

**The Bedford & District Citizens Advice Bureau  
Annual Report & Financial Statements  
Year Ended 31 March 2020**

**Registered Charity No. 1106738  
Company No. 5190146**



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## **Report of the Directors and Trustees**

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The Trustees (who are also the Directors for the purposes of Company Law) have pleasure in presenting their annual report and the audited financial statements for the year ended 31 March 2020. The provisions of the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP 2015) have been adopted in preparing the annual report and financial statements of the charity.

### **1. Reference and Administrative Details**

Charity Name:	The Bedford & District Citizens Advice Bureau (also known as Citizens Advice Bedford).
Charity Registration:	1106738
Company Registration:	5190146
Registered Office:	7a St Paul's Square Bedford MK40 1SQ
Chief Executive:	Mark Sutcliffe MBE
Bank:	Unity Trust Bank plc Nine Brindleyplace Birmingham B1 2HB  CCLA Investment Management Ltd COIF Charity Funds Senator House 85 Queen Victoria Street London EC4V 4ET
Auditor's:	George Hay Partnership LLP Brigham House High Street Biggleswade Bedfordshire SG18 0LD

The following people were directors/Trustees of the charity on the date of approval of the report:

<b>DIRECTORS/ TRUSTEES</b>	<b>ROLE</b>	<b>DATE ELECTED</b>	<b>DATE RESIGNED</b>
Jenny Shipman	Chair	16.07.2012	N/A
Peter Gill	Trustee	18.10.2010	26.03.2020
Sally Monkman	Trustee	15.10.2012	18.12.2019
Tom Inskip	Trustee	25.04.2016	N/A
Chris Hall	Treasurer	24.04.2017	N/A
Debi Momi	Trustee	10.07.2017	N/A
Punckaj Parmar	Trustee	19.12.2018	N/A
Fraser Young	Trustee	22.01.2019	N/A
Mark Smith	Trustee	02.06.2020	
Duncan Gear	Trustee	27.04.2020	

## **Report of the Directors and Trustees**

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### **2. Structure, Governance and Management**

#### **Governing Document**

The Bedford & District Citizens Advice Bureau ('Citizens Advice Bedford', the Bureau', 'the charity', 'the Company') is a registered charity and Company limited by guarantee, incorporated on 27 July 2004.

At 31 March 2020 the Company had six members (Jenny Shipman, Tom Inskip, Chris Hall, Debi Momi, Punckaj Parmar and Fraser Young). The maximum liability of each member is limited to £1.

Citizens Advice Bedford is governed by its Memorandum and Articles of Association, as amended on 24 March 2011.

#### **Recruitment, Appointment of Trustees**

Trustees, who are also Directors of the Company, are appointed by the current Trustee Board. A separate process agreed by the Trustee Board is followed for the election of the Chair and Treasurer. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

Newly appointed Trustees are provided with a comprehensive induction to Citizens Advice Bedford through the provision of CAB training courses and support by established Trustees.

#### **Organisational Structure**

Citizens Advice Bedford is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of the Bureau and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

#### **Key Management Remuneration Policy**

The Trustees regularly benchmark the pay of Senior Management in similar sized Charity organisations in the locality and also across similar sized Citizens Advice Bureau.

No member of staff was paid more than £60,000.

#### **Related Parties**

Citizens Advice Bedford subscribes to the membership scheme of Citizens Advice which provides a framework for standards of advice and casework management as well as monitoring progress against these standards.

Operating policies are independently determined by the Trustee Board of the Bureau in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where one of the Trustees holds the position of Trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

#### **Major risks**

Citizens Advice Bedford has worked on a Corporate Risk Management exercise. A risk management strategy and risk register were agreed by the Trustee Board. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks.

During the reporting period the Trustees identified two major risks: firstly a potential loss of funding from CAB's principal funder which after a successful commissioning process secured funding for up to five

## **Report of the Directors and Trustees**

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years; and secondly a risk of a pandemic affecting CAB service delivery, in response to which work on business continuity plans was intensified and successfully implemented, safeguarding CAB's valuable service to its clients. This risk is regularly monitored, as is updating of CAB's risk register.

