

Company registration number: 03507549

Charity registration number: 1068198

Peterborough Citizens Advice Bureau

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2023

Community Accounting Plus
Units 1 & 2 North West
41 Talbot Street
Nottingham
NG1 5GL

Peterborough Citizens Advice Bureau

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Peterborough Citizens Advice Bureau

Reference and Administrative Details

Trustees	Dr Lynne Caley, Chair Anna Lee, Vice Chair Shu Yuan, Treasurer Derek Risk Kevin Gutteridge Christopher Ash Ratilal Joshi Livia Thomas
Secretary	Keith Jones
Senior Management Team	Keith Jones, Chief Executive James Roberts, Operations Manager Helen Jones, until Oct 2022, Volunteer & Development Manager
Charity Registration Number	1068198
Company Registration Number	03507549
Registered Office	First Floor, Central Library Broadway Peterborough Cambridgeshire PE1 1RX
Independent Examiner	John O'Brien, employee of Community Accounting Plus Units 1 & 2 North West 41 Talbot Street Nottingham NG1 5GL
Solicitors:	Buckles Solicitors LLP 101 Bourges Boulevard Peterborough PE1 1NG
Bankers	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ Unity Trust Bank plc Nine Brindleyplace Birmingham B1 2HB

Peterborough Citizens Advice Bureau

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2023.

Trustees and officers

The trustees and officers serving during the year and since the year end were as follows:

Trustees:

- Dr Lynne Caley, Chair
- Anna Lee, Vice Chair
- Shu Yuan, Treasurer
- Derek Risk
- Kevin Gutteridge
- Christopher Ash
- Ratilal Joshi (appointed 23 May 2022)
- Livia Thomas (appointed 3 May 2023)

Secretary: Keith Jones

Structure, governance and management

Nature of governing document

The charity is a company limited by guarantee and registered charity. It is operated under the rules of its memorandum and articles of association dated 10/02/98 and most recently amended 25/07/2022. It has no share capital and the liability of each member in the event of winding-up is limited to £10.

Organisational structure

Citizens Advice Peterborough is governed by its Trustee Board that 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 Citizens Advice Peterborough 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.

Peterborough Citizens Advice Bureau

Trustees' Report

Recruitment and appointment of trustees

Recruitment

Trustees, who are also Directors of the Company, are elected from the local community. An Elections Committee, made up of Trustees, the Company Secretary and chaired by the Trustee Board Chair is established to oversee the elections process for Board appointments. A separate process agreed by the Trustee Board is followed for the election of the Trustee Board Chair, Vice Chair & Treasurer. We promote vacancies on our website, via our social media, on the website of National Citizens Advice and on REACH.

Applications

Should an individual possess the key skills the charity needs and would enjoy the opportunity of supporting the community of Peterborough, making the commitment of time and participation, then we would really like to hear from that individual. Information and an application pack can be obtained from the Chief Executive, Keith Jones: ceo@peterboroughcab.org.uk or visit the Citizens Advice Peterborough website www.citapeterborough.org.uk

Selection process

Initial screening - On receipt of a completed application form, we will review the information provided and decide whether we will be taking forward the initial application. We aim to respond with a decision within 2 weeks.

Interview stage - Following the initial check of the application, we invite candidates to attend an informal interview with the CEO and a panel of trustees within 3 weeks. This is also an opportunity to visit the CAP office and meet members of the team.

Reference checks – Suitable references will only be sought for successful candidates following an interview with the CEO and panel of trustees.

ID: Candidates will need to provide documentary evidence to verify their identity.

Trustee board approval – Final approval for successful applicants will be sought at the next available board meeting.

Induction and training of trustees

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

Arrangements for setting key management personnel remuneration

The Directors, who are the trustees of the charity, and the senior management team comprise the key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day to day basis. All Trustees give their time freely and none received remuneration in the year.

The pay of all staff is reviewed, usually annually, and any increases are based on the current public sector pay policy subject to the availability of the financial resources within the charity. Senior staff are awarded the same percentage increases. The Trustees also periodically compare the pay of senior staff with equivalent posts in other charities within the Citizens Advice network to provide a benchmark to inform future pay increases.

