

Company No. 06068486 (England & Wales)

**BASSETLAW CITIZENS ADVICE BUREAU**  
(A company limited by guarantee)

**REPORT & FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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Charity No. 1118563

Prepared by

**Williams Knowles & Co.**

Chartered Accountants

**BASSETLAW CITIZENS ADVICE BUREAU**  
**ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS)**

The Trustees are pleased to present their annual directors' report together with the financial statements of the charity for the year ended 31 March 2020 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

### **Objectives and activities for the public benefit**

#### **Objectives**

The charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Nottinghamshire, but not exclusively, along with the surrounding areas.

In particular the company operates as a Citizens Advice Local Office under the membership scheme of Citizens Advice.

We provide free, confidential, impartial and independent advice on many topics including debt, welfare benefits, housing, employment, consumer and family matters. During the year we had a service delivery agreement with: Consumer Advice and Law Service (CALS) for the provision of debt advice in the Bassetlaw area, as part of the East Midlands Money Advice (EMMA) service. This work is funded by the Money Advice and Pensions Service (MAPS). Macmillan Cancer Support for the provision of welfare benefits advice and support to those affected by cancer within the Bassetlaw area.

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

#### **Public benefit**

The Citizens Advice Bassetlaw service aims to:

- Provide the advice people need for the problems they face.
- Improve the policies and practices that affect people's lives.
- It values diversity, promote equality and challenge discrimination.

#### **Activities**

We maintained or developed the following activities:

- Face to face and telephone general advice services from our Retford & Worksop offices.
- Welfare benefits, money management, debt and energy specialist advice services.
- Outreach advice services to local communities which include; Worksop and Retford Job Centre Plus, The Aurora Wellbeing Centre, Bassetlaw District General Hospital, Larwood Surgery and many outreach locations with 'Pop-up' events.
- Membership of the North Notts Support Partnership.
- North Notts Memory Link dementia services.
- Advice through our webchat service
- Information is available via the internet and through our social media channels of Facebook (@citizensadvice Bassetlaw), Twitter (@bassetlawcab) and our website.
- We have developed strong relationships with key stakeholders from the public, private, voluntary and community sectors which allows us to collaboratively react to support the needs of our community.
- We have developed our knowledge of the health and wellbeing needs of the community through our work with the Bassetlaw Integrated Care Partnership.

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding on the services and activities that the LCA (Local Citizens Advice) has undertaken during the year in question. Based on the evidence outlined in this report, the trustees are satisfied that they meet the public benefit reporting requirements.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS)**

**A review of our achievements and performance**

In total we have reported:

- 4,934 people (new and repeat) received advice from our general and specialist services.
- Our clients raised 12,919 specific issues which demonstrates the multi-complex issues the clients face.
- The top six enquiry issues were; welfare benefits (5,266), personal debt & financial capability (3,100), employment (869), housing (721), utility issues (574) and relationship problems (561).
- We supported our clients with £7,135,131 of personal debt - doubling what we did the previous year.
- Gained over £3,503,370 of additional welfare benefits and grant income for our clients.
- Recruited 27 volunteers to help maintain our general advice services at Retford and Worksop.
- We met the requirements for debt advice and casework delivered as part of the East Midlands Money Advice Service. Funding from this source will now continue to 2022.
- We consistently achieved the Key Performance Indicators for our **Quality of Advice**.

For a further breakdown of the statistical information for the work of our general and specialist services please see our Annual Report published on our website.

**Financial review**

Income for the year was £336,828, this figure was composed of existing and some new funding and meant that we were able to maintain current and develop some new advice activity. Expenditure was £433,395. We have continued to make savings where possible by keeping a tight control on expenditure.

**Principal funding sources**

We are very grateful to our funders who supported our service for the year:

- Bassetlaw District Council for contribution towards our open door drop-in and telephone advice service based at Worksop and Retford.
- Nottinghamshire County Council for contributions to our open door drop-in and telephone advice service.
- Citizens Advice for Energy Best Deal presentations, Energy Best Deal Extra one to one sessions.
- Big Energy Saving Network - for support with energy projects.
- Community Advice & Law Services for our Money Advice Service debt advice services.
- Macmillan Cancer Support for our welfare rights specialist advice services for clients and their carers affected by cancer.
- Department of Work & Pensions for the Universal Credit Help to Claim project.
- Various Trust Funds - to support our generalist advice service.
- Donations from the public.

