

REGISTERED COMPANY NUMBER: 02390927 (England and Wales)
REGISTERED CHARITY NUMBER: 900116

**THE BASINGSTOKE CITIZENS ADVICE BUREAU
LIMITED**

**REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS**

For the Year Ended 31 March 2021

Derbyshire Accountants Limited
7 London Street
Whitchurch
Hampshire
RG28 7LH

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THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED

TRUSTEES AND DIRECTORS REPORT

For the Year Ended 31 March 2021

The Trustees, who are also the directors of the charitable company for the purposes of the Companies Act 2006, are pleased to present their annual report with the financial statements of the charity for the year ended 31 March 2021.

REFERENCE AND ADMINISTRATION INFORMATION

Charity Name	The Basingstoke Citizens Advice Bureau Limited (also known as Citizens Advice Basingstoke (CAB))
Charity Registration Number	900116
Company Registration Number	02390927
Registered office	The Discovery Centre 19/20 Westminster House Potters Walk Basingstoke Hampshire RG21 7LS

Trustees/Directors

The Trustees who served during the period and up to the date of this report are set out below:

Ian Green	Chair
David Rees	Treasurer
Neil Bass	Company Secretary
Deborah Cornick	(Appointed 21 April 2021)
Yvonne Hunt	(Volunteer Representative – Resigned 3 September 2020)
Jennifer Knight	(Volunteer Representative – appointed 21 January 2021)
Jane Komrower	(Volunteer Representative)
Rhiannon Lee	
Terri Reid	
John Robinson	

Management team

Graham Hatcher (CEO)
Louise Paine (Advice Services Manager)
Diane Lewis (Training Manager)
Jane Charlick (Office Manager)

Bankers

CAF Bank Ltd, 35 Kings Hill Avenue, Kings Hill, West Malling, Kent,
ME19 4JQ

Independent Examiner

Charlotte Derbyshire FCCA, Derbyshire Accountants Limited,
7 London Street, Whitchurch, Hampshire, RG28 7LH

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED

TRUSTEES AND DIRECTORS REPORT

For the Year Ended 31 March 2021

OBJECTIVES AND ACTIVITIES

Objectives and aims for the public benefit

Citizens Advice Basingstoke's objectives are aligned with the aims and principles of the national organisation, Citizens Advice. These are to provide free, independent, confidential, and impartial advice to help people overcome their problems; to advise them on their rights and responsibilities; to improve the policies and practices that affect people's lives; to be a voice for people on the issues that matter to them and to value diversity, promote equality and challenge discrimination.

Citizens Advice Basingstoke's objects are clearly laid out in its Memorandum and Articles of Association.

"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 Basingstoke and Deane and surrounding areas."

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.

ACHIEVEMENTS AND PERFORMANCE

Charitable activities

Citizens Advice Basingstoke's primary activity is to provide information and advice to any member of the public who seeks it. This service can, in normal circumstances, be accessed by people "dropping in" to the offices in Festival Place in Basingstoke, or by making an appointment. It can also be accessed by telephone, email, webchat, and on-line advice line. Home visits can also be arranged when necessary.

Due to impact of the Covid-19 pandemic, the Basingstoke office closed in March 2020 and as a result, we suspended our drop-in service and face to face meetings and moved to a remote service with all our staff and volunteers working from home. In order to facilitate the move to a totally online service we equipped our staff and volunteers with mobile phones (an additional 60 softphones and 19 mobile phones), IT equipment (an additional 31 laptops) and equipment from the office where necessary. This equipment was mainly funded through grants from Citizens Advice to improve client access and provide a free Advice line number. It is a credit to our office staff that they managed this transition so swiftly and effectively.

It is now more than 12 months since the pandemic struck and changed everybody's lives and it is appropriate to see how the volumes and nature of our clients' problems have changed:

- Overall client numbers for the year totalled 14,631, (2020:15,555); although in 2020 we were also running the HCC Local Welfare Assistance line (LWA) with 2049 clients. On a like-for-like basis the numbers of clients increased by 924.
- We have seen an increase in Cases 12,528 (2020:11,062) and Activities 30,032 (2020:27,657)
- The age range of clients we have dealt with remained similar to 2020; comparing the lower age and higher age ranges we had 637 clients aged between 15 and 24 (2020:565) and 10 clients aged between 95 and 104 (2020:3).
- Ethnicity of clients seen was also very similar : White 84% (2020:86%), Black 6% (2020:6%), Asian 5% (2020:5%) and Mixed/other 5% (2020:3%).
- There has been a slight change in gender balance: female 62% (2020:58%) and those with a disability or long-term health condition 33% (2020:36%).
- The Channels we have used to deal with clients have also changed: Email 45%, Webchat 9%, Phone 41%, letter 3%, and other 2%.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
TRUSTEES AND DIRECTORS REPORT
For the Year Ended 31 March 2021

ACHIEVEMENTS AND PERFORMANCE (Continued)

Charitable activities (continued)

We have given advice on a wide range of issues, with 81% (2020:71%) of all enquiries relating to:

- Benefits, Universal Credit and Tax Credit 42% (2020:34%)
- Employment 15% (2020:9%)
- Housing 12% (2020:9%)
- Debt 6% (2020:12%), and
- Relationships and family 6% (2020:7%).

Debt enquiries have fallen due the additional COVID financial protection measures put in place last year and as these reduce we expect the demand for our service to significantly increase.

