

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 2022

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 2022

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 2022.

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 |
| Neil Bass | Company Secretary |
| Deborah Cornick | Treasurer (Appointed 21 April 2021) |
| Anthony Curtis | (Appointed 9 June 2022) |
| Effie Blankson | (Appointed 9 December 2021) |
| Richard Haas | (Appointed 9 June 2022) |
| Jennifer Knight | (Volunteer Representative) |
| Jane Komrower | (Volunteer Representative) |
| Rhiannon Lee | |
| Toju Ogbe | (Appointed 21 October 2021) |
| David Rees | (Resigned 31 December 2021) |
| Terri Reid | (Resigned 26 January 2022) |
| 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 2022

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 at our office in Festival Place, Basingstoke 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.

As the pandemic progressed, we moved to a hybrid working model to meet demand providing a service through multiple channels.

As a result, it is appropriate to see how the volumes and nature of our clients' problems have changed over the year:

- Overall client numbers for the year totalled 12,492 (2021:14,631)
- We have seen a slight decrease in Cases 10,099 (2021:12,528) and small increase in Activities 30,089 (2021:30,032)
- The ages of the clients we have dealt ranged from 16-99 (2021: 16-104)
- There has been a slight change in gender balance: female 64% (2021:62%)
- Ethnicity of clients seen has also slightly changed: White 84% (2021:87%), BAME 16% (2021:13%)
- Those with a disability or long-term health condition has increased by 13% to 46% (2021:33%). Clients experiencing health problems have more complex advice needs.
- We have used the following Channels to meet client demand: Email 46% (2021:45%), Webchat 2% (2021:9%), Phone 39% (2021: 41%), letter 2% (2021:3%), in person 3% (2021 0%), and other 11% (2021:2%)

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
TRUSTEES AND DIRECTORS REPORT
For the Year Ended 31 March 2022

ACHIEVEMENTS AND PERFORMANCE (Continued)

Charitable activities (continued)

We have given advice on a wide range of issues, with 76% (2021:81%) of all enquiries relating to:

- Benefits, Universal Credit and Tax Credit 36% (2021:42%)
- Employment 10% (2021:15%)
- Housing 14% (2021:12%)
- Debt 10% (2021:6%), and
- Relationships and family 6% (2021:6%).

Universal Credit enquiries (initial claim) formed a significant part of Benefit enquiries with 2041, compared with Personal Independence Payments (PIP) 875 and Housing Benefit 452.

Employment: The largest enquiry area related to Pay & Entitlements. We also had 82 Coronavirus enquiries which mainly related to the furlough scheme.

Debt enquires fell when additional Covid financial protection measures were put in place in the previous year, but demand has been increasing as those measures were lifted.

Top Debt issues arising were evenly split between Debt Assessment, Council Tax Arrears and Rent Arrears. The largest area of enquiry within housing issues has been from people in the private rented property sector. We also assisted with 250 enquiries from those who were homeless or threatened with homelessness.

This year we achieved actual known financial gains for 1002 clients (2021:1,529) totalling £1,952,942 (2021: £2,853,824. 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 greater 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.

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.

One of Citizens Advice's most significant current campaign concerns the cost-of-living crisis. The impact it will have on those most in need and those unable to work. Citizens Advice nationally has carried out research which has been extrapolated down to constituency level. The research looked at the likelihood of people falling behind with debts and the impact of the government's energy loan scheme. The following statistics concerning Basingstoke came from this research:

- "84% of people in Basingstoke said that they did not think the October 2021 energy loan scheme would make a difference to enable them to pay their bills. Moreover, new data for Basingstoke using MRP polling shows:
 - More than 1 in 8 people in Basingstoke are unable to pay their energy bills right now without cutting back on essential spending.
 - 4% of constituents are unable to pay their bills even after cutting back on essential spending.
 - In April, the number of people unable to pay their bills even after cutting back on essential bills will increase by 55%."

Our campaign work on Universal Credit and PIP issues continues

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
TRUSTEES AND DIRECTORS REPORT
For the Year Ended 31 March 2022

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:

Foodbank outreach service - we provided a dedicated on-site advice service at 5 locations for people using the local foodbank. The current project is scheduled to end in August 2022.

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.

LEWS (Local Emergency Welfare Scheme) – A central hub working in partnership with local organisations to provide emergency assistance to residents facing a crisis due to the impact of Covid. This help ranges from providing initial mental health support to financial and debt advice. We are also managing an emergency fund to provide one off items such as fuel vouchers, food vouchers, white goods and furniture etc. This scheme ends in August 2022.

