureau**

**Year Ended 31 March 2020**

#### **Opinion**

We have audited the financial statements of Chesterfield Citizens Advice Bureau (the 'charity') for the year ended 31 March 2020 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 charity's affairs as at 31 March 2020 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### **Basis for opinion**

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

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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Independent Auditor's Report to the Members of Chesterfield Citizens Advice Bureau** *(continued)*

**Year Ended 31 March 2020**

#### **Other information**

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

#### **Opinions on other matters prescribed by the Companies Act 2006**

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

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

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

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

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

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

# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Independent Auditor's Report to the Members of Chesterfield Citizens Advice Bureau** *(continued)*

**Year Ended 31 March 2020**

#### **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors 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 charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

#### **Auditor's responsibilities for the audit of the financial statements**

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

#### **Use of our report**

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



Andrew McDaid BFP ACA FCCA (Senior Statutory Auditor)

For and on behalf of  
MCABA Limited t/a Mitchells  
Chartered Accountants & statutory auditor  
91-97 Saltergate  
Chesterfield  
Derbyshire  
S40 1LA

8 September 2020

# Chesterfield Citizens Advice Bureau

## Company Limited by Guarantee

### Statement of Financial Activities (including income and expenditure account)

**Year Ended 31 March 2020**

			2020		2019
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
<b>Income and endowments</b>					
Donations and legacies	5	9,842	—	9,842	—
Charitable activities	6	327,131	190,382	517,513	460,778
Investment income	7	164	—	164	228
<b>Total income</b>		<u>337,137</u>	<u>190,382</u>	<u>527,519</u>	<u>461,006</u>
<b>Expenditure</b>					
Expenditure on charitable activities	8,9	311,914	190,382	502,296	460,645
<b>Total expenditure</b>		<u>311,914</u>	<u>190,382</u>	<u>502,296</u>	<u>460,645</u>
<b>Net income and net movement in funds</b>		<u>25,223</u>	<u>—</u>	<u>25,223</u>	<u>361</u>
<b>Reconciliation of funds</b>					
Total funds brought forward		251,709	—	251,709	251,348
<b>Total funds carried forward</b>		<u>276,932</u>	<u>—</u>	<u>276,932</u>	<u>251,709</u>

The statement of financial activities includes all gains and losses recognised in the year.  
All income and expenditure derive from continuing activities.

The notes on pages 15 to 24 form part of these financial statements.

# Chesterfield Citizens Advice Bureau

## Company Limited by Guarantee

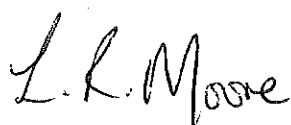
### Statement of Financial Position

31 March 2020

	Note	2020 £	£	2019 £
<b>Current Assets</b>				
Debtors	15	10,987		20,378
Cash at bank and in hand		<u>308,783</u>		<u>288,826</u>
		319,770		309,204
<b>Creditors: amounts falling due within one year</b>	16	<u>32,803</u>		45,322
<b>Net Current Assets</b>			<u>286,967</u>	263,882
<b>Total Assets Less Current Liabilities</b>			<u>286,967</u>	263,882
<b>Provisions</b>	18		<u>10,035</u>	12,173
<b>Net Assets</b>			<u>276,932</u>	<u>251,709</u>
<b>Funds of the Charity</b>				
Unrestricted funds			<u>276,932</u>	<u>251,709</u>
<b>Total charity funds</b>	20		<u>276,932</u>	<u>251,709</u>

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

These financial statements were approved by the board of trustees and authorised for issue on 4 September 2020, and are signed on behalf of the board by:



Mrs L Moore  
Trustee

Company registration number: 02258106

The notes on pages 15 to 24 form part of these financial statements.

# Chesterfield Citizens Advice Bureau

## Company Limited by Guarantee

### Statement of Cash Flows

Year Ended 31 March 2020

	2020 £	2019 £
<b>Cash Flows from Operating Activities</b>		
Net income	25,223	361
<i>Adjustments for:</i>		
Other interest receivable and similar income	(164)	(228)
<i>Changes in:</i>		
Trade and other debtors	9,391	(15,205)
Trade and other creditors	(12,519)	17,237
Provisions	(2,138)	(1,177)
Cash generated from operations	19,793	988
Interest received	164	228
Net cash from operating activities	<u>19,957</u>	<u>1,216</u>
<b>Net Increase in Cash and Cash Equivalents</b>	19,957	1,216
<b>Cash and Cash Equivalents at Beginning of Year</b>	<u>288,826</u>	<u>287,610</u>
<b>Cash and Cash Equivalents at End of Year</b>	<u>308,783</u>	<u>288,826</u>

The notes on pages 15 to 24 form part of these financial statements.



# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Notes to the Financial Statements**

**Year Ended 31 March 2020**

#### **1. General information**

The charity is a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 6-8 Broad Pavement, Chesterfield, Derbyshire, S40 1RP.

#### **2. Statement of compliance**

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

#### **3. Accounting policies**

##### **Basis of preparation**

The financial statements have been prepared on the historical cost basis.

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

The charity meets the definition of a public benefit entity under FRS 102.

##### **Going concern**

There are no material uncertainties about the charity's ability to continue.

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

In applying the charitable company's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. Estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. Estimates and underlying assumptions are reviewed on an ongoing basis. The trustees consider that there are no key sources of estimation uncertainty affecting these financial statements.

##### **Fund accounting**

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

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donors or which have been raised by the charity for particular purposes.

# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Notes to the Financial Statements** *(continued)*

#### **Year Ended 31 March 2020**

#### **3. Accounting policies** *(continued)*

##### **Incoming resources**

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations is recognised when the donation is received.
- income from donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- investment income is included when receivable.
- charitable activities generate grants which are related to performance and specific deliverables. The charity is entitled to determine the recognition of grant income in line with achievement of the underlying required performance. Certain grants have been deferred because they contain conditions that require the performance of a specified service where payment is conditional on a specified output being achieved. Income is recognised in the Statement of Financial Activities as income from charitable activities as the service is delivered.

##### **Resources expended**

Expenditure is recognised on an accruals basis as a liability is incurred.

Expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.

Expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

##### **Operating leases**

Lease payments are recognised as an expense over the lease term on a straight-line basis.

##### **Tangible assets**

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

The trustees continue to operate a policy of not capitalising individual items of equipment costing less than £1,000.

# **Chesterfield Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Notes to the Financial Statements** *(continued)*

#### **Year Ended 31 March 2020**

#### **3. Accounting policies** *(continued)*

##### **Depreciation**

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Fixtures and fittings	- 15% straight line
Computer equipment	- 33% straight line

##### **Provisions**

Provisions are recognised when the entity has an obligation at the reporting date as a result of a past event, it is probable that the entity will be required to transfer economic benefits in settlement and the amount of the obligation can be estimated reliably. Provisions are recognised as a liability in the statement of financial position and the amount of the provision as an expense.

Provisions are initially measured at the best estimate of the amount required to settle the obligation at the reporting date and subsequently reviewed at each reporting date and adjusted to reflect the current best estimate of the amount that would be required to settle the obligation. Any adjustments to the amounts previously recognised are recognised in income or expenditure unless the provision was originally recognised as part of the cost of an asset.

##### **Financial instruments**

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised as such in the Statement of Financial Activities.

##### **Pension costs**

The company contributes to The Growth Plan administered by TPT Retirement Solutions. The Plan is a multi-employer pension plan. It is not possible in the normal course of events to identify on a reasonable and consistent basis the charity's share of underlying assets and liabilities. In accordance with Charities SORP (FRS 102) the obligation to make good the deficit by way of deficit contributions has been recognised in these financial statements at fair value.

Additionally, the charity contributes to individual employees' defined contribution schemes. The cost of the contributions is charged to the income and expenditure account in the period to which they relate.

#### **4. Limited by guarantee**

Chesterfield Citizens Advice Bureau is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

# Chesterfield Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year Ended 31 March 2020

#### 5. Donations and legacies

	Unrestricted Funds £	Total Funds 2020 £	Unrestricted Funds £	Total Funds 2019 £
<b>Donations</b>				
Mayor's Appeal	8,429	<b>8,429</b>	—	—
Other donations	1,413	<b>1,413</b>	—	—
	<u>9,842</u>	<u><b>9,842</b></u>	<u>—</u>	<u>—</u>