Our main expenditure for the year was for:

- Salary costs associated with the services we delivered.
- Administration, IT and support costs associated with the services we delivered.

The trustees and management of the Local Citizens Advice continue to exercise firm financial control of the organisation. The trustees and management will look to implement any changes to our practices and procedures where we realise we can further improve them or rectify any weakness identified by our accountants.

**Risk management**

The trustees have considered the major risks to which the charity is exposed and have reviewed those risks and established systems and procedures through an annually updated Risk Assessment and Business Contingency Plan to manage those risks. The trustees consider that the low levels of reserves, held to cover running costs for a period of time plus other unplanned expenditure, to be a major risk. Additionally the reduction in grant aid over the past 4 years is a further major risk. To minimise both risks a Fundraising strategy team has been introduced to identify sustainable fundraising streams together with a planned programme to build up an amount of reserve funding for identified needs plus a diversification of our funding base is being implemented.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS)**

**Reserves policy**

The following revised reserves policy has been approved by the Trustee Board. The trustees believe that the LCA should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. It has taken into account the reliability and continuance of future funding, timing of cash flows and working capital requirements, cover for unplanned emergency repairs and potential liabilities relating to staff should there be a closure of a particular activity.

The Trustees have determined to retain 5 months of operating costs in reserves to meet unexpected events (such as a significant loss of funding). The amount of running costs is calculated from the annual budget and amounts to £186,807. The actual amount of reserves held as at 31st March 2020 is £294,788. The LGPS defined benefit pension scheme fund is in deficit by £334,000.

The trustees have excluded the Local Government Pension Scheme pension exit liability from the calculation of reserves on the basis that this is a long-term liability that is being adequately managed and is not expected to crystallise in the foreseeable future. The trustees keep the pension liability under regular review and understand the circumstances when it would become payable.

The calculation of reserves is after designating funds for the following:

**i Core service fund**

The core service is operating at a deficit due to insufficient core funding but maintaining the service is vital, not only for clients of the generalist service but also for referrals to our existing projects. We are also using this designated fund to look at ways in which the core service could be made more efficient. We have designated £39,003 for this fund.

**ii Development and investment (internal)**

This is essential expenditure needed to maintain the operating capacity of our local office. We have aggregated amounts needed to spend on our infrastructure (including IT and premises) and this comes to £17,499.

**iii Development and Investment (external)**

This fund is for existing and planned spend on new partnerships and opportunities - and includes the following:

- Unfunded pilot projects,
- Buying in help with grant applications and fund-raising,
- Costs of attending conferences and networking meetings,
- Our own research on client needs to pitch to new partners and
- Training in new digital campaigns to reach clients.

We have designated £40,000 for this.

The total designated funds for 2020 - 21 would therefore amount to £96,502.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS)**

**Plans for the future**

The Local Citizens Advice has a number of future plans as outlined in our business plan:

- Expansion of our telephone advice line and webchat services in conjunction with other Local Citizens Advice and Citizens Advice (National).
- Secure additional funding to develop our volunteer training role; services to rural/isolated communities; and to our ethnic minorities.
- Diversify our funding base to meet any further reductions in existing funding and the financial targets as laid out in our Reserves Policy.

Our three year business plan, which is reviewed yearly was updated during 2019 to consider the changing financial environment, the complexity of client issues and the need to be more sustainable in the future.

**Our vision**

Our vision is for Citizens Advice Bassetlaw to be the key provider of information, advice and casework services for the people of Bassetlaw. Our strategic aims are to:

- Work in collaboration with our local community organisations and the public sector.
- Be more influential in raising the issues clients collectively face.
- Be more sustainable and continue to reflect and review our future of advice strategy to further develop our service delivery.
- Make it more accessible to get advice and support.
- Be a stronger equality and diversity champion.