Money and Pension Services (MaPS) - we received funding 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 January 2023.

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.

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. The local work on this project ended on 31 March 2022 but access to this service is still available through regional Citizens Advice hubs.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED

TRUSTEES AND DIRECTORS REPORT

For the Year Ended 31 March 2022

ACHIEVEMENTS AND PERFORMANCE (Continued)

Partnership projects and other outreach services (Continued)

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

Household Support Fund – a Hampshire wide scheme to provide funding individuals who are struggling to pay their fuel bills and are in debt.

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.

Other activities

We have continued to work with our partners to meet community needs and are active in the Social Inclusion Partnership which prevents and tackles homelessness and helps rough sleepers in the community. We are involved in the Mental Health Alliance, and we also hold extended Board meetings to get feedback from community leaders on our service.

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 to be recognised for the support provided to our team by being awarded 'Employer of the Year' in the local Inspire 2021 Business awards.

We were pleased to fill two Kickstart vacancies which gave two young people the opportunity to experience paid work and prepare them for future employment.

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 320 hours (2021: 583 hours) per week with an estimated annual economic value of £428,015 (2021: £540,190) (based on Government average earnings).

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED

TRUSTEES AND DIRECTORS REPORT

For the Year Ended 31 March 2022

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 £48,168 (2021: £34,668) from a total income of £436,454 (2021: £416,670) and expenditure of £388,286 (2021: £382,002). At the year end the charity's total funds stand at £293,264 (2021: £245,096) of which £272,349 (2021: £234,536) is unrestricted and £20,915 (2021: £10,560) is restricted. The charity transferred £15,897 (2021: £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 2023 whilst they undertake a review of their longer-term grant strategy.

As well as specific project income mentioned earlier in the report, we also received other income from:

- CitA BEIS Single Queue -£10,000
- CitA BEIS HMPT phone, email, chat - £14,000
- CitA Hants Healthwatch - £11,057
- Kickstart project - £15,000
- HIWCF Grants - Were All Together Fund - £4,872
- Peter Baker Foundation Grant - £3,500
- Confidential Legacy - £20,000
- Energy Advice programme - £1,800
- Hampshire County Councillors - £1000

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
TRUSTEES AND DIRECTORS REPORT
For the Year Ended 31 March 2022

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 £47,652 (2021: £39,000)
- 6 months support costs £31,284 (2021: £89,500)
- 3 months salary costs £66,630 (2021: £0 incl in the above £89,500 support costs figure)
- Sick pay £10,434 (2021: £10,434)
- Computer/digital upgrade £5,894 (2021: £5,894)
- Property maintenance £10,000 (2021: £25,058)
- Dilapidations provision £8,000 (2021: £6,000)
- Holiday Pay £1,000 (2021: £4,000)
- Recruitment £5,000 (2021: £10,000)
- Short term meeting demand £40,000 (2021: £20,000)
- Short term fundraising £5,000 (2021: £5,000)
- Project subsidy fund £6,278 (2021: £6,389)

As some of our projects come to an end in 2022, we intend keeping on existing project staff where possible in order to meet the increasing demand on our service. As a result, we plan to utilise approximately £32,000 of the above reserves in financial year 2022/23. Due to some key projects coming to an end and real reduction in our funding our budget forecast deficit for 2022/23 is approximately £54,000. The Trustee Board has therefore approved the use of exiting reserves to cover this shortfall in the short term but is actively looking at areas for additional funding in order for the office to be sustainable in the longer term.

Restricted funds of £20,915 (2021: £10,560), as at 31 March 2022, 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.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED

TRUSTEES AND DIRECTORS REPORT

For the Year Ended 31 March 2022

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 eight 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 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 2021/22 and up to the date of this report we welcomed Deborah Cornick, Tojo Ogbe, Effie Blankson, Richard Haas and Anthony Curtis as new Trustees. New trustees are briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. They also meet key employees and other trustees. They are also encouraged to spend time in the office to familiarise themselves with how advice sessions operate. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

Management and organisation

Basingstoke Citizens Advice (CAB) is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureau, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board in order to fulfil its charitable objects and comply with the national membership requirements.

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.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED

TRUSTEES AND DIRECTORS REPORT

For the Year Ended 31 March 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

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.