#### 6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Chesterfield Borough Council	120,375	—	<b>120,375</b>
Derbyshire County Council - Public Health	140,696	—	<b>140,696</b>
East Midlands Money Advice Project Fund	—	76,237	<b>76,237</b>
Derbyshire County Council	56,940	—	<b>56,940</b>
Big Lottery New Project	—	55,157	<b>55,157</b>
Feeding Britain	—	11,000	<b>11,000</b>
Lloyds Bank Foundation for England and Wales	—	14,043	<b>14,043</b>
Small Projects	9,120	—	<b>9,120</b>
Help To Claim Project	—	33,945	<b>33,945</b>
	<u>327,131</u>	<u>190,382</u>	<u><b>517,513</b></u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Chesterfield Borough Council	120,375	—	120,375
Derbyshire County Council - Public Health	140,696	—	140,696
East Midlands Money Advice Project Fund	—	75,594	75,594
Derbyshire County Council	56,940	—	56,940
Big Lottery New Project	—	50,622	50,622
Feeding Britain	—	1,833	1,833
Lloyds Bank Foundation for England and Wales	—	930	930
Small Projects	8,873	4,915	13,788
Help To Claim Project	—	—	—
	<u>326,884</u>	<u>133,894</u>	<u>460,778</u>

#### 7. Investment income

	Unrestricted Funds £	Total Funds 2020 £	Unrestricted Funds £	Total Funds 2019 £
Bank interest receivable	164	<b>164</b>	228	228

# Chesterfield Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year Ended 31 March 2020

#### 8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Advice services	256,852	157,147	<b>413,999</b>
Support costs	55,062	33,235	<b>88,297</b>
	<u>311,914</u>	<u>190,382</u>	<u><b>502,296</b></u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Advice services	273,525	114,914	388,439
Support costs	53,226	18,980	72,206
	<u>326,751</u>	<u>133,894</u>	<u>460,645</u>

#### 9. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	Total funds 2020 £	Total fund 2019 £
Advice services	413,999	71,247	<b>485,246</b>	446,830
Governance costs	—	17,050	<b>17,050</b>	13,815
	<u>413,999</u>	<u>88,297</u>	<u><b>502,296</b></u>	<u>460,645</u>

#### 10. Analysis of support costs

	Advice services £	Total 2020 £	Total 2019 £
Premises	40,399	<b>40,399</b>	40,355
Communications and IT	17,213	<b>17,213</b>	6,892
General office	13,675	<b>13,675</b>	11,144
Governance costs	17,048	<b>17,048</b>	13,815
	<u>88,335</u>	<u><b>88,335</b></u>	<u>72,206</u>

#### 11. Auditors remuneration

	2020 £	2019 £
Fees payable for the audit of the financial statements	<b>4,800</b>	4,620
Fees payable for non-audit services provided	<b>1,126</b>	1,330

# Chesterfield Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year Ended 31 March 2020

#### 12. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2020	2019
	£	£
Wages and salaries	364,550	335,445
Social security costs	24,131	23,159
Employer contributions to pension plans	14,914	12,642
	<u>403,595</u>	<u>371,246</u>

The average head count of employees during the year was 19 (2019: 17).

No employee received employee benefits of more than £60,000 during the year (2019: Nil).

#### Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £39,690 (2019: £43,790).

#### 13. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity were received by the trustees in the current or comparative period. During the year expenses totalling £138 were reimbursed to trustees in respect of travel expenses incurred on charity business (2019: £59).

#### 14. Tangible fixed assets

	Fixtures and fittings £	Equipment £	Total £
<b>Cost</b>			
At 1 April 2019 and 31 March 2020	<u>2,228</u>	<u>16,773</u>	<u>19,001</u>
<b>Depreciation</b>			
At 1 April 2019 and 31 March 2020	<u>2,228</u>	<u>16,773</u>	<u>19,001</u>
<b>Carrying amount</b>			
At 31 March 2020	<u>—</u>	<u>—</u>	<u>—</u>
At 31 March 2019	<u>—</u>	<u>—</u>	<u>—</u>

#### 15. Debtors

	2020	2019
	£	£
Trade debtors	6,106	14,397
Prepayments and accrued income	4,881	5,981
	<u>10,987</u>	<u>20,378</u>

# Chesterfield Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year Ended 31 March 2020

#### 16. Creditors: amounts falling due within one year

	2020	2019
	£	£
Trade creditors	3,257	1,833
Accruals and deferred income	22,239	36,250
Social security and other taxes	7,241	7,202
Other creditors	66	37
	<u>32,803</u>	<u>45,322</u>

#### 17. Deferred income

	2020	2019
	£	£
At 1 April 2019	17,710	—
Amount released to income	(14,043)	—
Amount deferred in year	—	17,710
<b>At 31 March 2020</b>	<u><b>3,667</b></u>	<u><b>17,710</b></u>

#### 18. Provisions

	Pension deficit funding liability £
At 1 April 2019	12,173
Unwinding of the discount factor (interest expense)	154
Deficit contribution paid	(2,020)
Remeasurements - impact of any change in assumptions	(272)
<b>At 31 March 2020</b>	<u><b>10,035</b></u>

The provision relates to the Citizens Advice's pension deficit funding liability.

