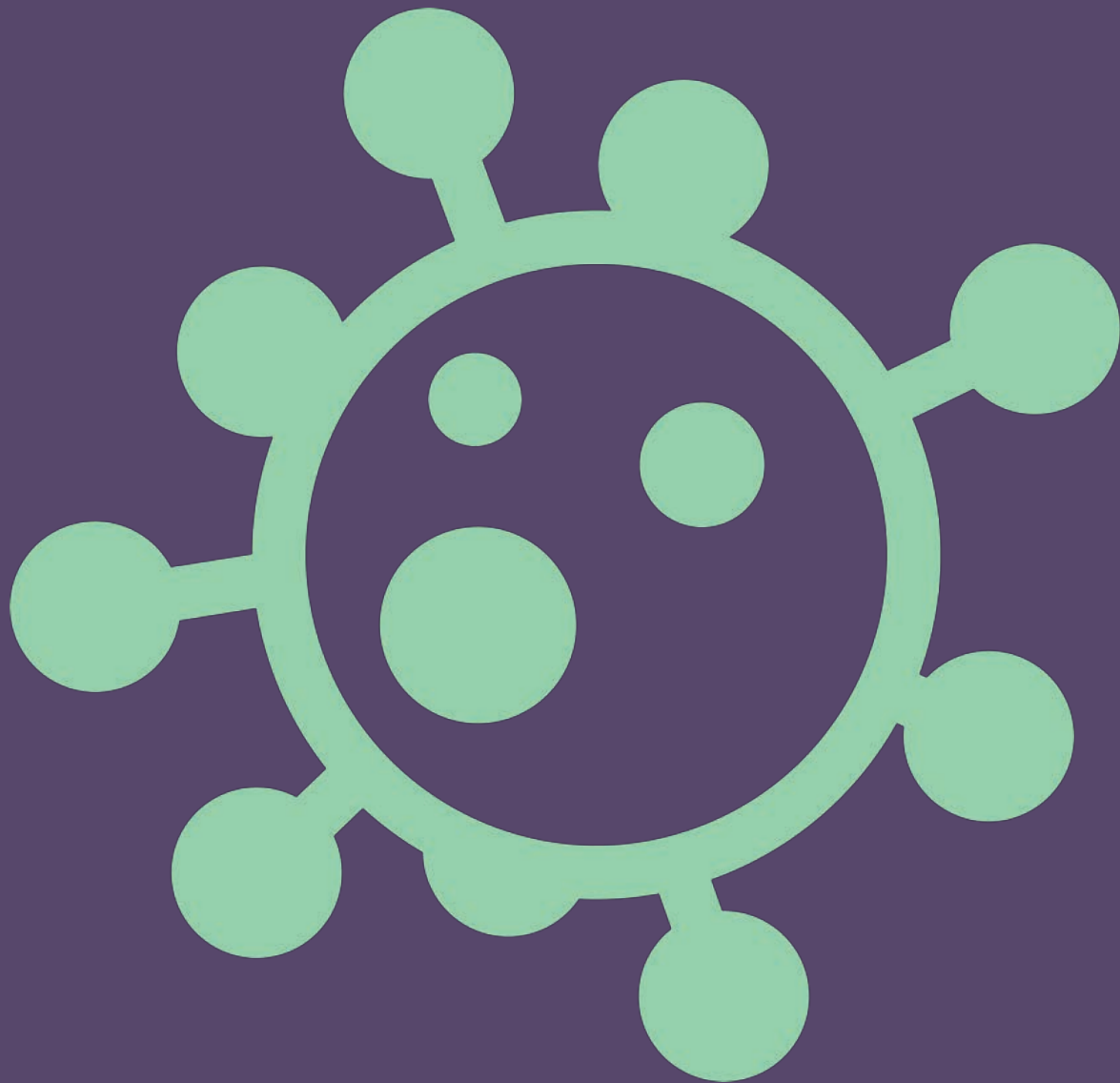


ANNUAL REPORT

2020 - 21



**citizens
advice**

Chesterfield

**A Year Like No Other
Advice in the Pandemic**

Welcome to our Annual Review 2020-21

A year like no other. This report examines unprecedented experiences of working through the COVID-19 pandemic. As the one-year marker since lockdown passed, our service has charted a worrying increase in the need for debt advice, food bank referrals and charitable grants. We've mapped the waves of demand for different types of advice during one of our busiest ever years.

At any given time of the year, the topics people needed advice about reflected pandemic worries. One example is Redundancy.

Citizens Advice initially saw a staggering increase in the need for help throughout the first lockdown, but this changed as the initial extension to the furlough scheme was mooted. People's questions about the furlough scheme also changed. From March to May 2020, they were largely around working and being made redundant while on furlough, but as people became used to the scheme the questions changed to getting a second job. As the third lockdown and home schooling took hold, the focus was instead on if people could balance employment rights, maximise income and support their families.

We saw at first hand that the effects of the pandemic increased unemployment, loss of opportunity and mental health worries. People needed our help to deal with the fallout of job losses, lower wages and less stability. More people than ever needed us to negotiate their way through complex welfare systems such as Universal Credit, just to maintain basic living standards. Behind the numbers in this report are the individuals who have been buffeted by a wave of problems triggered by the pandemic. Our frontline advisers will continue to be there to support them, but as a nation we must ensure no-one is left behind on the road to recovery.

The pandemic has rapidly accelerated existing issues such as problems caused by digital exclusion, health inequalities and food poverty.

Yet in the face of adversity, our staff and volunteers have been energised by what they have done and have felt an even greater sense of being needed.

The future seems likely to be dominated by the long term economic, health and social impact of Coronavirus.

To help people adjust to seismic change, there has never been a better time to invest in advice.

Neil Storer Chief Officer, Linda R. Moore Chair



Barometer

Key Trends in Advice following Covid-19 Pandemic & Lockdowns

Top 5 advice enquiries, in numerical order, were:

1. Universal Credit (UC) 5,791
2. Benefits and Tax Credits 4,643
3. Debt and Money Issues 3,611
4. Emergency Crisis Support 1,455
5. Employment 949

£5,085,768 in financial gains for local people.

£4,654,934 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 **5,774** people with **23,095** issues in the period April 2020 to March 2021

UC issues were **3X** more than in the same period in 2019 - 2020.

Energy and Water Issues, including debt, were **31%** higher compared to the same time last year.

Redundancy Issues were **4X** more than in the same period in 2019 - 2020.

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** higher than before the pandemic.

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

ADVICE DURING THE PANDEMIC

It's easy to feel overwhelmed

Karen is 55 years old and single. She lives in a local authority property. Karen was employed in the hospitality trade but lost her job due to long term sickness and incapacity. She has been receiving Universal Credit. Karen has been dealing with health problems following a heart attack, she also has anxiety and depression. It has been difficult for Karen to manage during lockdown restrictions. She sought advice from a Citizens Advice caseworker on the recommendation of her GP and Cardiologist to establish whether she was entitled to any additional financial support. Karen has been very stressed by bureaucracy from benefits authorities having been asked to complete the same information request several times over. Karen owes £450 in Rent and Council Tax liabilities.



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

The Citizens Advice caseworker advised Karen about the potential for claiming Personal Independence Payments. 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 sickness benefits 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. The Citizens Advice caseworker assisted Karen apply for PIP. Due to her disability, Karen finds it physically difficult to manage for herself and walk any distance. She finds it difficult to remember to take her medication and needs support because of her mental health. PIP is complex and fully explaining a person's situation in the application is critical to success as a claim goes through decision making processes.

