

citizens advice

**BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**



BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)
FOR THE YEAR ENDED 31 MARCH 2020

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their report and independently examined financial statements for the year ended 31 March 2020.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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 2019)".

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity number: 1065672

Company number: 3433043

Registered office: Lower Ground Floor, The Columbia Centre
Market Street
Bracknell
RG12 1JG

Trustee Directors:	Geoff Smith (Chair)	Appointed 22 November 2018
	Jason Rawlings (Treasurer from 20 Feb 20)	Appointed 8 January 2020
	Alan Nash (Treasurer until 20 Feb 20)	Appointed 10 November 2016
	Neil Avery (Vice-Chair)	Appointed 11 February 2010
	Mhairi Adams	Appointed 21 November 2019
	Geoff Blewett	Appointed 8 January 2020
	Colin Gallick	Appointed 22 November 2018
	Kate Hughes	Appointed 22 November 2018
	Sheila Mooney	Appointed 1 January 2009
	Jacky Quinn	Appointed 10 November 2016
	Keith Reed	Appointed 21 November 2019
	Allan Bentley	Resigned 27 February 2020
	Dilly Tizzard	Resigned 2 September 2019
	Richard Warren	Resigned 21 February 2020

Senior Team:	Tina Stevenson	Chief Executive Officer
	Tracy Corbett	Operations Manager
	Sheila White	Operations Manager

Independent Examiner: Kirk Rice LLP, The Courtyard, High Street, Ascot, SL5 7HP

Bankers: The Co-Operative Bank, 34 St. Mary's Butts, Reading, RG1, 2LQ

WE BENEFIT CLIENTS AND WIDER SOCIETY ...

3,228
New Clients



25,970
Issues



2,346
Calls



£448,757
Debt Relief



£2,030,183
Income Gains



98%
Satisfaction



£1,825,518
Fiscal Value



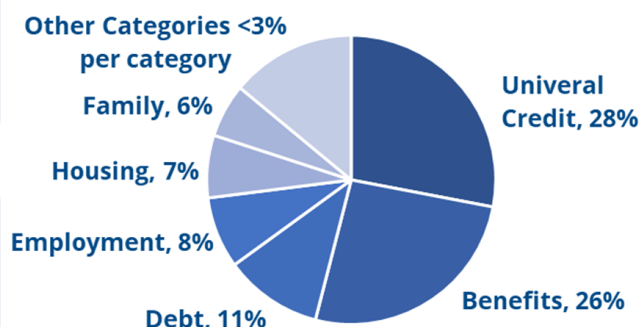
£9,308,364
Public Value



£6,655,755
People Value



Client Issues Supported



Fiscal Value is the financial saving for government, health & other public services
Public Value is the wider wellbeing, productivity and economic societal value
People Value is the value of help to get back-dated benefits, debts and refunds

... THROUGH THE TIRELESS EFFORTS OF OUR BRILLIANT TEAM OF STAFF AND VOLUNTEERS ...

18 (8.4 FTE)
Paid Staff



61 (9.4 FTE)
Volunteers



18,160 Hours
Volunteered



£264,538
Donated Time



Student
Partnership



... WITH THE SUPPORT OF OUR AMAZING FUNDERS

£200,111
Local Councils



£76,215
Nat Gov't



£32,934
Trusts



£21,486
Corporate



£8,354
Individuals



We acknowledge and offer our thanks to our public sector funders during the year, including Bracknell Forest Borough Council, Royal Borough of Windsor & Maidenhead, Bracknell Town Council, Crowthorne Parish Council, Sandhurst Parish Council, Sunninghill Parish Council, Binfield Parish Council, Warfield Parish Council and Winkfield Parish Council.

We have also been grateful for the support of individual contractors, companies and trusts during the year, including: Ascot Fire Brigade Trust, Asda, Aviva, Berkshire Community Foundation, Berkshire Masonic Charity, BM Active, Boehringer Ingelheim, Charities Aid Foundation, Co-op Funeral Care, Honda, Hope Trust, Legal & General Homes, London Legal Support Trust, Prince Philip Trust, Radian, Redwood Technologies, Rotary Clubs, Shanly Foundation, Silva Homes, Sunninghill Trust, Thames Valley Housing and Waitrose.