**Reference and administrative details**

Charity number:	1118563
Company number:	06068486 (England & Wales)
Registered Office:	Bassetlaw Citizens Advice Bureau, The Annexe Queens Buildings Potter Street Worksop Nottinghamshire S80 2AE
Accountants:	Williams Knowles & Co Chartered Accountants Lloyd Chambers 139 Carlton Road Worksop Nottinghamshire S81 7AD
Bankers:	Nat West 69 Bridge Street Worksop Nottinghamshire S80 1DR



**BASSETLAW CITIZENS ADVICE BUREAU**  
ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS)

			Appointed	Resigned
Executive committee:				
Chair:	Arthur Deakin	Director	05.02.19	
Vice chair	William Dean	Director	21.11.14	
Treasurer:	Jim Quek	Director	24.09.19	
	Nicola Sissons	Director	18.10.07	
	Roger Smith	Director	04.01.12	
	Glen Roberts	Director	01.11.16	
	Dr Victoria McGregor-Riley	Director	28.11.17	
	Barbara Harrison	Director	11.12.18	
	David Pressley	Director	05.02.19	
	Sue Wigley	Director	24.09.19	
	June Evans	BDC rep		
Company secretary:	Karen Whitlam		01.05.18	
Chief Executive Officer	Karen Whitlam			

## **STRUCTURE, GOVERNANCE & MANAGEMENT**

### **Constitution**

Bassetlaw Citizens Advice Bureau is a company limited by guarantee and a registered charity governed by its Memorandum and Articles of Association, a revised version was filed at Companies House on 21 March 2013.

### **Appointment of Trustees**

Trustees are recruited following a Board of Directors Skill Audit and an interview against the audit findings. Trustees are then appointed in accordance with the rules set out in the Articles of Association of the Bureau, adopted on 21 March 2013. Trustees serve for a 3 year period and can be re-elected for further periods of 3 years.

### **Organisational structure**

The Board of directors meet on a regular basis usually six times a year, an executive board meet in between the main board meetings. Day to day decision making is delegated to senior staff whilst overall policy making and strategic decisions are made by the Board.

### **Pay policy for senior staff**

The directors consider the board of directors, who are the Trust's trustees, and the Chief Executive Officer to be the key management personnel of the charity in charge of directing and controlling, running and operating the Trust on a day to day basis. All Trustees give their time voluntarily and receive no remuneration or other benefits with the exception of out of pocket expenses incurred in the undertaking of their duties as Trustees and as agreed with the Board.

The pay of the Chief Executive Officer is reviewed annually by the trustees and is set by reference to 'Pay scales and Allowances' published by the National Joint Council for Local Government Services.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**ANNUAL REPORT OF THE TRUSTEES (BOARD OF DIRECTORS)**

**Going concern**

Towards the end of the company's financial year the COVID 19 global pandemic occurred, with a nationwide lockdown ensuing. This clearly has had a significant impact upon the way we can deliver our services and has also increased the demand. The directors have considered these factors when reviewing the affairs of the organisation and have concluded, that the continued activity and reserves of the charitable company, are sufficient for the foreseeable future and in any case at least 12 months from the date of agreeing the financial statements, and therefore they should be prepared on the going concern basis.

**Post balance sheet events**

The ongoing global crisis caused by the COVID 19 pandemic has had a significant impact on the general economic outlook. This has created uncertainty for the short and medium term for the economy as a whole. The directors have considered the implications of this for the accounts and do not consider there are any post balance sheet events that require adjustment in the accounts or any additional disclosures.

**Trustees' responsibilities in relation to the financial statements**

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue on that basis.

The Board of Directors are responsible for maintaining proper accounting records which disclose with reasonable accuracy, at any time, the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Board of Directors are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

**Approval**

This report has been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Companies Act 2006 and the Charities Act 2011.

Approved by the Board of Directors on 1<sup>st</sup> DECEMBER 2020 and signed on its behalf by:



A M Deakin

Chair

**BASSETLAW CITIZENS ADVICE BUREAU**  
**INDEPENDANT EXAMINER'S REPORT TO THE TRUSTEES OF BASSETLAW CITIZENS ADVICE BUREAU**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2020, which comprise the Statement of Financial activities, Balance Sheet and Notes.