Peterborough Citizens Advice Bureau

Trustees' Report

Objectives and activities

Objects and aims

The Charity's objectives 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 Peterborough and surrounding areas

The aim of the service is to: -

- Support people & families impacted by external pressures such as the cost of living crisis both through advice interventions, but also by continuing to supply welfare support in the way of food, white goods and furniture, plus utility top-ups funded by the Household Support Fund.
- Focus on prevention strategies to keep people in their homes, providing advice and referral to specialist suppliers for casework if required.
- Provide accessible information, advice and guidance that supports individuals to resolve their problems early on, before they escalate.
- Promote both capability and personal independence to enable individuals to take control of their circumstances and resolve issues more independently.
- Support people in food poverty utilising Foodbanks to maximise their income and deal with other advice issues identified.
- Provides information, advice and guidance on a range of key legal and financial issues to prevent individuals from financial hardship.
- Assist and support people to apply for welfare benefits, provide debt advice together with income maximisation.
- Support clients to make their initial claim for Universal Credit.

CAP provides a range of advice services from information, signposting or referral to holistic general advice. These services are delivered by the generalist team consisting of volunteers and paid advice staff supported by our team of three Supervisors.

The generalist team deliver advice in the main by remote working from home, specific project work is undertaken at outreach locations face to face. The scope of enquiries covers the full range of Citizens Advice subject areas including benefits, debt, housing, employment, consumer, family, immigration, health and education.

The generalist service operates as a telephone Adviceline service which operates from 10:00 to 16:00 each weekday as the prime advice delivery channel.

Peterborough Citizens Advice Bureau

Trustees' Report

During 2022-23 CAP dealt with: -

- 5,180 issues - an average 432 per month;
 - The unique client count totalled 1,989 for the year;
 - Financial income gains for clients in the year totalled £1,661,616;
 - £2,920* of client debt was rescheduled or negated during the year
- [*This figure is much lower than in previous years as we no longer have resource to employ specialist money advice case workers]

The disparity between unique clients and the number of client issues is a reflection of the way that Casebook counts clients and issues.

Unique Clients - clients are counted once only during the financial year.

Client Issues - client enquiries may include more than one issue e.g. employment rights & tax credit entitlement, or they may return during the financial year with new enquiries.

Continuing issues following the pandemic, the cost of living crisis, relocating our central office, challenges recruiting new volunteers and paid staff, plus new work on the Household Support Fund Assessment process for Peterborough, have taken up much of the time of the management team during the year.

Grant funding for core CAP advice services is now agreed on an annual basis which impacts our capacity to plan strategically for the future. In an ideal world funding cycles would last 3 to 5 years which would provide far greater opportunity for the team to focus on organisational and service developments.

CAP is the only accredited independent general advice service within Peterborough able to offer quality assured advice across the full range of subject areas. The charity also contributes to the local economy by providing paid job opportunities to staff plus training opportunities for volunteers. Many volunteers then gain skills and confidence to move into paid employment in addition to providing a valued service to their local community.

CAP has a general advice project team who work with clients of Peterborough Foodbank and Aspire who provide advice on budgeting, income maximisation, debt, benefits, housing, employment and homelessness. Many clients return for advice for a range of reasons including mental health or wellbeing issues, communication problems often as a result of literacy or language. A significant proportion of our clients are considered to be amongst the most deprived in Peterborough.

As has been the case for the past few years the largest growth area for advice has been welfare benefits where we dealt with 1,000 issues [19%] & Universal Credit where we dealt with 740 issues [14%]. This was followed by housing of 669 [13%]; debt 626 [12%], followed by charitable support & Foodbank due to the cost of living crisis at 306 [6%] issues. The top debt issue was Council Tax arrears.

The Trustees are immensely grateful to all our funders for providing the resource to enable us to provide advice service to the communities across Peterborough.

Public benefit

The Trustees confirm that they have paid due regard to the Charity Commission's guidance on public benefit in deciding what activities the charity should undertake. This narrative on activities details how the public benefit requirement has been met, by detailing the services run by the charity that benefit the public.

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Peterborough Citizens Advice Bureau

Trustees' Report

Financial review

The income trends in the last few years as reported in the published accounts have to some extent been distorted by the requirements of the SORP (FRS10) to recognise grant income when the cash is received rather than when consumed on the projects. Income can appear in one year with the related costs in the following year.

