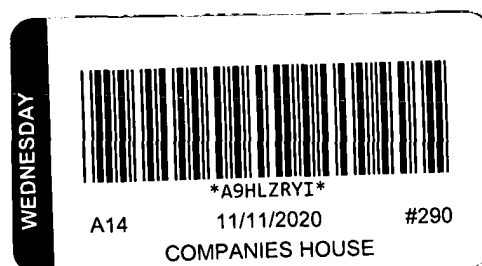


Company registration number: 04572959
Charity registration number: 1110853

Citizens Advice Rossendale & Hyndburn Ltd
(A company limited by guarantee)
Annual Report and Financial Statements
for the Year ended 31 March 2020

Lee Accountancy Services
46 Pinewood Drive, Accrington BB5 6UG





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Citizens Advice Rossendale & Hyndburn Ltd

Reference and Administrative Details

Charity name Citizens Advice Rossendale & Hyndburn Ltd

Company registration number 4572959

Charity registration number 1110853

Trustees J N Pilling (Chairman)
 H S McGinn FCA (Treasurer)
 J M Blackburn (Secretary)
 E S Sinclair
 J H Addison
 M A Staines
 S A Butterworth
 B W Essex
 M W Proctor
 A Robertson
 AM Penney

Chief Officer Rachel Whippy

Accountant Lee Accountancy Services
 46 Pinewood Drive
 Accrington
 Lancashire
 BB5 6UG

Bank Barclays
 8-14 Darwen Street
 Blackburn
 BB2 2BZ

Trustees' Report

Report of Trustees for the year ended 31st March 2020

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Citizens Advice Rossendale and Hyndburn is a company limited by guarantee, and consequently does not have share capital, established on 24th October 2002. The charity is governed by its Memorandum and Articles of Association. It is registered as a charity with the Charity Commission. Each member is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of the charity winding up.

Objectives and Aims

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 Rossendale and Hyndburn and surrounding areas.

The Organisation

Services operate from premises in both Hyndburn and Rossendale. The Trustee Board's overall responsibility is to monitor the financial, strategic and procedural policies and their application to the delivery of the service. They undertake certain decisions in accordance with the delegated powers. The Trustee Board meets at least quarterly throughout the financial year to monitor delivery of the company's charitable objectives.

The executive sub-committee meets at least quarterly, operating within its terms of reference and have decision making authority as delegated by the full Trustee Board. Trustees have regard to the Public Benefit Rules guidance issued by the Charity Commission in respect of carrying out the activities of the organisation.

Day to day decisions are delegated to the Chief Officer and other members of Citizens Advice Rossendale and Hyndburn.

Appointment of Trustees

The Articles of Association of the charity provide that the maximum number of trustees shall be 15. Trustees are elected for 3 years after which they shall retire in rotation but may be re-elected.

The Trustee Board shall elect from its number a Chair (if none has been appointed by the members of the Charity) and may elect one of its number to be Vice Chair. The Trustees may remove from that office any person appointed to an office under this Article. If the Chair is absent from any meeting, the Vice Chair (if any) shall preside. Otherwise the members present shall, before any other business is done, choose one of their number to preside at the meeting.

A person shall not hold office as Chair, Vice Chair or Treasurer for more than six consecutive years. After the end of this period, two further years must pass before any former Chair, Vice Chair or Treasurer shall be eligible for re-election to any of those offices.

Induction and Training of Trustees

New Trustees undertake an induction process and receive an induction pack containing the Articles of Association. The induction process is undertaken by the Chief Officer with peer support from a delegated Trustee.

Members of the Trustee Board are appointed through an open and transparent selection and interview process. Membership of the Trustee Board aims to reflect the diversity of the community within which the service is located and therefore equality and diversity monitoring is undertaken each year, as well as a skills audit and annual board appraisal.

MAIN ACTIVITIES AND ACHIEVEMENTS

Citizens Advice Rossendale & Hyndburn provides a range of services to assist people to resolve their problems. This includes giving advice and information by email, face to face and over the phone, in 2019/20 we helped 2,921 people with 20,760 different issues, helping clients gain income worth over £6.6 million and write off debts of over £414,000. Our main areas of advice are Welfare Benefit 65%, Debt 14%, Housing 5% and Employment 3%.