This year we achieved actual known financial gains for 1,529 clients (2020:1, 168) totalling £2,853,824 (2020: £2,284,632). This is money gained for the clients using our service, for example through benefits, back payments, tribunal awards etc. As payments can continue beyond 12 months the financial gain will be much great than this.

Our work also seeks to improve people's health and wellbeing. 97% of those surveyed in a 2020 Citizens Advice National Impact & Outcomes Research study said their problem had affected their lives causing anxiety and financial difficulty. Over 60% people with an existing health condition said we helped improve their mental health and 40% said that we helped improve their physical health. From our last local client survey 75% felt less anxious or stressed after visiting us, 90% felt confident to deal with the problems they faced and 96% said they would recommend our service to others.

Our Research and Campaigns work to improve the policies and practices that affect people's lives continues. The evidence our advisers capture is collated and sent to Citizens Advice centrally, which then helps to inform national campaigns for changes in policy or practice. In this way, people who never visit Citizens Advice or who may not even know we exist, can benefit from our work.

During the first peak of the pandemic Citizens Advice national data was used to support improvements to the furlough scheme, extensions to the evictions ban and short-term debt support schemes. More recently our campaign to keep the £20 uplift to Universal Credit met with partial success when the March 2021 budget continued this uplift for a further 6 months.

In January 2021, the Office of National Statistics estimated that there were 12,000 Basingstoke residents on furlough, and 4,900 claiming the Self-Employed Income Support Scheme.

Citizens Advice research is that households are struggling as result of the pandemic. There has been a build-up of personal debt, and a greater risk to people's tenancy and homelessness. It is estimated that nationally half a million people in the private rented sector were behind in their rent in January 2021. Housing Association tenants also face many difficulties including an increase in rental arrears. We are actively seeking additional funding for additional resources to meet this anticipated increase in demand and to keep people in their homes.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
TRUSTEES AND DIRECTORS REPORT
For the Year Ended 31 March 2021

ACHIEVEMENTS AND PERFORMANCE (Continued)

Partnership projects and other outreach services

To ensure that our services are as accessible as possible to those who need our help, we also undertake funded partnership projects and other services:

Universal Support Help to Claim service - part of the national Citizens Advice network to help new Universal Credit claimants from the start of the process in opening an account to receiving their first full payment. We are pleased to confirm DWP funding for this service has been renewed for a further 12 months. We also received additional funding during the first quarter of 2021 to enable us to retain paid staff to meet the rapid increase in Universal Credit claimants.

Sovereign Housing Association - a partnership that we have continued for many years to engage and provide help to their most vulnerable residents who are at risk of eviction.

Mosaic Healthcare GP Outreach service – we provided a pilot advice service in three healthcare centres for a local surgery hub. However, due to a number of factors, this service ended in August 2020.

Foodbank outreach service - we provided a dedicated on-site advice service, three mornings a week, for people using the local foodbank. However, this service had to be suspended due to Covid-19 in June 2020. We are in discussions to resume this service later this year.

North Hampshire Hospital - working with the Patient Discharge Team and Adult Services. This dedicated service, to help in-patients and their families referred to our caseworker, ensures that patients receive the benefits and support required once they leave hospital and reduces the pressure on hospital beds. Following a review, mainly due to Covid-19, this contract ended on 31 March 2021.

HIWCF Penton Trust – “Alleviating Poverty for Over 65's” is a dedicated service, specifically designed to meet the growth of a local ageing population, helping older people to tackle debt and poverty etc. and ensure they are receiving the benefits to which they are entitled.

Money and Pension Services (MaPS) - we received funding in November 2020 for a MAPS debt trainee to build up our capacity to deal with the expected increase in personal debt issues. Funding has been agreed until December 2021.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED

TRUSTEES AND DIRECTORS REPORT

For the Year Ended 31 March 2021

ACHIEVEMENTS AND PERFORMANCE (Continued)

Partnership projects and other outreach services (Continued)

Other collaborative work with which we are involved includes:

Healthwatch Hampshire - giving people a voice to help improve and shape NHS funded services, and assistance when they have a complaint.

Energy Advice Programme – the funding received is used solely to provide an advice service to individuals who are struggling to pay their fuel bills and are in debt, by helping them to maximise their income, change suppliers and reduce utility bills.

Hate Crime – as part of our Equality and Diversity work we are a third-party Hate Crime Reporting Centre, providing a safe, accessible environment where people, who may otherwise be reluctant to go to the police, can report anonymously, via our office, incidents of hate crime. Our CEO chairs a local Hate Crime working party attended by the local authority, police, and community leaders. The aim of this is to educate young people and raise awareness to increase the reporting of Hate Crimes.

Community Network - we were involved in a Community Hub working with the local networks, Basingstoke and Deane and Hampshire councils to help people who were self-isolating or needed additional support during the Covid-19 lockdown.

We have continued to work on a collaborative basis with other Citizens Advice organisations, both on a local basis with Citizens Advice Tadley, and through the Hampshire Consortium Citizens Advice Hampshire. We have a formal agreement with the Tadley office whereby our Chief Executive Officer provides strategic advice and support and a shared Training Manager. We have a joint Trustee working group with Tadley which has developed a joint strategic plan for the two offices.

Other activities

During the year, with the help of grants from Citizens Advice, we upgraded our Webchat, email, and phone systems to give us increased capacity and to provide a free of charge Advice Line. The grants enabled us to install a new softphone system and purchase additional laptops and mobile phones etc, to enable our volunteers and staff to move to a remote working environment.