A full risk assessment was carried out in January 2020.

### **3. Objectives and Activities**

The objectives of Citizens Advice Bedford are:

- To provide free, confidential, impartial and independent advice and information for the benefit of the local community.
- To exercise a responsible influence on the development of social policies and services.
- To ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

In addition to the continuing provision of high-quality advisory services to the local community the primary objective for the year was to obtain an increase in sustainable funding to enable the Bureau to continue to expand its services.

The principal activity of the Bureau remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. In addition to generalist advice the following specialist advisory services were provided:

- i) Specialist Welfare Benefits Advice to clients of Bedford Borough Social Services, funded by Bedford Borough Council
- ii) Specialist Welfare Benefits Advice funded by the Harpur Trust
- iii) Specialist Welfare Reform/Debt Advice funded by the House of Industry
- iv) Specialist Housing Debt Advice and Court Desk funded by the House of Industry
- v) Specialist Debt Advice funded by the Money Advice Service
- vi) Benefit advice services to help people resolve concerns around public involvement in health research, design and delivery funded by a number of Health Agencies.

Advisory services were mainly provided through face-to-face consultations and email although advice was also delivered through use of telephone and social media.

#### **Contribution of Volunteers**

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity.

At the 31<sup>st</sup> March 2020 the charity had 51 volunteers. During the year they contributed 18,866 hours of work to the bureau. We estimate the value of this help at £235,825 in respect of the current year.

#### **Public Benefit**

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the aims and objectives and in planning the future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

## **Report of the Directors and Trustees**

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### **4. Achievements and performance**

#### **Charitable Activities**

Citizens Advice Bedford is the recognised advice agency in Bedford Borough; the Citizens Advice brand is widely recognised and trusted at national and local level. It is recognised as an organisation that provides good quality advice without charge to anyone in need. The office is well located in the centre of town and benefits from staff and volunteers who are well trained, enthusiastic and committed. As well as benefiting from nationally provided knowledge and reference sources, they also have specialist local knowledge which is valuable to clients.

Citizens Advice Bedford saw a total of 8,417 unique clients with 22,771 issues. In addition, we responded to 3,301 emails and the local advice telephone service received 3,361 telephone calls.

The charity generated £2.7m in benefits with a calculated social economic gain at £4.3m. Debt worth £12m was managed. In addition, the charity provided support in Financial Capability and ensuring the best energy deal for clients. Client satisfaction is at 98% with the overall service they received.

#### **Fundraising Activities**

The charity did not undertake any fundraising activities during the year.

### **5. Financial Review**

#### **Financial Position**

Income for the year was £535,108 (2018/2019: £500,753). Of this £295,677 (2018/2019: £245,552) related to restricted project activities.

A surplus of £44,276 was made in the year (2018/2019: £11,140). At 31 March 2020 total reserves were £229,021 (2018/2019: £184,745) of which £131,022 (2018/2019: £130,506) represented unrestricted funds.

#### **Investment Policy**

As required in its Memorandum paragraph in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law. The Trustee Board has agreed an investment policy, which includes;

- No bank (plus any of its subsidiaries) shall have more than £85,000 of Citizens Advice Bedford funds for a period greater than 28 days.
- The Company will actively invest funds currently held on deposit into a mix of business investment funds offered by UK based banks or Building Societies covered by the UK Financial Compensation Scheme. For clarity there would be no investments in institutions where the compensation scheme is covered by a country abroad. No investment would exceed £85,000 in any one bank or its subsidiaries.
- The Company will retain flexibility within either the current account and/or linked deposit account to meet its day to day needs.
- The Company will consider investing in shares and/or similar investments but will not commit more than 25% of available reserves in these types of investments.
- No investment will be made where access to funds would be greater than 60 days notice.

At 31<sup>st</sup> March 2020 the Company had £53,841 invested with the Aldermore Bank in a one-year fixed rate bond and £90,310 invested with the Cambridge and Counties Bank in a 31-day notice account and a two-year fixed bond. The investment with the Cambridge and Counties Bank marginally exceeded the investment policy, but was considered to be a small risk.