Our key areas of risk include:

- Ability to meet demand - in order that we can continue to deliver our service, it is essential that we maintain our volunteer base. We, along with many other Local Citizens Advice, are finding it harder to attract suitable volunteers. Recruitment and training continued successfully during the pandemic, but the need exceeds our ability to recruit enough new advisors. We have an ongoing local campaign in place to recruit volunteers.
- 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. Annual GDPR training is provided to all staff and Trustees.

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 2022 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 have been used to update our risk management and disaster recovery plans for the future.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
TRUSTEES AND DIRECTORS REPORT
For the Year Ended 31 March 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT (Continued)

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.

PLANS FOR THE FUTURE

As move out of the pandemic we are adjusting our working practices. We envisage maintaining a hybrid service delivering access to our services through multiple channels. Joining the single queue pilot for our telephone service has not worked for us and we are in the process of moving to a more localised Hampshire based service.

Our overarching strategic priorities for 2022/23 are:

- Restructure and improve our client service by further developing our hybrid service delivery to make our core service more accessible whilst strengthening our links within the local community.
- Support our vulnerable, and most disadvantaged clients. We will measure, monitor & maintain quality of service and review how people access our service.
- Improve our financial sustainability. We need to look at ways to secure long term income commitments and seek new funding opportunities to cope with the ever-increasing growth in demand.
- Increase staff and volunteer resources. We need explore new ways to recruit, retain and motivate our team in what is a very competitive environment.
- 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.

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 20 July 2022 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 2022

STATEMENT OF TRUSTEES' AND DIRECTORS' RESPONSIBILITIES

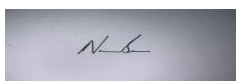
The Trustees and directors are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

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 20 July 2022 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 2022

INDEPENDENT EXAMINERS REPORT

I report on the accounts of the company for the year ended 31 March 2022, 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.

CADerbyshire

05 Aug 2022

Charlotte Derbyshire FCCA
Derbyshire Accountants Limited
7 London Street
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 2022

| | Notes | Unrestricted funds £ | Restricted funds £ | 31.3.22 Total funds £ | 31.3.21 Total funds £ |
|------------------------------------|-------|-------------------------|-----------------------|-----------------------------|-----------------------------|
| INCOME AND ENDOWMENTS FROM | | | | | |
| Donations and legacies | 2 | 90,938 | - | 90,938 | 65,249 |
| Charitable activities | 3 | 169,780 | 175,184 | 344,964 | 350,305 |
| Investment income | 4 | 552 | - | 552 | 1,116 |
| Total Income | | 261,270 | 175,184 | 436,454 | 416,670 |
| EXPENDITURE ON | | | | | |
| Charitable activities | 5 | 223,346 | 164,940 | 388,286 | 382,002 |
| Total Expenditure | | 223,346 | 164,940 | 388,286 | 382,002 |
| NET INCOME/(EXPENDITURE) | | 37,924 | 10,244 | 48,168 | 34,668 |
| Transfers between funds | 15 | (111) | 111 | - | - |
| Net movement in funds | | 37,813 | 10,355 | 48,168 | 34,668 |
| Reconciliation of funds: | | | | | |
| Total funds brought forward | | 234,536 | 10,560 | 245,096 | 210,428 |
| TOTAL FUNDS CARRIED FORWARD | | 272,349 | 20,915 | 293,264 | 245,096 |

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 2022

Company No. 02390927

| | Notes | Unrestricted funds £ | Restricted funds £ | 31.3.22 Total funds £ | 31.3.21 Total funds £ |
|--|-------|----------------------------|--------------------------|--------------------------------|--------------------------------|
| CURRENT ASSETS | | | | | |
| Debtors | 12 | 3,153 | 1,560 | 4,713 | 2,098 |
| Cash at bank and in hand | | <u>315,049</u> | <u>36,429</u> | <u>351,478</u> | <u>318,915</u> |
| | | 318,202 | 37,989 | 356,191 | 321,013 |
| CREDITORS | | | | | |
| Amounts falling due within one year | 13 | <u>(45,853)</u> | <u>(17,074)</u> | <u>(62,927)</u> | <u>(75,917)</u> |
| NET CURRENT ASSETS | | <u>272,349</u> | <u>20,915</u> | <u>293,264</u> | <u>245,096</u> |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | <u>272,349</u> | <u>20,915</u> | <u>293,264</u> | <u>245,096</u> |
| NET ASSETS | | <u><u>272,349</u></u> | <u><u>20,915</u></u> | <u><u>293,264</u></u> | <u><u>245,096</u></u> |
| FUNDS | | | | | |
| | 15 | | | | |
| Unrestricted funds: | | | | | |
| General funds | | 35,177 | - | 35,177 | 13,261 |
| Designated funds | | <u>237,172</u> | - | <u>237,172</u> | <u>221,275</u> |
| | | 272,349 | - | 272,349 | 234,536 |
| Restricted funds: | | | | | |
| Restricted funds | | <u>-</u> | <u>20,915</u> | <u>20,915</u> | <u>10,560</u> |
| TOTAL FUNDS | | <u>272,349</u> | <u>20,915</u> | <u>293,264</u> | <u>245,096</u> |