	Page
Trustees' report	5
Independent examiner's report	18
Statement of financial activities	19
Balance sheet	20
Notes to the financial statements	22

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDING 31 MARCH 2020



STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Bracknell and District Citizens Advice Bureau is a registered charity and a company limited by guarantee and without share capital. Bracknell and District Citizens Advice Bureau is also known and referred to as Citizens Advice Bracknell & District (CAB&D). On 31 March 2020 the company had 11 members. CAB&D is governed by its Memorandum and Articles of Association as amended on 20 February 2014.

CAB&D was incorporated as a company limited by guarantee on 12 September 1997 but carried on no activities nor received any income until 1 April 1998 when it succeeded to the assets, liabilities and charitable activities of Bracknell Citizens Advice Bureau which ceased to operate on that day.

Recruitment and Appointment of Trustees

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

Trustees are drawn from interested residents from Bracknell Forest and the surrounding district. New trustees are appointed for a term of three years, at which point they must resign. Outgoing members may elect to stand for an additional three-year term, subject to Board approval. Council representatives and a committee member representing the volunteers attend Board meetings when their views are actively sought although they have no voting rights.

The Charity Commission's Governance Code recommends that if a trustee has served for more than nine years, their reappointment is subject to a particularly rigorous review taking into account the need for progressive refreshing of the board and should also be explained in the annual Trustees' Report.

At the November 2019 AGM, two trustees with 9 years' service were proposed for re-election. The Chair and Chief Executive reported that the requirement for trustee membership of the Board to be progressively refreshed was being met with a new Chair appointed in last 12 months, a new Treasurer about to be appointed and only two other trustees who have served for three years or more. Additionally, the appointment of three new trustees was currently in progress.

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDING 31 MARCH 2020



Following consultation with trustees there was unanimous agreement to the proposed re-election because CAB&D needs to retain these two experienced trustees to complete the handover process for the new Chair and Treasurer and to help induct new members of the Board. It was also necessary to retain the finance and HR expertise brought to the Board by Neil Avery and Sheila Mooney respectively, as the loss of their knowledge and skills would leave a significant and challenging gap for the organisation to manage in the short to medium term. Succession plans were being put in place to mitigate the risk by reducing reliance on these two trustees in the longer term.

None of the trustees has any beneficial interest in the company. All the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

Management sub-committees are made up of trustees and members of senior management. These include Strategy & Development, Finance & Operations and Fundraising, Communications, Research & Campaigns. The sub-committees are scheduled to meet quarterly and report their activities to the full Trustee Board. All sub-committees have Terms of Reference approved by the Trustee Board.

Trustee Induction and Training

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 staff, volunteers and other trustees and are offered a day to shadow a volunteer in their advisory role, with client consent.

Trustees are included in an annual training needs assessment and skills audit and are offered training in response to that and encouraged to attend appropriate external training events where these will facilitate the understanding of their role. All trustee training is logged through the Training Administrator.

Organisation Structure

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

The Chief Executive Officer (CEO) of the organisation has been appointed by the trustees to manage the day-to-day operations of the charity. In addition, there is an experienced team of paid staff and volunteers who deliver the service offered by the charity.

Trustees and the senior management team (SMT) meet to review progress against targets, the charity's financial position and to discuss issues referred to them by the Trustee Board. Their implementation is organised by the CEO and the staff team. There are regular staff, volunteer meetings and SMT meetings which ensure that progress is being made against targets. A Business Plan is reviewed by the Trustee Board at least annually and provides a three-year planning outlook. Reports and recommendations are taken to the full board for approval.

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDING 31 MARCH 2020



There is an Annual General Meeting (AGM) which is usually held in November. The membership and proceedings of the AGM are defined in CAB&D's Memorandum and Articles of Association. The AGM is a public meeting and can involve the staff team, trustee board, members and other stakeholders although only members have voting rights.

The charity also co-operates and liaises with several other advisory services, local charities and local authority departments on behalf of clients.

"Citizens Advice is truly a team effort, with the staff, volunteers, trustees and funders all coming together to deliver a fantastic service to the community."
Geoff Smith, Chair of Trustees, Citizens Advice Bracknell & District

Pay and Remuneration of Key Management Personnel

The trustees consider that the board of trustees and the senior management team (SMT) comprise the key management personnel of the charity. Trustees are unpaid but can claim reasonable out-of-pocket expenses.