### **Reserves Policy**

Citizens Advice Bedford is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The Company will maintain a projection of income for at least three years ahead and will ensure that this continues to be derived from as wide a variety of sources 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 unrestricted reserves should be maintained equal to 6 months' normal operating expenditure, which currently equates to £245,416. The Trustees continually monitor this target, a key KPI for the Company, which was not met at 31 March 2020.

### **Principal Funding Sources**

Citizens Advice Bedford delivered the first year of a 5-year contract on behalf of Bedford Borough Council and the final year of The Harpur Trust for welfare benefit advice. CAB continued delivery of 3 x MaPS contracts. The Benefits Advice Service continues to provide funding for clients across England and Wales undergoing research into health and social issues. Energy Best Deal delivers income throughout the year and Citizens Advice Bedford was successful in its bid to gain funding to help claimants of Universal Credit. Bedford Borough Council provides a continuous running welfare benefit contract and the House of Industry provides grants for both debt relief and housing contracts

The Trustees extend their gratitude to all funders for their continued support.

## **6. Future Plans**

Citizens Advice Bedford aims to continue to;

- provide good quality advice and information to the communities in which the Bureau works and, in particular, to the most vulnerable people in Bedford
- provide advice that is available at both a general help level and in key areas of specialism, particularly debt, welfare benefits and housing
- be accessible how, when and where it is most needed and responsive to changing needs
- present a clear and authoritative analysis of the issues that emerge from the Bureau's work in order to seek improvements in social welfare, debt and other such areas
- be at the heart of the social welfare law sector in Bedford, working at local, regional and national levels in social policy on behalf of the wider Bedford communities
- be a key partner to the local authority through, in particular, the provision of data about community needs and a leading player in the Bedford Advice and Third Sectors

## **Report of the Directors and Trustees**

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- be a financially sustainable advice agency, providing an efficient service and clearly able to demonstrate the value and effectiveness of the service to all its stakeholders
- have an adequate, skilled and motivated workforce of both paid staff and volunteers that fully reflect the diversity of the community in which it works
- expand access to services through the development of outreach, a fully staffed telephone service and use of social media platforms

These aims are achieved through maintaining a good relationship with our principal funders; reviewing the way in which clients access the Bureau services; securing additional funding to develop specialist work in debt and welfare benefits for clients who are entitled to legal aid; ensuring that the skills of current staff and advisers are kept up to date and recruiting such staff and volunteers as are needed to ensure that high levels of service are maintained.

### **7. Small Company provisions**

This report has been prepared in accordance with the Special Provisions for Small Companies under Part 15 of the Companies Act 2006.

### **8. Trustees' responsibilities statement - charitable company**

The trustees (who are also directors of The Bedford & District Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Trustees' Annual 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 trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company 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 Charities SORP 2015 (FRS 102);
- 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 charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.



## **Report of the Directors and Trustees**

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Approved and signed on behalf of the Board.

Jennifer shipman

Jenny Shipman  
Chair of Trustees  
Date: **10/12/2020**

## **Independent Auditor's Report to the Trustees of Bedford & District Citizens Advice Bureau**

### **Opinion**

We have audited the financial statements of **Bedford & District Citizens Advice Bureau** for the year ended 31 March 2020 which comprise the Statement of Financial activities, Balance Sheet., Cash flow statement and notes to the financial statements, 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 Financial Reporting Standard 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 charitable company's affairs as at 31 March 2020 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- 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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

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

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

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

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. 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.

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

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

#### **Other Matter**

The financial statements to 31 March 2019 were not audited as a result the corresponding figures in the financial statements to 31 March 2020 have not been audited.