Our staff

The Trustees are incredibly grateful to our staff and volunteers at Citizens Advice Basingstoke, without whom it would not be possible to deliver our service. Our team, mainly volunteers, provide advice and help to people from all backgrounds and abilities to tackle a wide range of issues.

Throughout the year our in-house training and recruitment has continued. We have also run on-line well-being sessions and enjoyed afternoon teas and other virtual get-togethers as well as our regular morning briefings via Zoom.

We were very honoured for our work to be recognised in the Basingstoke Place to be Proud of Awards where we were nominated and awarded "2020 Local Charity of the Year" and also given the "COVID-19 Special Heroes award."

Thanks to the dedication of our staff and volunteers, our clients, including families, the elderly and disabled, have received much needed additional support during the year.

Our volunteers provided on average 583 hours (2020: 557 hours) per week with an estimated annual economic value of £540,190 (2020: £511,561) (based on Government average earnings).

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED

TRUSTEES AND DIRECTORS REPORT

For the Year Ended 31 March 2021

FINANCIAL REVIEW

The availability of funding in the charity sector remains challenging. The charity is focused on providing added value to its funders from a base of sound financial management and ensuring that our services remain relevant to the strategic objectives of stakeholders at local and national level.

The charity is working hard to deliver a cost-effective service that genuinely meets the needs of our clients. It remains a challenging prospect to meet the ever-increasing demand with significantly reduced funding resources. We were fortunate to receive several one-off Covid-19 related grants in the year to help us through this difficult period.

In the reporting period, the charity had a surplus of £34,668 (2020: £23,468) from a total income of £416,670 (2020: £421,510) and expenditure of £382,002 (2020: £398,042). At the year end the charity's total funds stand at £245,096 (2020: £210,428) of which £234,536 (2020: £205,447) is unrestricted and £10,560 (2020: £4,981) is restricted. The charity transferred £33,389 into designated funds to cover future costs resulting from Covid and other strategic project and fund raising challenges (Note 17).

We continue to be grateful to Basingstoke and Deane Borough Council (BDBC) who are our principal funders and who view us as one of their very few "Strategic Partners". Their 5-year grant ended in March 2020, but they extended their funding up to 31 March 2022 whilst they undertake a review of their longer-term grant strategy.

In addition, we used the balance of the Brexit grant (£8,917) that we received from Basingstoke and Deane Borough Council in 2019/20 to enable us to continue developing and training staff in the expertise required to respond to client enquiries on a range of Brexit issues and EU Settlement Scheme.

We received several Covid-19 related grants in the year from Citizens Advice for remote working/phone systems (£20,360); National Lottery Covid Community grant (£9,630); Covid-19 Small Business Discretionary Grant (£5,000) and Basingstoke Voluntary Action group and BDBC Covid Community Grant (£5,000).

We have used this money to invest heavily in people, equipment, and technology to respond to current and future client demand and give our team of volunteer's flexibility to operate under a hybrid solution providing a comprehensive service to our clients either from home or from the office when the rules allow.

We are also grateful to have received income funding from several other bodies for the projects outlined in this report, namely:

- Local Parish Councils
- Citizens Advice and Citizens Advice Hampshire
- NHS Foundation Trust Hampshire Hospitals
- Sovereign Housing Association
- HIWCF Penton Trust
- Mosaic Healthcare GP Outreach
- The Foodbank

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED

TRUSTEES AND DIRECTORS REPORT

For the Year Ended 31 March 2021

FINANCIAL REVIEW (Continued)

Reserves policy

The charity holds both unrestricted financial reserves and restricted funds to be applied against agreed future activities. Unrestricted reserves provide protection against the immediate impact of funding changes and cover for unforeseen, essential services.

It is the policy of the charity to maintain unrestricted funds, which are the free reserves of the charity, at a level which equates to approximately three to six months' unrestricted expenditure. The Trustees consider that this will provide sufficient funds to cover management and administration and support costs and to respond to emergency needs, which arise from time to time. Unrestricted funds (which include designated funds) were maintained at this level throughout the year.

Designated funds (see Note 17) are in place for the following:

- Contingencies in the event of a winding-up £39,000 (2020: £39,000)
- 3 months support costs £89,500 (2020: £89,500)
- Sick pay £10,434 (2020: £10,434)
- Computer/digital upgrade £5,894 (2020: £5,894)
- Property maintenance £25,058 (2020: £15,058)
- Dilapidations provision £6,000 (2020:£4,000)
- Holiday Pay £4,000 (2020:£4,000)
- Recruitment £10,000 (2020:£10,000)
- Short term meeting demand £20,000 (2020:£Nil)
- Short term fundraising £5,000 (2020: £Nil)
- Project subsidy fund £6,389 (2020:£Nil)
- Covid-19 costs £nil (2020:£10,000)

Restricted funds of £10,560 (2020: £4,981), as at 31 March 2021, represent any funds carried forward towards future costs on some of our funded projects including Foodbank, HIWCF Penton Trust, Sovereign Housing Association, Universal Support Help to Claim and MaPS. (See Note 16).

Investment policy and objectives

Under the memorandum and articles of association, the charity has the power to make any investment which the Trustees see fit. Any surplus cash funds are currently placed in short to medium term low risk bank deposits.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Constitution

The organisation is a charitable company limited by guarantee. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

The Memorandum and Articles of Association are the governing documents of the Charity.