Staff receive both pay and reasonable expenses. CAB&D ended the direct link between staff pay and National Joint Council (NJC) agreements in 2014. In its place, the trustees balance pay rates and pay rises according to:

- Market rate for the voluntary sector in the local area
- Affordability and sustainability
- NJC agreement/offer and key funders' pay reviews
- Consumer Prices Index

Future Risks and Uncertainties

CAB&D has established a system of internal control that is designed to manage risk at a reasonable level. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company.

The most significant risks faced by CAB&D have been identified and relate to the following:

- Insufficient funds to cover core expenditure resulting in reduced services and/or reduction in resources.
- Insufficient funds to maintain/improve service levels or regenerate exhausted assets.
- Lack of management resource with undue reliance on a particular individual affects service delivery and administration.
- Inability to cope with increased demand from clients and/or insufficient numbers of advisers to meet demand.
- Loss of funding resulting in inability to sustain the future needs of CAB&D and its activities.

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDING 31 MARCH 2020



Examples of work undertaken or underway to address and mitigate these risks include:

- Collaboration with Bracknell Forest Council & lobbying key stakeholders to demonstrate value of service.
- Fundraise for IT equipment/one off costs and prepare new Service Development bids (full cost recovery) & increase fundraising income from Community Engagement.
- Regular reviews of quality of advice & advisor feedback and maintain training resource to support volunteer recruitment.
- Use prioritisation criteria to agree service model changes and seek continuation funding for projects to increase capacity.
- Conduct root & branch review of strategic priorities for 2021 Business Plan and review contingency plans for savings if the growing budget deficit cannot be addressed by fundraising.

Information Security and Client Confidentiality

CAB&D's Trustee Board oversees the information security of all personal information of our clients, staff, funders and strategic partners that is processed. CAB&D hold joint responsibility for client data that is held in our case management system, with the national Citizens Advice Service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of the General Data Protection Regulations and Data Protection Act 2018 (GDPR).

To ensure compliance with the GDPR we have a proactive and organised approach to data protection and we can evidence the steps we take to comply including:

- Ensuring a good level of understanding and awareness of data protection amongst our staff
- Implementation of comprehensive, risk based, proportionate policies and procedures for handling personal data
- Maintenance of records of what we do in relation to data protection and why

Safeguarding

Safeguarding has attained a high profile because of incidents reported at major charities in recent years. Safeguarding is a key governance priority for all charities and the Charity Commission has set clear expectations of trustees. These are to:

- provide a safe and trusted environment
- set an organisational culture that prioritises safeguarding
- have adequate safeguarding policies, procedures and measures to protect people and make sure these are made public, reviewed regularly and kept up to date
- handle incidents as they arise and learn from any mistakes

CAB&D has carried out a thorough review of its safeguarding governance and management arrangements. All policies and procedures are up to date and appropriate training has been made available to those volunteers, staff and Trustees where a need has been identified. Trustees and the Chief Executive provide the necessary leadership to demonstrate our commitment and establish a clear organisational culture. No safeguarding issues, or serious safeguarding incidents, complaints or allegations were identified during the year.

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDING 31 MARCH 2020



IMPACT of COVID-19

Business Continuity

The safety, security and well-being of our staff, volunteers and clients is of primary concern to the trustees. The Covid-19 pandemic was being monitored throughout February and March 2020. Business continuity was invoked in March 2020.

The business continuity team includes the Chair, Vice-Chair, Treasurer, HR-lead trustee, IT-lead trustee, CEO and operations managers. Business continuity meetings were held every two or three weeks from 25 March 2020 to 10 June 2020. The meetings covered all service aspects including well-being of staff and volunteers, client services, back office operations, home working arrangements, any suspended activities and communications with staff, volunteers, funders and stakeholders.

Operations

Following government advice on 16 March 2020 to stop non-essential contact and work from home wherever possible, we decided to close the office for staff, volunteers and clients, including both client services and back office administration from 17 March 2020. We were also aware that a significant number of colleagues and clients are in vulnerable categories and continuing the face-to-face service would put them at risk.

Whilst we closed for face-to-face client service, our telephone service continued throughout.

Action was taken to deliver the client service as comprehensively as possible using home working. Through a combination of relocating existing and new IT equipment, new telephony and revised ways of working, the comprehensive service was running entirely from homes within two weeks of office closure.

Information security and client confidentiality has been maintained through the dedication of staff and volunteers who assessed needs and ensured that any kit provided in homes had the same security standards as though it had been office-based. GDPR compliance has been maintained throughout this time.