#### **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on page 6, the trustees (who are also the directors of the charitable company 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 charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

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

We have been appointed as auditor under section 145 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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 our 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.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit

### **Use of our report**

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees 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 charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

*Colin Airey FCCA (Senior Statutory Auditor)  
For and on behalf of George Hay Partnership LLP  
Chartered Accountants  
Statutory Auditor  
Brigham House  
High Street  
Biggleswade  
Bedfordshire  
SG18 0LD*

*Date: 15/01/2021*

*George Hay Partnership is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.*

**Statement of financial activities for the year ended 31 March 2020**  
**Incorporating the Income and Expenditure Account**

		Unrestricted funds	Restricted funds	Total funds 2020 (audited) £	Total funds 2019 (unaudited) £
	Note	£	£		
<b>Income and endowments from:</b>					
Donations and legacies	2a	150	-	150	350
Charitable activities	3	230,402	295,677	526,079	495,755
Investments	2c	1,633	-	1,633	3,103
Other	4	7,246	-	7,246	1,545
<b>Total Income and endowments</b>		<b>239,431</b>	<b>295,677</b>	<b>535,108</b>	<b>500,753</b>
<b>Expenditure on:</b>					
Raising Funds		-	-	-	-
Charitable activities	5	212,199	278,633	490,832	489,613
Other		-	-	-	-
<b>Total Expenditure</b>		<b>212,199</b>	<b>278,633</b>	<b>490,832</b>	<b>489,613</b>
Net income/(expenditure)		27,232	17,044	44,276	11,140
Transfers between funds		-	-	-	-
<b>Net income/(expenditure) and net movement in funds</b>		<b>27,232</b>	<b>17,044</b>	<b>44,276</b>	<b>11,140</b>
<b>Reconciliation of funds</b>					
Funds brought forward		103,790	80,955	184,745	173,605
<b>Total funds carried forward</b>		<b>131,022</b>	<b>97,999</b>	<b>229,021</b>	<b>184,745</b>

The notes on pages 12 to 22 also form part of these financial statements.

There were no recognised gains or losses in the year, other than those included in the statement of financial activities. The Charity does not operate a defined benefit pension scheme.

All activities derive from continuing operations.

**Balance Sheet as at 31 March 2020**  
**Company Number 5190146**

		Unrestricted Funds	Restricted Funds	Total funds 2020 (audited) £	Total funds 2019 (unaudited) £
	Note	£	£		
<b>Fixed Assets</b>					
Tangible Fixed Assets	10	-	-	-	673
<b>Current Assets</b>					
Debtors	11	21,329	-	21,329	17,508
Investments – short term deposits		144,151	-	144,151	142,518
Cash at bank and in hand		4,373	97,999	102,372	127,771
		169,853	97,999	267,852	287,797
<b>Creditors</b>					
Creditors – amounts falling due within one year	12	38,831	-	38,831	103,725
<b>Net current assets</b>		131,022	97,999	229,021	184,072
<b>Total assets less current liabilities</b>		131,022	97,999	229,021	184,745
<b>Total Net assets</b>		131,022	97,999	229,021	184,745
<b>Represented by:</b>					
<b>Funds of the Charity</b>					
<b>Unrestricted funds:</b>					
Accumulated fund	14	131,022	-	131,022	103,790
<b>Restricted funds</b>	14	-	97,999	97,999	80,955
		131,022	97,999	229,021	184,745

The notes on pages 12 to 22 also form part of these financial statements.

## **Balance Sheet as at 31 March 2020 (continued)**

The financial statements are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006.

The financial statements were approved and authorised for issue by the Board on 10/12/2020 and signed on their behalf by:

Jennifer Shipman

Jenny Shipman (Chair)

**Cash Flow Statement for the year ended 31 March 2020**  
**Company Number 5190146**

	<b>2020</b> <b>(audited)</b> <b>£</b>	<b>2019</b> <b>(unaudited)</b> <b>£</b>
<b>Operating activities</b>		
<b>Net (deficit) / surplus for the year</b>	44,276	11,140
<b>Adjustments for:</b>		
Depreciation of tangible assets	673	3,567
Decrease / (increase) in debtors	(3,821)	(3,068)
Increase / (decrease) in creditors	(64,894)	34,566
Investment income	(1,633)	(3,103)
<b>Net cash flows (used) / from operating activities</b>	<u>(25,399)</u>	<u>43,102</u>
<b>Investing Activities</b>		
Purchase of tangible assets	-	-
Cash placed in fixed notice accounts	-	48,246
Return of cash from fixed notice accounts	-	(48,246)
Investment income	-	131
<b>Net cash flows from / (used in) investing activities</b>	<u>-</u>	<u>131</u>
<b>Net increase / (decrease) in cash and cash equivalents</b>	(25,399)	43,233
Cash and cash equivalents at the beginning of the year	127,771	84,538
<b>Cash and cash equivalents at the end of the year</b>	<u>102,372</u>	<u>127,771</u>
<b>Cash and cash equivalents consists of:</b>		
Cash at bank (current & deposit account) and cash in hand	<u>102,372</u>	<u>127,771</u>