# Chesterfield Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year Ended 31 March 2020

#### 19. Pensions and other post-retirement benefits

Chesterfield Citizens Advice Bureau participates in The Pensions Trust's Growth Plan, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore, it accounts for the scheme as a defined contribution scheme.

The scheme is classified as a 'last-man standing arrangement'. Therefore, the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2017. This valuation showed assets of £794.4m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

The present value of the scheme has been disclosed as a provision at the year end as shown in note 18.

The discount rate used in the calculation of the present value of 2.53% per annum (2019: 1.39%) would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

#### 20. Analysis of charitable funds

##### Unrestricted funds

	At 1 April 2019 £	Income £	Expenditure £	At 31 March 2020 £
General funds	<u>251,709</u>	<u>337,137</u>	<u>(311,914)</u>	<u>276,932</u>
	At 1 April 2018 £	Income £	Expenditure £	At 31 March 2019 £
General funds	<u>251,348</u>	<u>327,112</u>	<u>(326,751)</u>	<u>251,709</u>



# Chesterfield Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year Ended 31 March 2020

#### 20. Analysis of charitable funds *(continued)*

##### Restricted funds

	At 1 April 2019 £	Income £	Expenditure £	At 31 March 2020 £
Big Lottery New Project	—	55,424	(55,424)	—
East Midlands Money Advice Project Fund	—	76,237	(76,237)	—
Feeding Britain	—	11,000	(11,000)	—
Lloyds Bank Foundation for England and Wales	—	14,043	(14,043)	—
Santander Foundation	—	—	—	—
Help To Claim Project	—	33,678	(33,678)	—
	—	<u>190,382</u>	<u>(190,382)</u>	—

	At 1 April 2018 £	Income £	Expenditure £	At 31 March 2019 £
Big Lottery New Project	—	50,622	(50,622)	—
East Midlands Money Advice Project Fund	—	75,594	(75,594)	—
Feeding Britain	—	1,833	(1,833)	—
Lloyds Bank Foundation for England and Wales	—	930	(930)	—
Santander Foundation	—	4,915	(4,915)	—
Help To Claim Project	—	—	—	—
	—	<u>133,894</u>	<u>(133,894)</u>	—

#### 21. Analysis of net assets between funds

	Unrestricted Funds £	Total Funds 2020 £
Current assets	319,770	319,770
Creditors less than 1 year	(32,803)	(32,803)
Provisions	(10,035)	(10,035)
<b>Net assets</b>	<u>276,932</u>	<u>276,932</u>

	Unrestricted Funds £	Total Funds 2019 £
Current assets	309,204	309,204
Creditors less than 1 year	(45,322)	(45,322)
Provisions	(12,173)	(12,173)
<b>Net assets</b>	<u>251,709</u>	<u>251,709</u>

# Chesterfield Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year Ended 31 March 2020

#### 22. Analysis of changes in net debt

	At 1 April 2019	Cash flows	At 31 March 2020
	£	£	£
Cash at bank and in hand	<u>288,826</u>	<u>19,957</u>	<u>308,783</u>

#### 23. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2020	2019
	£	£
Not later than 1 year	<b>16,000</b>	8,406
Later than 1 year and not later than 5 years	<b>18,531</b>	1,175
	<u><b>34,531</b></u>	<u>9,581</u>

#### 24. Contingencies

As mentioned in note 19 to the financial statements, Chesterfield Citizens Advice Bureau participates in The Pensions Trust's Growth Plan (the Plan). There is a potential debt on the charity that could be levied by the trustees of the Plan in the event of the charity ceasing to participate in the Plan or the Plan winding up.

The scheme actuary provides an annual update of the buy-out funding position of the Plan as at 30 September each year. The estimated employer liability on withdrawal from the Plan at 30 September 2019 was calculated at £36,236 (30 September 2018: £33,220). The debt liability will not crystallise as long as the Bureau does not withdraw from the Plan. It will however crystallise within one year of the last active member leaving the Plan. Should the Bureau withdraw, the actual debt figure would have to be calculated by the scheme actuary at the date of withdrawal and additional actuarial fees would be incurred.

#### 25. Related parties

No transactions with related parties occurred in the year that require disclosure within these financial statements.