**Responsibilities and basis of report**

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)]

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

N M Knowles ACA  
Williams Knowles & Co  
Chartered Accountants  
Lloyd Chambers  
139 Carlton Road  
Workop  
S81 7AD



Dated:

1 December 2020



**BASSETLAW CITIZENS ADVICE BUREAU**  
**STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME & EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Unrestricted Funds £	Restricted Funds £	Total 2019 £
<b>INCOME</b>							
Donations	4a	694	90	784	2,995	-	2,995
Income from charitable activities	4b	60,360	261,705	322,065	59,480	313,226	372,706
Income from other activities	4c	4,304	8,228	12,532	466	4,183	4,649
Investment income	4d	1,447	-	1,447	1,112	-	1,112
<b>Total income</b>		<b>66,805</b>	<b>270,023</b>	<b>336,828</b>	<b>64,053</b>	<b>317,409</b>	<b>381,462</b>
<b>EXPENDITURE</b>							
Charitable activities	5	144,442	288,953	433,395	96,717	270,608	367,325
<b>Total expenses</b>		<b>144,442</b>	<b>288,953</b>	<b>433,395</b>	<b>96,717</b>	<b>270,608</b>	<b>367,325</b>
<b>Net income / deficit for the year</b>	<b>6</b>	<b>(77,637)</b>	<b>(18,930)</b>	<b>(96,567)</b>	<b>(32,664)</b>	<b>46,801</b>	<b>14,137</b>
<b>Statement of comprehensive income</b>							
<b>Net income for the year</b>		<b>(77,637)</b>	<b>(18,930)</b>	<b>(96,567)</b>	<b>(32,664)</b>	<b>46,801</b>	<b>14,137</b>
<b>Other comprehensive income</b>							
Actuarial gain/(deficit) on defined benefit pension scheme	16	104,000	-	104,000	6,000	-	6,000
<b>Total comprehensive income for the year</b>		<b>26,363</b>	<b>(18,930)</b>	<b>7,433</b>	<b>(26,664)</b>	<b>46,801</b>	<b>20,137</b>
Total funds brought forward		(12,023)	76,860	64,837	14,641	30,059	44,700
Transfers between funds	14	51,212	(51,212)	-	-	-	-
<b>Total funds carried forward</b>		<b>65,552</b>	<b>6,718</b>	<b>72,270</b>	<b>(12,023)</b>	<b>76,860</b>	<b>64,837</b>

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

The annexed notes form part of these financial statements.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**BALANCE SHEET**  
**AS AT 31 MARCH 2020**

	Notes	£	2020 £	£	2019 £
<b>Fixed Assets</b>					
Tangible assets	10		8,262		-
<b>Current Assets</b>					
Debtors	11	42,772		30,565	
Cash at bank and in hand		363,562		447,348	
		<u>406,334</u>		<u>477,913</u>	
<b>Creditors: Amounts falling due within one year</b>	12	(8,326)		(13,076)	
<b>Net Current Assets</b>			<u>398,008</u>		<u>464,837</u>
<b>Total Assets less Current Liabilities</b>			406,270		464,837
<b>Pension liability</b>	16		(334,000)		(400,000)
<b>Net Assets</b>			<u>72,270</u>		<u>64,837</u>
<b>Unrestricted Funds</b>					
Core Fund	14		303,050		247,977
Designated Reserve	14		96,502		140,000
Pension deficit	14		(334,000)		(400,000)
<b>Restricted Funds</b>	14		6,718		76,860
<b>Total Funds</b>			<u>72,270</u>		<u>64,837</u>

The Directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of Section 477 of the Companies Act 2006. Members have not required the company, under Section 476 of the Companies Act 2006, to obtain an audit for the year ended 31 March 2020. The Executive Committee acknowledges its responsibilities for ensuring that the company keeps accounting records which comply with Section 386 of the Companies Act 2006, and for preparing accounts which give a true and fair view of the state of affairs of the company as at 31 March 2020 and of its excess of income over expenditure for the year then ended in accordance with the requirements of Section 396, and which otherwise comply with the requirements of the Act relating to the accounts so far as applicable to the company.