BALANCE SHEET - CONTINUED

At 31 March 2022

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 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 20 July 2022 and were signed on its behalf by:



Ian Green
Chair of Trustees

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
NOTES TO THE FINANCIAL STATEMENTS
For the Year Ended 31 March 2022

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 2022

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 2022 | Total 2021 |
|-------------|---------------|------------|---------------|---------------|
| | £ | £ | £ | £ |
| Gift Aid | 461 | - | 461 | 863 |
| Donations | 22,194 | - | 22,194 | 6,662 |
| Fundraising | 68,283 | - | 68,283 | 57,724 |
| | <u>90,938</u> | <u>-</u> | <u>90,938</u> | <u>65,249</u> |

3 INCOME FROM CHARITABLE ACTIVITIES

Grant and contract income receivable for charitable activities

| | Unrestricted | Restricted | Total 2022 | Total 2021 |
|--|----------------|----------------|----------------|----------------|
| | £ | £ | £ | £ |
| Local authority service level agreements | 169,780 | - | 169,780 | 169,780 |
| Brexit | - | - | - | 8,917 |
| Foodbank outreach | | 9,853 | 9,853 | 2,287 |
| North Hampshire Hospital | | - | - | 7,216 |
| Sovereign Housing Association | | 23,522 | 23,522 | 24,000 |
| HWCF Penton Trust | | 10,000 | 10,000 | 10,000 |
| LEWS (Local Emergency Welfare Scheme) | | 20,749 | 20,749 | - |
| MAPS Debt Advice | | 38,857 | 38,857 | 16,787 |
| Mosaic Healthcare Outreach | | - | - | 17,092 |
| Universal Credit Help to Claim | | 72,203 | 72,203 | 94,226 |
| | <u>169,780</u> | <u>175,184</u> | <u>344,964</u> | <u>350,305</u> |

4 INVESTMENT INCOME

| | Unrestricted | Restricted | Total 2022 | Total 2021 |
|------------------------|--------------|------------|------------|--------------|
| | £ | £ | £ | £ |
| Bank interest received | <u>552</u> | <u>-</u> | <u>552</u> | <u>1,116</u> |

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

For the Year Ended 31 March 2022

5 EXPENDITURE ON CHARITABLE ACTIVITIES BY FUND

| | Unrestricted £ | Restricted £ | Total 2022 £ | Total 2021 £ |
|---------------------------------------|-------------------|-----------------|-----------------|-----------------|
| Charitable activities | 223,346 | | 223,346 | 222,362 |
| Foodbank outreach | - | 8,488 | 8,488 | 1,809 |
| North Hampshire Hospital | - | 111 | 111 | 7,597 |
| Sovereign Housing Association | - | 24,184 | 24,184 | 23,880 |
| HIWCF Penton Trust | - | 10,415 | 10,415 | 10,851 |
| LEWS (Local Emergency Welfare Scheme) | - | 20,749 | 20,749 | - |
| MAPS Debt Advice | - | 30,460 | 30,460 | 11,226 |
| Mosaic Healthcare Outreach | - | - | - | 11,771 |
| Universal Support Help to Claim | - | 70,533 | 70,533 | 92,506 |
| | <u>223,346</u> | <u>164,940</u> | <u>388,286</u> | <u>382,002</u> |

6 DIRECT COSTS OF CHARITABLE ACTIVITIES

| | General Advice £ | Foodbank outreach £ | North Hampshire Hospital £ | Sovereign Housing Association £ | HIWCF Penton Trust £ |
|---|------------------------|---------------------------|-------------------------------------|--|----------------------------|
| Direct costs: | | | | | |
| Salaries | 208,436 | 6,168 | 244 | 20,799 | 8,100 |
| Staff & volunteers | 6,003 | 22 | - | 150 | 90 |
| Office costs | 28,595 | 102 | (133) | 359 | 273 |
| Premises costs | 19,455 | - | - | - | - |
| Governance costs | 285 | - | - | - | - |
| Other costs | 3,000 | - | - | - | - |
| | <u>265,774</u> | <u>6,292</u> | <u>111</u> | <u>21,308</u> | <u>8,463</u> |
| Support Costs: | | | | | |
| Salaries | (11,580) | - | - | - | - |
| Other costs | (30,848) | 2,196 | - | 2,876 | 1,952 |
| | <u>(42,428)</u> | <u>2,196</u> | <u>-</u> | <u>2,876</u> | <u>1,952</u> |
| Total Expenditure on charitable activities | <u>223,346</u> | <u>8,488</u> | <u>111</u> | <u>24,184</u> | <u>10,415</u> |