The notes on pages 12 to 22 also form part of these financial statements.



## Notes to the financial statements for the year ended 31 March 2020

### 1. Accounting policies

#### a. General information

The Bedford & District Citizens Advice Bureau ('Citizens Advice Bedford', the Bureau', 'the charity', 'the Company') is a registered charity (registered charity number 1106738) and Company limited by guarantee (registered Company number 5190146), incorporated in England and Wales. The address of its registered office and principal place of business is disclosed in the 'Reference and Administrative Details' within the Report of the Directors and Trustees.

The principal activity of the charity is to provide free, confidential, impartial and independent advice for the benefit of the local community.

The financial statements are presented in Pounds Sterling (£) and this is the functional currency of the Charity.

Monetary amounts included within these financial statements are rounded to the nearest whole £.

#### b. 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 (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.

Citizens Advice Bedford 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(s).

The preparation of financial statements in compliance with FRS 102 requires the use of certain critical accounting estimates. It also requires management to exercise judgement in applying the charity's accounting policies.

#### c. Income

##### i) Grants receivable

Grants made to finance the activities of the Bureau are credited to the income and expenditure account in the period to which they relate.

##### ii) Bank interest

Bank interest is included in the income and expenditure account on receipt.

##### iii) Other income

Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included as they were received.

## Notes to the financial statements for the year ended 31 March 2020

### 1. Accounting Policies (continued)

#### iv) Gifts and Intangible income

In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public. This help and support is not included in the financial statements. However, its value to the Charity has been estimated and disclosed in the directors' report.

#### v) Deferred income

Grants received in advance of the period in which the funder requires the expenditure to be applied will be reflected in deferred income within the balance sheet.

#### d. Expenditure

All expenditure is accounted for on an accruals basis. All expenditure directly related to the provision of advice services is included within charitable expenditure. Other costs incurred have been allocated between charitable expenditure and governance as appropriate. Where such costs relate to more than one functional cost category they have been split on an estimate of time or floor space basis, as appropriate.

#### e. Tangible fixed assets and depreciation

Tangible fixed assets are included at cost. Items are capitalised if their value is over £1,000. If a number of items of a capital nature are purchased at the same time, and their total value is greater than £1,000, then these also will be capitalised.

Depreciation is charged on a straight-line basis on the costs of the assets over their estimated useful lives, as follows:

Fixtures & fittings	5 years
Computer and office equipment	3 years

#### f. Restricted funds

Income received for restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

#### g. Designated funds

Designated funds are allocated out of unrestricted funds by the Trustees for specific purposes. The use of such funds is at the Trustees' discretion.

#### h. Leases

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases.

#### i. Going Concern

The Trustees have reviewed budgets for the coming year and are satisfied that it is appropriate to prepare the accounts on a going concern basis.

# Notes to the financial statements for the year ended 31 March 2020

## 1. Accounting Policies (continued)

### j. Cash and Cash equivalents

Cash and cash equivalents are cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition, or opening, of the deposit or similar account.

### k. Financial instruments

The charity only has financial asset and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction values and subsequently measured at their settlement value.

### l. Accounting estimates and judgements

In applying the accounting policies, the Trustees have made critical accounting judgements, estimates and assumptions about the carrying amount of the assets and liabilities. These estimates and assumptions are based on historical experience and are reviewed on a continual basis. The critical accounting judgements, estimates and assumptions that have a material effect on the amounts recognised in the financial statements for both the current and next financial years are discussed below.