We delivered services from our offices in Accrington and Bacup and through 6 outreach locations over 5 days a week, providing Adviceline over 4 days a week and a drop-in service 3 days a week in Hyndburn, having an 'open door' policy in Bacup for those most vulnerable. We also deliver advice by email or letter. We rely heavily on volunteer support for first point of access, whether this is by phone or face to face. Volunteers contribute around 12,000 hours each year to our service and they receive in depth training to do so through our Adviser Learning Programme.

In 2019/20, we continued to deliver the Universal Credit Help to Claim service. We delivered this over the phone, webchat and face to face at the office, outreach and at Job Centres. We helped 988 people through this service last year with 7,914 issues. We are also Best Practice Leads for Cumbria and Lancashire, building strong and productive partnerships with local offices and DWP district managers, improving Universal Credit for our clients.

We received funding from the Henry Smith Charity to deliver advice, support and advocacy to people who are facing homelessness or may be made homeless and also for those who've been homeless, to ensure that they secure somewhere to live and maintain that tenancy. We have helped 180 people in 2019/20 since starting the project in May 2019.

We continued to deliver our Money and Pension Service funded Debt Advice Project in 2019/20 and helped 602 people with debt issues, delivering free specialist debt advice to those most in need, face to face within our offices at Hyndburn.

Trustees' Report (continued)

We continue to deliver the Rossendale Crisis Support project, which helped disadvantaged people facing financial crisis get the help they need for their financial, health and emotional needs, through close partnership with and user involvement. We helped 150 people through this service in 2019/20. We also support people with complex welfare benefit issues and tackle inequality within the welfare benefits system, with our Tudor Trust and Esmee Fairbairn funded projects.

We have been successful in attracting and maintaining grant funded projects, but recognise that with project funding comes uncertainty as it is generally short-term, therefore our priority focus will be to seek and apply for grant funding from trusts, Continued resilience, proactive and reactive approach to service development in the future will ensure that we continue to deliver local services within our resources.

Citizens Advice scored us as good or excellent in all areas in our local governance audit. Adviceline is our first point of contact for most clients, we run the service with the help of volunteers, which can be challenging, though we regularly assess feedback on access and continue to develop services to make improvements. We continually score highly on our Quality of Advice, maintaining Advice Quality Standard in general advice, welfare benefits, debt and telephone advice and our Money Advice Service contract routinely exceeds targets.

Our campaign activity focuses on improving the welfare system for claimants, highlighting inequality and improving the council tax collection processes. We regularly contribute to local and national campaign issues and are members of the Network Panel, Lancashire Cluster Group and our Chief Officer sits on the Help to Claim Advisory Group for Citizens Advice.

Relationship with other charities and parties

Citizens Advice Rossendale & Hyndburn is a member of the Citizens Advice service. Citizens Advice Rossendale & Hyndburn is required as part of this membership, to meet high standards set by Citizens Advice in relation to governance, organisational policies and procedures and quality of advice. A Leadership Self Assessment audit was carried out in August 2019, which Citizens Advice Rossendale & Hyndburn had a confirmed high score against the Performance Quality Framework, which includes governance, finance, people managements, equality and diversity, partnerships.

IMPACT OF CORONAVIRUS

Due to the start of the pandemic, subsequent lockdown and restrictions imposed from March 2020, Citizens Advice Rossendale & Hyndburn faced unprecedented and uncertain times. Due to our reactive response and ability to mobilise remote working quickly, the impact on service delivery was kept to a minimum, with all services and project work continuing to be delivered by staff and volunteers working from home. The main impact was on volunteer numbers, some of whom are currently unable to deliver services and of course the impact on potentially vulnerable clients being unable to access face to face advice. CARH responded effectively to this situation, implementing the Business Continuity plan and undertaking Covid risk assessments for both workers and premises. We have also ensured that our planning and risk management will ensure that our service is Covid Secure going forward for when we plan to return to the office and have increased our volunteer training and recruitment capacity to improve volunteer numbers. We have also focused a great deal of resources in obtaining funding in response to the pandemic and have had some successes, enabling us to implement a response to growing and changing demand. These times will have a significant influence on our strategic business and financial planning going forwards.