New ways of interacting with clients, including an online self-referral form, was introduced to reach the broadest client base possible as face-to-face client services were suspended.

"The practical advice and support provided Bracknell CAB will have done so much to not only meet a practical need but also provide a beacon of hope and encouragement when it was most needed. I have no doubt demand for your services will only increase as the long term effect of the pandemic is felt and your vital work will continue to make a huge difference."

Mary Riall, Berkshire High Sheriff

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDING 31 MARCH 2020



There was an immediate increase in clients and queries following lockdown, with an increase in calls up by over 20% year-on-year in March 2020. Volunteers increased their hours to meet demand and all client needs were met. Almost 50% of calls were issues relating to Covid-19.

Some essential management and staff had limited use of the office during Covid-19 restrictions to run finance, payroll, IT and administration, taking necessary precautions of social distancing. Whilst we believe that longer-term home working will feature heavily in our future service offering, options to responsibly return to the office either for management and administrative purposes and potentially re-open a limited client face-to-face service are being developed.

All committees and management meetings were maintained using video conferencing.

Funding

The impact of Covid-19 on future funding is uncertain although some current funders have already expressed a desire to continue to support our services as it is expected that more clients are likely as the full impact of the pandemic is realised. In addition, further sources of funding may become available, which we continue to investigate. Individual contractors, companies and trusts are continuing to support our services. Following the closure of our office and the delivery of our comprehensive service from home we received some funds and donated equipment, such as laptops and telephony, specifically to modify our service delivery to clients. Any funds received or donations will be reflected in 2020/21 financial statements as these were received following the 2019/20 financial year end.

Some public sector funding grants are agreed in advance, including Bracknell Forest Council, Royal Borough of Windsor & Maidenhead, Bracknell Town Council, parish councils and Department of Work and Pensions (for Universal Credit service). We are not aware of any impact due to Covid-19 in 2020/21 and continue to receive these to support our ongoing services.

There is a potential funding shortfall due to fundraising and events being impacted due to ongoing Covid-19 restrictions on public movements and gatherings. This is being monitored by the trustees and staff to ensure suitable mitigating actions can be taken for any significant reduction in income.

In addition, capital costs may be required for longer term service modification, including permanent work-at-home IT and telephony equipment and adjustments required to the physical office and front-of-house layout. We are closely reviewing any available funding to support the charity sector for such modifications and will apply for these as they arise.

"Not only are you there to help and support people, but the way you reconfigured your service during the Covid lockdown was really commendable."
Harjit Hunjan, Policy & Engagement Manager, Bracknell Forest Council

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDING 31 MARCH 2020



OBJECTIVES AND ACTIVITIES

Objectives

CAB&D was established for the promotion of any charitable purpose for the benefit of the community of Bracknell & District, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. CAB&D aims to provide free, confidential, impartial and independent advice and information for the benefit of the local community; to exercise a responsible influence on the development of social policies and services and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

The Trustees have paid due regard to guidance issued by the Charity Commission on public benefit when reviewing the aims and objectives and setting strategy in the year.

"We have been at the heart of the community for nearly 60 years making lives easier every day. I am enormously proud of all our staff, volunteers and trustees. Serving our community is at the heart of everything we do. We deliver a highly professional service, focussing on training skills to deliver our confidential, impartial and free advice."

Tina Stevenson, CEO, Citizens Advice Bracknell & District

Monitoring

We review our aims, objectives and activities each year. The annual review seeks to examine our achievements and outcome. Together with the success of individual key projects and the benefits that have been born from them. In carrying out the review we are ensuring that that our aims, objectives and activities are in line with our stated purpose.

Our main objectives for the year have been developing our service so that it really meets the needs of the clients we are trying to support. Achievements in 2019/20 include:

- Delivery of a comprehensive service following the impact of Covid-19 and lockdown.
- Growing diversity of funding routes and generating new funding for Friday opening and extended Universal Credit support.
- Creating more efficiency of management and staff through providing extra services by enabling the service to extend the breath of the offer to fulfil strong growth in both clients and issues.
- Successful Research & Campaigns activities in the year, especially the project on supporting relocated Lewisham residents to Bracknell.
- Recruitment of 4 new trustees, including Treasurer, improving governance and bench-strength.