Core funding from the Local Authority halved in 2020/21 but has now stabilised at £130,000. Peterborough City Council have committed to maintain this level in 2023/24. The drop in income does not reflect any dissatisfaction with CAP's services – our relationship with the Local Authority is stronger than ever. Where other opportunities have arisen the council have contracted with us, for example to deliver the Government-funded Household Support Fund initiative. In addition to core funding CAP typically runs 5-7 separately funded projects at any one time, which all make a contribution to overhead costs.

The Trustees continually monitor performance and have taken timely action to manage down costs in line with income trends. Most significant is the recent move to smaller premises, agreed as a way to reduce fixed costs and release funding for frontline advice provision. Trustees also agreed the use of reserves to retain experienced staff to be ready to take up opportunities to provide much needed services.

Despite the current economic climate, the charity's relationship with the Local Authority and strong track record of delivery of services to the local community mean the Trustees are confident that CAP has a sustainable future.

Policy on reserves

Policy on reserves

The Trustees regularly review the financial position of the Charity and believe that it should hold sufficient financial reserves in order to ensure that the service can continue to operate and meet the needs of clients in the event of unforeseen and potentially damaging financial circumstances arising.

The Trustees undertake an annual review and have determined that the aim should be to have total unrestricted reserves equivalent to three months normal operating expenditure. This is to reflect the Trustees view of the increasing uncertainty around future funding and the trend towards shorter term grants & contracts. In setting the reserves target the Trustees have to balance out the demands of delivering much needed services to current clients against the requirements of maintaining adequate reserves to cover potential future funding uncertainty and the impact of demographic changes and government policy on social welfare. The charity is still dependent on maintaining a steady stream of funding to support the infrastructure costs.

This reserves target relates to a medium term timeframe and will not necessarily restrict the financial plan in any one year, although action will be taken to trend towards the target when variances occur.

The balance of unrestricted reserves at 31 March 2023 was £295,616 which is well in excess of the target set by the Trustees (which stood at £106,000 as at 31/03/23). In 2023/24 the Trustees have budgeted to use some unrestricted reserves to maintain the organisational infrastructure to be ready to undertake future potential projects & opportunities.

Peterborough Citizens Advice Bureau

Trustees' Report

Major risks and management of those risks

Funding

The major risk that the charity is recently facing is Funding Risk - defined as the risk that we do not have enough funds to meet obligations such as salaries and/or office costs.

To manage this risk, Management and Board members closely monitor the Charity's income, expenditure and reserve positions, as well as actively exploring and bidding for additional funding opportunities. We have had a surplus in the financial year 2022-23 (mainly as a result of the accounting requirement that income is recognised upfront before expenditure), but we have forecast a deficit in the upcoming financial year 2023-24.

When we needed to restructure our service 2 years ago our trustees reviewed our staffing matrix and considered our key staff's 20+ years of experience in the charity sector. The trustees were aware that funding tends to be cyclical with peaks and troughs and decided to utilise a portion of the charities unrestricted reserves as "rainy day" money to retain skilled and experienced key members of the management and supervisory team for when the funding upturn came, as it is extremely difficult in the sector to recruit good people. This decision has meant that while we were a little top-heavy to begin with, it has enabled the charity to have the scope and flexibility to grow and manage new projects going forwards. This decision has meant that we have retained our very experienced team with expertise in project management and growth who still have capacity to take on further work and continue to offer the quality service we pride ourselves on.

Plans for future periods

Aims and key objectives for future periods

Our Trustees have a clear vision that as a small stand alone charity we are unable to solely deliver everything required to address community need in isolation. Following an Advice Needs Analysis completed at the end of 2022, their focus has been on how we can develop and work in partnership with people and communities to create an environment in which we stand a much better chance of providing services meet people's needs, improving both their experience and outcomes.

To help develop and communicate the plan Trustees have held away-days with staff and volunteers. This showed the commitment within the charity to reach more communities, the impact they felt face to face advice could have and concerns about the poor quality of unregulated advice that had arisen during the cost of living crisis (some well-intentioned and some to capitalise on funding opportunities).

Trustees are building our relationships with the Local Authority and others to maximise the chance of success. They attend a range of local multi-agency forums including the Safer Off the Streets and Safer Peterborough partnerships. The Think Communities manager also meet quarterly with our Chair and VC. These are opportunities to share intelligence on emerging needs, raise awareness of our plans and co-ordinate our efforts with other organisations. Looking ahead, Trustees are leading on developing the updated EDI Strategy.

