

Company no. 4389411
Charity no. 1096398

**Citizens Advice Stroud & Cotswold
Districts Limited**
**Report and Unaudited Financial
Statements**
31 March 2021



Citizens Advice Stroud & Cotswold Districts Limited

Reference and administrative details

For the year ended 31 March 2021

Company number	4389411	
Charity number	1096398	
Registered office and operational address	Unit 8 1st Floor Brunel Mall London Road Stroud Gloucestershire GL5 2BP	
Trustees	Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:	
	Gordon Craig Claire Feehily John Hammond Peter Inglesham Jane Kerr-Rettie Juliet Kilty Elaine McCarthy Sarah Quinn Alan Wheeler	resigned on 24 March 2021 resigned on 30 September 2020 appointed on 24 June 2020 appointed on 22 April 2020 resigned on 21 December 2020
Chief executive officer and company secretary	Sarah Telford Elizabeth Hall	resigned on 1 October 2020 appointed on 22 March 2021
Interim chief executive	Alison Gibbon	appointed on 2 October 2020, resigned on 21 March 2021
Bankers	Unity Trust Bank PO Box 7193 Planetary Road Willenhall WV1 9DG Scottish Widows Bank PO Box 883 Leeds LS1 9TY	NatWest Bank Buildings, George Street Stroud Gloucester GL5 3DT
Independent examiners	Godfrey Wilson Limited Chartered accountants and statutory auditors 5th Floor Mariner House 62 Prince Street Bristol BS1 4QD	

Citizens Advice Stroud & Cotswold Districts Limited

Report of the trustees

For the year ended 31 March 2021

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice - Accounting and Reporting by Charities (effective from January 2019).

Structure, governance and management

Governing document

The organisation is a registered charity. It became incorporated on 7 March 2002 as a company limited by guarantee with charitable status and is governed by its Memorandum and Articles of Association. The name of the organisation was changed, on 13 September 2016, to Citizens Advice Stroud & Cotswold Districts Limited and the Articles of Association were amended accordingly.

Recruitment and appointment of trustees

Trustees are recruited from the local community, with particular individuals and communities targeted depending on the skills or knowledge gaps identified by serving trustees. Interested individuals are required to submit a statement of their experience and qualifications and go through a selection process operated by the Chair of trustees and then elected by the charity's membership at the annual general meeting. Additional trustees may be co-opted by the board of trustees during the year.

During 2021, the trustees reviewed the present structure and diversity of the board and commenced a recruitment drive for new trustees from the local area; local community groups and stakeholders. A new trustee information pack was developed alongside a comprehensive application pack. Despite a reported national shortage of individuals willing to act as trustees, there was a very positive response to widespread advertising that resulted in a number of new trustees being selected and who will be invited to join the board at the AGM. In addition, further trustees may be co-opted after the Annual General Meeting.

The board has been most impressed by the interest, experience and quality of the prospective new trustees and are confident that the new board will be able to develop and continue to meet the challenges that face Citizens Advice in these uncertain times.

Trustee induction and training

There are induction procedures for new trustees to make them aware of their role and training is offered throughout their term of office.

Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

Organisational structure

Citizens Advice Stroud and Cotswold Districts Limited is an independent member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Citizens Advice appoints a representative who is invited to attend the board as a non-voting member.

The charity is governed through a trustee board. Trustees who have held office during the year are listed on page 1. The Articles of Association provide for a minimum of three and a maximum of twenty-one trustees.

Citizens Advice Stroud & Cotswold Districts Limited

Report of the trustees

For the year ended 31 March 2021

The voluntary board of trustees governs the charity and defines overall policy and future strategy. It also monitors performance, risk and the quality of service. The board is ultimately responsible for the financial control of the organisation and for financial reporting to its members and others. All trustees have a responsibility to safeguard the resources of the organisation, and to use them in an economical and effective way furthering the work of the charity. The trustee board meets every two months at least, in addition to holding its Annual General Meeting.

The board has two sub-committees, the Finance and Risk sub committee and the HR sub committee which meet regularly throughout the year. These discuss and work on issues in more detail and make recommendations to the board. Only the full board can make decisions, but the board can delegate authority to a sub committee to make a decision on a specific issue. The Finance and Risk Sub Group of the board is delegated responsibility for receiving and scrutinising the quarterly financial reports, annual budget, all other financial issues and the organisational risk log, and making recommendations to the full board.

The trustee board discusses the finances on a quarterly basis. Financial reports are circulated in advance of board meetings and are scrutinised in detail by the Finance and Risk Sub Group. Day to day management of the charity is delegated to the Chief Executive Officer. In addition, there is an experienced team of paid staff and volunteers who are key to the service offered by the charity. Decisions are made by the trustee board in line with the business development plan and are reviewed at least annually.

The senior management team meet to review progress against targets and the charity's financial position and to discuss issues referred to them by the trustee board. Reports and recommendations are then taken to the full board for approval, and their implementation is organised by the chief executive and the staff team. There are regular staff, volunteer meetings and senior management team meetings which ensure that progress is being made against targets. There is an Annual General Meeting, which involves the staff team, trustee board, members, and other stakeholders.

The day to day service is delivered by a team of 127 volunteers assisted by a small team of paid staff. In the Cotswold District, the charity operates under the name of Citizens Advice Cotswold District from its main office in Cirencester. Pre-pandemic the charity also operated from outreach advice outlets in Tetbury and Moreton-in-Marsh. In the Stroud District, the charity operates under the name of Citizens Advice Stroud District from its main office in Stroud. Pre-pandemic, there were with outreach advice outlets in Berkeley, Dursley, Nailsworth, Stonehouse and Wotton-under-Edge.

Key risks and uncertainties

The organisation actively monitors its risk profile by way of a risk register, which identifies the principal risks, the likelihood of occurrence and their potential impact on the work of the charity. The register, together with the wider risk landscape and environment is regularly considered by the Finance and Risk Sub Group, which meets monthly, and thereafter by the board.

