

Company No. 06068486 (England & Wales)

BASSETLAW CITIZENS ADVICE BUREAU
(A company limited by guarantee)

REPORT & FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

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Charity No. 1118563

Prepared by

Williams Knowles & Co.

Chartered Accountants

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

The Trustees are pleased to present their annual directors' report together with the financial statements of the charity for the year ended 31 March 2019 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Objectives and activities for the public benefit

Objectives

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

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

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

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

Public benefit

The Citizens Advice Bassetlaw service aims to:

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

Activities

We maintained or developed the following activities:

- Face to face and telephone general advice services from our Retford & Worksop offices.
- Welfare benefits, money management, debt and energy specialist advice services.
- Outreach advice services to local communities and the Aurora Wellbeing Centre.
- Membership of the North Notts Support Partnership.
- North Notts Memory Link dementia services.
- Advice through our webchat service
- Information is available via the internet and through our social media channels of Facebook, Twitter and our website.
- We have developed strong relationships with key stakeholders and funders which allows us to collaboratively react to support the needs of our community.
- We have developed our knowledge of the health and wellbeing needs of the community through our work with the Bassetlaw Integrated Care Partnership.

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

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

A review of our achievements and performance

The main achievements were:

- 4,774 people (new and repeat) received advice from our general and specialist services.
- Our clients made 10,705 specific enquiries, of which the top six enquiry issues were ; welfare benefits 3,790, personal debt and financial capability 2,652, employment 773, housing 696, relationship problems 646 and utility issues 466.
- Supported £4,725,713 of personal debt.
- Gained £1,071,088 of additional welfare benefits and grant income for our clients.
- Recruited 24 volunteers to help maintain our general advice services at Retford and Worksop.

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

Financial review

Income for the year was £381,462, this figure was composed of existing and some new funding and meant that we were able to maintain current and develop some new advice activity. Additionally an amount of this income includes some grants paid in advance for the 2019-2020 financial year. Expenditure was £381,325. We have continued to make savings where possible by keeping a tight control on expenditure.

Income for the year was for the following services:

- Bassetlaw District Council (Grant Aid) for our open door drop-in and telephone advice service.
- Nottinghamshire County Council (Grant Aid) for our open door drop-in and telephone advice service and our welfare rights specialist advice services.
- Citizens Advice for Energy Best Deal presentations, Energy Best Deal Extra one to one sessions.
- Community Advice & Law Services for our Money Advice Service debt advice services.
- Macmillan Cancer Support & Tudor Trust for our welfare rights specialist advice services for cancer & dementia clients.
- Department of Work & Pensions to pilot the Universal Credit Help to Claim project.
- Trust Funds to support our generalist advice service.

Our main expenditure for the year was for:

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

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

Risk management

The trustees have considered the major risks to which the charity is exposed and have reviewed those risks and established systems and procedures through the introduction of a Risk Assessment and a Business Contingency Plan to manage those risks. The trustees consider that the low levels of reserves, held to cover running costs for a period of time plus other unplanned expenditure, to be a major risk. Additionally the reduction in grant aid over the past 3 years is a further major risk. To minimise both risks a planned programme to build up an amount of reserve funding for identified needs plus a diversification of our funding base is being implemented.

Principal funding sources

Our principal sources of funding are:

- Grant Aid from Bassetlaw District Council & Nottinghamshire County Council.
- Contract funding from Macmillan Cancer Support, Community Advice & Law Services.
- Charitable Trust Funding.

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

Reserves policy

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

It is agreed that trustees retain 5 months of operating costs in reserves to meet unexpected events (such as a significant loss of funding). The amount of reserves is calculated from the annual budget and amounts to £135,000 from the 2019-20 budget plan approved by the Trustees.