We are currently seeking funding for a planned Independence & Resilience Project to commence in late Summer 2023. This will be a new, community-based model of face to face advice services for local communities in Peterborough. Our recent, independent community needs analysis has identified a growing unmet demand for face to face advice which is not currently available in the city. A recent small piece of work funded by the Trussell Trust to advise and support foodbank customers shows how a community model can break down barriers to accessing support, reach more communities and has potential to work at scale.

Peterborough Citizens Advice Bureau

Trustees' Report

The advice provided will focus on the cost of living crisis, poverty, deprivation and homelessness, so builds on our existing expertise. Our work will have a focus on those disenfranchised in society including but not solely young people no longer in education, training or work, people with English as a second language, victims of domestic abuse and people facing homelessness and those with substance dependency.

This planned work builds on our expertise, but will be delivered in a radically different way. Assessors will provide early information, resolve easier queries or signpost from Community Hubs. These will be in locations across Peterborough in welcoming spaces where communities spend their time, such as local libraries or the community buildings of other charities. Initially these will be CAP volunteers but over time we also hope to upskill charity partner volunteers, to further reduce stigma. Clients less able to resolve issues themselves will be offered support from General Advisers or, for highly complex issues, via a Specialist Casework expert in the field of debt or welfare rights.

We also see this work as having a bigger community impact. A new Community Coordinator will be recruited to be the glue that holds the work together, helping identify and set up Hubs, promoting the project, gathering valuable community insight and ensuring a feedback loop between what we are hearing on the ground and what this means for how support is tailored. A partnership I&R Project Steering Group will provide a place for sharing this learning, remaining alert to and tailoring responses and planning a legacy service. It will also provide a route to campaign against unfair and discriminatory practices driving debt and financial hardship via our local and national networks.

This work will help us reach more people, better support communities that are currently over looked, increase and strengthen advice-giving skills and challenge poor practice. Over the next 3 years we aim to support 9,250 people and increase household incomes in Peterborough by a total of £10 million.

Alongside this project we will work in partnership with Peterborough City Council to facilitate and assess the Household Support Fund scheme for the city in 2023-24. We will also continue our work with Peterborough Foodbank & Headley Trust, whilst at the same time developing our Adviceline telephone advice service and also look to other opportunities in year to grow or develop advice projects.

Statement of Responsibilities

The trustees (who are also the directors of Peterborough Citizens Advice Bureau for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland". The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they 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 its 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 apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 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 charitable company will continue in business.

Peterborough Citizens Advice Bureau

Trustees' Report

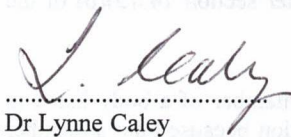
The trustees are responsible for keeping proper accounting records that can disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding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

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

Small companies provision statement

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

The annual report was approved by the trustees of the charity on 1 November 2023 and signed on its behalf by:



Dr Lynne Caley
Trustee

Peterborough Citizens Advice Bureau

Independent Examiner's Report to the trustees of Peterborough Citizens Advice Bureau ('the Company')

Independent examiner's report to the trustees of Peterborough Citizens Advice Bureau ('the Company')

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2023.

Responsibilities and basis of report

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

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


Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member and Fellow of the Association of Charity Independent Examiners, which is one of the listed bodies.

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

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

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


.....
John O'Brien MSc, FAIA, FCCA, FCIE, employee of Community Accounting Plus
Fellow of the Association of Charity Independent Examiners

Units 1 & 2 North West
41 Talbot Street
Nottingham
NG1 5GL

Date: 9/11/23

Peterborough Citizens Advice Bureau

Statement of Financial Activities for the Year Ended 31 March 2023 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2023 £	Total 2022 £
Income and Endowments from:					
Donations and legacies	2	176,130	-	176,130	158,323
Charitable activities	4	500	323,722	324,222	141,808
Investment income	5	1,531	-	1,531	99
Other income	6	-	-	-	60,660
Total income		<u>178,161</u>	<u>323,722</u>	<u>501,883</u>	<u>360,890</u>
Expenditure on:					
Charitable activities	7	<u>(185,198)</u>	<u>(166,483)</u>	<u>(351,681)</u>	<u>(503,178)</u>
Total expenditure		<u>(185,198)</u>	<u>(166,483)</u>	<u>(351,681)</u>	<u>(503,178)</u>
Net (expenditure)/income		(7,037)	157,239	150,202	(142,288)
Transfers between funds		<u>(24,719)</u>	<u>24,719</u>	-	-
Net movement in funds		(31,756)	181,958	150,202	(142,288)
Reconciliation of funds					
Total funds brought forward		<u>327,372</u>	<u>17,369</u>	<u>344,741</u>	<u>487,029</u>
Total funds carried forward	14	<u>295,616</u>	<u>199,327</u>	<u>494,943</u>	<u>344,741</u>

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for the period is shown in note 14.