Trustees

The management of the Charity is the responsibility of the Trustees who are elected or co-opted to the Board in accordance with the terms of the Articles of Association. The nine members are Trustees under charity law and Directors of the charitable company.

The Articles of Association provide that the number of Trustees shall not be less than five nor more than fifteen. Trustees are elected for a three-year term and retire on rotation but may seek re-election at the AGM. A person may not hold the position of Chair, Vice Chair or Treasurer for more than six consecutive years. After the end of this period, two further years must pass before any former Chair, Vice chair or Treasurer may be re-appointed to those offices.

The Trustees are unpaid volunteers but are entitled to reasonable reimbursement of expenses incurred in attending Trustee meetings or otherwise in connection with the discharge of their duties.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED

TRUSTEES AND DIRECTORS REPORT

For the Year Ended 31 March 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

The Trustee Board aims to reflect the diversity of the Borough of Basingstoke and Deane wherever possible. When it is necessary to recruit a new Trustee, the Board is mindful of this and of any specific skills required. Potential Trustees are interviewed by the Chair of the Trustee Board and at least one other Trustee. Potential Trustees are also invited to attend a Board meeting in an observer capacity to ensure clarity about the role and responsibilities of a Trustee before they accept appointment.

Induction and training of Trustees

During 2020/21 and up to the date of this report we welcomed Jennifer Knight and Deborah Cornick as a new Trustees. New Trustees are provided with an Induction Pack containing the Memorandum and Articles of Association together with the most recent Audited Accounts and Annual Report, and guidance relating to their role as a Trustee. This is followed up with an induction meeting with relevant members of the Management Team and the Chair of the Trustee Board, which this year had to be conducted via Zoom. This provides an opportunity to learn more about the work of CAB, to focus on current Board priorities and to assess any individual training needs. Trustees are also, under normal circumstances, encouraged to spend time in the office to familiarise themselves with how advice sessions operate.

Management

The day-to-day management of CAB is delegated to the Chief Executive Officer, the Advice Services Manager, and the Office Manager. This is overseen by the Trustee Board which is attended by the CEO, ASM, the elected members and volunteer representatives. Once a quarter an extended Board meeting is held where additional representative members comprising members of the Borough Council and local organisations are also invited to contribute towards overall policy and provide input into the furtherance of the charitable company's objects. All Board meetings over the past year together with last year's AGM were held virtually via Zoom.

Risk Management and internal controls

The Trustees are responsible for the effective management of risk, including ensuring that the appropriate internal controls are in place and are operating as designed. The Trustee Board conducts a regular review of the major risks to which the charity is exposed.

A risk register is in place and is updated at least annually. Where appropriate, systems or procedures have been established to manage and mitigate the risks the charity faces. These procedures are periodically reviewed to ensure that they continue to meet the needs of the charity.

We consider the following risk categories in our risk register and risk reporting - Governance and Compliance; Operational; Financial; Reputational and People.

Two of our key areas of risk include:

- Financial stability - sustaining our sources of funding in a highly competitive environment. This is currently mitigated through the financial support we receive from Basingstoke and Deane Borough Council, but we continue to focus on seeking new sustainable sources of income.
- Information assurance - protecting our client data from cyber and other external threats. This is mitigated/managed by strengthening our information governance through compliance with the General Data Protection Regulations and the use of 2 factor authentication across our web applications.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
TRUSTEES AND DIRECTORS REPORT
For the Year Ended 31 March 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT (Continued)

Risk Management and internal controls (continued)

The national association for Citizens Advice lays down strict guidelines as to how we deliver advice, conduct our governance, and account for our financing. We are internally audited annually by Citizens Advice in the areas of: Governance, Strategic Business Planning, Risk Management, Financial Management, People Management, Operational Performance Management, Partnership Working, Research and Campaigns and Equality Leadership.

In January 2021 we were audited by Citizens Advice in these nine areas of leadership where we achieved the highest rating of Green (Good to excellent). We were awarded the Advice Quality Standard (April 2020, Version 3) at the following level - Advice with Casework in Housing level (D5.1) and Telephone services (National, regional, and local telephone helplines).

Part of our audit requires ongoing Quality of Advice checks to ensure that the clients are given the correct advice to maintain the trust the public have in our service and to help them move forward. We follow the principles and practices set out in the Charity Governance Code guidance and good practice for smaller charities.

Our Disaster recovery plan was tested when, following the lockdown put in place in March 2020 due to Covid-19, we had to take immediate action to move from in-house working to a working from home environment for both staff and volunteers whilst still maintaining our core service. It is a credit to the staff involved that the new working arrangements were implemented swiftly and effectively, and lessons learned from this experience will be used to update our risk management and disaster recovery plans for the future.

Information assurance

The local Citizens Advice Trustee Board oversees the information security of all personal information of our clients, staff, funders, and strategic partners that is processed. The local Citizens Advice holds joint responsibility with the national Citizens Advice Service for client data that is held in our case management system. An information assurance management team exists to ensure the confidentiality, integrity and availability of all our sensitive data assets is maintained to a level which is consistent with the requirements of our clients, funders and strategic partners. The Bureau aims to achieve an appropriate level of compliance to the Data Protection Act, the Cabinet Office's Security Policy Framework, and industry best practice, as defined by the ISO 27000 series of standards.