FINANCIAL REVIEW AND RESERVES POLICY

Our funding continues to be from several funding streams, all short term, around 20% coming from local authorities and the rest from charitable grants, which we apply for based on the needs of local people. Our local authorities Hyndburn Council and Rossendale Council, continue to provide valuable grant funding and help in kind with regards to the premises in Bacup, where we pay a peppercorn rent. Grant funding is therefore short term and creates challenges in planning a sustainable general advice service for the future. The general advice service is paramount to maintain frontline access to the service and supports successful project delivery. We can also identify unmet needs, gaps in services and source funding and partnership opportunities to support this. Our business plan and advice needs analysis, focuses our strategic objectives on meeting these needs in the future. Eighty percent of expenditures is on salaries, reflects the level of frontline service delivery we generate.

As at 31st March 2020 the level of reserves held was £159,999, of which £159,824 was unrestricted funds.

Our reserves policy continues to be 3 months running costs of around £116,000 for 2019/20.

We recognise that we must plan carefully for the next 12 months in order to reduce the impact on our reserves exposure, whilst maintaining access to a very client focused service. Our business planning will therefore identify how to use our resources efficiently, whilst modernising the service in line with Citizens Advice strategic priorities, diversifying and improving access channels so that people can receive the help they need in the way most suited to them. We will build on our partnership work which at a local level is strong and ensures clients continue to receive a holistic service.

Small company provisions

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

04 Nov 2020

Approved by the Board on 2020 and signed on its behalf by:

John Nicholas Pilling

J N Pilling (Chairman)

**Independent Examiner's Report to the Trustees of
Citizens Advice Rossendale & Hyndburn Ltd**

I report on the accounts of the company for the year ended 31 March 2020, which are set out on pages 5 to 13.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

The charity's trustees consider that an audit is not required for this year under Part 16 of the 2006 Act and that an independent examination is needed.

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Association of Accounting Technicians.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the General Directions given by the Charity Commission under section 145 (5) (b) of the 2011 Act; and
- state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

which gives me reasonable cause to believe that in any material respect:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts do not accord with such records; or
- the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 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
- the accounts have not been prepared in accordance with the Charities SORP (FRS102).

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.


.....
Denise Dole MAAT ATT
Lee Accountancy Services


.....
Date

Citizens Advice Rossendale & Hyndburn Ltd
Statement of Financial Activities (including Income and Expenditure Account)
for the Year Ended 31 March 2020

		Unrestricted Funds	Restricted Funds	Total Funds 2020	Total Funds 2019
	Note	£	£	£	£
Income and Endowments					
Incoming resources from generated funds					
Charitable activities	2	67,656	388,078	455,734	415,949
Donations and Legacies	3	259	-	259	554
Other income	3	539	-	539	351
Income from investments	3	310	-	310	291
Total income		<u>68,764</u>	<u>388,078</u>	<u>456,842</u>	<u>417,145</u>
Expenditure					
Expenditure on raising funds		-	-	-	-
Expenditure on charitable activities	4	23,335	410,367	433,702	408,365
Governance costs	4	589	1,749	2,338	2,250
Total expenditure		<u>23,924</u>	<u>412,116</u>	<u>436,040</u>	<u>410,615</u>
Net income before transfers		44,839	(24,038)	20,802	6,530
Transfers					
Gross transfers between funds		(22,414)	22,414	-	-
Net movements in funds		22,425	(1,624)	20,802	6,530
Reconciliation of funds					
Total funds brought forward		137,398	1,799	139,197	132,667
Total funds carried forward		<u>159,823</u>	<u>175</u>	<u>159,999</u>	<u>139,197</u>

The notes on pages 8 to 13 form an integral part of these financial statements.

Citizens Advice Rossendale & Hyndburn Ltd
Balance Sheet as at 31 March 2020

			2020		2019
	Note	£	£	£	£
Fixed assets					
Tangible assets	10	-	-	-	-
Current assets					
Debtors	11	8,920		26,808	
Cash at bank and in hand		<u>229,193</u>		<u>197,165</u>	
		238,113		223,973	
Creditors: amounts falling due within one year	12	<u>(78,114)</u>		<u>(84,776)</u>	
Net current assets			159,999		139,197
Net assets			<u>159,999</u>		<u>139,197</u>
The funds of the charity:					
Restricted funds			175		1,799
Unrestricted funds					
Unrestricted income funds			159,824		137,398
Total charity funds			<u>159,999</u>		<u>139,197</u>

The notes on pages 8 to 13 form an integral part of these financial statements.