The notes on pages 15 to 25 form an integral part of these financial statements.

Peterborough Citizens Advice Bureau

**Statement of Financial Activities for the Year Ended 31 March 2023
(Including Income and Expenditure Account and Statement of Total Recognised Gains
and Losses)**

These are the figures for the previous accounting period and are included for comparative purposes

	Note	Unrestricted funds £	Restricted funds £	Total 2022 £
Income and Endowments from:				
Donations and legacies	2	158,323	-	158,323
Charitable activities	4	-	141,808	141,808
Investment income	5	99	-	99
Other income	6	60,660	-	60,660
Total income		<u>219,082</u>	<u>141,808</u>	<u>360,890</u>
Expenditure on:				
Charitable activities	7	<u>(163,068)</u>	<u>(340,110)</u>	<u>(503,178)</u>
Total expenditure		<u>(163,068)</u>	<u>(340,110)</u>	<u>(503,178)</u>
Net income/(expenditure)		56,014	(198,302)	(142,288)
Transfers between funds		<u>(36,511)</u>	<u>36,511</u>	<u>-</u>
Net movement in funds		19,503	(161,791)	(142,288)
Reconciliation of funds				
Total funds brought forward		<u>307,869</u>	<u>179,160</u>	<u>487,029</u>
Total funds carried forward	14	<u><u>327,372</u></u>	<u><u>17,369</u></u>	<u><u>344,741</u></u>

The notes on pages 15 to 25 form an integral part of these financial statements.

Peterborough Citizens Advice Bureau

(Registration number: 03507549)
Balance Sheet as at 31 March 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	11	1,001	2,323
Current assets			
Debtors	12	11,975	3,041
Cash at bank and in hand		497,913	350,710
		509,888	353,751
Creditors: Amounts falling due within one year	13	(15,946)	(11,333)
Net current assets		493,942	342,418
Net assets		494,943	344,741
Funds of the charity:			
Restricted income funds			
Restricted funds	14	199,327	17,369
Unrestricted income funds			
Unrestricted funds		295,616	327,372
Total funds	14	494,943	344,741


For the financial year ending 31 March 2023 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements on pages 11 to 25 were approved by the trustees, and authorised for issue on 1 November 2023 and signed on their behalf by:



 Shu Yuan
 Trustee

The notes on pages 15 to 25 form an integral part of these financial statements.

Peterborough Citizens Advice Bureau

Statement of Cash Flows for the Year Ended 31 March 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash income/(expenditure)		150,202	(142,288)
Adjustments to cash flows from non-cash items			
Depreciation		2,323	2,322
Investment income	5	<u>(1,531)</u>	<u>(99)</u>
		150,994	(140,065)
Working capital adjustments			
(Increase)/decrease in debtors	12	(8,934)	13,737
Increase/(decrease) in creditors	13	<u>4,613</u>	<u>(32,933)</u>
Net cash flows from operating activities		<u>146,673</u>	<u>(159,261)</u>
Cash flows from investing activities			
Interest receivable and similar income	5	1,531	99
Purchase of tangible fixed assets	11	<u>(1,001)</u>	<u>-</u>
Net cash flows from investing activities		<u>530</u>	<u>99</u>
Net increase/(decrease) in cash and cash equivalents		147,203	(159,162)
Cash and cash equivalents at 1 April		<u>350,710</u>	<u>509,872</u>
Cash and cash equivalents at 31 March		<u><u>497,913</u></u>	<u><u>350,710</u></u>
Reconciliation of net cash flow to movement in net funds			
Increase/(decrease) in cash		147,203	(159,162)
Net funds at 1 April 2022		<u>350,710</u>	<u>509,872</u>
Net funds at 31 March 2023		<u><u>497,913</u></u>	<u><u>350,710</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages 15 to 25 form an integral part of these financial statements.