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

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

i Core service fund

The core service is operating at a deficit due to insufficient core funding but maintaining the service is vital, not only for clients of the generalist service but also for referrals to our existing projects. The problem is how long this should be for and the ways in which the core service could be made more efficient. On the 2019-20 approved budget plan this has a shortfall of circa £100,000, which will be offset in part by the very welcome extension of BDC funding by £20,000.

ii Development and investment (internal)

This would be expenditure needed to maintain the operating capacity of the local office, predominantly IT and equipment, current estimate for 2019-20 of £20,000.

iii Development and Investment (external)

This includes the existing development fund and would encompass planned spend on new partnerships and opportunities, estimate for 2019-20 of £40,000. These include:

- Increasing debt funding staffing with increased debt staffing to cover technical supervision requirements.
- Universal Credit provision be extended to allow client access in the Retford outreach.
- Outreach generalist advice be extended to one or more of Harworth, Tuxford, Langold or Carlton.
- Training for face to face, telephone and webchat services in order to better meet need.
- Technologies such as Skype and or messenger be extended.
- Development of new approaches to better meet the need of clients with more complex needs associated with mental health issues (this is required in part due to the termination of Tudor Trust funding).

The total designated funds for 2019-20 would therefore amount to £140,000.

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

Plans for the future

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

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

Our three year business plan, which is reviewed yearly was re-written during 2018 to take into account the changing financial environment, the complexity of client issues and the need to be more sustainable in the future.

Our vision

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

- Work in collaboration with our local community organisations and the public sector.
- Be more influential.
- Be more sustainable and effective.
- Make it more accessible to get advice and support.
- Be a stronger equality champion.

Reference and administrative details

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

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

| | | | Appointed | Resigned |
|-------------------------|-------------------------|----------|-----------|----------|
| Executive committee: | Derek Badger | Director | 26.11.13 | 26.03.19 |
| | Arthur Deakin | Director | 05.02.19 | |
| | William Dean | Director | 21.11.14 | |
| | Barbara Harrison | Director | 11.12.18 | |
| | Diane Herrington | Director | 25.01.07 | 31.07.18 |
| | Victoria McGregor-Riley | Director | 28.11.17 | |
| | David Pressley | Director | 05.02.19 | |
| | Glen Roberts | Director | 01.11.16 | |
| | Nicola Sissons | Director | 18.10.07 | |
| | Roger Smith | Director | 04.01.12 | |
| | June Evans | BDC rep | | |
| Chair: | Roger Smith | | | |
| Vice chair | William Dean | | | |
| Treasurer: | Arthur Deakin | | | |
| Secretary: | Karen Whitlam | | 01.05.18 | |
| | Stephen Saddington | | 25.01.07 | 30.04.18 |
| Chief Executive Officer | Karen Whitlam | | | |

STRUCTURE, GOVERNANCE & MANAGEMENT

Constitution

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

Appointment of Trustees

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

Organisational structure

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

Pay policy for senior staff

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

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

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

Trustees' responsibilities in relation to the financial statements

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

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

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

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

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

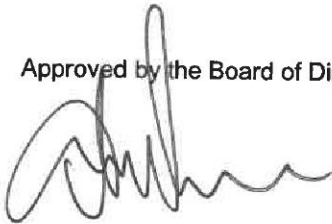
Approval

This report has been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015), the Companies Act 2006 and the Charities Act 2011.

Approved by the Board of Directors on

24/09/19

and signed on its behalf by:



A M Deakin

Treasurer

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

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2019, which comprise the Statement of Financial activities, Balance Sheet and Notes.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