Key risks and issues currently being managed and expected are:

- The continuing impact of the Covid-19 pandemic upon colleagues, operational service provision and funding opportunities;
- The financial landscape and need to secure funding for the service in the longer term, especially for our core service;
- The year ahead is likely to be even more challenging, as society moves out of the pandemic restrictions, with an anticipated increase in demand for debt, employment, housing and welfare benefits advice alongside a difficult funding climate;

Citizens Advice Stroud & Cotswold Districts Limited

Report of the trustees

For the year ended 31 March 2021

- We anticipate an increase in demand for our face to face service as Covid-19 restrictions ease and people are more confident to access face to face advice again. We need to ensure that we have sufficient staff and volunteers in place, together with effective signposting and referral process to ensure that we can manage this increased workload; and
- IT. Whilst we have effectively transitioned to remote working using Microsoft Teams, we need to ensure that our IT provision works across remote and in person sessions and that we utilise IT effectively to meet client demand.

Objectives and activities

Objects

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 the Districts of Stroud, Cotswold, Gloucestershire and surrounding areas.

In furtherance of these objectives, the company provides advice and information via a variety of communication channels. Our aims are focused on:

- To provide the advice people need for the problems they face; and
- To improve the policies and practices that affect people's lives.

Our service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

The charity has developed its own vision statement to reflect its ambition to become the leading advice service across Stroud and Cotswold Districts:

A caring, dynamic and skilful organisation reaching out to every corner of the community to supply quality advice and support.... The advice service of choice!

Ensuring our work delivers our aims

We have carried out a robust and forward thinking review of the past year as part of our business planning for 2021-24.

The current year plan contains a detailed action plan for 2021-22 along with an outline of potential activities for 2022-23 and 2023-24. The plan will be monitored and reviewed by the board on a quarterly basis. In carrying out the reviews we are ensuring that that our aims, objectives and activities are in line with our stated purpose.

How our activities deliver public benefit

Our main activities and who we try to help are described below. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The board of trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

Citizens Advice Stroud & Cotswold Districts Limited

Report of the trustees

For the year ended 31 March 2021

Achievements and performance

Advice and information services

The main areas of charitable activity are:

- the provision of general advice and information services;
- the provision of specialist advice and casework services in the debt and welfare benefits categories of social welfare law; and
- the provision of advice in relation to the EU Settlement Scheme.

The Covid-19 pandemic has had a significant impact on the ways we have continued to offer advice and information. We have continued to offer advice and information in the following ways:

- Telephone – we have continued to offer our freephone telephone helplines. The lines are covered on a rota basis between the hours of 10am and 4pm from Monday to Friday. Outside of these times there is an automated message asking callers to call back during opening hours. We have continued to answer over 85% of calls that come into us.

Clients are given a diagnostic assessment first where we aim to resolve their issue if possible. Should full advice be needed clients can be given telephone appointments.

Clients who need debt or benefit casework services have been dealt with remotely via telephone and email advice.

- Email advice – clients can ask for email advice via our website.

Due to the Covid-19 pandemic we have been unable to see clients face to face, either at appointment or via drop in.

In addition to general advice, the following specialist services were provided:

- Specialist debt advice funded by the Money Advice & Pensions Service and St James's Place;
- We have a specialist mental health debt caseworker who is funded by Nationwide;
- We are funded for Homelessness prevention money advice for Stroud residents by Stroud District Council;
- We receive funding from the Office of the Police and Crime Commissioner for support clients experiencing domestic abuse;
- Specialist welfare benefits advice was funded through our Help through Crisis partnership and the Good Things Foundation;
- Specialist advice on the EU Settlement Scheme was funded by the Home Office through a partnership with Gloucestershire County Council, North and West Gloucestershire Citizens Advice and GARAS;
- Energy advice (we have two specialist energy advisers) has been funded by national Citizens Advice energy projects;
- We also have volunteer employment specialists who have been extremely busy during the pandemic; and
- We have 2 dedicated foodbank advisers who give generalist advice to clients referred by the North Cotswold and Cirencester Foodbanks. These advisers are funded by the Foodbanks themselves.

Whilst we aim to empower clients to resolve their problems using the advice we give, many of our clients need additional support in order to achieve a solution. This may be due to the vulnerability of the client, the complexity of the problems or a combination of the two.

Citizens Advice Stroud & Cotswold Districts Limited

Report of the trustees

For the year ended 31 March 2021

We do not limit clients to a set number of appointments or to a limited timescale that they can access our help. Where needed and with the appropriate consent, we contact third parties on behalf of clients by making telephone calls or writing letters.

Some clients will need appointments over several weeks or months with multiple specialists within the organisation. For example a client with debt issues may need not only debt advice, but specialist benefits advice and support as well as specialist energy advice to maximise their income and ensure that their income will be sufficient to avoid further debt issues in the future.

Contribution of Volunteers and Paid Staff

The charity's success could not have been achieved without the hard work and dedication of volunteers and staff. The trustee board and senior management team recognise the tremendous contribution made by the charity's volunteers in advising the public and administering the service without which the service could not operate. Throughout 2020/21 the service employed 22 paid workers and 127 volunteers together delivering projects in addition to the core service.

Volunteers represent the indispensable core of the service for without them there would not be a Citizens Advice service.

We were fortunate during the pandemic to have a high percentage of volunteers prepared to work remotely and that many volunteers continued with volunteering with us at the same time as managing increased caring responsibilities for friends, neighbours and family members.

In pre pandemic times, the volunteer advisers and receptionists contributed, on average, 7 hours per week each. However, during 2020-21, we are very aware that many volunteers (and indeed staff) worked for many more hours than they did when we were in the offices. We are very grateful to everyone for their commitment to our clients and the running of our service.