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

A M Deakin

Chair

J Quek

Treasurer

Dated: 1<sup>st</sup> December 2020

The annexed notes form part of these financial statements.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE 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 Bassetlaw Citizens Advice Bureau, The Annexe, Queens Buildings, Potter Street, Worksop, Nottinghamshire, S80 2AE.

**2. STATEMENT OF COMPLIANCE**

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

**3. ACCOUNTING POLICIES**

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

**a. Basis of preparation**

Bassetlaw Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The financial statements are prepared in sterling, which is the functional currency of the charity and are rounded to the nearest pound.

**b. Going concern**

At the year end the charity has a relative low amount in unrestricted funds. The main reason for this is the provision of £334,000 in respect of the charity's share of the pension deficit in the multi employer defined benefit pension scheme. There is an agreement made by the charity to increase the annual contribution rate and also make monthly lump sum payments into the scheme in order to reduce this deficit.

The trustees have shown in a separate fund the liability to the pension deficit as they recognise that without this provision there would be a larger unrestricted fund surplus.

The trustees have further considered the impact of the COVID-19 global pandemic and the uncertainty this has caused within the whole economy, together with a resulting increase in demand for the services provided by the charitable company.

The trustees have concluded that the ongoing levels of income and expenditure, together with the reserves held, provide sufficient resources for the charitable company to continue, for at least 12 months from the date of agreeing these financial statements and therefore the going concern basis of preparation, continues to be appropriate.

**c. Disclosure exemptions**

The entity satisfies the criteria of being a qualifying entity as defined in FRS 102, being a small charity with income below £500,000. No cash flow statement has been presented for the charitable company.

**d. Judgements and key sources of estimation uncertainty**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of estimation means that the outcomes could differ from those estimates.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2020**

The significant area of estimation uncertainty for the charity includes the calculation of the pension liability, information is included in the accounting policy pension note below and also note 16.

**e. Fund accounting**

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the Board of Trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor.

**f. Income**

All income is included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the charity where this can be quantified.
- The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

**g. Expenditure**

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

- Costs of generating funds comprise the costs associated with attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the accountancy fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor areas, per capita or estimated usage.

**h. Tangible fixed assets**

Tangible fixed assets are stated at cost less depreciation. Items are capitalised if they have an economic life in excess of one year and cost at least £1,000.

Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives on the following basis:

Fixtures and fittings	20% straight line
Office equipment	20% straight line
Computer equipment	25% straight line

**i. Leasing**

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are included in expenditure as incurred.

**BASSETLAW CITIZENS ADVICE BUREAU**  
**NOTES FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2020**

**j. Pensions**

**Defined benefit scheme**

The charity participates in a multi employer defined benefit scheme, operated by Nottinghamshire County Council. The cost of the defined benefit pension plan and the present value of the pension obligation are determined using actuarial valuations. An actuarial valuation involves making various assumptions that may differ from actual outcomes. These include the determination of the discount rate, future salary increases, mortality rates and future pension increases. Due to the complexities involved in the valuation and its long term nature, a defined benefit obligation is highly sensitive to changes in these assumptions.

The defined benefit scheme is funded, with the assets of the scheme held separately from those of the charity. Pension scheme assets are measured at fair value and liabilities are measured on the actuarial basis as described above. The resulting defined benefit asset or liability is presented separately after other net assets on the face of the balance sheet.

For the year ended 31 March 2020 the employers contributions to the scheme amounted to £7,331 (2019 £9,377), and contributions towards the deficit of £5,496 (2019 - £5,364).

**Defined contribution scheme**

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

The charity has opted to use NEST for its auto enrolment pension scheme.

The employers contributions in the year amounted to £4,555 (2019 - £2,184).

**k. Financial instruments**

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument. Basic financial instruments are initially recognised at the transaction price, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Cash and cash equivalents, cash is represented by cash in hand held with financial institutions.

Debtors, short term debtors are measured at the transaction price less any impairment.

Creditors, short term creditors are measured at the transaction price.