The caseworker informed Karen about the Blue Badge Scheme. The Blue Badge Scheme helps you park closer to your destination, with free parking, if you have severe walking difficulties.

The caseworker liaised with the local authority over the outstanding debt issues and helped Karen with applications to the Derbyshire discretionary fund, discretionary housing payment scheme and a charitable trust.

We supported Karen to apply to the Big Difference Scheme for a water charges social tariff that drastically reduced her water costs.

The caseworker assisted Karen to make a formal complaint to DWP concerning the poor administration of her benefit claim.

Outcomes of Advice

- Personal Independence Payments were awarded for care and mobility, worth £6340 per annum and related entitlements such as the Blue Badge Scheme.
- Debt Managed to the value of £450, subsequently paid off with fund applications.
- Enforcement Action halted.
- Reduction in water bill worth £300 annually.
- Karen feels better able to live independently.
- Improvement in wellbeing and less stress.
- Better able to manage housing costs and other essential commitments.



ADVICE DURING THE PANDEMIC

It can be hard working out where to turn.

William is 45 years old, single and lives in a local authority flat.

William lost his job during the pandemic. He receives Universal Credit which includes support towards the cost of his rent. He also receives Council Tax Support.



William is worried because he has energy arrears which he is repaying through a prepayment meter which recovers an ongoing amount for arrears as well as paying for ongoing fuel costs. If he cannot afford to pay to keep the meter operational, William runs the risk of having no access to energy during the coldest part of the winter. William has debts of £6500 and cannot afford his water charges. As a result of trying to make all the payments that are due, William has temporarily run out of money for food. He is very stressed and anxious. William's GP has become increasingly concerned about his wellbeing and suggested that he seek advice.

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

The Citizens Advice caseworker identified that William could make a claim for Personal Independence Payments. Personal Independence Payment (PIP) is extra money to help you with everyday life if you've an illness, disability or mental health condition. William decided against a claim at present as he wanted to try to manage his problems without disability benefits.

We assisted William to get immediate support with food, making arrangements from his local foodbank.

With advice and support from Citizens Advice Chesterfield, William successfully applied for a payment from an Energy Trust Fund which cleared his energy arrears and took away the fear of disconnection. In the meantime, we had arranged energy vouchers for William so that the possibility of self-disconnection was removed.

The caseworker also completed a referral to a debt worker at Citizens Advice. The debt worker will be supporting William to apply for a debt relief order.

The debt relief order will effectively write off Williams debts if his financial circumstances do not dramatically improve in the next 12 months.

Outcomes of Advice

- Emergency food and vouchers for Prepayment meter costs secured.
- One off payments received from charitable trusts £180 to clear arrears.
- Debts managed of £6500, with full amount to be written off.
- Improvement in wellbeing and less stress.
- Better able to manage housing costs and other essential commitments.



THE HEART OF THE RESPONSE TO THE PANDEMIC

We have partnerships and collaboration with a range of partners with whom we would normally deliver our services in co-located settings. These include: all GP Surgeries in Chesterfield, Childrens Centres, community settings such as Monkey Park, Elm Foundation (Domestic Abuse Support charity), Foodbanks, Speedwell Eat well café, Pathways Homelessness project, Hartington Mental Health Unit. Mutual referral links have been maintained. **Insight:** During pandemic lockdowns there has been heightened risk of domestic abuse and violence. We've worked alongside the Elm Foundation to jointly support families in crisis situations with timely advice about their rights.

We work in conjunction with a wide range of local services supporting health and wellbeing both before and during the COVID-19 response e.g. Derbyshire Law Centre, Unemployed Workers Centre, local Community Food hubs, Community groups, support organisations such as Rethink, Derbyshire peer support and recovery service, volunteer centre, local groups such as mental health carers and the infrastructure agencies such as Derbyshire Voluntary Action that support our dynamic local groups that have responded during the pandemic.



Community Effort to overcome Social Isolation during lockdown

One family came to the attention of the wider Chesterfield Support Group. A couple in their 70`s had reported that their boiler had failed in the middle of winter. During the pandemic, the couple had become very isolated. Through partnership working, the couple were able to get their boiler fixed, access greater support to be less isolated . Amongst the help was input from Citizens Advice to maximise benefits and find help from local charities to meet a range of other urgent needs.

Advice centres can have a wide and effective role in combating social isolation. How so?

Research shows that social isolation and loneliness are often linked to life changing events such as bereavement, pregnancy, onset of disability etc. These are the points that people contact us for advice and support. By better supporting people through these life changing events, our advice and support contributes to better outcomes.

Our advice and rights is holistic. Part of our advice training and process is to identify where people are in vulnerable situations and work with them to achieve better outcomes Our project work includes supporting people with life limiting illness and disability. The people we help are often living alone and with limited support. **Insight:** A thank you letter from someone we helped secure a disability benefit said that it would help them get out to meet people, get more support at home and be able to visit a relative who lives in a care home (post-covid).

We are an organisation that actively promotes and uses volunteers in our service. Volunteering builds social connections, reduces loneliness, increases self- worth, wellbeing. **Insight:** we have at any time around 40 active volunteers and offer volunteering training opportunities all year round.



"THE MOST CHALLENGING YEAR AS AN ADVISER"

"We not only faced the challenge of adapting to giving advice mostly via the phone but there has also been a huge change in the level of fear, uncertainty, anxiety and depression that people are coming to us with. Sometimes they are hoping for push-button solutions that sadly just aren't there."

"Initially, our busiest areas were furlough and the self-employed scheme, employment law and Universal Credit, but it was the big increase in crisis and debt enquiries that was the glaring development."

"With hindsight, there were schemes such as payment holidays, but the debt hasn't gone away and now we're seeing worrying trends in debt collection and enforcement"

"Without question, this was the most challenging year as an adviser"

A National Citizens Advice Training programme recruited and trained advisers so more volunteers could help us by working remotely.

Amongst the people joining from this programme...

A warm welcome to Abigail!

citizens
advice

Chesterfield



KEY FACTS ABOUT ADAPTING OUR SERVICE

We've maintained advice appointments 9-5 on every weekday & done more!

- Advisers were able to adapt initially working from home but over time, returning to the office.
- We moved human resources to more phone but allowing time to help people in depth, where necessary and safe, sometimes over months and in person.
- Our key challenges included keeping up with a litany of changes to law and welfare provisions. These included furlough, self employment/business income protection schemes, debt payment holidays, changes to eviction law and new arrangements affecting Universal Credit and other benefits.
- We made our phone service a Freephone number and added an online call back form to make it easier to contact us.
- With support from the Chesterfield Health Partnership and National Lottery we were project funded to support local people who had experienced Covid related emergencies with money skills needed to manage life changes.
- Financial support to increase access to IT and phones was received from National Citizens Advice and the Lloyds TSB Foundation.
- Regular checking in with our staff and volunteers has been key as protecting wellbeing and avoiding isolation has been vital for remote working.



Emerging Advice Trends Covid-19

People needing our help to access Emergency Crisis Support for Food or Cash

We are currently supporting more people in crisis. This includes people needing emergency food, cash or other needs including help to pay for prepayment energy meters to access utility supplies. COVID-19 factors have heightened risk of people needing this support.