One impact of remote working has been the reduction in volunteer expenses down from £33,205 in 2019-20 to £1,792 in 2020-21. Volunteers are unable to claim the tax relief for additional household costs for expenses incurred volunteering. The trustees were pleased to approve a working from home allowance for volunteers, to reflect the costs that may be incurred. Expenses over and above this allowance can still be claimed.

Volunteers also bring many other skills to the service. Citizens Advice Stroud and Cotswold Districts has continued to recruit and train staff and volunteers throughout the pandemic. We consistently review our training offer to ensure that we provide an accessible and welcoming place to volunteer.

Who used and benefited from our services?

During the reporting year the organisation:

- Supported 4,714 clients across 17,490 issues: Whilst the number of households we have supported in the last year has fallen, the number of issues has not fallen proportionately. This may well be indicative of more complex problems being dealt with. This is representative of the experience of our advisers who manage a high number of complex cases, which cannot be resolved through our advice alone. Our Help through Crisis Partnership, Mental Health Money Advice Project have provided advice to people with complex needs;
- Generated a total of £639,946 in additional income for clients, primarily through tax credits, benefits or salaries: Welfare benefits and tax credits made up a total of 21% of the issues we have supported on. We advised 1,339 clients on benefits and tax credits issues and 898 clients on universal credit claims. Our top benefit issue was Personal Independence Payment;

Citizens Advice Stroud & Cotswold Districts Limited

Report of the trustees

For the year ended 31 March 2021

- Helped 639 households with debt advice making peoples' lives more sustainable: £412,027 of debt was written off by negotiating with creditors, obtaining Debt Relief Orders and giving advice on budgeting and £5,088 worth of repayments were rescheduled;
- Assisted 313 households with utilities and communications issues, including energy issues. 179 clients were giving advice on managing fuel debts;
- Advised 900 clients on employment issues, including rights under the schemes introduced due to Covid (furlough and the Self Employment Income Support Scheme; disputes; redundancy and dismissal);
- Advised 158 clients who had experienced discrimination, hate and/or gender violence and abuse; and
- Issued foodbank vouchers to 275 clients and obtained further charitable support for 95 clients.

Our staff and volunteers assist a wide range of clients:

- 39% of clients reported that they were disabled or had a long term health condition; and
- We helped clients across a wide age range – with clients in all age categories from 15-19 to 95-99.

Other successful initiatives include:

- During 2020/21 we participated in the Help to Claim Initiative led by national Citizens Advice. This supports clients to claim Universal Credit and supports them with issues until their first payment is made. The programme started in April 2019 and has been extended for 2021-22;
- Our work supporting clients with mental health issues has continued. We recruited a specialist mental health debt Caseworker using the funding received from the Nationwide Foundation; and
- We are a partner agency with Gloucestershire County Council, North and West Gloucestershire Citizens Advice and GARAS delivering advice to clients who need to apply to the EU Settlement Scheme.

Factors affecting the achievement of objectives

The year ending 31 March 2021 was an immensely challenging year for Citizens Advice Stroud and Cotswold Districts with the issues of lockdown and remote working.

There have been significant staffing changes at senior management level, including the departure of the previous CEO. An interim CEO was appointed in September 2020 and a new CEO started in March 2021. These changes had a significant impact on the organisation's ability to deliver on its strategic and operational objectives. This resulted in the deferment of a number of activities during the year.

The organisation moved quickly over to remote working in March 2020 and staff and volunteers have continued to adapt and adjust the way we work, as a temporary situation became the new normal. The move to Microsoft Teams and cloud based technology has brought with it significant organisational benefits which we plan to retain as we return to the offices and face to face services.

Whilst we have been working remotely throughout the Covid-19 pandemic, we are aware that some vulnerable and disadvantaged clients have found it hard to access our services via telephone and email. Ensuring that those clients can access our advice is one of the key priorities for 2021-22.

Financial review

The trustees have continued to focus on delivering a cost-effective service that meets the needs of our clients.

Citizens Advice Stroud & Cotswold Districts Limited

Report of the trustees

For the year ended 31 March 2021

Income for the year was £614,044. We spent £502,859 giving a surplus of £111,185. The surplus will be used to support the charity in 2021-22. The charity has total reserves of £424,071 – please see the breakdown on page 14 for further details.

We are very grateful to everyone who has contributed to the organisation, be that from donations, legacies, grants and voluntary effort. During the year we received funding from Citizens Advice, Stroud District Council, Cotswold District Council, Gloucestershire County Council, the Home Office, Good Things Foundation, the Julia and Hans Rausing Trust, the National Lottery, Nationwide, Police Crime Commissioner for Gloucestershire, St James's Place, North Cotswolds Foodbank, Cirencester Foodbank, and Town and Parish Councils.

We continue to receive core funding from Stroud District Council, Cotswold District Council and Gloucestershire County Council and thank them for their ongoing support. We are also grateful to those local town and parish councils who have been able to make grants available to us, during this difficult year.

The reporting year was the final year of the five year Big Lottery's Help through Crisis Project. We received a grant from the Good Things Foundation to support clients using HMRC's online services. We continue to receive a grant from Stroud District Council for preventing homelessness through debt advice. We also received funding from national Citizens Advice for energy advice, the Help to Claim project and funding for a debt trainee under the Money Advice and Pensions Service Increasing Capacity project. We received a grant from the Office of the Police Crime Commissioner to support clients experiencing domestic abuse. We also received funding from the Home Office for the EU Settlement Scheme project with partner agencies in Gloucestershire. The North Cotswold Foodbank and the Cirencester Foodbank have each funded a dedicated foodbank adviser for foodbank clients in their respective areas.

We are grateful to our two district-based, volunteer led, fundraising groups. Whilst Covid -19 has had an impact on their ability to raise money through street collections and fundraising activity, they have continued to find innovative ways to raise funds, increase our profile and promoted the organisation.