#### Judgements

Impairment testing is carried out for all tangible assets at the year end date where there is an indication that impairment exists. For the purposes of impairment testing, the carrying amounts of the tangible assets are reviewed and an impairment loss is recognised where the carrying amounts exceed the assets recoverable amount.

#### Estimates

Depreciation methods, useful lives and residual values are reviewed at each balance sheet date. The gain or loss arising on the disposal or retirement of an item of property, plant and equipment is determined as the difference between the sales proceeds and the carrying amount of the assets and is recognised in Statement of Financial Activities.

### m. Debtors and creditors receivable / payable within one year

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 in the profit and loss account in other administrative expenses

## 2. Income from Generated Funds

	Unrestricted	Restricted	Total 2019 (audited)	Total 2018 (unaudited)
	£	£	£	£
a. Donations	<u>150</u>	<u>-</u>	<u>150</u>	<u>350</u>
b. Activities for generating funds	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
c. Investment Income:				
bank interest received	<u>1,633</u>	<u>-</u>	<u>1,633</u>	<u>3,103</u>

## Notes to the financial statements for the year ended 31 March 2020

### 3. Income from Charitable Activities

	Unrestricted	Restricted	Total 2020 (audited)	Total 2019 (unaudited)
<u>Contracts with:</u>	£	£	£	£
Bedford Borough Council core	211,958	-	211,958	202,487
Universal Credit	-	25,437	25,437	26,716
House of Industry Debt & Court Desk	-	36,413	36,413	35,183
Bedford Borough Council Benefits Advisor	-	40,005	40,005	40,005
Harpur Trust Welfare Benefits Advice	-	44,555	44,555	44,164
House of Industry Welfare Reform	-	36,413	36,413	35,183
Money Advice Service	-	112,854	112,854	91,017
Benefits Advice Service	<u>18,444</u>	<u>-</u>	<u>18,444</u>	<u>21,000</u>
	<u>230,402</u>	<u>295,677</u>	<u>526,079</u>	<u>495,755</u>

### 4. Other Income

	Unrestricted	Restricted	Total 2020 (audited)	Total 2019 (unaudited)
	£	£	£	£
Miscellaneous	<u>7,246</u>	<u>-</u>	<u>7,246</u>	<u>23,743</u>

## Notes to the financial statements for the year ended 31 March 2020

### 5. Total Expenditure

	Direct Charitable activities	Grants to third parties	Support activities	Total 2020 (audited)	Total 2019 (unaudited)
	£	£	£	£	£
General advisory services	46,235	-	162,898	209,133	300,048
Other projects	170,770	-	107,863	278,633	208,664
Accrual reversal – unknown costs	-	-	-	-	(22,198)
	<u>217,005</u>	<u>-</u>	<u>270,761</u>	<u>487,766</u>	<u>486,514</u>
Costs of raising funds	-	-	-	-	-
Governance costs	-	-	3,066	3,066	3,099
Total Expenditure	<u>217,005</u>	<u>-</u>	<u>273,827</u>	<u>490,832</u>	<u>489,613</u>

#### Natural classification of expenditure

	2020 Total (audited)	2019 Total (unaudited)
	£	£
Salary costs	386,737	350,346
Staff costs	23,783	16,150
Office costs	47,961	39,769
Premises costs	23,650	100,162
Governance costs	3,066	3,099
Other costs	5,635	2,285
Accrual reversal – unknown	-	(22,198)
	<u>490,832</u>	<u>489,613</u>

### 6. Net income/(expenditure) for the year

	2020 (audited)	2019 (unaudited)
	£	£
This is stated after charging:		
Depreciation	673	3,567
Operating lease costs – land & buildings	10,332	78,000
Audit/Independent Examiner's fees	<u>3,000</u>	<u>3,000</u>

## Notes to the financial statements for the year ended 31 March 2020

### 7. Information regarding Directors and Employees

	2020 (audited)	2019 (unaudited)
	£	£
Wages and salaries	351,548	316,950
Employers National Insurance	25,848	26,727
Employers Pension contributions	<u>9,341</u>	<u>6,669</u>
	<u>386,737</u>	<u>350,346</u>

The average number of employees, analysed by function was:

	2020 (audited)	2019 (unaudited)
	No	No
Advice and information	13	11
Administration, support & general management	<u>4</u>	<u>4</u>
	<u>17</u>	<u>15</u>

No employee received remuneration of more than £60,000 (2019: None >£60,000).