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

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



Dated: 30 September 2019

BASSETLAW CITIZENS ADVICE BUREAU
STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME & EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2019

| | Notes | Unrestricted Funds £ | Restricted Funds £ | Total 2019 £ | Unrestricted Funds £ | Restricted Funds £ | Total 2018 £ |
|--|-------|----------------------------|--------------------------|--------------------|----------------------------|--------------------------|--------------------|
| INCOME | | | | | | | |
| Donations | 4a | 2,995 | - | 2,995 | 436 | - | 436 |
| Income from charitable activities | 4b | 59,480 | 313,226 | 372,706 | 66,500 | 273,176 | 339,676 |
| Income from other activities | 4c | 466 | 4,183 | 4,649 | 7,814 | 3,732 | 11,546 |
| Investment income | 4d | 1,112 | - | 1,112 | 465 | - | 465 |
| Total income | | 64,053 | 317,409 | 381,462 | 75,215 | 276,908 | 352,123 |
| EXPENDITURE | | | | | | | |
| Charitable activities | 5 | 110,717 | 270,608 | 381,325 | 100,195 | 281,956 | 382,151 |
| Total expenses | | 110,717 | 270,608 | 381,325 | 100,195 | 281,956 | 382,151 |
| Net income for the year | 6 | (46,664) | 46,801 | 137 | (24,980) | (5,048) | (30,028) |
| Statement of comprehensive income | | | | | | | |
| Net income for the year | | (46,664) | 46,801 | 137 | (24,980) | (5,048) | (30,028) |
| Other comprehensive income | | | | | | | |
| Actuarial gain/(deficit) on defined benefit pension scheme | | 20,000 | - | 20,000 | 24,000 | - | 24,000 |
| Total comprehensive income for the year | | (26,664) | 46,801 | 20,137 | (980) | (5,048) | (6,028) |
| Total funds brought forward | | 14,641 | 30,059 | 44,700 | (57,231) | 107,959 | 50,728 |
| Transfers between funds | | | | | 72,852 | (72,852) | - |
| Total funds carried forward | | (12,023) | 76,860 | 64,837 | 14,641 | 30,059 | 44,700 |

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

The annexed notes form part of these financial statements.

BASSETLAW CITIZENS ADVICE BUREAU
BALANCE SHEET
AS AT 31 MARCH 2019

| | Notes | £ | 2019 £ | 2018 £ |
|---|-------|----------------|----------------|----------------|
| Fixed Assets | | | | |
| Tangible assets | 10 | | - | - |
| Current Assets | | | | |
| Debtors | 11 | 30,565 | | 23,566 |
| Cash at bank and in hand | | 447,348 | | 407,226 |
| | | <u>477,913</u> | | <u>430,792</u> |
| Creditors: Amounts falling due within one year | 12 | (13,076) | | (12,092) |
| Net Current Assets | | | <u>464,837</u> | <u>418,700</u> |
| Total Assets less Current Liabilities | | | 464,837 | 418,700 |
| Pension liability | 16 | | (400,000) | (374,000) |
| Net Assets | | | <u>64,837</u> | <u>44,700</u> |
| Unrestricted Funds | | | | |
| Core Fund | 14 | | 247,977 | 232,641 |
| Designated Reserve | 14 | | 140,000 | 156,000 |
| Pension deficit | 14 | | (400,000) | (374,000) |
| Restricted Funds | 14 | | 76,860 | 30,059 |
| Total Funds | | | <u>64,837</u> | <u>44,700</u> |

The Directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of Section 477 of the Companies Act 2006. Members have not required the company, under Section 476 of the Companies Act 2006, to obtain an audit for the year ended 31 March 2019. The Executive Committee acknowledges its responsibilities for ensuring that the company keeps accounting records which comply with Section 386 of the Companies Act 2006, and for preparing accounts which give a true and fair view of the state of affairs of the company as at 31 March 2019 and of its excess of income over expenditure for the year then ended in accordance with the requirements of Section 396, and which otherwise comply with the requirements of the Act relating to the accounts so far as applicable to the company.

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

A M Deakin

Treasurer

R Smith -

Director

Dated: 24-09/2019

The annexed notes form part of these financial statements.

BASSETLAW CITIZENS ADVICE BUREAU
NOTES FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

1. GENERAL INFORMATION

The charity is a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Bassetlaw Citizens Advice Bureau, The Annexe, Queens Buildings, Potter Street, Worksop, Nottinghamshire, S80 2AE.