In addition we are grateful to the local businesses who have supported our work, whether indirectly through the provision of reduced-rate services or premises, or through donations.

The trustees have considered the impact of the Covid-19 pandemic on the charity's current and future financial position. We were successful with applications for emergency funding and ended the financial year in a stronger position than originally expected.

We continue to review our expenditure and reduce costs where it is prudent to do so.

The trustees consider that the charity will continue as a going concern for a period of at least 12 months from the date on which these financial statements are approved for the following reasons:

- The charity holds reserves in excess of £100,000; and
- Our key funders have confirmed that they are stabilising our funding for 12 months.

The trustees therefore consider it appropriate to adopt the going concern basis for the preparation of the accounts, as detailed in note 1(b) to the financial statements.

At the meeting in May 2021, the trustee board approved the funding and expenditure budgets for 2021/22.

Citizens Advice Stroud & Cotswold Districts Limited

Report of the trustees

For the year ended 31 March 2021

Stroud PR and Fundraising Committee

The Covid pandemic has made it a very difficult year for all aspects of work at Citizens Advice. It has obviously affected fundraising as we have been unable to arrange any outside events. Fortunately, the comprehensive list of local papers and village magazines we have assembled has enabled us to regularly send out information on benefits, scams and other matters; it has also helped to let people know how to contact us.

However, the year has not been without encouragement; we were delighted to receive some unsolicited donations from people who realised how essential it was to maintain an organisation which can provide advice and help for those in need - this included individuals as well as a local charity.

We continue to be enormously grateful to our regular donors who enable the organisation to be able to plan and keep essential expert advisors in post. As always, we are seeking ways to encourage more people to consider regular giving, however small the amount. We also ask if people would consider remembering us in their will.

Last year our group raised nearly £30,000. The majority of this is from standing orders and donations (plus gift aid reclaimed from HMRC) amounting to some £24,000 and there was one legacy of £5,000.

The group envisages that a total amount of about £23,000 will be raised in the current financial year. The generosity of donors plays a vital part in helping to maintain the present service in the Stroud District.

We would greatly appreciate any help that can be given to increase our donors group.

The future:

- We will continue to send articles to the local magazines and papers;
- **We hope to be able to hold our usual Street Collection in Stroud later this year;**
- Christmas cards will be available to buy this year; and
- Other events may be possible as we come out of these uncertain times.

Friends of Cirencester CAB

Owing to the lockdowns and Covid restrictions, it was not possible to organise any fundraising events, and a proposed street collection in Cirencester had to be cancelled twice. The Friends' trustees are still meeting regularly and are intending to arrange fundraising and publicity activities as soon as circumstances permit.

Reserves policy

The reserves policy for Citizens Advice Stroud & Cotswold Districts is reviewed annually by the board. We maintain free reserves at such a level as: (i) to provide adequate working capital in the event of potential changes of funding from major funders, (ii) to meet staff redundancy costs and premises costs should the organisation have to severely reduce in size, (iii) Provision for settlement of The Pension Trust Employer Debt, in the event that the organisation is forced to close and has no active employees in The Pension Trust, (iv) to mitigate some key risks facing the charity. In particular, the target level for free reserves aims to give a reasonable chance of survival should one of these risks occur: it is recognised that it is not possible, nor it is intended, to protect against every risk. The board assesses the charity's target and actual reserves annually. When the level of reserves is materially different from the target level, the board will determine what action should be taken.

Citizens Advice Stroud & Cotswold Districts Limited

Report of the trustees

For the year ended 31 March 2021

Our reserves target is £96,222. We measure free reserves as general unrestricted funds less undepreciated fixed assets, less the budget deficit. Our free reserves at 31 March 2021 were £50,823.

By September 2021 we had raised £43k of the £46k deficit and are confident of raising more funds by the end of the financial year.

Plans for future periods

The trustee board approved the business plan for 2021-24 in July 2022. A robust and forward thinking review took place as part of the business plan process. This plan is an opportunity to reset and refocus the organisation and build solid and lasting foundations, after a particularly challenging year. Covid-19 has had a huge impact on our organisation, our services and our clients but there have also been opportunities, as well as challenges.

The action plan is based on the five areas of focus in Citizens Advice "Future of Advice Strategic Framework" (2019-2022/3): Advice, Advocacy, Technology, Sustainability and Culture. Key aims for the next 12 months include:

- To review how we deliver our services post pandemic, keeping what has worked well for the past 12 months and making best use of our premises;
- To ensure that we deliver clear, consistent, empathetic, empowering, tailored and seamless good quality advice;
- To promote Citizens Advice Stroud and Cotswold Districts as the go to place for advice;
- To utilise all forms of publicity and media to reach out to all parts of our communities;
- Making sure our IT systems are up to date and continue the modernisation of our back office as well as frontline services, as part of our post COVID recovery plan;
- To review our financial sustainability and seek longer term funding to help us meet the future needs of our clients;
- To become an agile and eco-friendly organisation, efficiently run and adequately resourced;
- To create an environment and working culture which supports the health and wellbeing of our staff and volunteers and ensures that staff and volunteers can thrive and reach their potential;
- Build a workforce which is representative of the world we live in, both locally and nationally.

Statement of responsibilities of the trustees

The trustees (who are also directors of the charity for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (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 charity and of the income and expenditure of the charity for that period. In preparing those financial statements the trustees are required to:

Citizens Advice Stroud & Cotswold Districts Limited

Report of the trustees

For the year ended 31 March 2021

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

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

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 legislation in other jurisdictions.

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

Independent examiners

Godfrey Wilson Limited were appointed as independent examiners to the charitable company during the year and have expressed their willingness to continue in that capacity.

Approved by the trustees on 6 October 2021 and signed on their behalf by



Juliet Kilty - Chair

Independent examiner's report

To the trustees of

Citizens Advice Stroud & Cotswold Districts Limited

I report to the trustees on my examination of the accounts of Citizens Advice Stroud & Cotswold Districts Limited (the charitable company) for the year ended 31 March 2021, which are set out on pages 13 to 31.