Factors that caused / impacted on this:

- Waiting time for UC
- Benefit deductions
- Unpaid wages
- Sudden job loss
- Shielding
- Sickness
- Bereavement
- Unable to work eg. self employed
- Victims of crime/domestic abuse
- Unexpected financial outlay eg. cooker, fridge, boiler failure.
- Higher cost of food shopping locally.

We helped **1217** people with
2095 Emergency support
issues in the period 11/03/20 - 31/03/21

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

Citizens Advice Chesterfield has a long history of working alongside Foodbanks, emergency food providers, social eating cafes, health/ community partners and discretionary fund partners. Before lockdown for example, we were providing advice directly at Foodbanks as well as at the Speedwell Eat Well Community Cafe. We are regular attenders at community eating venues when supporting multi agency public health events. As well as helping people to access emergency support, advice will help them overcome longer term problems behind the crisis, whether that is debt, low income, relationship breakdown or other issues.



A significant proportion of people have
mental health issues impacted by
cutting down meals when faced with
losing income, higher costs and
reduced support.

People who asked for help to access emergency advice live in ALL parts of Chesterfield.

They were most likely to live in:

- Loundsley Green
- Rother
- Dunston
- Middlecroft & Poolsbrook
- Barrow Hill & New Whittington
- Moor
- St Helens
- St Leonards



Acting **RIGHT NOW** to help people who are struggling is vital.

We also need to think for the **FUTURE**. What lifelines are going to be needed going forward?

“When people are under constant pressure, juggling bills, health conditions, caring responsibilities, any change to family life caused by COVID-19 can be tipping point”

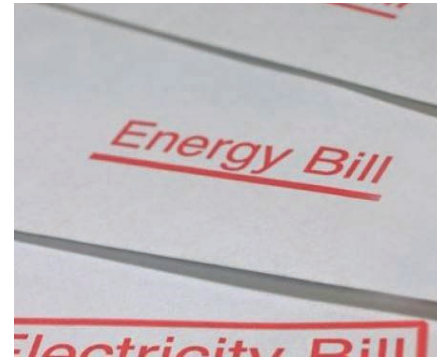
Those in the deepest difficulties have been hit hardest by the pandemic. For many people we've helped, missed meals, juggling debts and worrying about paying basic bills has been a reality. As we recover from COVID-19, a strong lifeline will be required as a policy response.

Citizens Advice would like to see improvements in our income protections, extended safeguards from evictions, increased supply of free debt advice and other necessary measures to ensure people are not left behind.



NO DEBT PROBLEM IS UNMANAGEABLE

The seismic shifts the Covid-19 pandemic has created in the UK economy have dramatically impacted the personal finances of the most vulnerable in society. With around 900,000 fewer jobs and 8.9 million people potentially experiencing cuts in their income through furlough, more people are turning to borrowing to stay afloat and to pay for the basics. In December, 2020, Citizens Advice estimated that 7 million adults were behind on at least one household bill, with renters, young people, parents of children under 5, those on zero-hour contracts and those from BAME backgrounds all particularly vulnerable to this financial stress.



Vicky is 29 years old. She has long term health conditions that severely affect her mobility. She does not work after losing a part time role during the pandemic. Vicky relies upon benefits income: Employment Support Allowance, Personal Independence Payments, Housing Benefit and Council Tax Support. She has multiple non priority debts she cannot service from her income, there are 11 creditors and the debts are £8950 in total. Visits from doorstep lender are causing stress.

Advice Given

Advised Vicky that she could apply for a Debt Relief Order. A Debt Relief Order (DRO) is a way of dealing with your debts if you can't afford to pay them. It means you don't have to pay certain kinds of debt for a specified period (usually 12 months). At the end of the DRO period, the debts included in it will be written off ('discharged') and you won't have to pay them. Other alternatives were considered but would not be so swift or effective e.g. making token offers of payment or asking creditors for a moratorium or write offs. Vicky was also given advice about income maximisation measures e.g. Big Difference Scheme and basic financial capability tips. Caseworker completed DRO application, following information gathering and credit checks.

Outcome

DRO was successful, Vicky will be debt free, not face enforcement action and will have more disposable income without debt repayments to make.

Policy Insight

Cases like Vicky's and countless others highlight the need for government and commissioners to consider what measures could be introduced to support those struggling with problem debt and help the UK to "build back better". Sadly, as we speak, it looks like main debt advice funder, Money Advice and Pensions Service, will dramatically cut face to face debt advice, with many trained debt advisers and community advice organisations facing an uncertain future. Citizens Advice Chesterfield does not believe that ineffective national telephone debt advice services are the answer as a looming debt crisis is on the horizon.

Citizens Advice are calling on the government to provide financial support for people who have built up debt because of the pandemic. We believe financial support should be prioritised for people with rent and council tax arrears, where the consequences of having arrears can be most severe.

Access All Areas: Young People and COVID Impact

What impacts of COVID on young people have you seen?

Young people have been less affected than other age groups by coronavirus infection itself, but have been disproportionately impacted by the social, educational and economic impacts of the pandemic.

Disruption to education, job losses particularly in the hospitality trade have been very evident. The numbers of younger people seeking advice rose by 30% during the pandemic. Mental Health issues and loss of opportunity have been recurring themes.

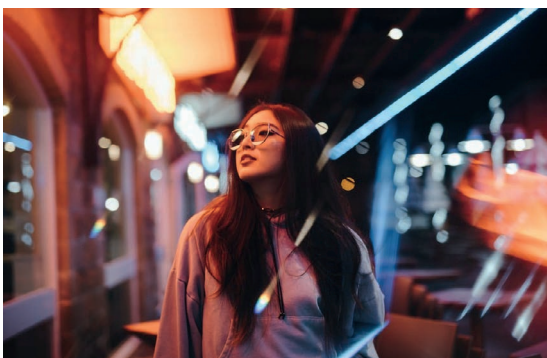
How will Citizens Advice be better able to support young people going forward?

Good Question. We need to improve social mobility for young people in the area. We've been supporting young people through apprenticeships, work experience and through offering volunteer opportunities that give transferable skills that are invaluable in the job market.

We are also looking to add more young people to our trustee board to offer leadership opportunities and gain more insight and perspectives from a younger generation.

From July 2021, we'll also be launching a new three year project funded by National Lottery.

The project will better support young people and increase access to advice for younger people.



OK, so what does the project aim to do and will young people be involved in the project?

This will support younger people with financial skills and knowledge or rights so they are better placed to take advantage of apprenticeship, education, training and work opportunities. We'll be hoping to work with apprentice providers, business, schools, colleges and others to make the biggest possible impact.



Project Team featured above
"Enabling more people to fulfil their potential by working to address issues at the earliest possible stage"

Young people have already supported this project through consultation and thereby shaping the design of the support that will be offered. This will be ongoing as the project progresses.

The project will have a strong element of younger people delivering project activities and enhancement of volunteering opportunity. We will support breaking divisions in the community, by young and older people working together in this project. This is important as younger people have told us they increasingly perceive that older people don't always understand their day to day reality because student finance, employment choice, affordable housing and pensions are no longer as generous as they once were. We are very confident in the abilities of our young people.
#DemandOpportunity

MIND THE GAP– Counting the Cost of Digital Exclusion

Digital Exclusion is leaving people behind

- We are more reliant than ever on digital and online services to manage day to day life.
- Many people who cannot use online services lose out.
- Those with broadband and other digital services have a huge start on those who don't.
- Measures to support digital inclusion only go partially towards solving a problem that is worsening existing inequalities.