Going Concern

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
TRUSTEES AND DIRECTORS REPORT
For the Year Ended 31 March 2021

PLANS FOR THE FUTURE

The Covid-19 pandemic has had a significant impact on our services and consequently on our originally planned objectives for 2020/21 and 2021/22.

Our overarching strategic priorities for 2021/22 are:

- Restructure and improve our client service by incorporating a hybrid service delivery to make our core service more accessible . We will review our office accommodation layout and communication methods.
- Support our vulnerable, and most disadvantaged clients. We will measure, monitor & maintain quality of service in the new structure and improve our remote service delivery.
- Improve our financial sustainability. We will look to secure long term income commitments and seek new funding opportunities to cope with expected growth in demand and we will optimise our costs within the new service delivery model.
- Increase staff and volunteer resources. We will implement new hybrid operational methods and explore new ways to recruit, retain and motivate our team.
- Increase impact of Research & Campaigning within Basingstoke. We will work with Basingstoke and Deane Borough Council and our partners to focus on issues that affect our community.

2021 will be a transition year, recovering from COVID and establishing new service delivery methods. 2022 will be a year of consolidation, learning from the changes to improve the service further. The change brought by Covid will accelerate change, especially the use of remote, combined services. Changes within Citizens Advice Hampshire and the national Citizens Advice service will need to be incorporated into our delivery service. We will maintain our focus on helping those most in need and build partnerships to better serve our clients.

We are always looking for additional volunteers to support our services across a wide range of roles including advisers, Trustees, people to support our day-to-day internal project and administration functions, and volunteers to help arrange fundraising, so please do get in touch if you are interested in joining us.

The annual report was approved by the Board of Trustees on 21 July 2021 and signed on behalf of the Board:

Ian Green
Chair of Trustees

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
TRUSTEES AND DIRECTORS REPORT
For the Year Ended 31 March 2021

STATEMENT OF TRUSTEES' AND DIRECTORS' RESPONSIBILITIES

The Trustees and directors are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company and charity law requires the Trustees and directors to prepare financial statements for each financial year. Under that law, the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Company law requires that the Trustees and directors must not approve the financial statements unless they give a true and fair view of the state of affairs of the company and of the surplus or deficit of the charitable company for that period. In preparing those financial statements, the Trustees are required to:

- a. select suitable accounting policies and then apply them consistently;
- b. make judgements and estimates that are reasonable and prudent;
- c. state whether applicable accounting standards have been followed subject to any material departures disclosed and explored in the financial statements;
- d. prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business;
- e. that the Trustees and directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the charity and that enables them to ensure that the financial statements comply with the Companies Act;
- f. that the Trustees and directors are responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities; and that, where appropriate the Trustees and directors are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website.

In preparing this report, the Trustees have taken advantage of the small company's exemptions provided by section 415A of the Companies Act 2006.

Approved by the Trustees of the charity on 21 July 2021 and signed on its behalf by:

.....
Neil Bass
Company Secretary

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
TRUSTEES AND DIRECTORS REPORT
For the Year Ended 31 March 2021

INDEPENDENT EXAMINERS REPORT

I report on the accounts of the company for the year ended 31 March 2021, which are set out on pages 14 to 26.

Respective responsibilities of Trustees and examiner

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the ACCA.

Having satisfied myself that the charity is not required to be audited under part 16 of the Companies Act 2006 and is eligible for independent examination, it is my responsibility to:

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

Basis of independent examiner's statement

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

Independent examiner's statement

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

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities have not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

.....signaturedate

Charlotte Derbyshire FCCA
Derbyshire Accountants Limited
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Whitchurch
Hampshire
RG28 7LH

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
For the Year Ended 31 March 2021

	Notes	Unrestricted funds £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	65,249	-	65,249	37,332
Charitable activities	3	178,697	171,608	350,305	382,435
Investment income	4	1,116	-	1,116	1,743
Total Income		245,062	171,608	416,670	421,510
EXPENDITURE ON					
Charitable activities	5	222,362	159,640	382,002	398,042
Total Expenditure		222,362	159,640	382,002	398,042
NET INCOME/(EXPENDITURE)		22,700	11,968	34,668	23,468
Transfers between funds	15	6,389	(6,389)	-	-
Net movement in funds		29,089	5,579	34,668	23,468
Reconciliation of funds:					
Total funds brought forward		205,447	4,981	210,428	186,960
TOTAL FUNDS CARRIED FORWARD		234,536	10,560	245,096	210,428

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

The notes on pages 17 to 26 form part of these financial statements.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
BALANCE SHEET
 At 31 March 2021

Company No. 02390927

	Notes	Unrestricted funds £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
CURRENT ASSETS					
Debtors	12	2,098	-	2,098	9,767
Cash at bank and in hand		258,355	60,560	318,915	245,734
		260,453	60,560	321,013	255,501
CREDITORS					
Amounts falling due within one year	13	(25,917)	(50,000)	(75,917)	(45,073)
NET CURRENT ASSETS		<u>234,536</u>	<u>10,560</u>	<u>245,096</u>	<u>210,428</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>234,536</u>	<u>10,560</u>	<u>245,096</u>	<u>210,428</u>
NET ASSETS		<u>234,536</u>	<u>10,560</u>	<u>245,096</u>	<u>210,428</u>
FUNDS					
Unrestricted funds:					
General funds		13,261	-	13,261	17,561
Designated funds		221,275	-	221,275	187,886
		234,536	-	234,536	205,447
Restricted funds:					
Restricted funds		-	10,560	10,560	4,981
TOTAL FUNDS		<u>234,536</u>	<u>10,560</u>	<u>245,096</u>	<u>210,428</u>