Responsibilities and basis of report

As the trustees of the charitable 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 charitable 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 the charitable company'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 charitable 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 (ICAEW), which is one of the listed bodies.

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

- (1) accounting records were not kept in respect of the charitable 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.

Alison Godfrey

Date: 7 October 2021

Alison Godfrey FCA

Member of the ICAEW

For and on behalf of:

Godfrey Wilson Limited

Chartered accountants and statutory auditors

5th Floor Mariner House

62 Prince Street

Bristol

BS1 4QD

Citizens Advice Stroud & Cotswold Districts Limited

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2021

	Note	Restricted £	Unrestricted £	2021 Total £	2020 Total £
Income from:					
Donations and legacies	3	-	84,042	84,042	50,757
Charitable activities	4	256,682	273,054	529,736	526,780
Other trading activities		-	196	196	275
Investments		-	70	70	72
Total income		<u>256,682</u>	<u>357,362</u>	<u>614,044</u>	<u>577,884</u>
Expenditure on:					
Raising funds		-	68,849	68,849	25,320
Charitable activities		<u>259,999</u>	<u>174,011</u>	<u>434,010</u>	<u>443,811</u>
Total expenditure	5	<u>259,999</u>	<u>242,860</u>	<u>502,859</u>	<u>469,131</u>
Net income / (expenditure)		(3,317)	114,502	111,185	108,753
Transfers between funds		39,152	(39,152)	-	-
Other recognised gains / (losses):					
Gains / (losses) on remeasurement of defined benefit pension scheme		<u>-</u>	<u>3,108</u>	<u>3,108</u>	<u>4,245</u>
Net movement in funds	7	35,835	78,458	114,293	112,998
Reconciliation of funds:					
Total funds brought forward		<u>77,369</u>	<u>232,409</u>	<u>309,778</u>	<u>196,780</u>
Total funds carried forward		<u><u>113,204</u></u>	<u><u>310,867</u></u>	<u><u>424,071</u></u>	<u><u>309,778</u></u>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in note 15 to the accounts.

Citizens Advice Stroud & Cotswold Districts Limited

Balance sheet

As at 31 March 2021

	Note	£	2021 £	2020 £
Fixed assets				
Tangible assets	10		13,513	20,842
Current assets				
Debtors	11	40,169		18,479
Cash at bank and in hand		<u>440,034</u>		<u>322,515</u>
		480,203		340,994
Liabilities				
Creditors: amounts falling due within 1 year	12	<u>(52,832)</u>		<u>(32,137)</u>
Net current assets			<u>427,371</u>	<u>308,857</u>
Total assets less current liabilities			440,884	329,699
Provisions for liabilities	13		<u>(16,813)</u>	<u>(19,921)</u>
Net assets	14		<u><u>424,071</u></u>	<u><u>309,778</u></u>
Funds	15			
Restricted funds			113,204	77,369
Unrestricted funds				
Designated funds			167,673	114,023
General funds			<u>143,194</u>	<u>118,386</u>
Total charity funds			<u><u>424,071</u></u>	<u><u>309,778</u></u>

The directors are satisfied that the company is entitled to exemption from the provisions of the Companies Act 2006 (the Act) relating to the audit of the financial statements for the year by virtue of section 477(2), and that no member or members have requested an audit pursuant to section 476 of the Act.

Citizens Advice Stroud & Cotswold Districts Limited

Balance sheet

As at 31 March 2021

The directors acknowledge their responsibilities for:

- (i) ensuring that the Company keeps proper accounting records which comply with section 386 of the Act; and
- (ii) preparing financial statements which give a true and fair view of the state of affairs of the Company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of section 393, and which otherwise comply with the requirements of the Act relating to financial statements, so far as applicable to the company.

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

Approved by the trustees on 6 October 2021 and signed on their behalf by



Juliet Kilty - Chair

Citizens Advice Stroud & Cotswold Districts Limited

Statement of cash flows

For the year ended 31 March 2021.

	2021 £	2020 £
Cash flows from operating activities:		
Net movement in funds	114,293	112,998
<i>Adjustments for:</i>		
Depreciation	7,329	6,735
Interest received	(70)	(72)
Loss / (profit) on the sale of fixed assets	-	(275)
Decrease / (increase) in debtors	(21,690)	27,352
Increase / (decrease) in creditors	20,695	(3,819)
Increase / (decrease) in provisions	(3,108)	(4,245)
Net cash provided by / (used in) operating activities	117,449	138,674
Cash flows from investing activities:		
Dividends, interest and rents from investments	70	72
Proceeds from the sale of property, plant and equipment	-	275
Purchase of tangible fixed assets	-	(18,283)
Net cash provided by / (used in) investing activities	70	(17,936)
Increase / (decrease) in cash and cash equivalents in the year	117,519	120,738
Cash and cash equivalents at the beginning of the year	322,515	201,777
Cash and cash equivalents at the end of the year	440,034	322,515

The charity has not provided an analysis of changes in net debt as it does not have any long term financing arrangements.

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2021

1. Accounting policies

a) Basis of preparation

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

Citizens Advice Stroud & Cotswold Districts Limited 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.

b) Going concern basis of accounting

The accounts have been prepared on the assumption that the charity is able to continue as a going concern. Despite the impact of the ongoing Covid-19 pandemic, the charity holds unrestricted general net current assets of £146k, designated funds that could be drawn down if necessary of £168k and a cash balance of £440k at 31 March 2021. The charity also has significant confirmed funding for 21/22, a positive cash flow forecast and reduced forecasted expenditure for the next 12 months. On this basis the trustees consider that the charity will continue as a going concern for a period of at least 12 months from the date on which these financial statements are approved.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from the government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

d) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity: this is normally upon notification of the interest paid or payable by the bank.