A new report from Citizens Advice Chesterfield, “Mind the Gap” shows the local impact of digital exclusion.

People without access to digital services because they lack the ability, skills, confidence, equipment or cannot afford them. Citizens Advice has seen the problems this causes including delays to getting benefits, reduced access to other vital services and to reliable important healthcare information.

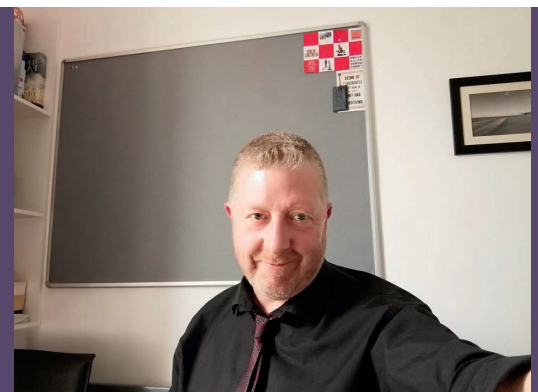
We have supported people who would have otherwise been disadvantaged because of digital exclusion. Excellent work is done locally in cross sector partnerships to improve digital inclusion.

Citizens Advice Chesterfield is calling for measures to improve the situation. These include: making digital services more affordable, increasing access to equipment, training, support.

Our most important recommendation is ensuring by way of legal protection that all vital services offer fully `blended` services including equality of access for people who are digitally excluded and do not want to or cannot use digital services

“Digital exclusion creates further hurdles in job search, hindering young people with their learning, and being able to access help, information and fill in benefit forms online. It is vital these issues are addressed to prevent widening inequalities”

Neil Storer,
Chief Officer of Citizens Advice Chesterfield.



“The pandemic has further shifted the landscape around digital access, with some people finding it's improved inclusion while many others have found themselves excluded. The impact on people who are priced out of online services, or don't have the skills to access them, are very well illustrated by your report - I think this is something we will be talking about for a long time to come”.

Clare Moriarty, CEO of National Citizens Advice

Recognising our Funders and Supporters

We are an independent individual charity and not a government body.

Chesterfield Borough Council is our loyal core funder and we thank them for their generosity. We 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. Huge thanks also to Derbyshire County Council for recognising our work and investing further in our work during the pandemic. We also recognise the generosity of Chesterfield Health and Wellbeing Partnership and National Lottery in supporting emergency Covid-19 project work.

FUNDERS IN 2020-21 - INCOME:	£501,812
Chesterfield Borough Council	120,375
Chesterfield Health and Wellbeing Partnership	9,000
Derbyshire County Council - GP Project	140,696
Derbyshire County Council - Community Wellness	56,940
Community Fund	26,125
EMMA - Money Advice	94,259
Help to Claim Service (UC)	32,688
Feeding Britain	9,167
Lloyds TSB Foundation	6,235

As social problems escalate action is needed to sustain vital advice services. A Government response 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.

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 or ring on 01246 283864.

If you shop online, there's an easy way to help raise **FREE** donations for us from retailers via **#Easyfundraising**. You can register here:
<https://www.easyfundraising.org.uk/causes/citizensadvicechesterfield/?referral->



Governance Matters : Chair's Report

When lockdown began in March 2020 Trustees were amazed and humbled by the swift action of Neil and his team. Within days, staff and some of our volunteers were delivering a quality service from their own homes to Chesterfield residents. As you can read from the Barometer (Page 3) demand did not diminish and in fact became even more varied and challenging than before. Trustees had to consider how to continue to fulfil their legal responsibilities from their own homes. The solution of course was Zoom; a way of conducting board meetings which was new to all of us. Zoom has enabled us to have speakers at meetings to give us an overview and put in context the demographics of our town. It has also enabled more of us to 'virtually' attend National Conference and other national forums. In future we hope to use this method mixed in with real meetings. We finally met in person (see below) in September 2021 after twenty months of head and shoulders in a box.



Communication has been key and we've published a couple of newsletters for staff and volunteers, in particular thanking them for their dedication, expertise and professionalism.

At our AGM in 2020 Martin Fairs left the board after ten years as a trustee. He has contributed much to the organisation and we miss his knowledge and incisive mind. He will however be volunteering as an adviser. Thank you Martin.

In January we welcomed Andrew Riches to the board and in July our youngest ever board member Phoebe Sellars joined us. At the 2021 AGM our treasurer Libby Davis is stepping down after ten years service, although she will stay on the board as a trustee and as a member of the finance sub group. Her financial experience and expertise have been invaluable to the organisation and to me as chair. She has been a safe and trusted stalwart. Thank you Libby. We are pleased to announce that our new treasurer will be Linda Billington, a newly retired accountant with many years of financial experience.

Trustees have conducted two reviews of the Trustee Action Plan formulated in Spring 2020, and completed a skills audit. We are creating a Trustee WhatsApp group, we have joined Easyfundraising, as mentioned on the 'Fundraising & Supporter' page and we are about to set up a supporters/friends of group. There will also be further induction for our new trustees. We recognise how important talking about our problems can be and how crucial it is to receive free, impartial, relevant advice at the right moment. That need to deliver expert advice is why we continue as trustees and are part of the dedicated and highly skilled team that forms Citizens Advice Chesterfield.

Linda R. Moore

Our Board - Our thanks go to:

Linda Moore - Chair, Libby Davis - Treasurer, Graham Archer, Stuart Brittain, Martin Fairs (Resigned November 2020), Dan Kelly, Nick Redihough, David Shaw, Teresa Waldron, Mark Higginbottom, Andrew Riches (Joined January 2021), Linda Billington (Joined July 2021), Phoebe Sellars (Joined July 2021). Staff and Volunteer Representatives: Terry Deveney, Sandra Essex. Patron of the Bureau: Guy Robinson of Robinsons Packaging Ltd.

Summary of our Services 2020 - 2021

1. Generalist Advice in the Heart of the Town



Advice every weekday (Covid restrictions permitting) including face to face service on debt, benefits, relationships, housing and much more.

2. Accessible Phone Service



Advice by telephone from a service run locally and is now a Freephone number.

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 long term Covid related illness. 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 and using Pathways, people who have experienced domestic abuse (at Elm foundation). We help people with food insecurity worries by working with 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. Welfare Benefits work

Helping people check what they are entitled to; helping people challenge decisions made by benefit authorities.

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

Multi-agency partnership working together to reach and deliver services out into the community.

12. Access to other services and projects

Including Scamwatch and Pensionwise.



13. Policy work

Recent work has highlighted problems with Universal Credit and digital exclusion.

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.



Local Charity number: 700481

Telephone: 01246 209164

Online advice at:

www.chesterfieldcab.co.uk

www.citizensadvice.org.uk

COMPANY REGISTRATION NUMBER: 02258106
CHARITY REGISTRATION NUMBER: 700481

Chesterfield Citizens Advice Bureau
Company Limited by Guarantee
Financial Statements

31 March 2021

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

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Financial Statements

Year Ended 31 March 2021

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Chesterfield Citizens Advice Bureau
Company Limited by Guarantee
Trustees' Annual Report (Incorporating the Director's Report)
Year Ended 31 March 2021

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 2021.