BALANCE SHEET - CONTINUED

At 31 March 2021

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The Trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees on 21 July 2021 and were signed on its behalf by:

.....
Ian Green – Chair of Trustees

The notes on pages 17 to 26 form part of these financial statements.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
NOTES TO THE FINANCIAL STATEMENTS
For the Year Ended 31 March 2021

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Going concern

The accounts have been prepared on the going concern basis as the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected level of income and expenditure for the 12-months from authorising these statements. The expected income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Plant and machinery	- 33% on cost
Fixtures and fittings	- 25% on cost
Computer equipment	- 25% on cost

Taxation

The company is a registered charity and is exempt from corporation tax on its activities so long as the income does not arise from trading and is applied for charitable purposes within the original terms of the exemption.

Fund accounting

Unrestricted general funds can be used in accordance with the charitable objectives at the discretion of the Trustees.

Designated funds are set aside by the Trustees out of unrestricted general funds for specific future purposes or projects.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

For the Year Ended 31 March 2021

1. ACCOUNTING POLICIES (Continued)

Fund accounting (Continued)

Restricted funds can only be used for particular restricted purposes within the objectives of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

2 OTHER TRADING INCOME

	Unrestricted	Restricted	Total 2021	Total 2020
	£	£	£	£
Gift Aid	863	-	863	834
Donations	6,662	-	6,662	5,171
Fundraising	57,724	-	57,724	31,327
	<u>65,249</u>	<u>-</u>	<u>65,249</u>	<u>37,332</u>

3 INCOME FROM CHARITABLE ACTIVITIES

Grant and contract income receivable for charitable activities

	Unrestricted	Restricted	Total 2021	Total 2020
	£	£	£	£
Local authority service level agreements	169,780	-	169,780	169,780
Brexit	8,917	-	8,917	12,483
Foodbank outreach	-	2,287	2,287	8,274
North Hampshire Hospital	-	7,216	7,216	7,005
Sovereign Housing Association	-	24,000	24,000	23,316
HWCF Penton Trust	-	10,000	10,000	10,000
Local Welfare Assist	-	-	-	55,162
Mosaic Healthcare Outreach	-	17,092	17,092	17,091
Universal Credit Help to Claim	-	94,226	94,226	79,324
MAPS Debt Advice	-	16,787	16,787	-
	<u>178,697</u>	<u>171,608</u>	<u>350,305</u>	<u>382,435</u>

4 INVESTMENT INCOME

	Unrestricted	Restricted	Total 2021	Total 2020
	£	£	£	£
Bank interest received	<u>1,116</u>	<u>-</u>	<u>1,116</u>	<u>1,743</u>

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
For the Year Ended 31 March 2021

5 EXPENDITURE ON CHARITABLE ACTIVITIES BY FUND

	Unrestricted £	Restricted £	Total 2021 £	Total 2020 £
Charitable activities	222,362		222,362	202,325
Foodbank outreach	-	1,809	1,809	8,133
North Hampshire Hospital	-	7,597	7,597	7,233
Sovereign Housing Association	-	23,880	23,880	23,660
HIWCF Penton Trust	-	10,851	10,851	10,544
Local Welfare Assistance	-	-	-	50,118
Mosaic Healthcare Outreach	-	11,771	11,771	16,705
Universal Support Help to Claim	-	92,506	92,506	79,324
MAPS Debt Advice	-	11,226	11,226	-
	<u>222,362</u>	<u>159,640</u>	<u>382,002</u>	<u>398,042</u>

6 DIRECT COSTS OF CHARITABLE ACTIVITIES

	General Advice £	Foodbank outreach £	North Hampshire Hospital £	Sovereign Housing Association £	HIWCF Penton Trust £
Direct costs:					
Salaries	200,042	1,393	6,013	20,189	8,374
Staff & volunteers	8,148	-	54	258	96
Office costs	40,694	118	362	557	429
Premises costs	18,566	-	-	-	-
Governance costs	69	-	-	-	-
Other costs	4,792	-	-	-	-
	<u>272,311</u>	<u>1,511</u>	<u>6,429</u>	<u>21,004</u>	<u>8,899</u>
Support Costs:					
Salaries	(20,162)	-	-	-	-
Office costs	(2,401)	-	-	-	-
Other costs	(27,386)	298	1,168	2,876	1,952
	<u>(49,949)</u>	<u>298</u>	<u>1,168</u>	<u>2,876</u>	<u>1,952</u>
Total Expenditure on charitable activities	<u>222,362</u>	<u>1,809</u>	<u>7,597</u>	<u>23,880</u>	<u>10,851</u>

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
For the Year Ended 31 March 2021

6 DIRECT COSTS OF CHARITABLE ACTIVITIES (continued)

	Mosaic Healthcare Outreach £	Universal Support Help to Claim £	MAPS Debt Advice £	Total 2021 £
Direct costs:				
Salaries	6,372	48,060	10,062	300,505
Staff & volunteers	52	-	52	8,660
Office costs	-	1,869	1,112	45,141
Premises costs	-	-	-	18,566
Governance costs	-	-	-	69
Other costs	4,269	-	-	9,061
	10,693	49,929	11,226	382,002
Support Costs:				
Salaries	-	20,162	-	-
Office costs	-	2,401	-	-
Other costs	1,078	20,014	-	-
	1,078	42,577	-	-
Total Expenditure on charitable activities	11,771	92,506	11,226	382,002

The basis of allocation of support costs is hours worked.