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2021

1. Accounting policies (continued)

e) Funds accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

f) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

g) Allocation of support and governance costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Governance costs are the costs associated with the governance arrangements of the charity, including the costs of complying with constitutional and statutory requirements and any costs associated with the strategic management of the charity's activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities on the following basis, which is an estimate of staff time:

	2021	2020
Raising funds	11.6%	0.0%
Charitable activities	88.4%	100.0%

In the prior year, these costs were 100% allocated to charitable activities on the basis that the vast majority of support and governance costs were wholly attributable to charitable activities.

h) Tangible fixed assets

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Computer equipment	3 years straight line
Fixtures and fittings	20% reducing balance

Items of equipment are capitalised where the purchase price exceeds £1,000.

i) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

j) Cash at bank and in hand

Cash at bank and cash in hand includes 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.

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2021

1. Accounting policies (continued)

k) Creditors

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

l) Financial instruments

The charitable company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently recognised at amortised cost using the effective interest method.

m) Pension costs (defined contribution)

The charitable company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. The pension cost charge represents contributions payable under the scheme by the charitable company to the fund. The charitable company has no liability under the scheme other than for the payment of those contributions.

n) Pension costs (defined benefit)

The charitable company participates in a multi-employer defined benefit pension scheme. It is not possible for the charitable company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. The scheme is therefore accounted for as a defined contribution scheme. A provision is recognised in these accounts for the net present value of future contributions payable under the scheme (see note 13). The valuation is determined with reference to the charity's pension provider, TPT Retirement Solutions.

o) Finance and operating leases

Rentals payable under operating leases are charged to the SOFA over the period in which the cost is incurred. The charity has no finance leases.

p) Accounting estimates and key judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

The key sources of estimation uncertainty that have a significant effect on the amounts recognised in the financial statements are depreciation as described in note 1 (h) and the pension provision as per note 1 (n).

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2021

2. Prior period comparatives: statement of financial activities

	Restricted £	Unrestricted £	2020 Total £
Income from:			
Donations and legacies	-	50,757	50,757
Charitable activities	204,733	322,047	526,780
Other trading activities	-	275	275
Investments	-	72	72
Total income	204,733	373,151	577,884
Expenditure on:			
Raising funds	-	25,320	25,320
Charitable activities	135,443	308,368	443,811
Total expenditure	135,443	333,688	469,131
Net income / (expenditure)	69,290	39,463	108,753
Transfers between funds	(12,021)	12,021	-
Other recognised gains / (losses):			
Gains / (losses) on remeasurement of defined benefit pension scheme	-	4,245	4,245
Net movement in funds	57,269	55,729	112,998

3. Income from donations

	Restricted £	Unrestricted £	2021 Total £	2020 Total £
Donations	-	30,909	30,909	41,046
Legacies	-	50,000	50,000	-
Fundraising	-	3,133	3,133	9,711
Total income from donations	-	84,042	84,042	50,757

All income from donations in the prior year was unrestricted.

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2021

4. Income from charitable activities

	Restricted £	Unrestricted £	2021 Total £
Stroud District Council - core funding	-	125,000	125,000
Help Through Crisis	85,175	-	85,175
Cotswold District Council - core funding	-	66,420	66,420
Help 2 Claim	31,013	-	31,013
St James Place Foundation	30,925	10,000	40,925
Stroud District Council - housing related debt	25,260	-	25,260
Gloucestershire County Council - EU settlement scheme and core funding	11,800	25,000	36,800
Covid grants	-	24,909	24,909
Citizens Advice - money advice service	19,858	-	19,858
North Cotswold Foodbank	11,991	-	11,991
Cirencester Foodbank	7,250	-	7,250
Citizens Advice - energy advice program	12,390	-	12,390
Town and Parish Councils	-	9,325	9,325
Citizens Advice - BESN / BESW - energy project	9,000	-	9,000
Good Things Foundation	7,020	-	7,020
Other grants	-	6,900	6,900
Julia and Hans Rausing Trust	-	5,500	5,500
Police & Crime Commissioner for Gloucester	5,000	-	5,000
Total income from charitable activities	256,682	273,054	529,736

Prior period comparative:

	Restricted £	Unrestricted £	2020 Total £
Stroud District Council - core funding	-	125,000	125,000
Help Through Crisis	84,944	-	84,944
Cotswold District Council - core funding	-	66,420	66,420
Nationwide Mental Health	50,000	-	50,000
Help 2 Claim	-	32,428	32,428
Citizens Advice - EBDX - energy project	-	30,605	30,605
Stroud District Council - housing related debt	25,185	-	25,185
Gloucestershire County Council - core funding	-	25,000	25,000
Town and Parish Councils	-	17,594	17,594
Other grants	16,000	-	16,000
St James Place Foundation	12,000	-	12,000
Julia and Hans Rausing Trust	-	10,000	10,000
The Summerfield Trust	-	10,000	10,000
Gloucestershire County Council - mental health debt	9,104	-	9,104
Good Things Foundation	7,500	-	7,500
Police & Crime Commissioner for Gloucester	-	5,000	5,000
Total income from charitable activities	204,733	322,047	526,780

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2021

4. Income from charitable activities (continued)

Government grants

The charitable company receives government grants, defined as funding from local, town and parish Councils, the Police & Crime Commissioner and the Big Lottery Fund to fund charitable activities. The total value of such grants in the period ending 31 March 2021 was £280,914 (2020: £273,303). There are no unfulfilled conditions or contingencies attaching to these grants.