Fundraising

The Fundraising Regulator has reporting requirements so that trustees can demonstrate compliance with recognised fundraising standards. These requirements are not mandatory for CAB&D. However,

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDING 31 MARCH 2020



as a matter of good practice and to provide our donors and contributors with confidence in our approach to fundraising we summarise below the arrangements we have in place.

CAB&D has robust governance arrangements in place, including those for overseeing our fundraising through the Fundraising, Communications, Research & Campaigns Committee, with the Trustee Board retaining ultimate responsibility for overseeing these arrangements, business is usually transacted through one or more Committees.

Due to the importance of fundraising to CAB&D long term financial sustainability the Finance & Operations Committee also reviews activities on a quarterly basis providing a further layer of scrutiny.

CAB&D has a comprehensive range of policies and procedures in place to protect vulnerable people and other members of the public whilst undertaking all its activities, including fundraising. Fundraising is undertaken by volunteers, staff and trustees. Whilst CAB&D is not required to comply with any fundraising scheme or standards, we adopt the highest standards and no complaints have been received about our fundraising activities.

Responsibility for compliance with these policies and procedures on a day to day basis rests with the Chief Executive with trustee oversight. These arrangements ensure there is:

- No unreasonable intrusion on a person's privacy
- No unreasonably persistent approaches for the purposes or soliciting or otherwise procuring money or other property on behalf of Citizens Advice Bracknell & District
- No undue pressure is placed on a person to give money or other property

"We continue to support clients with a full telephone service. Our advisers can access all the same information and can refer to their supervisors for more help. We are always non-judgemental, well-informed and supportive of our clients. I don't want people to suffer alone, we are here for them."

Sue, Volunteer, Citizens Advice Bracknell & District

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDING 31 MARCH 2020



ACHIEVEMENTS AND PERFORMANCE

Our Advice and Information Services

The charity's core activities are advice on benefits, debt, consumer matters, employment, housing, relationships and personal problems, tax, immigration and education. These advisory services were provided through face-to-face consultations, telephone and webchat at the main office in the centre of Bracknell and at various outreach services at community centres throughout the borough.

In addition to generalist advice, specialist welfare benefit, employment and debt advisory services were provided, including Universal Credit Help to Claim and Best Practice Lead.

We operate across 11 locations, have 61 volunteers (9.4 FTE – full time equivalent), 18 (8.4 FTE) staff and 11 trustees to deliver our service. Following the imposition of a country-wide lockdown in March 2020, the office was closed for face-to-face consultation and the clients were served from home through telephone and webchat.

Our Volunteers and Paid Staff

Our success is only achieved through the hard work and dedication of volunteers and staff. The trustee board and SMT recognise the tremendous contribution made by the charity's volunteers who provide the majority of advisory services and related support activities. Volunteers provided over 18,160 hours (2018/19: over 22,600 hours) of their time during the year, equivalent to 9.4 FTE staff (2018/19: 14 FTE) and an estimated worth of £264,538.

Volunteers represent the indispensable core of the service. Without them, there would not be a Citizens Advice service. We estimate that the value of our volunteer hours was £264,538 in 2019/20. However, it is wholly inadequate to express their value in merely monetary terms as they bring many skills, experience, personality and culture to enrich both our service and our local community. In November 2019, we were proud that Ethel, one of our volunteers with 30 years of service, won Volunteer of the Year at the National Citizens Advice Awards.

There was an unexpectedly high attrition of volunteers in 2019/20. This was due to volunteers leaving for paid roles, poor health, change of personal circumstances and volunteers moving away from the area. There was an increased focus on volunteer recruitment and training to meet the increased demand of clients. We continue to work hard on our approach to attracting and keeping volunteers, especially through our partnership with Reading University. As we develop our service and delivery model, we will monitor our approach to provide an accessible and welcoming place to volunteer.

Our paid staff are the backbone of our service working tirelessly to deliver a unique and comprehensive service within our community. There have been significant challenges especially given the impact of Covid-19. The ingenuity, resilience and dedication of our staff not only delivered a comprehensive and secure service, it also maintained our people-centric culture of teamwork with good humour and positivity.

We have 18 paid staff (8.4 FTE). Significant changes in 2019/20 were an extension of hours of the Fundraising Co-ordinator and the appointment of a Training Officer to create more cost-effective training solutions.