6b DIRECT COSTS OF CHARITABLE ACTIVITIES COMPARATIVES

	General Advice £	Foodbank outreach £	North Hampshire Hospital £	Sovereign Housing Association £	HIWCF Penton Trust £
Direct costs:					
Salaries	180,251	6,711	5,782	19,675	8,058
Staff & volunteers	19,777	-	53	77	30
Office costs	23,567	228	371	1,751	504
Premises costs	22,567	-	-	-	-
Governance costs	585	-	-	-	-
Other costs	6,255	-	-	-	-
	253,002	6,939	6,206	21,503	8,592
Support Costs:					
Salaries	(15,990)	-	-	-	-
Other costs	(34,687)	1,194	1,027	2,157	1,952
	(50,677)	1,194	1,027	2,157	1,952
Total Expenditure on charitable activities	202,325	8,133	7,233	23,660	10,544

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

For the Year Ended 31 March 2021

6b DIRECT COSTS OF CHARITABLE ACTIVITIES COMPARATIVES (continued)

	<i>Mosaic Healthcare Outreach</i> £	<i>Universal Support Help to Claim</i> £	<i>Local Welfare Assistance</i> £	<i>Total 2020</i> £
Direct costs:				
Salaries	9,389	40,196	39,084	309,146
Staff & volunteers	-	26	-	19,963
Office costs	-	6,405	1,008	33,834
Premises costs	-	-	-	22,567
Governance costs	-	-	-	585
Other costs	5,692	-	-	11,947
	15,081	46,627	40,092	398,042
Support Costs:				
Salaries	-	15,990	-	-
Other costs	1,624	16,707	10,026	-
	1,624	32,697	10,026	-
Total Expenditure on charitable activities	16,705	79,324	50,118	398,042

The basis of allocation of support costs is hours worked.

7 Net incoming resources for the year

	2021 £	2020 £
This is stated after charging:		
Operating leases – land and buildings	4,618	4,618
Operating leases – other	216	216
Independent Examiners' remuneration: - Independent Examination	1,884	1,371
Depreciation charge	-	-

8 TRUSTEES

During the year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or to any person known to be connected with them

9 EMPLOYEES

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

	2021 Head Count	2020 Head Count
Advice workers and support staff	12	15
Key management personnel	4	4
	16	19

	2021 £	2020 £
Employment costs		
Wages and salaries	274,830	287,123
Social security costs	18,354	15,185
Other pension costs	7,321	6,838
	300,505	309,146

No employee received remuneration amounting to more than £60,000 in the period (2019/20: None)

10 PENSIONS

The assets of the scheme are held separately from those of the company in an independently administered fund managed by Legal and General. The pension cost charge for the year represents contributions payable by the charitable company to the fund.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
For the Year Ended 31 March 2021

11 FIXED ASSETS

	Plant and machinery £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 April 2020 and 31 March 2021	9,943	15,365	20,451	45,759
DEPRECIATION				
At 1 April 2020 and 31 March 2021	9,943	15,365	20,451	45,759
NET BOOK VALUE				
At 31 March 2021	-	-	-	-
At 31 March 2020	-	-	-	-

All of the fixed assets are for the Charity's own use.

12 DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21 £	31.3.20 £
Prepayments	1,153	788
Accrued income	945	8,979
	<u>2,098</u>	<u>9,767</u>

13 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21 £	31.3.20 £
PAYE/NIC Payable	10,663	5,472
Emergency donation funds	776	2,926
Pension creditor	2,230	-
Accrued expenses	12,248	19,910
Deferred grant income	50,000	16,766
	<u>75,917</u>	<u>45,073</u>

14 RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021 (2019/20: None).

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
For the Year Ended 31 March 2021

15 MOVEMENT IN FUNDS

	At 1.4.20	Net movement in funds	Transfers between funds	At 31.3.21
	£	£	£	£
Unrestricted funds				
General funds	17,561	22,700	(27,000)	13,261
Designated funds	187,886	-	33,389	221,275
	205,447	22,700	6,389	234,536
Restricted funds				
Restricted funds	4,981	11,968	(6,389)	10,560
TOTAL FUNDS	210,428	34,668	-	245,096

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General funds	245,062	(222,362)	22,700
Designated funds	-	-	-
	245,062	(222,362)	22,700
Restricted funds			
Restricted funds	171,608	(159,640)	11,968
TOTAL FUNDS	416,670	(382,002)	34,668

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

For the Year Ended 31 March 2021

15 MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.19	Net movement in funds	Transfers between funds	At 31.3.20
	£	£	£	£
Unrestricted funds				
General funds	18,367	19,013	(19,819)	17,561
Designated funds	159,886	-	28,000	187,886
	178,253	19,013	8,181	205,447
Restricted funds				
Restricted funds	8,707	4,455	(8,181)	4,981
TOTAL FUNDS	186,960	23,468	-	210,428

Comparative net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General funds	221,338	(202,325)	19,013
Designated funds	-	-	-
	221,338	(202,325)	19,013
Restricted funds			
Restricted funds	200,172	(195,717)	4,455
TOTAL FUNDS	421,510	(398,042)	23,468