5. Total expenditure

	Raising funds £	Charitable activities £	Support and governance £	2021 Total £
Staff costs (note 8)	26,867	205,655	89,231	321,753
Grants paid (note 6)	-	20,836	-	20,836
Staff and volunteer expenses	-	1,792	-	1,792
Staff and volunteer training	-	1,182	-	1,182
Staff recruitment expenses	-	1,505	-	1,505
Premises costs	-	-	41,553	41,553
Communications & IT	-	-	14,238	14,238
General office	299	-	22,729	23,028
Finance costs	-	-	21,013	21,013
Consultancy costs	15,205	364	28,914	44,483
Governance costs	-	-	4,147	4,147
Depreciation costs	-	-	7,329	7,329
Sub-total	42,371	231,334	229,154	502,859
Allocation of support and governance costs	26,478	202,676	(229,154)	-
Total expenditure	68,849	434,010	-	502,859

Total governance costs were £4,147 (2020: £2,893).

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2021

5. Total expenditure (continued)
Prior period comparative

	Raising funds £	Charitable activities £	Support and governance £	2020 Total £
Staff costs (note 8)	25,020	182,877	83,465	291,362
Grants paid (note 6)	-	23,305	-	23,305
Staff and volunteer expenses	-	33,205	-	33,205
Staff and volunteer training	-	2,668	-	2,668
Staff recruitment expenses	-	1,522	-	1,522
Premises costs	-	-	53,192	53,192
Communications & IT	-	-	12,108	12,108
General office	300	-	25,081	25,381
Finance costs	-	-	16,760	16,760
Governance costs	-	-	2,893	2,893
Depreciation costs	-	-	6,735	6,735
Sub-total	25,320	243,577	200,234	469,131
Allocation of support and governance costs	-	200,234	(200,234)	-
Total expenditure	25,320	443,811	-	469,131

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2021

6. Grants payable to institutions

	2021	2020
	£	£
Chum Neighbourhood Project	8,376	8,650
GL11 Community	8,000	8,000
Stroud Bereford Group	4,460	4,460
Stroud District Foodbank	-	1,042
Sundry grants	-	1,153
	<u>20,836</u>	<u>23,305</u>

All grants are paid to fund charitable activities. The grants shown above do not include any contribution to core costs.

7. Net movement in funds

This is stated after charging:

	2021	2020
	£	£
Depreciation	7,329	6,735
Trustees' remuneration	Nil	Nil
Trustees' reimbursed expenses	Nil	Nil
Independent examiners' remuneration:		
▪ Independent examination (including VAT)	<u>3,000</u>	<u>2,880</u>

8. Staff costs and numbers

Staff costs were as follows:

	2021	2020
	£	£
Salaries and wages	288,200	255,997
Social security costs	17,894	17,282
Pension costs	<u>15,659</u>	<u>18,083</u>
	<u>321,753</u>	<u>291,362</u>

Included within salaries and wages above are termination and redundancy payments of £12.9k (2020: £nil).

No employee earned more than £60,000 during the year.

The key management personnel of the charitable company comprise the Trustees, Chief Executive Officer, and Advice Service Managers. The total emoluments paid to key management personnel, including termination payments and invoiced costs paid to the interim Chief Executive, for the year was £144,812 (2020: £89,091).

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2021

8. Staff costs and numbers (continued)

	2021 No.	2020 No.
Average head count	<u>15.3</u>	<u>15.8</u>

9. Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

10. Tangible fixed assets

	Computer equipment £	Fixtures and fittings £	Total £
Cost			
At 1 April 2020	29,352	27,361	56,713
Additions in year	<u>-</u>	<u>-</u>	<u>-</u>
At 31 March 2021	<u>29,352</u>	<u>27,361</u>	<u>56,713</u>
Depreciation			
At 1 April 2020	14,732	21,139	35,871
Charge for the year	<u>6,085</u>	<u>1,244</u>	<u>7,329</u>
At 31 March 2021	<u>20,817</u>	<u>22,383</u>	<u>43,200</u>
Net book value			
At 31 March 2021	<u>8,535</u>	<u>4,978</u>	<u>13,513</u>
At 31 March 2020	<u>14,620</u>	<u>6,222</u>	<u>20,842</u>

11. Debtors

	2021 £	2020 £
Prepayments	9,513	5,469
Accrued income	<u>30,656</u>	<u>13,010</u>
	<u>40,169</u>	<u>18,479</u>

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2021

12. Creditors : amounts due within 1 year

	2021 £	2020 £
Trade creditors	6,021	8,810
Accruals	44,431	13,427
Other taxation and social security	585	8,274
Other creditors	1,795	1,626
	<u>52,832</u>	<u>32,137</u>

13. Pension provision

The charitable company participates in a multi-employer defined benefit pension scheme. Provision has been made for the net present value of future contributions payable by the charity. The provision is valued based on information provided by TPT Retirement Solutions (dated 31 March 2021). The latest full actuarial valuation of the scheme was dated 30 September 2017 and required participating employers to pay additional contributions to the scheme. The movement on the provision is recognised on the SoFA as an other recognised (gain) / loss.

	2021 £	2020 £
Provision at the start of the year	19,921	24,166
Movement in the year	<u>(3,108)</u>	<u>(4,245)</u>
Provision at the end of the year	<u>16,813</u>	<u>19,921</u>

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2021

14. Analysis of net assets between funds

	Restricted funds £	Designated funds £	General funds £	Total funds £
Tangible fixed assets	-	-	13,513	13,513
Current assets	113,204	167,673	199,326	480,203
Current liabilities	-	-	(52,832)	(52,832)
Provisions	-	-	(16,813)	(16,813)
Net assets at 31 March 2021	113,204	167,673	143,194	424,071
Prior period comparative				
	Restricted funds £	Designated funds £	General funds £	Total funds £
Tangible fixed assets	-	-	20,842	20,842
Current assets	77,369	114,023	149,602	340,994
Current liabilities	-	-	(32,137)	(32,137)
Provisions	-	-	(19,921)	(19,921)
Net assets at 31 March 2020	77,369	114,023	118,386	309,778