2. STATEMENT OF COMPLIANCE

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)) and the Companies Act 2006.

3. ACCOUNTING POLICIES

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

a. Basis of preparation

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

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

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

b. Going concern

At the year end the charity has a relative low amount in unrestricted funds. The main reason for this is the provision of £400,000 in respect of the charity's share of the pension deficit in the multi employer defined benefit pension scheme. There is an agreement made by the charity to increase the annual contribution rate and also make monthly lump sum payments into the scheme in order to reduce this deficit.

The trustees have shown in a separate fund the liability to the pension deficit as they recognise that without this provision there would be a larger unrestricted fund surplus. The trustees consider that the charity is a going concern in the foreseeable future and that the financial statements should be drawn up on that basis.

c. Disclosure exemptions

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

d. Judgements and key sources of estimation uncertainty

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

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

BASSETLAW CITIZENS ADVICE BUREAU
NOTES FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

e. Fund accounting

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

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

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

f. Income

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

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

g. Expenditure

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

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

h. Tangible fixed assets

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

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

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

i. Leasing

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

BASSETLAW CITIZENS ADVICE BUREAU
NOTES FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

j. Pensions

Defined benefit scheme

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

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

For the year ended 31 March 2019 the employers contributions to the scheme amounted to £9,377 (2018 £13,715), and contributions towards the deficit of £5,364 (2018 - £5,337).

Defined contribution scheme

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

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

The employers contributions in the year amounted to £2,184 (2018 - £937).

These contributions will rise in line with the legislation in April 2019 to 3% for the employer and 5% for the employee.

BASSETLAW CITIZENS ADVICE BUREAU
NOTES FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

4. INCOME

| | Unrestricted £ | Restricted £ | Total 2019 £ | Total 2018 £ |
|--|-------------------|-----------------|--------------------|--------------------|
| a. Donations | | | | |
| Donations | 2,995 | - | 2,995 | 436 |
| | 2,995 | - | 2,995 | 436 |
| b. Income from charitable activities | | | | |
| Nottinghamshire County Council | 29,200 | - | 29,200 | 29,000 |
| Bassetlaw District Council | 29,200 | - | 29,200 | 30,000 |
| Citizens Advice (Broadband) | 500 | - | 500 | 1,500 |
| Citizens Advice (Help to claim setup) | - | 5,091 | 5,091 | - |
| Citizens Advice (Universal credit) | - | 28,619 | 28,619 | - |
| Citizens Advice (Big energy saving week) | - | 4,000 | 4,000 | - |
| Citizens Advice (Energy Best Deal) | - | 15,195 | 15,195 | 31,102 |
| Citizens Advice (Consumer empowerment partnership) | - | 30,000 | 30,000 | - |
| Citizens Advice (Other) | 580 | - | 580 | - |
| Money Advice Service | - | 100,758 | 100,758 | 92,472 |
| Macmillan Cancer Support | - | 89,563 | 89,563 | 91,102 |
| Nottingham B S | - | - | - | 2,500 |
| Nottinghamshire County Council Public Health | - | - | - | 10,000 |
| Eastwood Charitable Trust | - | - | - | 2,500 |
| National Energy Action | - | - | - | 5,000 |
| Tudor Trust | - | 40,000 | 40,000 | 40,000 |
| BESN - Department of Energy & Climate Change | - | - | - | 1,000 |
| The Well - Church Urban Fund | - | - | - | 3,000 |
| CAF Nationwide | - | - | - | 500 |
| | 59,480 | 313,226 | 372,706 | 339,676 |
| c. Income from other activities | | | | |
| Contributions to due diligence | - | - | - | 7,600 |
| Other income | 466 | 4,183 | 4,649 | 3,946 |
| | 466 | 4,183 | 4,649 | 11,546 |

BASSETLAW CITIZENS ADVICE BUREAU
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| | Unrestricted £ | Restricted £ | Total 2019 £ | Total 2018 £ |
|-----------------------------|-------------------|-----------------|--------------------|--------------------|
| d. Investment income | | | | |
| Bank interest receivable | 1,112 | - | 1,112 | 465 |