Citizens Advice Rossendale & Hyndburn Ltd
Balance Sheet as at 31 March 2020 (continued)

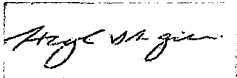
For the financial year ended 31 March 2020, the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with Section 476.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to the small companies regime and with the Financial Reporting Standard 102 (effective January 2015).

04 Nov 2020

Approved by the Board on 2020 and signed on its behalf by:



H S McGinn FCA
Treasurer

The notes on pages 8 to 13 form an integral part of these financial statements.

1. Accounting policies

Basis of preparation

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 (FRS102) (effective 1 January 2015) - (Charities SORP (FRS102) and the Companies Act 2006.

Fund accounting policy

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

Restricted funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Deficits and surpluses on restricted and unrestricted funds at the balance sheet date are considered and, if considered appropriate, are eliminated or reduced by transfers to or from core funds.

Details of each fund are disclosed in note 15.

Income and Endowments

Voluntary income including donations and grants that provide core funding or are of a general nature is recognised where there is entitlement, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which it has been received. Such income is only deferred when:

- the donor specifies that the grant or donation must only be used in future accounting periods; or
- the donor has imposed conditions which must be met before the charity has unconditional entitlement.

Investment income is recognised on a receivable basis.

Expenditure

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Costs of generating funds are 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

Governance costs include costs of the preparation and examination of the statutory accounts, the costs of trustee meetings and the cost of any legal advice to trustees on governance or constitutional matters.

Irrecoverable VAT

Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

Fixed assets

Individual fixed assets costing £100 or more are initially recorded at cost.

Depreciation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Fixtures, fittings and equipment	25% - 33% on cost
----------------------------------	-------------------

1. (cont'd) Operating leases

Rentals payable under operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the statement of financial activities as incurred.

Pensions

The charity operates a defined contribution pension scheme operated by NEST pensions, the workplace pension scheme set up by the government. The pension cost charge for the period represents contributions payable by the charity to the scheme and amounted to £7,351 (2019 - £7,289).

2. Incoming resources from charitable activities

	Unrestricted £	Restricted £	2020 Total £	2019 Total £
Grants				
Big Lottery Fund		80,093	80,093	80,675
Hyndburn BC - Grant	30,000		30,000	35,000
Universal credit personal budgeting service		-	-	11,836
Rossendale BC - Grant	35,000		35,000	35,000
Universal credit personal budgeting service		-	-	2,142
WEA BBO Reach IT		2,200	2,200	23,266
Selnet BBO AOP		587	587	-
Citizens Advice - Energy Best	1,499		1,499	20,475
The Money & Pensions Service		52,032	52,032	52,010
Universal credit best practice		-	-	11,451
DWP-UC Help to Claim	407	124,769	125,176	24,883
Broadband grant	750		750	2,369
Henry Smith		49,600	49,600	-
Esmee Fairbairn		48,797	48,797	49,047
Garfield Weston	-		-	20,000
Skelton Bounty		-	-	1,944
Tudor Trust		30,000	30,000	30,100
United Utilities		-	-	15,750
	<u>67,656</u>	<u>388,078</u>	<u>455,734</u>	<u>415,948</u>

The amount of grant income received during the year has been adjusted where amounts have been received in advance of expenditure to be incurred in 2020/21. These amounts are included in deferred income and are as follows - Esmee Fairbairn £28,603, Tudor Trust - £12,500, Henry Smith - £23,800

Also, adjustments have been made in respect of income relating to 2019/20 which was received after the balance sheet date. These amount are included in accrued income and are as follows - Citizens Advice, Help to Claim £3,643.

The amounts shown above represent the amount that may properly be regarded as the income of the charity for the year.