In accordance FRS 102 and the Charities SORP, the economic contribution of volunteers is not recognised in the financial statement.

The key management personnel of the charity, the Trust, comprise the Trustees and the Chief Executive Officer. The total employee benefits of the key management personnel of the Trust were £50,857 (2019: £47,539).

### 8. Trustees' Remuneration and Expenses

No remuneration was paid or payable for the year out of the funds of the charity to any Trustee or to any person known to be connected to a Trustee (2019: £nil). Expenses totalling £30 were reimbursed to one Trustee during the year (2019: one Trustee £35).

### 9. Taxation

The charity is exempt from corporation tax as all income is applied to charitable purposes.

## Notes to the financial statements for the year ended 31 March 2020

### 10. Tangible fixed assets

	Fixtures & Fittings £	Computer & Office Equipment £	Total £
<b>Cost</b>			
At 1 April 2019 (unaudited)	5,531	52,299	57,830
Additions	-	-	-
Disposals	-	-	-
At 31 March 2020 (audited)	<u>5,531</u>	<u>52,299</u>	<u>57,830</u>
<b>Depreciation</b>			
At 1 April 2019 (unaudited)	5,531	51,626	57,157
Charge for the year	-	673	673
Disposals	-	-	-
At 31 March 2020 (audited)	<u>5,531</u>	<u>52,299</u>	<u>57,830</u>
Net book value 2020 (audited)	<u>-</u>	<u>-</u>	<u>-</u>
Net book value 2019 (unaudited)	<u>-</u>	<u>673</u>	<u>673</u>

### 11. Debtors

	2020 (audited) £	2019 (unaudited) £
Accrued income	21,329	17,508
Prepayments	-	-
	<u>21,329</u>	<u>17,508</u>

### 12. Creditors – amounts falling due within one year

	2020 (audited) £	2019 (unaudited) £
Other taxes and social security costs	6,874	6,104
Pension creditor	257	-
Accruals and deferred income	<u>31,700</u>	<u>97,621</u>
	<u>38,831</u>	<u>103,725</u>

# Notes to the financial statements for the year ended 31 March 2020

## 13. Financial Assets & Liabilities

	2020 (audited)	2019 (unaudited)
	£	£
<b>Financial Assets</b>		
Cash	102,372	127,771
Short term deposits	<u>144,151</u>	<u>142,518</u>
	<u><b>246,523</b></u>	<u><b>270,289</b></u>

## 14. Analysis of net assets between funds

	General Funds £	Restricted Funds £	Total Funds £
Tangible fixed assets	-	-	-
Net current assets	<u>131,022</u>	<u>97,999</u>	<u>229,021</u>
Net assets	<u><u>131,022</u></u>	<u><u>97,999</u></u>	<u><u>229,021</u></u>



## Notes to the financial statements for the year ended 31 March 2020

### 15. Movement in funds

	At 1 April 2019 (unaudited)	Incoming Resources	Outgoing Resources	Transfers	At 31 March 2020 (audited)
	£	£	£	£	£
<b>Restricted funds:</b>					
Universal Credit	13,771	25,437	(8,953)	-	30,256
Bedford Borough Welfare Benefits Advisor	(1,356)	40,005	(35,984)	-	2,685
Involve Project Health Agencies	2,880	-	-	-	2,880
Outreach Centres	3,397	-	-	-	3,397
HOI Debt & Court Desk Service	4,020	72,826	(103,487)	10,883	(15,758)
Money Advice Service	41,631	112,854	(90,093)	-	64,392
Harpur Trust Welfare Benefits	5,729	44,555	(40,137)	-	10,147
House of Industry Welfare Reform	10,883	-	-	(10,883)	-
<b>Total Restricted funds</b>	<b>80,955</b>	<b>295,677</b>	<b>(278,633)</b>	<b>-</b>	<b>97,999</b>
<b>Unrestricted funds:</b>					
General fund	103,790	239,431	(212,199)	-	131,022
<b>Total funds</b>	<b>184,745</b>	<b>535,108</b>	<b>(490,832)</b>	<b>-</b>	<b>229,021</b>