5. Expenditure

| Allocation basis | | Core £ | Debt Advice £ | Welfare Rights £ | Other Restricted Support services £ | Total £ | Total £ |
|---|------------|----------------|---------------------|------------------------|---|----------------|----------------|
| Charitable Activities | | | | | | | |
| Client Payments | actual | - | 4,824 | - | - | 4,824 | 2,130 |
| Telephone | actual | 2,262 | 363 | 788 | 610 | 4,023 | 2,702 |
| Print post & copy | actual | 11,207 | 1 | - | 502 | 11,710 | 7,996 |
| Other office costs | actual | 798 | - | - | 467 | 1,265 | 525 |
| Information, Publications & Computer costs | actual | 11,916 | - | - | 1,820 | 13,736 | 12,623 |
| Insurance | actual | 914 | - | - | - | 914 | 2,465 |
| Staff costs | actual | 117,939 | 64,678 | 81,376 | 21,744 | 285,737 | 299,982 |
| Additional pension provision | actual | 37,000 | - | - | - | 37,000 | 16,000 |
| Training | actual | 277 | 78 | 138 | - | 493 | 456 |
| Premises costs | actual | 1,101 | - | - | - | 1,101 | 1,022 |
| Volunteer expenses | actual | 5,219 | - | - | - | 5,219 | 4,786 |
| Depreciation | actual | - | - | - | - | - | 932 |
| Legal & Professional | actual | 504 | - | - | - | 504 | 14,340 |
| Other expenses | actual | 850 | - | - | 250 | 1,100 | 1,469 |
| Pension interest | actual | 9,000 | - | - | - | 9,000 | 10,000 |
| Support charges | Staff time | (91,006) | 36,281 | 52,327 | 2,398 | - | - |
| | | 107,981 | 106,225 | 134,629 | 27,791 | 376,626 | 377,428 |
| Governance | | | | | | | |
| Accountancy | actual | 3,312 | - | - | - | 3,312 | 1,939 |
| Independent examination | actual | 750 | - | - | - | 750 | 650 |
| Trustee expenses | actual | 329 | - | - | - | 329 | 468 |
| Bank charges & interest | actual | 308 | - | - | - | 308 | 257 |
| Legal & Professional | actual | - | - | - | - | - | 1,409 |
| Support charges | Staff time | (1,963) | 726 | 837 | 400 | - | - |
| | | 2,736 | 726 | 837 | 400 | 4,699 | 4,723 |
| Total expenditure | | 110,717 | 106,951 | 135,466 | 28,191 | 381,325 | 382,151 |
| Support charges | | | | | | | |
| Charitable activities | | | | | | | |
| Salaries | | (63,277) | 25,255 | 36,456 | 1,566 | - | - |
| Staff & volunteer exp | | (2,947) | 1,154 | 1,618 | 175 | - | - |
| Office expenses | | (22,319) | 8,914 | 13,050 | 355 | - | - |
| Premises costs | | (1,651) | 659 | 858 | 134 | - | - |
| Other costs | | (812) | 299 | 345 | 168 | - | - |
| | | (91,006) | 36,281 | 52,327 | 2,398 | - | - |

BASSETLAW CITIZENS ADVICE BUREAU
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6. Net Incoming Resources for the year

| | 2019 £ | 2018 £ |
|--|-----------|-----------|
| This is stated after charging: | | |
| Depreciation of fixed assets - for use by the charity | - | 932 |
| Independent examiners fee | 750 | 650 |
| Accountancy fees paid to independent examiner | 889 | 889 |
| Payroll processing fees paid to independent examiner | 983 | 1,050 |
| Other accountancy fees | 1,440 | - |