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 S Brittain	
Mrs E Davis	
Mr M Fairs	(Resigned 3 November 2020)
Mr M Higginbottom	
Mrs L Moore	
Mr N Redihough	
Mr D Shaw	
Ms T Waldron	
Mr G Archer	
Mr D Kelly	
Mr A Riches	(Appointed 26 January 2021)
Mrs L Billington	(Appointed 27 July 2021)
Ms P Sellars	(Appointed 27 July 2021)

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 2021

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 Board of Trustees

The directors of the company are also charity trustees for the purposes of charity law. Under the requirements of the Memorandum and Articles of Association the members of the 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 2nd November 2021.

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 2021

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 2021

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 2021

Achievements and performance

In 2020/21, Chesterfield Citizens Advice Bureau have reported:

- advice and information given to 5,774 people;
- dealing with 23,095 enquiries;
- financial gains for clients of £5,085,768 in the year;
- debts managed for clients of £4,654,934 in the year.

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

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

Year Ended 31 March 2021

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 £130,000 and £260,000. The level of unrestricted free reserves at the balance sheet date is £305,310.

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 National Lottery Community Fund provided Coronavirus Community Support funding for the Money Safe project.

(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 Citizens Advice North East Derbyshire (financially supported by Feeding Britain) for collaborative working for advice provision at community eating spaces

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

(ix) Grant funding was received from Chesterfield Health and Wellbeing Partnership/Derbyshire County Council to help people with money skills following COVID related life changes.

(x) National Citizens Advice provided grant funding equipment to support remote working during the pandemic.

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

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

Year Ended 31 March 2021

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 2021

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 27 July 2021 and signed on behalf of the board of trustees by:

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 2021

Opinion

We have audited the financial statements of Chesterfield Citizens Advice Bureau (the 'charity') for the year ended 31 March 2021 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 2021 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

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 2021

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 2021

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.

Auditor's responsibilities for detecting irregularities, including fraud

The objectives of our audit are: to identify and assess the risks of material misstatement of the financial statements due to fraud or error; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud or error; and to respond appropriately to those risks. Owing to the inherent limitations of an audit, there is an unavoidable risk that material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with the ISAs (UK).

In identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We obtained an understanding of the legal and regulatory frameworks applicable to the charity and the sector in which they operate. We determined that the following laws and regulations were most significant; the Companies Act 2006, the Charities SORP (FRS 102) and UK corporate taxation law. The charity is also subject to the regulations of the Financial Conduct Authority.
- We obtained an understanding of how the charity is complying with those legal and regulatory frameworks by making inquiries to relevant members of the management team. We corroborated our inquiries through our review of board minutes (where applicable) and inquiry into legal fees incurred in the year.

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 2021

Auditor's responsibilities for detecting irregularities, including fraud (continued)

- We assessed the susceptibility of the charity's financial statements to material misstatement, including how fraud might occur. Audit procedures performed by the engagement team included:
 - Identifying the controls management has in place to prevent and detect fraud and assessing the operation of these controls
 - Understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process
 - Identifying and testing journal entries, in particular any journal entries that were large or unusual in nature
 - Assessing the extent of compliance with the relevant laws and regulations governing the charity and the sector it operates within. This included a review of any potential breaches during and since the year end; and
 - Challenging assumptions and judgements made by management in its significant accounting estimates.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements the less likely we would become aware of it. The risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error as fraud may involve deliberate concealment by, for example, forgery, intentional misrepresentations or collusion.

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

Date: 28 July 2021

Chesterfield Citizens Advice Bureau
Company Limited by Guarantee
Statement of Financial Activities
(including income and expenditure account)
Year Ended 31 March 2021

		Unrestricted funds £	2021 Restricted funds £	Total funds £	2020 Total funds £
	Note				
Income and endowments					
Donations and legacies	5	9,341	—	9,341	9,842
Charitable activities	6	320,911	180,901	501,812	517,513
Investment income	7	242	—	242	164
Total income		<u>330,494</u>	<u>180,901</u>	<u>511,395</u>	<u>527,519</u>
Expenditure					
Expenditure on charitable activities	8,9	301,337	181,680	483,017	502,296
Total expenditure		<u>301,337</u>	<u>181,680</u>	<u>483,017</u>	<u>502,296</u>
Net income		<u>29,157</u>	<u>(779)</u>	<u>28,378</u>	<u>25,223</u>
Transfers between funds		(779)	779	—	—
Net movement in funds		<u>28,378</u>	<u>—</u>	<u>28,378</u>	<u>25,223</u>
Reconciliation of funds					
Total funds brought forward		276,932	—	276,932	251,709
Total funds carried forward		<u>305,310</u>	<u>—</u>	<u>305,310</u>	<u>276,932</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 16 to 27 form part of these financial statements.

Chesterfield Citizens Advice Bureau**Company Limited by Guarantee****Statement of Financial Position****31 March 2021**

	Note	2021 £	£	2020 £
Fixed Assets				
Tangible fixed assets	15		2,100	—
Current Assets				
Debtors	16	6,077		10,987
Cash at bank and in hand		338,346		308,783
		344,423		319,770
Creditors: amounts falling due within one year	17	32,744		32,803
Net Current Assets			311,679	286,967
Total Assets Less Current Liabilities			313,779	286,967
Provisions	19		8,469	10,035
Net Assets			305,310	276,932
Funds of the Charity				
Restricted funds			—	—
Unrestricted funds			305,310	276,932
Total charity funds	22		305,310	276,932

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 27 July 2021 and are signed on behalf of the board by:

Mrs L Moore
Trustee

Company registration number: 02258106

The notes on pages 16 to 27 form part of these financial statements.

Chesterfield Citizens Advice Bureau**Company Limited by Guarantee****Statement of Cash Flows****Year Ended 31 March 2021**

	2021	2020
	£	£
Cash Flows from Operating Activities		
Net income	28,378	25,223
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	178	–
Other interest receivable and similar income	(242)	(164)
<i>Changes in:</i>		
Trade and other debtors	4,910	9,391
Trade and other creditors	(59)	(12,519)
Provisions	(1,566)	(2,138)
Cash generated from operations	31,599	19,793
Interest received	242	164
Net cash from operating activities	<u>31,841</u>	<u>19,957</u>
Cash Flows from Investing Activities		
Purchase of tangible assets	(2,278)	–
Net cash used in investing activities	<u>(2,278)</u>	<u>–</u>
Net Increase in Cash and Cash Equivalents	29,563	19,957
Cash and Cash Equivalents at Beginning of Year	<u>308,783</u>	<u>288,826</u>
Cash and Cash Equivalents at End of Year	<u>338,346</u>	<u>308,783</u>

The notes on pages 16 to 27 form part of these financial statements.

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements

Year Ended 31 March 2021

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

The management and trustees realigned their strategy and working practices in response to the onset of the COVID-19 pandemic and continue to adapt to change to maintain the high standards of provision of services to clients. The trustees have prepared and reviewed forecasts and are confident that these show that the charity is able to operate within its available resources and meet its liabilities as they fall due for the foreseeable future. Accordingly, the trustees consider it appropriate to continue to adopt the going concern policy basis of accounting in preparing the financial statements.

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.

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

3. Accounting policies *(continued)*

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.

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.

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

3. Accounting policies *(continued)*

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.

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

Government grants

Government grants relating to revenue are recognised on a systematic basis over the periods in which the company recognises the related costs for which the grant is intended to compensate. Grants that are receivable as compensation for expenses or losses already incurred or for the purpose of giving immediate financial support to the entity with no future related costs are recognised in income in the period in which it becomes receivable.

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.

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

3. Accounting policies *(continued)*

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.