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**4. INCOME**

	Unrestricted £	Restricted £	Total 2020 £	Total 2019 £
<b>a. Donations</b>				
Donations	694	90	784	2,995
	694	90	784	2,995
<b>b. Income from charitable activities</b>				
Nottinghamshire County Council	29,200	-	29,200	29,200
Bassetlaw District Council	20,000	-	20,000	29,200
Citizens Advice (Broadband)	-	-	-	500
Citizens Advice (Help to claim setup)	-	-	-	5,091
Citizens Advice (Universal credit)	-	41,606	41,606	28,619
Citizens Advice (Energy Best Deal)	-	-	-	15,195
Citizens Advice (Energy Advice Programme)	-	17,040	17,040	-
Citizens Advice (BESN/BESW)	-	5,750	5,750	4,000
Citizens Advice (Consumer empowerment partnership)	-	-	-	30,000
Citizens Advice (Other)	160	-	160	580
Money Advice Service	-	100,755	100,755	100,758
Macmillan Cancer Support	-	96,054	96,054	89,563
DWP (Universal credit)	-	500	500	-
Tudor Trust	-	-	-	40,000
Bassetlaw District Council - Brexit support	3,000	-	3,000	-
Williamson Benevolent Trust	8,000	-	8,000	-
	60,360	261,705	322,065	372,706
<b>c. Income from other activities</b>				
Training	1,060	-	1,060	-
Westgate for clients	-	7,052	7,052	4,153
Other income for clients	-	1,176	1,176	-
Other income	3,244	-	3,244	496
	4,304	8,228	12,532	4,649

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	Unrestricted £	Restricted £	Total 2020 £	Total 2019 £
<b>d. Investment income</b>				
Bank interest receivable	1,447	-	1,447	1,112

**5. Expenditure**

Allocation basis		Core £	Debt Advice £	Welfare Rights £	Other Restricted Support services £	Total £	Total £
<b>Charitable Activities</b>							
Client Payments	actual	-	5,208	-	-	5,208	4,824
Telephone	actual	3,932	524	532	439	5,427	4,023
Print post & copy	actual	7,788	131	104	474	8,497	11,710
Other office costs	actual	1,942	148	43	200	2,333	1,265
Information, Publications & Computer costs	actual	12,339	1,424	-	3,440	17,203	13,736
Insurance	actual	1,572	-	-	-	1,572	914
Staff costs	actual	145,307	83,359	63,988	44,538	337,192	285,737
Training	actual	562	566	140	1,073	2,341	493
Premises costs	actual	2,755	-	-	-	2,755	1,101
Volunteer expenses	actual	3,920	37	15	-	3,972	5,219
Depreciation	actual	2,502	-	-	-	2,502	-
Legal & Professional	actual	-	-	-	-	-	504
Other expenses	actual	865	-	-	156	1,021	1,100
Defined benefit pension costs	actual	Note 16					
Service costs	actual		28,000			28,000	23,000
Interest	actual		10,000			10,000	9,000
Support charges	Staff time	(80,800)	30,201	33,051	17,548	-	-
		140,684	121,598	97,873	67,868	428,023	362,626
<b>Governance</b>							
Accountancy	actual	3,917	-	-	-	3,917	3,312
Independent examination	actual	750	-	-	-	750	750
Trustee expenses	actual	336	-	-	-	336	329
Bank charges & interest	actual	369	-	-	-	369	308
Legal & Professional	actual	-	-	-	-	-	-
Support charges	Staff time	(1,614)	557	527	530	-	-
		3,758	557	527	530	5,372	4,699
Total expenditure		144,442	122,155	98,400	68,398	433,395	367,325
<b>Support charges</b>							
<b>Charitable activities</b>							
Salaries		(54,923)	20,335	22,152	12,436	-	-
Staff & volunteer exp		(2,133)	793	854	486	-	-
Office expenses		(21,160)	8,140	9,074	3,946	-	-
Premises costs		(2,201)	782	794	625	-	-
Other costs		(383)	151	177	55	-	-
		(80,800)	30,201	33,051	17,548	-	-

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**6. Net Incoming Resources for the year**

	2020 £	2019 £
This is stated after charging:		
Depreciation of fixed assets - for use by the charity	2,502	-
Independent examiners fee	750	750
Accountancy fees paid to independent examiner	947	889
Payroll processing fees paid to independent examiner	1,170	983
Other consultants accountancy fees	1,800	1,440

**7. Staff costs and numbers**

Included in staff costs were the following:

Salaries and pensions	344,043	291,302
Social security costs	18,765	15,031
Employment Allowance	(3,000)	(3,000)
Other staff costs	7,725	5,897
	<u>367,533</u>	<u>309,230</u>

No employee received emoluments of more than £60,000.