#### Descriptions of Restricted Funds:

**House of Industry Debt & Court Desk** – Specialist debt advice for people at risk of becoming homeless.

**Benefits Advice Service funded by Health Agencies** – advice and support to help people resolve benefit concerns around payment of fees and expenses for public involvement in health and social care research, design and delivery.

**Money Advice & Pension Service Debt Advisor** – provides specialist debt advice and support to clients who reside in Bedford Borough.

## Notes to the financial statements for the year ended 31 March 2020

### 15. Movement in funds (continued)

#### Descriptions of Restricted Funds (continued):

**Bedford Borough Welfare Benefits Advisor** – to provide specialist welfare benefit advice to clients of Bedford Borough Social Services clients.

**Harpur Trust Welfare Benefits Advisor** - to provide a Specialist Welfare Benefit Advisor.

### 16. Capital Commitments

There were no capital commitments as at either 31 March 2020 or 31 March 2019.

### 17. Operating lease commitments

At 31 March 2020 the charity had total commitments under non-cancellable operating leases as follows:

	2020 (audited) £	2019 (unaudited) £
<b>Operating Lease Costs:</b>		
Within 1 year	25,576	27,774
Between 2 and 5 years	75,000	100,000
	<u>          </u>	<u>          </u>

### 18. Pension costs

A pension scheme, open to all employees, is operated on a defined contribution basis. The charity contributes 6% of pensionable earnings and the employee a minimum of 3%. The assets of the scheme are held separately from those of the charity in an independently administered fund. In addition, the charity has introduced an auto-enrolment pension scheme in line with government guidelines, into which both the charity and the employee contribute. Currently the charity contributes 3% of pensionable salaries, and employees 2%. Contributions of £9,341 (2019: £6,669) were paid during year. Contributions of £509 (2019: £Nil) were payable at the reporting date.

### 19. Related party transactions

During the year ended 31 March 2020 funding was received from The Harpur Trust of which a Trustee, Sally Monkman, was a co-opted member of the grants committee. Funding continues to be provided by The Harpur Trust for the provision of a specialist welfare benefits adviser. The total amount of funding received in the year was £44,555 (2019: £44,164). The project is for a three-year period.

# Notes to the financial statements for the year ended 31 March 2020

## 20. Statement of financial activities for the year ended 31 March 2019 Incorporating the Income and Expenditure Account

	Unrestricted funds £	Restricted funds £	Total funds 2019 (unaudited) £
<b>Income</b>			
Donations	350	-	350
Investment income	3,103	-	3,103
Charitable activities	223,487	272,268	495,755
Other	1,545	-	1,545
<b>Total Income</b>	<b>228,485</b>	<b>272,268</b>	<b>500,753</b>
<b>Expenditure</b>			
Charitable activities	269,867	219,746	489,613
<b>Total Expenditure</b>	<b>269,867</b>	<b>219,746</b>	<b>489,613</b>
<b>Net incoming / (outgoing) resources before transfers</b>	<b>(41,382)</b>	<b>52,522</b>	<b>11,140</b>
Transfers between funds	-	-	-
<b>Net movement in funds for the year</b>	<b>(14,666)</b>	<b>25,806</b>	<b>11,140</b>
Balances brought forward	145,172	28,433	173,605
<b>Balances carried forward</b>	<b>103,790</b>	<b>80,955</b>	<b>184,745</b>

## 21. Analysis of movement in deferred income

	2020 (audited) £	2019 (unaudited) £
Balance as at 1 April	-	20,000
Net movement for the year	-	(20,000)
Balance as at 31 March	<u>-</u>	<u>-</u>

Deferred income relates to funding received in advance of the period to which it relates.