5. Donations and legacies

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Donations				
Mayor's Appeal	–	–	8,429	8,429
Other donations	6,276	6,276	1,413	1,413
Grants				
Coronavirus Job Retention Scheme grants	3,065	3,065	–	–
	<u>9,341</u>	<u>9,341</u>	<u>9,842</u>	<u>9,842</u>

6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Chesterfield Borough Council	120,375	–	120,375
Derbyshire County Council - Public Health - GP	140,696	–	140,696
East Midlands Money Advice Project Fund	–	94,259	94,259
Derbyshire County Council – Community Wellness	56,940	–	56,940
Big Lottery New Project	–	26,215	26,215
Feeding Britain	–	9,167	9,167
Lloyds Bank Foundation for England and Wales	–	6,352	6,352
Small Projects	2,900	–	2,900
Help To Claim Project	–	32,688	32,688
Chesterfield Borough Council - Public Health	–	9,000	9,000
Citizens Advice	–	3,220	3,220
	<u>320,911</u>	<u>180,901</u>	<u>501,812</u>

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

6. Charitable activities *(continued)*

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

7. Investment income

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Bank interest receivable	<u>242</u>	<u>242</u>	<u>164</u>	<u>164</u>

8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Advice services	259,603	151,562	411,164
Support costs	41,734	30,118	71,853
	<u>301,337</u>	<u>181,680</u>	<u>483,017</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Advice services	256,852	157,147	413,999
Support costs	55,062	33,235	88,297
	<u>311,914</u>	<u>190,382</u>	<u>502,296</u>

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

9. Expenditure on charitable activities by activity type

	Activities undertaken directly	Support costs	Total funds 2021	Total fund 2020
	£	£	£	£
Advice services	411,164	63,678	474,842	485,246
Governance costs	—	8,175	8,175	17,050
	<u>411,164</u>	<u>71,853</u>	<u>483,017</u>	<u>502,296</u>

10. Analysis of support costs

	Advice services	Total 2021	Total 2020
	£	£	£
Premises	35,971	35,971	40,434
Communications and IT	12,611	12,611	17,213
General office	15,096	15,096	13,600
Governance costs	8,175	8,175	17,050
	<u>71,853</u>	<u>71,853</u>	<u>88,297</u>

11. Net income

Net income is stated after charging/(crediting):

	2021	2020
	£	£
Depreciation of tangible fixed assets	178	—

12. Auditors remuneration

	2021	2020
	£	£
Fees payable for the audit of the financial statements	5,040	4,800
Fees payable for non-audit services provided	1,211	1,126

13. Staff costs

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

	2021	2020
	£	£
Wages and salaries	361,919	364,550
Social security costs	23,846	24,131
Employer contributions to pension plans	14,649	14,914
	<u>400,414</u>	<u>403,595</u>

The average head count of employees during the year was 18 (2020: 19).

No employee received employee benefits of more than £60,000 during the year (2020: None).

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

13. Staff costs *(continued)*

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 £44,687 (2020: £39,690).

14. 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 £144 were reimbursed to one trustee in respect of travel expenses incurred on charity business (2020: £138 to one trustee).

15. Tangible fixed assets

	Fixtures and fittings £	Equipment £	Total £
Cost			
At 1 April 2020	2,228	16,773	19,001
Additions	—	2,278	2,278
At 31 March 2021	2,228	19,051	21,279
Depreciation			
At 1 April 2020	2,228	16,773	19,001
Charge for the year	—	178	178
At 31 March 2021	2,228	16,951	19,179
Carrying amount			
At 31 March 2021	—	2,100	2,100
At 31 March 2020	—	—	—

16. Debtors

	2021 £	2020 £
Trade debtors	862	6,106
Prepayments and accrued income	4,883	4,881
Other debtors	332	—
	6,077	10,987

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

17. Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	654	3,257
Accruals and deferred income	24,270	22,239
Social security and other taxes	7,820	7,241
Other creditors	—	66
	<u>32,744</u>	<u>32,803</u>

18. Deferred income

	2021	2020
	£	£
At 1 April 2020	3,667	17,710
Amount released to income	(3,667)	(14,043)
At 31 March 2021	<u>—</u>	<u>3,667</u>

19. Provisions

	Pension deficit funding liability
	£
At 1 April 2020	10,035
Unwinding of the discount factor (interest expense)	225
Deficit contributions paid	(2,081)
Remeasurements - impact of any change in assumptions	290
At 31 March 2021	<u>8,469</u>

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

20. 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 2020. This valuation showed assets of £799 million, liabilities of £832 million and a net deficit of £33 million. 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 19.

The discount rate used in the calculation of the present value of 0.66% per annum (2020: 2.53%) would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

21. Government grants

The amounts recognised in the financial statements for government grants are as follows:

	2021	2020
	£	£
Recognised in income from donations and legacies:		
Coronavirus Job Retention Scheme grant income	<u>3,065</u>	<u>—</u>

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

22. Analysis of charitable funds

Unrestricted funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
General funds	<u>276,932</u>	<u>330,494</u>	<u>(301,337)</u>	<u>(779)</u>	<u>305,310</u>

	At 1 April 2019 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
General funds	<u>251,709</u>	<u>337,137</u>	<u>(311,914)</u>	<u>—</u>	<u>276,932</u>

Restricted funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
Big Lottery New Project	—	26,215	(26,265)	50	—
East Midlands Money	—	94,259	(94,280)	21	—
Advice Project Fund	—	9,167	(9,875)	708	—
Feeding Britain	—	6,352	(6,352)	—	—
Lloyds Bank Foundation	—	32,688	(32,688)	—	—
for England and Wales	—	9,000	(9,000)	—	—
Help To Claim Project	—	3,220	(3,220)	—	—
Chesterfield Borough	—	—	—	—	—
Council - Public Health	—	—	—	—	—
Citizens Advice	—	—	—	—	—
	<u>—</u>	<u>180,901</u>	<u>(181,680)</u>	<u>779</u>	<u>—</u>

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

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

23. Analysis of net assets between funds

	Unrestricted Funds	Total Funds
	£	£
Tangible fixed assets	2,100	2,100
Current assets	344,423	344,423
Creditors less than 1 year	(32,744)	(32,744)
Provisions	(8,469)	(8,469)
Net assets	305,310	305,310

	Unrestricted Funds	Total Funds
	£	£
Tangible fixed assets	—	—
Current assets	319,770	319,770
Creditors less than 1 year	(32,803)	(32,803)
Provisions	(10,035)	(10,035)
Net assets	276,932	276,932

24. Analysis of changes in net debt

	At 1 Apr 2020	Cash flows	At 31 Mar 2021
	£	£	£
Cash at bank and in hand	<u>308,783</u>	<u>29,563</u>	<u>338,346</u>

25. Operating lease commitments

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

	2021	2020
	£	£
Not later than 1 year	14,825	16,000
Later than 1 year and not later than 5 years	3,706	18,531
	<u>18,531</u>	<u>34,531</u>

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

26. 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 2020 was calculated at £36,256 (30 September 2019: £36,236). 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.

27. Related parties

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

COMPANY REGISTRATION NUMBER: 02258106
CHARITY REGISTRATION NUMBER: 700481

Chesterfield Citizens Advice Bureau
Company Limited by Guarantee
Financial Statements

31 March 2021

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

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Financial Statements

Year Ended 31 March 2021

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Chesterfield Citizens Advice Bureau
Company Limited by Guarantee
Trustees' Annual Report (Incorporating the Director's Report)
Year Ended 31 March 2021

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 2021.