The average number of employees during the year was as follows:

	Number	Number
Activities in the furtherance of the charity's objects	22	18

**8. Trustee Remuneration & Related Party Transactions**

No members of the Board of Trustees received any remuneration during the year.

Trustee expenses were as follows:

Number of trustees who were paid expenses	1	1
Amounts paid		
Travel	34	38
Also paid on behalf of all trustees was an indemnity insurance:		
Indemnity Insurance	302	291

The Board of Trustees has a representative from Bassetlaw District Council who is a non-voting member.  
The Charity received a grant from Bassetlaw District Council as listed in note 4.

There were no disclosable related party transactions during the year (2019 - none)

**9. Taxation**

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

**BASSETLAW CITIZENS ADVICE BUREAU**  
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**10. Tangible Fixed Assets**

	Fixtures & Fittings £	Computers and Office Equipment £	Total £
<b>COST</b>			
At 1 April 2019	1,799	41,905	43,704
Additions	3,798	6,966	10,764
Disposals	-	-	-
At 31 March 2020	5,597	48,871	54,468
<b>ACCUMULATED DEPRECIATION</b>			
At 1 April 2019	1,799	41,905	43,704
Charge for the year	760	1,742	2,502
Eliminated on disposal	-	-	-
At 31 March 2020	2,559	43,647	46,206
<b>NET BOOK VALUE</b>			
At 31 March 2020	3,038	5,224	8,262
At 31 March 2019	-	-	-

**11. Debtors**

	2020 £	2019 £
Prepayments	1,015	1,154
Debtors	41,757	29,411
	42,772	30,565

**12. Creditors:**

Amounts falling due within one year

	2020 £	2019 £
Accruals	1,767	1,850
Other creditors	6,559	11,226
	8,326	13,076

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**13. Analysis of Net Assets Between Funds**

	Unrestricted Funds £	Restricted Funds £	Total Funds £
Tangible fixed assets	8,262	-	8,262
Current assets	398,702	7,632	406,334
Current liabilities	(7,412)	(914)	(8,326)
Pension liability	(334,000)	-	(334,000)
Net assets at 31 March 2020	65,552	6,718	72,270

**14. Movement in Funds**

	At 1 April 2019 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2020 £
<b>Restricted Funds:</b>					
Money Advice Service	18,275	109,073	(122,155)	-	5,193
Welfare Rights Bassetlaw	3,871	96,054	(98,400)	-	1,525
Energy Best Deal	8,608	-	-	(8,608)	-
BESN / BESW	3,386	5,750	(6,188)	(2,948)	-
Energy Advice Program	-	17,040	(11,428)	(5,612)	-
Universal Credit	14,210	42,106	(41,410)	(14,906)	-
Consumer Empowerment Partnership	28,510	-	(9,372)	(19,138)	-
	76,860	270,023	(288,953)	(51,212)	6,718
<b>Unrestricted Funds:</b>					
Core Fund	247,977	66,805	(106,442)	94,710	303,050
Designated Reserve Fund	140,000	-	-	(43,498)	96,502
Defined benefit pension liability	(400,000)	104,000	(38,000)	-	(334,000)
<b>Total funds</b>	64,837	440,828	(433,395)	-	72,270

Purposes of Restricted Funds

**Money Advice Service**

Grant received to provide debt advice services throughout Bassetlaw and other areas.

**Welfare Rights Bassetlaw**

Commissioned service to deliver welfare rights advice to people affected by cancer and/or receiving palliative care.