Citizens Advice Rossendale & Hyndburn Ltd
Notes to the Financial Statements for the Year Ended 31 March 2020 (continued)

3. Other income

	Unrestricted Funds	Restricted Funds	Total Funds 2020	Total Funds 2019
	£	£	£	£
Sundry income	539	-	539	351
	<u>539</u>	<u>-</u>	<u>539</u>	<u>351</u>

Voluntary income

	Unrestricted Funds	Restricted Funds	Total Funds 2020	Total Funds 2019
	£	£	£	£
Donations and legacies				
Appeals and donations	259	-	259	554

Investment income

	Unrestricted Funds	Restricted Funds	Total Funds 2020	Total Funds 2019
	£	£	£	£
Interest on cash deposits	310	-	310	291

4. Total resources expended

	Donations and legacies	Charitable activity	Governance	Total
	£	£	£	£
Direct costs				
Employment	-	272,454		272,454
Staff and volunteers	-	11,275		11,275
Office expenses	-	9,318		9,318
Establishment	-	775		775
Other	-	316		316
Payments to Partners	-	16,500		16,500
Depn of tangible fixed assets	-	-		-
Governance -				
Legal & professional	-		13	13
Accountancy	-		-	-
Trustees expenses	-		92	92
Other	-		25	25
	<u>-</u>	<u>310,637</u>	<u>130</u>	<u>310,768</u>
Support costs				
Employment costs	-	78,704		78,704
Staff and volunteers	-	585		585
Office expenses	-	26,727		26,727
Establishment	-	16,946		16,946
Other	-	102		102
Governance -				
Accountancy	-		2,000	2,000
Trustee meetings	-		208	208
	<u>-</u>	<u>123,064</u>	<u>2,208</u>	<u>125,272</u>
	<u>-</u>	<u>433,702</u>	<u>2,338</u>	<u>436,041</u>

5. Trustees' remuneration and expenses

No trustees received any remuneration during the year, expenses totalling £300 (2019 - £227) were reimbursed.

6. Net income

Net income is stated after charging:

	2020	2019
	£	£
Depreciation of tangible fixed assets	-	-

7. Employees' remuneration

The aggregate payroll costs of employees was:

	2020	2019
	£	£
Wages, salaries and NIC	<u>343,807</u>	<u>309,610</u>
Employer pension contributions	<u>7,351</u>	<u>7,289</u>

No employees, including employee benefits were paid in excess of £60,000. The key management personnel of the charity were paid £55,964 in total.

8. Average number of employees

Average number of employees during the year was 20 (2019 - 20)

9. Taxation

The society is exempt from taxation on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

10. Tangible fixed assets

	Computer Equip	Fixtures & Equip	Total £
Cost			
At 1 April 2019	16,565	4,411	20,976
Additions	-	-	-
Disposals	-	-	-
As at 31 March 2020	<u>16,565</u>	<u>4,411</u>	<u>20,976</u>
Depreciation			
At 1 April 2019	16,565	4,411	20,976
Charge for the year	-	-	-
Elim on disposal	-	-	-
As at 31 March 2020	<u>16,565</u>	<u>4,411</u>	<u>20,976</u>
Net book value			
As at 31 March 2020	<u>-</u>	<u>-</u>	<u>-</u>
At 31 March 2019	<u>-</u>	<u>-</u>	<u>-</u>

11. Debtors

	2020 £	2019 £
Other debtors	5,277	5,086
Prepayments and accrued income	<u>3,643</u>	<u>21,722</u>
	<u>8,920</u>	<u>26,808</u>

12. Creditors: amounts falling due within one year

	2020 £	2019 £
Other taxes and social security	5,277	5,086
Accruals and deferred income	72,567	79,690
Sundry creditors	270	
	<u>78,114</u>	<u>84,776</u>

Creditors amounts falling due with one year includes deferred income:

	2020 £	2019 £
Deferred income	<u>64,903</u>	<u>65,666</u>

13. Other Commitments

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

	Land and buildings		Other	
	2020 £	2019 £	2020 £	2019 £
Within 1 year	3,162	3,162	2,384	3,344
Between 1 and 5 years	-	-	-	480
	<u>3,162</u>	<u>3,162</u>	<u>2,384</u>	<u>3,824</u>

14. Members' liability

The charity is a private company limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

15. Related parties

There were no transactions with related parties during the year.