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 S Brittain	
Mrs E Davis	
Mr M Fairs	(Resigned 3 November 2020)
Mr M Higginbottom	
Mrs L Moore	
Mr N Redihough	
Mr D Shaw	
Ms T Waldron	
Mr G Archer	
Mr D Kelly	
Mr A Riches	(Appointed 26 January 2021)
Mrs L Billington	(Appointed 27 July 2021)
Ms P Sellars	(Appointed 27 July 2021)

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 2021

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 Board of Trustees

The directors of the company are also charity trustees for the purposes of charity law. Under the requirements of the Memorandum and Articles of Association the members of the 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 2nd November 2021.

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 2021

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 2021

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 2021

Achievements and performance

In 2020/21, Chesterfield Citizens Advice Bureau have reported:

- advice and information given to 5,774 people;
- dealing with 23,095 enquiries;
- financial gains for clients of £5,085,768 in the year;
- debts managed for clients of £4,654,934 in the year.

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

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

Year Ended 31 March 2021

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 £130,000 and £260,000. The level of unrestricted free reserves at the balance sheet date is £305,310.

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 National Lottery Community Fund provided Coronavirus Community Support funding for the Money Safe project.

(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 Citizens Advice North East Derbyshire (financially supported by Feeding Britain) for collaborative working for advice provision at community eating spaces

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

(ix) Grant funding was received from Chesterfield Health and Wellbeing Partnership/Derbyshire County Council to help people with money skills following COVID related life changes.

(x) National Citizens Advice provided grant funding equipment to support remote working during the pandemic.

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

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

Year Ended 31 March 2021

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 2021

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 27 July 2021 and signed on behalf of the board of trustees by:

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 2021

Opinion

We have audited the financial statements of Chesterfield Citizens Advice Bureau (the 'charity') for the year ended 31 March 2021 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 2021 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

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 2021

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 2021

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.

Auditor's responsibilities for detecting irregularities, including fraud

The objectives of our audit are: to identify and assess the risks of material misstatement of the financial statements due to fraud or error; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud or error; and to respond appropriately to those risks. Owing to the inherent limitations of an audit, there is an unavoidable risk that material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with the ISAs (UK).

In identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We obtained an understanding of the legal and regulatory frameworks applicable to the charity and the sector in which they operate. We determined that the following laws and regulations were most significant; the Companies Act 2006, the Charities SORP (FRS 102) and UK corporate taxation law. The charity is also subject to the regulations of the Financial Conduct Authority.
- We obtained an understanding of how the charity is complying with those legal and regulatory frameworks by making inquiries to relevant members of the management team. We corroborated our inquiries through our review of board minutes (where applicable) and inquiry into legal fees incurred in the year.

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 2021

Auditor's responsibilities for detecting irregularities, including fraud (continued)

- We assessed the susceptibility of the charity's financial statements to material misstatement, including how fraud might occur. Audit procedures performed by the engagement team included:
 - Identifying the controls management has in place to prevent and detect fraud and assessing the operation of these controls
 - Understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process
 - Identifying and testing journal entries, in particular any journal entries that were large or unusual in nature
 - Assessing the extent of compliance with the relevant laws and regulations governing the charity and the sector it operates within. This included a review of any potential breaches during and since the year end; and
 - Challenging assumptions and judgements made by management in its significant accounting estimates.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements the less likely we would become aware of it. The risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error as fraud may involve deliberate concealment by, for example, forgery, intentional misrepresentations or collusion.

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

Date: 28 July 2021

Chesterfield Citizens Advice Bureau
Company Limited by Guarantee
Statement of Financial Activities
(including income and expenditure account)
Year Ended 31 March 2021

		Unrestricted funds £	2021 Restricted funds £	Total funds £	2020 Total funds £
	Note				
Income and endowments					
Donations and legacies	5	9,341	—	9,341	9,842
Charitable activities	6	320,911	180,901	501,812	517,513
Investment income	7	242	—	242	164
Total income		<u>330,494</u>	<u>180,901</u>	<u>511,395</u>	<u>527,519</u>
Expenditure					
Expenditure on charitable activities	8,9	301,337	181,680	483,017	502,296
Total expenditure		<u>301,337</u>	<u>181,680</u>	<u>483,017</u>	<u>502,296</u>
Net income		<u>29,157</u>	<u>(779)</u>	<u>28,378</u>	<u>25,223</u>
Transfers between funds		(779)	779	—	—
Net movement in funds		<u>28,378</u>	<u>—</u>	<u>28,378</u>	<u>25,223</u>
Reconciliation of funds					
Total funds brought forward		276,932	—	276,932	251,709
Total funds carried forward		<u>305,310</u>	<u>—</u>	<u>305,310</u>	<u>276,932</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 16 to 27 form part of these financial statements.

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Statement of Financial Position

31 March 2021

	Note	2021 £	£	2020 £
Fixed Assets				
Tangible fixed assets	15		2,100	—
Current Assets				
Debtors	16	6,077		10,987
Cash at bank and in hand		338,346		308,783
		<u>344,423</u>		319,770
Creditors: amounts falling due within one year	17	<u>32,744</u>		32,803
Net Current Assets			<u>311,679</u>	286,967
Total Assets Less Current Liabilities			<u>313,779</u>	286,967
Provisions	19		<u>8,469</u>	10,035
Net Assets			<u><u>305,310</u></u>	<u><u>276,932</u></u>
Funds of the Charity				
Restricted funds			—	—
Unrestricted funds			<u>305,310</u>	276,932
Total charity funds	22		<u><u>305,310</u></u>	<u><u>276,932</u></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 27 July 2021 and are signed on behalf of the board by:

Mrs L Moore
Trustee

Company registration number: 02258106

The notes on pages 16 to 27 form part of these financial statements.

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Statement of Cash Flows

Year Ended 31 March 2021

	2021 £	2020 £
Cash Flows from Operating Activities		
Net income	28,378	25,223
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	178	–
Other interest receivable and similar income	(242)	(164)
<i>Changes in:</i>		
Trade and other debtors	4,910	9,391
Trade and other creditors	(59)	(12,519)
Provisions	(1,566)	(2,138)
Cash generated from operations	31,599	19,793
Interest received	242	164
Net cash from operating activities	<u>31,841</u>	<u>19,957</u>
Cash Flows from Investing Activities		
Purchase of tangible assets	(2,278)	–
Net cash used in investing activities	<u>(2,278)</u>	<u>–</u>
Net Increase in Cash and Cash Equivalents	29,563	19,957
Cash and Cash Equivalents at Beginning of Year	308,783	288,826
Cash and Cash Equivalents at End of Year	<u>338,346</u>	<u>308,783</u>

The notes on pages 16 to 27 form part of these financial statements.

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements

Year Ended 31 March 2021

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

The management and trustees realigned their strategy and working practices in response to the onset of the COVID-19 pandemic and continue to adapt to change to maintain the high standards of provision of services to clients. The trustees have prepared and reviewed forecasts and are confident that these show that the charity is able to operate within its available resources and meet its liabilities as they fall due for the foreseeable future. Accordingly, the trustees consider it appropriate to continue to adopt the going concern policy basis of accounting in preparing the financial statements.

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.

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

3. Accounting policies *(continued)*

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.

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.

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

3. Accounting policies *(continued)*

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.