Peterborough Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2023

1 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

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

Basis of preparation

Peterborough Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern

The financial statements have been prepared on a going concern basis.

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

Income and endowments

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

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Investment income

Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

Peterborough Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2023

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets

Individual fixed assets costing £500.00 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

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

Asset class	Depreciation method and rate
Computer equipment	3 years straight line

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Peterborough Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2023

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

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

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

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

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the charity. Pension costs charges in the Statement of Financial Activities represent the contributions payable by the charity during the year.

	2022	2021
Trade creditors	1,000	1,000
Other liabilities	1,000	1,000
Total	2,000	2,000

	2022	2021	2020
Unrestricted funds	1,000	1,000	1,000
Designated funds	1,000	1,000	1,000
Restricted funds	1,000	1,000	1,000
Total	3,000	3,000	3,000

	2022	2021	2020
Unrestricted funds	1,000	1,000	1,000
Designated funds	1,000	1,000	1,000
Restricted funds	1,000	1,000	1,000
Total	3,000	3,000	3,000

Peterborough Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2023

2 Income from donations and legacies

	Unrestricted funds General £	Total 2023 £	Total 2022 £
Donations and legacies;			
Donations from individuals	577	577	196
Grants, including capital grants;			
Government grants	175,527	175,527	152,500
Grants from other charities	26	26	5,627
	<u>176,130</u>	<u>176,130</u>	<u>158,323</u>

3 Grants & donations

	Unrestricted funds £	Restricted funds £	Total £
Peterborough City Council	175,527	184,454	359,981
Citizens Advice	26	15,000	15,026
Cambridgeshire Community Foundation	-	3,645	3,645
Kingsgate Community Church	-	71,487	71,487
The Headley Trust	-	15,000	15,000
Change Grow Live	-	24,822	24,822
Sundry grants & donations	577	-	577
National Lottery	-	9,314	9,314
	<u>176,130</u>	<u>323,722</u>	<u>499,852</u>

4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2023 £	Total 2022 £
Grants & donations	-	323,722	323,722	141,808
Sundry income	500	-	500	-
	<u>500</u>	<u>323,722</u>	<u>324,222</u>	<u>141,808</u>

5 Investment income

	Unrestricted funds General £	Total 2023 £	Total 2022 £
Interest receivable and similar income;			
Interest receivable on bank deposits	1,531	1,531	99
	<u>1,531</u>	<u>1,531</u>	<u>99</u>

Peterborough Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2023

6 Other income

	Total 2023 £	Total 2022 £
Other income	-	60,660

Other income in the prior period includes £25,000 received as compensation for early termination of the premises lease, plus £35,000 previously set aside as a provision for dilapidations, no longer a contractual obligation.

7 Expenditure on charitable activities

	Unrestricted General funds £	Restricted funds £	Total 2023 £	Total 2022 £
Governance costs	13,403	-	13,403	16,824
Office costs	20,953	358	21,311	39,271
Other costs	3,630	4,655	8,285	9,737
Premises costs	10,582	-	10,582	35,436
Staff costs	2,832	3,601	6,433	1,572
Wages, NI & pension	215,112	76,555	291,667	400,338
Internal recharges: Staff costs	(1,341)	1,341	-	-
Internal recharges: Governance	(5,915)	5,915	-	-
Internal recharges: Office	(7,190)	7,190	-	-
Internal recharges: Other	1	(1)	-	-
Internal recharges: Premises	(5,426)	5,426	-	-
Internal recharges: Salaries	(61,443)	61,443	-	-
	185,198	166,483	351,681	503,178

Peterborough Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2023

8 Net incoming/outgoing resources

Net incoming/(outgoing) resources for the year include:

	2023	2022
	£	£
Depreciation of fixed assets	<u>2,323</u>	<u>2,322</u>

9 Staff costs

The aggregate payroll costs were as follows:

	2023	2022
	£	£
Staff costs during the year were:		
Wages and salaries	266,771	368,132
Social security costs	18,744	25,295
Pension costs	<u>6,152</u>	<u>6,911</u>
	<u>291,667</u>	<u>400,338</u>

The monthly average number of persons (including senior management team) employed by the charity during the year was as follows:

	2023	2022
	No	No
Average number of employees	<u>14</u>	<u>14</u>

13 (2022 - 9) of the above employees participated in the Defined Contribution Pension Schemes.