7. Staff costs and numbers

Included in staff costs were the following:

| | | |
|-----------------------|----------------|----------------|
| Salaries and pensions | 305,302 | 298,388 |
| Social security costs | 15,031 | 15,960 |
| Employment Allowance | (3,000) | (3,000) |
| Other staff costs | 5,897 | 4,634 |
| | <u>323,230</u> | <u>315,982</u> |

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

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

| | Number | Number |
|--|--------|--------|
| Activities in the furtherance of the charity's objects | 18 | 20 |

8. Trustee Remuneration & Related Party Transactions

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

Trustee expenses were as follows:

| | | |
|---|-----|-----|
| Number of trustees who were paid expenses | 1 | 1 |
| Amounts paid | | |
| Travel | 38 | 187 |
| Also paid on behalf of all trustees was an indemnity insurance: | | |
| Indemnity Insurance. | 291 | 281 |

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

9. Taxation

As a charity, Bassetlaw Citizens Advice Bureau is exempt from tax on income and gains falling within Section 505 of the Taxes Act 1988 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the Charity.

BASSETLAW CITIZENS ADVICE BUREAU
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10. Tangible Fixed Assets

| | Fixtures & Fittings £ | Computers and Office Equipment £ | Total £ |
|---------------------------------|-----------------------------|---|---------------|
| COST | | | |
| At 1 April 2018 | 1,799 | 41,905 | 43,704 |
| Additions | - | - | - |
| Disposals | - | - | - |
| At 31 March 2019 | 1,799 | 41,905 | 43,704 |
| ACCUMULATED DEPRECIATION | | | |
| At 1 April 2018 | 1,799 | 41,905 | 43,704 |
| Charge for the year | - | - | - |
| Eliminated on disposal | - | - | - |
| At 31 March 2019 | 1,799 | 41,905 | 43,704 |
| NET BOOK VALUE | | | |
| At 31 March 2019 | - | - | - |
| At 31 March 2018 | - | - | - |

11. Debtors

Prepayments
Debtors

| 2019 £ | 2018 £ |
|---------------|---------------|
| 1,154 | 899 |
| 29,411 | 22,667 |
| 30,565 | 23,566 |

12. Creditors:

Amounts falling due within one year

Accruals
Other creditors

| 2019 £ | 2018 £ |
|---------------|---------------|
| 1,850 | 1,750 |
| 11,226 | 10,342 |
| 13,076 | 12,092 |

BASSETLAW CITIZENS ADVICE BUREAU
NOTES FORMING PART OF THE FINANCIAL STATEMENTS
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13. Analysis of Net Assets Between Funds

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds £ |
|-----------------------------|----------------------------|--------------------------|---------------------|
| Tangible fixed assets | - | - | - |
| Current assets | 399,608 | 78,305 | 477,913 |
| Current liabilities | (11,631) | (1,445) | (13,076) |
| Pension liability | (400,000) | - | (400,000) |
| Net assets at 31 March 2019 | (12,023) | 76,860 | 64,837 |

14. Movement in Funds

| | At 1 April 2018 £ | Incoming Resources £ | Outgoing Resources £ | Transfers £ | At 31 March 2019 £ |
|-----------------------------------|----------------------------|----------------------------|----------------------------|----------------|-----------------------------|
| Restricted Funds: | | | | | |
| Money Advice Service | 24,468 | 100,758 | (106,951) | - | 18,275 |
| Welfare Rights Bassetlaw | 5,591 | 133,746 | (135,466) | - | 3,871 |
| Energy Best Deal | - | 15,195 | (6,587) | - | 8,608 |
| Big Energy Saving Week | - | 4,000 | (614) | - | 3,386 |
| Universal Credit | - | 33,710 | (19,500) | - | 14,210 |
| Consumer Empowerment Partnership | - | 30,000 | (1,490) | - | 28,510 |
| | 30,059 | 317,409 | (270,608) | - | 76,860 |
| Unrestricted Funds: | | | | | |
| Core Fund | 232,641 | 64,053 | (64,717) | 16,000 | 247,977 |
| Designated Reserve Fund | 156,000 | - | - | (16,000) | 140,000 |
| Defined benefit pension liability | (374,000) | 20,000 | (46,000) | - | (400,000) |
| Total funds | 44,700 | 401,462 | (381,325) | 16,000 | 64,837 |

Purposes of Restricted Funds

Money Advice Service

Grant received to deliver debt advice services throughout Bassetlaw.