**Energy Best Deal/Big Energy Week/Energy Advice Programme**

Agreement to supply Energy Best Deal sessions during the year and an agreement to supply one to one Energy Best Deal Extra sessions. Deliver Big Energy Saving Week activities.  
Department of Energy & Climate Change - Big Energy Saving Network Service.

**Universal Credit - Help to Claim Service**

To provide a 'no wrong door' service for local individuals who are struggling to make a claim by providing the support they need and to check their benefit entitlement in order to start and complete a claim for Universal Credit.



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**Consumer Empowerment Project**

To deliver a specific project that supports consumers by trialing, testing and reviewing up to three financial technology products with clients with a view to identifying, highlighting and tackling ways in which this technology could reduce consumer detriment and to work on resources for providers of financial technology to help ensure that the products are as useful and accessible to Citizens Advice clients as possible and share these findings with the wider network of Citizens Advice.

**Transfers from restricted funds**

Transfers have been made from restricted funds to the general fund where projects have been completed in the year and funders have agreed that amounts will not be clawed back. An element of these underspends relate to management time and provision of assets to undertake the projects.

**15. Finance leases and hire purchase contracts**

The charity had total future minimum lease payments under finance leases and hire purchase contracts are as follows:

	2020 £	2019 £
<b>Equipment</b>		
Within one year	3,858	4,018
Two to Five years	12,882	4,867

**16. Pension commitments**

The charity participates in the Local Government Pension Scheme operated by Nottinghamshire County Council. This scheme is a multi employer defined benefit scheme. The plans assets are held in separate trustee administered funds. The plan exposes the charity to actuarial risk, namely investment risk, interest rate risk, inflation risk, longevity risk and salary risk.

The most recent actuarial valuation of plan liabilities and the present value of the defined benefit obligations were carried out by Barnett Waddingham, Fellow of the Institute of Actuaries, at 31 March 2020. The figures were prepared in accordance with their understanding of FRS 102 and the advice complies with Technical Actuarial Standard 100: Principles for Technical Actuarial Work.

**Statement of financial position as at 31 March 2020**

	31.03.2020 £000s	31.03.2019 £000s
Present value of the defined benefit obligation	793	908
Fair value of Fund Assets (bid value)	(459)	(508)
Deficit / (Surplus)	<u>334</u>	<u>400</u>
Net defined benefit liability	334	400

**Amounts recognised in the profit and loss statements:**

Service cost	28	23
Net interest on the defined liability(asset)	10	9
Total	<u>38</u>	<u>32</u>

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	31.03.2020 £000s	31.03.2019 £000s
<b>Reconciliation of opening and closing balances of the present value of the defined benefit obligation:</b>		
Opening defined benefit obligation	908	862
Current service cost	20	23
Interest cost	22	21
Change in financial assumptions	(104)	44
Change in demographic assumptions	(15)	-
Experience loss/(gain) on defined benefit obligation	(29)	-
Estimated benefits paid net of transfers in	(20)	(45)
Past service costs, including curtailments	8	-
Contributions by Scheme participants and other employers	3	3
Closing defined benefit obligation	<u>793</u>	<u>908</u>

**Reconciliation of the opening and closing balances of the fair value of Fund assets:**

Opening fair value of Fund assets	508	488
Interest on assets	12	12
Return on assets less interest	(54)	35
Other actuarial gains/(losses)	(3)	-
Contributions by employers	13	15
Contributions by scheme participants	3	3
Estimated benefits paid plus unfunded net of transfers in	(20)	(45)
Closing fair value of fund assets	<u>459</u>	<u>508</u>

**The estimated asset allocation of funds held in the scheme is as follows:**

Equities	294	305
Gilts	15	15
Other bonds	40	51
Property	58	79
Cash	11	15
Inflation-linked pooled fund	17	18
Infrastructure	24	25
Total	<u>459</u>	<u>508</u>

The following assumptions were made by the Actuaries in arriving at the above figures

Life expectancy from age 65 years

Retiring today - males	21.8 years	22.7 years
- females	24.4 years	25.7 years
Retiring in 20 years - males	23.2 years	24.9 years
- females	25.8 years	28.0 years
Discount rate	2.35%	2.40%
Pension increases	1.85%	2.40%
Salary increases	2.85%	3.90%