Information on the number of employees that participated in the Defined Contribution Pension Scheme in the previous year is unavailable.

Contributions to the employee pension schemes for the year totalled £6,152 (2022 - £6,911).

During the year, the charity made redundancy and/or termination payments which totalled £Nil (2022 - £18,277).

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

The total employee benefits of the key management personnel of the charity were £111,581 (2022 - £121,779).

10 Related party transactions

There were no related party transactions in the year.

Peterborough Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2023

11 Tangible fixed assets

	Computer equipment £	Total £
Cost		
At 1 April 2022	8,718	8,718
Additions	1,001	1,001
At 31 March 2023	9,719	9,719
Depreciation		
At 1 April 2022	6,395	6,395
Charge for the year	2,323	2,323
At 31 March 2023	8,718	8,718
Net book value		
At 31 March 2023	1,001	1,001
At 31 March 2022	2,323	2,323
12 Debtors		
	2023	2022
	£	£
Prepayments	6,275	2,387
Other debtors	5,700	654
	11,975	3,041
13 Creditors: amounts falling due within one year		
	2023	2022
	£	£
Trade creditors	1,824	1,071
Other taxation and social security	5,290	5,842
Other creditors	4,829	1,178
Accruals	4,003	3,242
	15,946	11,333

Peterborough Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2023

14 Funds

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Unrestricted funds					
<i>General</i>					
General fund	262,172	178,161	(185,198)	(24,719)	230,416
<i>Designated</i>					
Potential redundancy	30,200	-	-	-	30,200
Premises fund	35,000	-	-	-	35,000
	<u>65,200</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>65,200</u>
Total unrestricted funds	<u>327,372</u>	<u>178,161</u>	<u>(185,198)</u>	<u>(24,719)</u>	<u>295,616</u>
Restricted funds					
Access to Advice (Aspire)	-	24,822	(19,078)	-	5,744
Cavell Centre	12,522	-	(8,000)	-	4,522
The Headley Trust Project	-	15,000	(21,874)	-	(6,874)
Advice Line (NLCF)	222	-	(8,862)	8,640	-
Surviving Winter Appeal	701	3,644	(6,660)	2,315	-
Cost of Living Assessor	-	24,314	(299)	-	24,015
Foodbank	2,636	71,487	(87,887)	13,764	-
Fuel Poverty	1,288	-	-	-	1,288
Income Maximisation	-	181,455	(10,823)	-	170,632
Small Projects (NCA)	-	3,000	(3,000)	-	-
	<u>17,369</u>	<u>323,722</u>	<u>(166,483)</u>	<u>24,719</u>	<u>199,327</u>
Total restricted funds	<u>17,369</u>	<u>323,722</u>	<u>(166,483)</u>	<u>24,719</u>	<u>199,327</u>
Total funds	<u>344,741</u>	<u>501,883</u>	<u>(351,681)</u>	<u>-</u>	<u>494,943</u>

Peterborough Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2023

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
Unrestricted funds					
<i>General</i>					
General fund	277,669	184,082	(163,068)	(36,511)	262,172
<i>Designated</i>					
Potential redundancy	30,200	-	-	-	30,200
Premises fund	-	35,000	-	-	35,000
	<u>30,200</u>	<u>35,000</u>	<u>-</u>	<u>-</u>	<u>65,200</u>
Total unrestricted funds	<u>307,869</u>	<u>219,082</u>	<u>(163,068)</u>	<u>(36,511)</u>	<u>327,372</u>
Restricted					
Stay Well this Winter	919	-	-	(919)	-
Cavell Centre	8,191	-	-	4,331	12,522
Advice Line (NLCF)	-	9,856	(9,634)	-	222
Cummings Global Giving	1,502	-	(1,526)	24	-
Surviving Winter Appeal	7,643	1,538	(838)	(7,642)	701
Big Energy Savings Week	4,331	-	-	(4,331)	-
Prevention of Homelessness project	2,959	1,000	(7,529)	3,570	-
Foodbank	14,168	19,620	(47,359)	16,207	2,636
Help to Claim	723	48,370	(57,842)	8,749	-
Debt Advice project	1,175	60,424	(67,080)	5,481	-
PCAS & General Advice	46,567	-	(46,567)	-	-
Remote working equipment	6,239	-	-	(6,239)	-
COVID Social Welfare	84,743	-	(87,223)	2,480	-
Fuel Poverty	-	1,000	(14,512)	14,800	1,288
Total restricted funds	<u>179,160</u>	<u>141,808</u>	<u>(340,110)</u>	<u>36,511</u>	<u>17,369</u>
Total funds	<u>487,029</u>	<u>360,890</u>	<u>(503,178)</u>	<u>-</u>	<u>344,741</u>