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
For the Year Ended 31 March 2022

6 DIRECT COSTS OF CHARITABLE ACTIVITIES (continued)

| | LEWS (Local Emergency Welfare Scheme) | MAPS Debt Advice | Universal Support Help to Claim | Total 2022 |
|---|--|-----------------------------|--|-------------------|
| | £ | £ | £ | £ |
| Direct costs: | | | | |
| Salaries | 15,364 | 26,175 | 40,784 | 326,070 |
| Staff & volunteers | 52 | 208 | 269 | 6,794 |
| Office costs | - | 102 | 384 | 29,682 |
| Premises costs | - | - | - | 19,455 |
| Governance costs | - | - | - | 285 |
| Other costs | 3,000 | - | - | 6,000 |
| | 18,416 | 26,485 | 41,437 | 388,286 |
| Support Costs: | | | | |
| Salaries | - | - | 11,580 | - |
| Other costs | 2,333 | 3,975 | 17,516 | - |
| | 2,333 | 3,975 | 29,096 | - |
| Total Expenditure on charitable activities | 20,749 | 30,460 | 70,533 | 388,286 |

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 | 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 | - | - | - | - |
| | 272,311 | 1,511 | 6,429 | 21,004 | 8,899 |
| Support Costs: | | | | | |
| Salaries | (20,162) | - | - | - | - |
| Office costs | (2,401) | - | - | - | - |
| Other costs | (27,386) | 298 | 1,168 | 2,876 | 1,952 |
| | (49,949) | 298 | 1,168 | 2,876 | 1,952 |
| Total Expenditure on charitable activities | 222,362 | 1,809 | 7,597 | 23,880 | 10,851 |

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

For the Year Ended 31 March 2022

6b DIRECT COSTS OF CHARITABLE ACTIVITIES COMPARATIVES (continued)

| | <i>Mosaic Healthcare Outreach</i> £ | <i>Universal Support Help to Claim</i> £ | <i>MAPS Debt Advice</i> £ | <i>Total 2021</i> £ |
|---|--|---|----------------------------------|------------------------|
| 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.

7 Net incoming resources for the year

| | 2022 £ | 2021 £ |
|---|-----------|-----------|
| 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 | 1,884 |
| 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. (2021: £nil)

Expenses totalling £13 (2021: £nil) were reimbursed to 1 Trustee during the year for professional fees.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
For the Year Ended 31 March 2022

9 EMPLOYEES

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

| | 2022 Head Count | 2021 Head Count |
|----------------------------------|--------------------|--------------------|
| Advice workers and support staff | 12 | 12 |
| Key management personnel | 4 | 4 |
| | 16 | 16 |
| | 16 | 16 |
| | 2022 | 2021 |
| | £ | £ |
| Employment costs | | |
| Wages and salaries | 302,177 | 274,830 |
| Social security costs | 16,323 | 18,354 |
| Other pension costs | 7,570 | 7,321 |
| | 326,070 | 300,505 |
| | 326,070 | 300,505 |

No employee received remuneration amounting to more than £60,000 in the period (2020/21: 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 2022

11 FIXED ASSETS

| | Plant and machinery £ | Fixtures and fittings £ | Computer equipment £ | Totals £ |
|-----------------------------------|-----------------------------|-------------------------------|----------------------------|-------------|
| COST | | | | |
| At 1 April 2021 and 31 March 2022 | 9,943 | 15,365 | 20,451 | 45,759 |
| DEPRECIATION | | | | |
| At 1 April 2021 and 31 March 2022 | 9,943 | 15,365 | 20,451 | 45,759 |
| NET BOOK VALUE | | | | |
| At 31 March 2022 | - | - | - | - |
| At 31 March 2021 | - | - | - | - |

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

12 DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2022 £ | 2021 £ |
|----------------|--------------|--------------|
| Prepayments | 1,003 | 1,153 |
| Accrued income | 3,710 | 945 |
| | <u>4,713</u> | <u>2,098</u> |