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2021

15. Movements in funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers and other gains £	At 31 March 2021 £
Restricted funds					
Housing related debt advice	422	25,260	(36,475)	10,793	-
Help through crises	14,731	85,175	(99,906)	-	-
Stroud benefits	10,543	25,945	(2,420)	-	34,068
Cotswold money advice	-	12,000	(28,532)	16,532	-
Mental health debt	51,673	-	(8,084)	-	43,589
Universal credit help to claim	-	31,013	(17,232)	-	13,781
Money advice service	-	19,858	(18,708)	-	1,150
Energy advice program	-	12,390	(7,492)	-	4,898
European Union settlement scheme	-	11,800	(20,586)	8,786	-
Foodbanks	-	19,241	(10,306)	-	8,935
Office of the Police and Crime Commissioner	-	5,000	(8,041)	3,041	-
Big Energy Saving Network / Big Energy Saving Winter	-	9,000	(2,217)	-	6,783
Total restricted funds	77,369	256,682	(259,999)	39,152	113,204
Unrestricted funds					
<i>Designated funds:</i>					
Stroud IT fund	12,715	-	(6,040)	-	6,675
Stroud advice	78,318	253,924	(129,766)	(41,478)	160,998
Cotswolds advice	1,290	103,438	(107,054)	2,326	-
EBDX project	21,700	-	-	(21,700)	-
Total designated funds	114,023	357,362	(242,860)	(60,852)	167,673
General funds	118,386	-	-	24,808	143,194
Total unrestricted funds	232,409	357,362	(242,860)	(36,044)	310,867
Total funds	309,778	614,044	(502,859)	3,108	424,071

Purposes of restricted funds

Housing related debt advice	To provide advice and support on housing related debt to clients in Stroud and district and in the Cotswold district.
Help through crises	A five- year partnership project funded by the Big Lottery Fund and led by ca-scd, aiming to support people in hardship crises to get the immediate help and items they need and also to equip them with the skills to prevent future crises.

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2021

15. Movements in funds (continued)

Purposes of restricted funds (continued)

Stroud benefits	Funding from the Good Things Foundation to support people to get the information and advice they need from HMRC including helping them to use new online systems.
Cotswolds money advice	Specialist casework advice to people in the Cotswolds with money problems to help them to maximise their income, reduce their debts and increase their confidence and competence in managing their financial affairs.
Mental health debt	To provide funding to improve access to finance related advice for people with mental ill health.
Universal credit help to claim	The Citizens Advice Help to Claim service provides clients with advice and support in the early stages of a Universal Credit claim up until the first full payment is made.
Money advice service	Funding for trainee debt adviser to increase the capacity of debt advice in order to meet predicted increased demand for debt advice as a result of Covid-19.
Energy advice program	Funding to provide one-to-one advice to clients in fuel poverty, or in a fuel poverty risk group.
European Union settlement scheme	Funding to provide advice and practical support to vulnerable EU, EEA and Swiss citizens living in Gloucestershire to help them make their EU Settlement Scheme application.
Foodbanks	Funding to provide advice to clients of Cirencester and North Cotswolds Foodbanks.
Office of the Police and Crime Commissioner	Funding to support victims of domestic abuse.
Big Energy Saving Network / Big Energy Saving Winter	Funding to help vulnerable consumers to reduce their energy costs, and to run a campaign to raise awareness of energy issues.

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2021

15. Movements in funds (continued)

Purposes of designated funds

Stroud IT fund	For the purchase of new computer equipment for the Stroud district.
Stroud advice	Funds raised are designated for the use by the Bureau in the Stroud and District local government area.
Cotswold advice	Funds raised are designated for the use by the Bureau in the Cotswold and District local government area.
EBDX project	For the provision of advising consumers on energy related matters and activities which support the provision of energy advice. This fund has been amalgamated with general funds in 2021.

Purpose of transfers between funds

The transfers from the Stroud Advice designated fund to the four restricted funds; and from the general fund to the Cotswold Advice designated fund; are to top up overspends on these projects.

Prior period comparative

	At 1 April 2019 £	Income £	Expenditure £	Transfers and other gains £	At 31 March 2020 £
Restricted funds					
Phone system	7,316	-	(1,475)	(5,841)	-
Housing related debt advice	-	25,185	(24,763)	-	422
Help through crises	9,157	84,944	(79,370)	-	14,731
Stroud benefits	1,238	12,860	(3,555)	-	10,543
Cotswold money advice	-	14,640	(16,460)	1,820	-
Mental health debt	2,389	59,104	(9,820)	-	51,673
Stroud IT fund	-	8,000	-	(8,000)	-
Total restricted funds	20,100	204,733	(135,443)	(12,021)	77,369
Unrestricted funds					
<i>Designated funds:</i>					
Stroud IT fund	16,422	-	(3,707)	-	12,715
Stroud advice	59,958	220,225	(201,865)	-	78,318
Cotswolds advice	-	122,321	(119,211)	(1,820)	1,290
EBDX project	-	30,605	(8,905)	-	21,700
Total designated funds	76,380	373,151	(333,688)	(1,820)	114,023
General funds	100,300	-	-	18,086	118,386
Total unrestricted funds	176,680	373,151	(333,688)	16,266	232,409
Total funds	196,780	577,884	(469,131)	4,245	309,778

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2021

16. Operating lease commitments

The charity had operating leases at the year end with total future minimum lease payments as follows:

	2021	2020
	£	£
Amount falling due:		
Within 1 year	30,687	26,292
Within 1 - 5 years	56,616	76,159
	<u>87,303</u>	<u>102,451</u>

17. Contingent liability

The charity is party to a multi-employer pension scheme with The Pension Trust. The estimated debt on withdrawal (s75 debt) for CAB Stroud & District has been calculated to be £48,930. This figure has an effective date of 30 September 2020. In the prior year the contingent liability was estimated to be £55,306 (effective 30 September 2019). The charity currently has no intention of withdrawing from the scheme.

18. Related party transactions

There were no related party transactions in the current or prior year.