Peterborough Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2023

The specific purposes for which the funds are to be applied are as follows:

Access to Advice (Aspire) – a project to embed general advice into the Peterborough Aspire offices to support clients on a recovery pathway from substance abuse.

Cavell Centre - An outreach centre supported by Evelyn Trust, CCF and Strangward Charitable Trust.

Headley Trust – a project to support people in Peterborough negatively impacted by the cost of living crisis. The funding is continuing into the next period.

Advice Line - a project funded by the National Lottery to fund a salary of a telephone advice support worker.

Surviving Winter Appeal - A project funded by CCF to assist clients with energy bills.

Cost of Living Assessor – funded by national Citizens Advice & Awards for All to undertake initial assessments of advice needs for new clients.

Foodbank - Funding from Peterborough Foodbank to provide information and advice to Foodbank customers to help them to deal with food poverty and maximise income through benefit take up.

Fuel Poverty - a project funded from charity restricted reserves - remote advice to assist the clients with their energy bills.

Income Maximisation – A project funded by Peterborough City Council to support local people dealing with the cost of living crisis to maximise their income through benefit take up and dealing with their debts.

Small Projects (NCA) – Small pots of money from national Citizens Advice to boost core advice services.

Stay Well this Winter - A project funded by Peterborough City Council to distribute funds to clients' energy providers to help them prepare for winter and ward off common winter illnesses.

Cummings Global Giving - A 12 month project funded by Cummings Global Giving for Community Development by enhancing the marketing strategy.

Big Energy Savings Week - A project by National Citizens Advice to provide energy advice for clients, to reduce their energy consumption and make sure they are on the correct tariff.

Prevention of Homelessness Project - A three year project funded by Henry Smith to provide funds for a Prevention of Homelessness Worker.

Help to Claim - A new service to provide people with advice on how to apply for Universal Credit and support them through the application process until first payment is received.

Debt Advice Project - A rolling one year project funded by MAS for the provision of debt advice.

PCAS & General Advice - Historic funding from Peterborough City Council to fund the Peterborough Community assistance Scheme and general advice provision.

Remote working equipment - Funding from Clothworkers Foundation, BGL, Cambridgeshire Community Foundation, Tesco & The Co-op to assist with advice provision remotely during the pandemic.

COVID Social Welfare - Grant funding from Peterborough City Council for advice and information plus additional funding to support people impacted negatively by the pandemic.

The transfers from the General fund are to cover the deficits on other funded activities.

Peterborough Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2023

15 Analysis of net assets between funds

	Unrestricted			2023
	General £	Designated £	Restricted £	Total funds £
Tangible fixed assets	1,001	-	-	1,001
Current assets	244,661	65,200	200,027	509,888
Current liabilities	<u>(15,246)</u>	<u>-</u>	<u>(700)</u>	<u>(15,946)</u>
Total net assets	<u>230,416</u>	<u>65,200</u>	<u>199,327</u>	<u>494,943</u>

	Unrestricted			(As restated) 2022
	General £	Designated £	Restricted £	Total funds £
Tangible fixed assets	2,323	-	-	2,323
Current assets	271,182	65,200	17,369	353,751
Current liabilities	<u>(11,333)</u>	<u>-</u>	<u>-</u>	<u>(11,333)</u>
Total net assets	<u>262,172</u>	<u>65,200</u>	<u>17,369</u>	<u>344,741</u>

16 Fees payable to independent examiner

During the period, the fees payable (excluding VAT) to the charity's independent examiner Community Accounting Plus are analysed as follows:

	2023 £	2022 £
Independent examination	<u>1,570</u>	<u>1,495</u>

17 Taxation

The charity is a registered charity and is therefore exempt from taxation.

18 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

19 Charity status

The charity is a company limited by guarantee and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity in the event of liquidation.