Welfare Rights Bassetlaw

Commissioned service to deliver welfare rights service to people with long term conditions and/or receiving palliative care.

Energy Best Deal/Big Energy Week

Agreement to supply Energy Best Deal sessions during the year and an agreement to supply one to one Energy Best Deal Extra sessions. Deliver Big Energy Saving Week activities.

Department of Energy & Climate Change - Big Energy Saving Network Service.

Universal Credit - Help to Claim Service

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

BASSETLAW CITIZENS ADVICE BUREAU
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Consumer Empowerment Project

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

15. Finance leases and hire purchase contracts

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

| | 2019 £ | 2018 £ |
|-------------------|-----------|-----------|
| Equipment | | |
| Within one year | 4,018 | 850 |
| Two to Five years | 4,867 | 2,550 |

16. Pension commitments

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

The most recent actuarial valuation of plan liabilities and the present value of the defined benefit obligations were carried out by Barnett Waddingham, Fellow of the Institute of Actuaries, at 31 March 2019. The figures were prepared in accordance with their understanding of FRS 102 and the advice complies with Technical Actuarial Standard 100: Principles for Technical Actuarial Work.

Statement of financial position as at 31 March 2019

| | 31.03.2019 £000s | 31.03.2018 £000s |
|---|---------------------|---------------------|
| Present value of the defined benefit obligation | 908 | 862 |
| Fair value of Fund Assets (bid value) | (508) | (488) |
| Deficit / (Surplus) | <u>400</u> | <u>374</u> |
| Net defined benefit liability | 400 | 374 |

Reconciliation of opening and closing balances of the present value of the defined benefit obligation:

| | | |
|--|------------|------------|
| Opening defined benefit obligation | 862 | 836 |
| Current service cost | 23 | 35 |
| Interest cost | 21 | 23 |
| Change in financial assumptions | 44 | (27) |
| Estimated benefits paid net of transfers in | (45) | (10) |
| Contributions by Scheme participants and other employers | 3 | 5 |
| Closing defined benefit obligation | <u>908</u> | <u>862</u> |

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| | 31.03.2019 £000s | 31.03.2018 £000s |
|---|-----------------------------------|-----------------------------------|
| Reconciliation of the opening and closing balances of the fair value of Fund assets: | | |
| Opening fair value of Fund assets | 488 | 464 |
| Interest on assets | 12 | 13 |
| Return on assets less interest | 35 | (3) |
| Contributions by employers | 15 | 19 |
| Contributions by scheme participants | 3 | 5 |
| Estimated benefits paid plus unfunded net of transfers in | (45) | (10) |
| Closing fair value of fund assets | <u>508</u> | <u>488</u> |

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

| | | |
|------------------------------|------------|------------|
| Equities | 305 | 321 |
| Gilts | 15 | 11 |
| Other bonds | 51 | 57 |
| Property | 79 | 61 |
| Cash | 15 | 10 |
| Inflation-linked pooled fund | 18 | 12 |
| Infrastructure | 25 | 16 |
| Total | <u>508</u> | <u>488</u> |

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

Life expectancy from age 65 years

| | | |
|------------------------------|------------|------------|
| Retiring today - males | 22.7 years | 22.6 years |
| - females | 25.7 years | 25.6 years |
| Retiring in 20 years - males | 24.9 years | 24.8 years |
| - females | 28.0 years | 27.9 years |
| Discount rate | 2.40% | 2.55% |
| Pension increases | 2.40% | 2.30% |
| Salary increases | 3.90% | 3.80% |