16 RESTRICTED FUNDS

	At 1.4.20	Incoming Resources	Resources Expended	Transfers	At 31.3.21
	£	£	£	£	£
Projects:					
Foodbank outreach	738	2,287	(1,809)	-	1,216
North Hampshire Hospital	1,063	7,216	(7,597)	(682)	-
Sovereign Housing Associa	1,748	24,000	(23,880)	-	1,868
HIWCF Penton Trust	1,046	10,000	(10,851)	-	195
Local Welfare Assistance	-	-	-	-	-
Mosaic Healthcare Outreach	386	17,092	(11,771)	(5,707)	-
Universal Support Help to C	-	94,226	(92,506)	-	1,720
MAPS Debt Advice	-	16,787	(11,226)	-	5,561
	4,981	171,608	(159,640)	(6,389)	10,560

The purpose of each fund is detailed in the Report of the Trustee Directors.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
For the Year Ended 31 March 2021

17 DESIGNATED FUNDS

	At 1 April 2020	Incoming Resources	Resources Expended	Transfers	At 31 March 2021
	£	£	£	£	£
Liquidation reserve	128,500	-	-	-	128,500
Sick pay reserve	10,434	-	-	-	10,434
Computer upgrade reserve	5,894	-	-	-	5,894
Maintenance reserve	15,058	-	-	10,000	25,058
Dilapidation's reserve	4,000	-	-	2,000	6,000
Holiday pay reserve	4,000	-	-	-	4,000
Recruitment reserve	10,000	-	-	-	10,000
COVID-19 reserve	10,000	-	-	(10,000)	-
Short Term Meeting demand reserve	-	-	-	20,000	20,000
Short Term Fundraising reserve	-	-	-	5,000	5,000
Project Subsidy Fund	-	-	-	6,389	6,389
	<u>187,886</u>	-	-	<u>33,389</u>	<u>221,275</u>

The liquidation reserve is comprised of the following costs should the bureau have to close:

	31.03.21	31.03.20
	£	£
Redundancy	30,000	30,000
Pay in lieu of notice	9,000	9,000
3 months support costs	89,500	89,500
	<u>128,500</u>	<u>128,500</u>

Included within the liquidation reserve are funds to cover approximately three months unrestricted expenditure of management, administration and support costs and to respond to emergency needs which arise from time to time.

The sick pay reserve is to contribute towards the cost of any future sick pay liability.

The computer upgrade reserve is to contribute towards the cost of replacing/upgrading computer

The maintenance reserve is to contribute towards the cost of maintenance, decoration and possible internal restructuring of layout due to Covid-19 of the charity's premises.

The dilapidation's reserve is to cover rectification costs that will be required under the terms of our lease.

The holiday reserve has been setup to cover any unused holiday entitlement due to the Covid-19 pandemic which may need to be paid over to employees.

The recruitment reserve is to cover the cost of recruiting and training new volunteers.

The COVID-19 reserve has been setup to cover any unexpected costs or income shortfalls due to the Covid-19 pandemic. This has been reallocated in 2021.

The short term meeting demand reserve is to provide for hiring additional staff to meet the increasing demand over the next 24 months.

The short term funding reserve is to enable us to obtain specialist external consultancy to look for alternative fundraising opportunities over the next 24 months.

The project subsidy fund has been set up to enable us to cover any shortfall in funding of strategic projects.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
DETAILED STATEMENT OF FINANCIAL ACTIVITIES
For the Year Ended 31 March 2021

	Unrestricted funds £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
INCOME AND ENDOWMENTS				
Donations and legacies				
Gift aid	863	-	863	834
Donations	6,662	-	6,662	5,171
Fundraising	57,724	-	57,724	31,327
	<u>65,249</u>	<u>-</u>	<u>65,249</u>	<u>37,332</u>
Investment income				
Bank interest received	1,116	-	1,116	1,743
Charitable activities				
General Advice	178,697	-	178,697	182,263
Foodbank outreach	-	2,287	2,287	8,274
North Hampshire Hospital	-	7,216	7,216	7,005
Sovereign Housing Association	-	24,000	24,000	23,316
HIWCF Penton Trust	-	10,000	10,000	10,000
Local Welfare Assistance	-	-	-	55,162
Mosaic Healthcare Outreach	-	17,092	17,092	17,091
Universal Support Help to Claim	-	94,226	94,226	79,324
MAPS Debt Advice	-	16,787	16,787	-
	<u>245,062</u>	<u>171,608</u>	<u>416,670</u>	<u>421,510</u>
EXPENDITURE				
Charitable activities				
General Advice	222,362	-	222,362	202,325
Foodbank outreach	-	1,809	1,809	8,133
North Hampshire Hospital	-	7,597	7,597	7,233
Sovereign Housing Association	-	23,880	23,880	23,660
HIWCF Penton Trust	-	10,851	10,851	10,544
Local Welfare Assistance	-	-	-	50,118
Mosaic Healthcare Outreach	-	11,771	11,771	16,705
Universal Support Help to Claim	-	92,506	92,506	79,324
MAPS Debt Advice	-	11,226	11,226	-
	<u>222,362</u>	<u>159,640</u>	<u>382,002</u>	<u>398,042</u>
Total resources expended	<u>222,362</u>	<u>159,640</u>	<u>382,002</u>	<u>398,042</u>
Net income	<u>22,700</u>	<u>11,968</u>	<u>34,668</u>	<u>23,468</u>

This page does not form part of the financial statements