13 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2022 £ | 2021 £ |
|--------------------------|---------------|---------------|
| PAYE/NIC Payable | 3,395 | 10,663 |
| Emergency donation funds | 18,161 | 776 |
| Pension creditor | - | 2,230 |
| Accrued expenses | 24,297 | 12,248 |
| Deferred grant income | 17,074 | 50,000 |
| | <u>62,927</u> | <u>75,917</u> |

14 RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022 (2020/21: None).

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

For the Year Ended 31 March 2022

15 MOVEMENT IN FUNDS

| | At 1.4.21 £ | Net movement in funds £ | Transfers between funds £ | At 31.3.22 £ |
|---------------------------|----------------|----------------------------------|------------------------------------|-----------------|
| Unrestricted funds | | | | |
| General funds | 13,261 | 37,924 | (16,008) | 35,177 |
| Designated funds | 221,275 | - | 15,897 | 237,172 |
| | 234,536 | 37,924 | (111) | 272,349 |
| Restricted funds | | | | |
| Restricted funds | 10,560 | 10,244 | 111 | 20,915 |
| TOTAL FUNDS | 245,096 | 48,168 | - | 293,264 |

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

| | Incoming resources £ | Resources expended £ | Movement in funds £ |
|---------------------------|----------------------------|----------------------------|---------------------------|
| Unrestricted funds | | | |
| General funds | 261,270 | (223,346) | 37,924 |
| Designated funds | - | - | - |
| | 261,270 | (223,346) | 37,924 |
| Restricted funds | | | |
| Restricted funds | 175,184 | (164,940) | 10,244 |
| TOTAL FUNDS | 436,454 | (388,286) | 48,168 |

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

For the Year Ended 31 March 2022

15 MOVEMENT IN FUNDS - continued

Comparatives for 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 |

Comparative 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 |

16 RESTRICTED FUNDS

| | At 31.3.21 | Incoming Resources | Resources Expended | Transfers | At 31.3.22 |
|---------------------------------------|------------|--------------------|--------------------|-----------|------------|
| | £ | £ | £ | £ | £ |
| Projects: | | | | | |
| Foodbank outreach | 1,216 | 9,853 | (8,488) | - | 2,581 |
| North Hampshire Hospital | - | - | (111) | 111 | - |
| Sovereign Housing Association | 1,868 | 23,522 | (24,184) | - | 1,206 |
| HIWCF Penton Trust | 195 | 10,000 | (10,415) | - | (220) |
| LEWS (Local Emergency Welfare Scheme) | - | 20,749 | (20,749) | - | - |
| MAPS Debt Advice | 5,561 | 38,857 | (30,460) | - | 13,958 |
| Universal Support Help to Claim | 1,720 | 72,203 | (70,533) | - | 3,390 |
| | 10,560 | 175,184 | (164,940) | 111 | 20,915 |

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 2022

17 DESIGNATED FUNDS

| | At 31 March 2021 £ | Incoming Resources £ | Resources Expended £ | Transfers £ | At 31 March 2022 £ |
|--------------------------------------|--------------------------|----------------------------|----------------------------|----------------|--------------------------|
| Liquidation reserve | 128,500 | - | - | 17,066 | 145,566 |
| Sick pay reserve | 10,434 | - | - | - | 10,434 |
| Computer upgrade reserve | 5,894 | - | - | - | 5,894 |
| Short term Building reserve | 25,058 | - | - | (15,058) | 10,000 |
| Dilapidation's reserve | 6,000 | - | - | 2,000 | 8,000 |
| Holiday pay reserve | 4,000 | - | - | (3,000) | 1,000 |
| Recruitment reserve | 10,000 | - | - | (5,000) | 5,000 |
| Short Term Meeting demand reserve | 20,000 | - | - | 20,000 | 40,000 |
| Short Term Fundraising reserve | 5,000 | - | - | - | 5,000 |
| Project Subsidy Fund | 6,389 | - | - | (111) | 6,278 |
| | <u>221,275</u> | - | - | <u>15,897</u> | <u>237,172</u> |

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

| | 31.03.22 £ | 31.03.21 £ |
|---|----------------|----------------|
| Redundancy | 47,652 | 39,000 |
| 3 months salary costs (incl in support costs in 2021) | 66,630 | - |
| 3 months support costs | 31,284 | 89,500 |
| | <u>145,566</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 short term building reserve is to contribute towards the cost of maintenance and decoration 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 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 fundraising 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 following approval by the board.