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

Government grants

Government grants relating to revenue are recognised on a systematic basis over the periods in which the company recognises the related costs for which the grant is intended to compensate. Grants that are receivable as compensation for expenses or losses already incurred or for the purpose of giving immediate financial support to the entity with no future related costs are recognised in income in the period in which it becomes receivable.

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.

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

3. Accounting policies *(continued)*

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.

5. Donations and legacies

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Donations				
Mayor's Appeal	–	–	8,429	8,429
Other donations	6,276	6,276	1,413	1,413
Grants				
Coronavirus Job Retention Scheme grants	3,065	3,065	–	–
	<u>9,341</u>	<u>9,341</u>	<u>9,842</u>	<u>9,842</u>

6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Chesterfield Borough Council	120,375	–	120,375
Derbyshire County Council - Public Health - GP	140,696	–	140,696
East Midlands Money Advice Project Fund	–	94,259	94,259
Derbyshire County Council – Community Wellness	56,940	–	56,940
Big Lottery New Project	–	26,215	26,215
Feeding Britain	–	9,167	9,167
Lloyds Bank Foundation for England and Wales	–	6,352	6,352
Small Projects	2,900	–	2,900
Help To Claim Project	–	32,688	32,688
Chesterfield Borough Council - Public Health	–	9,000	9,000
Citizens Advice	–	3,220	3,220
	<u>320,911</u>	<u>180,901</u>	<u>501,812</u>

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

6. Charitable activities *(continued)*

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

7. Investment income

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Bank interest receivable	<u>242</u>	<u>242</u>	<u>164</u>	<u>164</u>

8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Advice services	259,603	151,562	411,164
Support costs	41,734	30,118	71,853
	<u>301,337</u>	<u>181,680</u>	<u>483,017</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Advice services	256,852	157,147	413,999
Support costs	55,062	33,235	88,297
	<u>311,914</u>	<u>190,382</u>	<u>502,296</u>

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

9. Expenditure on charitable activities by activity type

	Activities undertaken directly	Support costs	Total funds 2021	Total fund 2020
	£	£	£	£
Advice services	411,164	63,678	474,842	485,246
Governance costs	—	8,175	8,175	17,050
	<u>411,164</u>	<u>71,853</u>	<u>483,017</u>	<u>502,296</u>

10. Analysis of support costs

	Advice services	Total 2021	Total 2020
	£	£	£
Premises	35,971	35,971	40,434
Communications and IT	12,611	12,611	17,213
General office	15,096	15,096	13,600
Governance costs	8,175	8,175	17,050
	<u>71,853</u>	<u>71,853</u>	<u>88,297</u>

11. Net income

Net income is stated after charging/(crediting):

	2021	2020
	£	£
Depreciation of tangible fixed assets	178	—

12. Auditors remuneration

	2021	2020
	£	£
Fees payable for the audit of the financial statements	5,040	4,800
Fees payable for non-audit services provided	1,211	1,126

13. Staff costs

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

	2021	2020
	£	£
Wages and salaries	361,919	364,550
Social security costs	23,846	24,131
Employer contributions to pension plans	14,649	14,914
	<u>400,414</u>	<u>403,595</u>

The average head count of employees during the year was 18 (2020: 19).

No employee received employee benefits of more than £60,000 during the year (2020: None).

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

13. Staff costs *(continued)*

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 £44,687 (2020: £39,690).

14. 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 £144 were reimbursed to one trustee in respect of travel expenses incurred on charity business (2020: £138 to one trustee).

15. Tangible fixed assets

	Fixtures and fittings £	Equipment £	Total £
Cost			
At 1 April 2020	2,228	16,773	19,001
Additions	—	2,278	2,278
At 31 March 2021	2,228	19,051	21,279
Depreciation			
At 1 April 2020	2,228	16,773	19,001
Charge for the year	—	178	178
At 31 March 2021	2,228	16,951	19,179
Carrying amount			
At 31 March 2021	—	2,100	2,100
At 31 March 2020	—	—	—

16. Debtors

	2021 £	2020 £
Trade debtors	862	6,106
Prepayments and accrued income	4,883	4,881
Other debtors	332	—
	6,077	10,987

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

17. Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	654	3,257
Accruals and deferred income	24,270	22,239
Social security and other taxes	7,820	7,241
Other creditors	—	66
	<u>32,744</u>	<u>32,803</u>

18. Deferred income

	2021	2020
	£	£
At 1 April 2020	3,667	17,710
Amount released to income	(3,667)	(14,043)
At 31 March 2021	<u>—</u>	<u>3,667</u>

19. Provisions

	Pension deficit funding liability
	£
At 1 April 2020	10,035
Unwinding of the discount factor (interest expense)	225
Deficit contributions paid	(2,081)
Remeasurements - impact of any change in assumptions	290
At 31 March 2021	<u>8,469</u>

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

20. 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 2020. This valuation showed assets of £799 million, liabilities of £832 million and a net deficit of £33 million. 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 19.

The discount rate used in the calculation of the present value of 0.66% per annum (2020: 2.53%) would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

21. Government grants

The amounts recognised in the financial statements for government grants are as follows:

	2021	2020
	£	£
Recognised in income from donations and legacies:		
Coronavirus Job Retention Scheme grant income	<u>3,065</u>	<u>—</u>

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

22. Analysis of charitable funds

Unrestricted funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
General funds	<u>276,932</u>	<u>330,494</u>	<u>(301,337)</u>	<u>(779)</u>	<u>305,310</u>

	At 1 April 2019 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
General funds	<u>251,709</u>	<u>337,137</u>	<u>(311,914)</u>	<u>—</u>	<u>276,932</u>

Restricted funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
Big Lottery New Project	—	26,215	(26,265)	50	—
East Midlands Money	—	94,259	(94,280)	21	—
Advice Project Fund	—	9,167	(9,875)	708	—
Feeding Britain	—	6,352	(6,352)	—	—
Lloyds Bank Foundation	—	32,688	(32,688)	—	—
for England and Wales	—	9,000	(9,000)	—	—
Help To Claim Project	—	3,220	(3,220)	—	—
Chesterfield Borough	—	—	—	—	—
Council - Public Health	—	—	—	—	—
Citizens Advice	—	—	—	—	—
	<u>—</u>	<u>180,901</u>	<u>(181,680)</u>	<u>779</u>	<u>—</u>

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

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

23. Analysis of net assets between funds

	Unrestricted Funds	Total Funds
	£	£
Tangible fixed assets	2,100	2,100
Current assets	344,423	344,423
Creditors less than 1 year	(32,744)	(32,744)
Provisions	(8,469)	(8,469)
Net assets	305,310	305,310

	Unrestricted Funds	Total Funds
	£	£
Tangible fixed assets	—	—
Current assets	319,770	319,770
Creditors less than 1 year	(32,803)	(32,803)
Provisions	(10,035)	(10,035)
Net assets	276,932	276,932

24. Analysis of changes in net debt

	At 1 Apr 2020	Cash flows	At 31 Mar 2021
	£	£	£
Cash at bank and in hand	<u>308,783</u>	<u>29,563</u>	<u>338,346</u>

25. Operating lease commitments

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

	2021	2020
	£	£
Not later than 1 year	14,825	16,000
Later than 1 year and not later than 5 years	3,706	18,531
	<u>18,531</u>	<u>34,531</u>

Chesterfield Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

26. 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 2020 was calculated at £36,256 (30 September 2019: £36,236). 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.

27. Related parties

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