Controlling entity

The charity is controlled by the trustees who are all directors of the company.

16. Analysis of funds

	At 1 April 2019	Incoming resources	Resources expended	Transfers	At 31 March 2020
	£	£	£	£	£
Unrestricted funds					
General fund	137,398	68,764	(23,924)	(22,414)	159,824
	<u>137,398</u>	<u>68,764</u>	<u>(23,924)</u>	<u>(22,414)</u>	<u>159,824</u>
Restricted funds					
The Money & Pensions Service	-	52,032	(53,441)	1,409	-
UC Best Practice	2,230	124,769	(129,200)	2,201	-
Big Lottery, Help through Crisis	-	80,093	(87,679)	7,586	-
Tudor Trust	-	30,000	(33,277)	3,277	-
WEA-BBO Reach IT	-	2,200	(2,467)	267	-
Selnet-BBO AOP	(353)	587	(59)	-	175
Esmee Fairbairn	-	48,797	(51,672)	2,875	-
Henry Smith	(79)	49,600	(54,321)	4,800	-
	<u>1,799</u>	<u>388,078</u>	<u>(412,116)</u>	<u>22,414</u>	<u>175</u>
	<u>139,197</u>	<u>456,842</u>	<u>(436,040)</u>	<u>-</u>	<u>159,999</u>

17. Net assets by fund

	Unrestricted Funds	Restricted Funds	Total Funds 2020	Total Funds 2020
	£	£	£	£
Tangible assets	-	-	-	-
Current assets	168,640	69,473	238,113	223,973
Creditors: Amounts falling due within one year	(8,815)	(69,299)	(78,114)	(84,776)
Net assets	<u>159,824</u>	<u>175</u>	<u>159,999</u>	<u>139,198</u>

Citizens Advice Rossendale & Hyndburn Ltd
Year ended 31 March 2020

Detailed Statement of Financial Activities

	2020		2019
	£		£
Income			
Donations	259		554
Grants	455,734		415,949
Other	539		351
	<u>456,532</u>		<u>416,854</u>
Investment income			
Bank interest received	310		291
Total incoming resources	<u>456,842</u>		<u>417,145</u>
Expenditure			
	£		£
Employment costs			
Salaries, pensions and related costs	351,158		316,899
Staff and Volunteers			
Staff training	2,962		1,728
Recruitment	-		-
Staff travel	-		2,920
Subsistence/refreshments	5,822		2,698
Volunteer training	25		287
Volunteer expenses	3,050		3,239
Other	-	11,859	-
	<u>-</u>		<u>-</u>
Office			
Telephone and communications	12,673		11,620
Postage	1,004		1,890
Insurance	1,680		1,648
IT equipment and support	4,077		8,830
Office equipment	- 1,000		2,554
Printing and stationery	6,094		4,116
Payroll, accountancy, consultancy	3,065		2,601
Reference materials, subscriptions	8,200		8,148
Other	252		2,901
Depn of tangible fixed assets	-	36,045	-
	<u>-</u>		<u>-</u>
Premises			
Rent and other premises expenses	12,647		13,079
Water	257		266
Heat and light	2,343		2,244
Cleaning and repairs	1,291		1,133
Other	1,184	17,722	563
	<u>1,184</u>		<u>563</u>
Other			
Publicity and promotion	299		186
Bank charges	102		135
Emergency fuel payments	-		-
Miscellaneous	17	418	2,180
	<u>17</u>		<u>2,180</u>
Carried forward	<u>417,202</u>		<u>391,865</u>

Citizens Advice Rossendale & Hyndburn Ltd
Year ended 31 March 2020

Detailed Statement of Financial Activities (continued)

	2020		2019
	£		£
Brought forward	417,202		391,865
Payments to partners	16,500		16,500
Governance			
Legal and professional	13		10
Accountancy	2000		2000
Trustee meetings	300		227
Other	<u>25</u>	2,338	<u>13</u>
			2,250
Total expenses for the year	<u>436,040</u>		410,615
Net income/(expenditure)	<u><u>20,802</u></u>		<u><u>6,530</u></u>