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDING 31 MARCH 2020



Our Clients

Between April 2019 and March 2020 we registered 3,228 new local clients (2018/19: 2,929), had 10,359 individual contacts (2018/19: 8,403) and dealt with 25,970 issues (2018/19: 18,674) of which 28% related to Universal Credit, 26% to benefits, 11% debt and 8% employment and 7% housing and 6% relationships and family. All other categories were less than 3% of issues supported.

During 2019/20, we supported the residents and people working in Bracknell Forest with 2,346 telephone calls (2018/19: 2,280).

In total, our service negotiated £448,757 worth of debt by rescheduling or reducing the debts to make peoples' lives more sustainable. Our service generated a total of £2,030,183 in additional income, reimbursements or other financial gain for our clients.

Client satisfaction remains high with 98% of clients surveyed being happy or very happy with the service they received.

"Our advisor was very professional and helped us every step of the way. We are very thankful and grateful for all support that we needed to get our lives back on track and start again fresh."

Client feedback, Citizens Advice Bracknell & District

Our Public Benefit

At Citizens Advice, we help people to solve their problems. In doing so, we create financial value. This means that we save government and society money by stopping issues that are, or will become, costly to fix. It's impossible to put a £ value on all the crucial work that we do. However, using Treasury-approved modelling tools, we can estimate the financial value of the service we provide.

Using the Treasury-approved modelling tools, we estimate that the value of the service we provide to our community and wider society in 2019/20 was as follows:

- £1,825,518 savings for government, health and other public services due to fewer payments for out-of-work benefits, costly evictions, re-housing evicted tenants and less demand on the NHS.
- £9,308,364 in wider social and economic benefits due to resolving client problems resulting in higher wellbeing, society participation and productivity.
- £6,655,755 value to the people we help through achieving individual financial outcomes such as getting back-dated benefits, writing-off debts and refunds for consumer issues.

As we are dependent on funding from local councils, corporate sponsorship and grants and donations from individuals, it is important that we demonstrate value for every £1 entrusted to us. Using the Treasury-approved model, we can show that for every £1 invested, we return:

- £5.58 in fiscal benefits for government, health and other public services.
- £28.43 in wider social and economic benefits.
- £20.33 value through financial outcomes for the people we serve.

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDING 31 MARCH 2020



FINANCIAL REVIEW

CAB&D 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. We work 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 funding sources not growing at the same rate. We continue to review alternative funding routes to diversify our funding sources.

Our total surplus was £18,164 (£8,683 in 2018/19) split as follows:

- Surplus on unrestricted funds in 2019/20 was £17,742 (£10,051 in 2018/19)
- Surplus on restricted funds being £422 (deficit of £1,368 in 2018/19)

The total surplus was higher than originally budgeted in 2019/20 because of delays in anticipated expenditure due to Covid-19, preparation for immediate IT infrastructure costs to provide the services from home and to build reserves to better meet the liquidity and reserve targets of Citizens Advice membership.

Total income for the year was £340,329 which represents an increase of £82,136 from £258,193 in 2018/19. Of the total income, the split was as follows:

- Unrestricted fund income was £208,501 (£204,345 in 2018/19)
- Restricted fund income included in this total was £131,828 (£53,848 in 2018/19)

This increase in restricted funding income is mainly due to the significant funding available from Department of Work and Pensions for the Universal Credit Help to Claim and Best Practice Lead initiatives (in total £74,892), distributed through Citizens Advice National. This was the largest contribution to the increase in total income year-on-year. Whilst the future of this funding is not certain, we expect this to be maintained until at least March 2021.

Principal Funding Sources

CAB&D is significantly dependent upon funding from local authorities, mainly Bracknell Forest Borough Council, to enable it to provide services to clients.

We acknowledge and offer our thanks to our public sector funders during the year, including Bracknell Forest Borough Council, Royal Borough of Windsor & Maidenhead, Bracknell Town Council, Crowthorne Parish Council, Sandhurst Parish Council, Sunninghill Parish Council, Binfield Parish Council, Warfield Parish Council and Winkfield Parish Council.

We have also been grateful for the support of individual contractors, companies and trusts during the year, including: Ascot Fire Brigade Trust, Asda, Aviva, Berkshire Community Foundation, Berkshire Masonic Charity, BM Active, Boehringer Ingelheim, Co-op Funeral Care, Honda, Hope Trust, Legal & General Homes, London Legal Support Trust, Prince Philip Trust, Radian, Redwood Technologies, Rotary Clubs, Shanly Foundation, Silva Homes, Sunninghill Trust, Thames Valley Housing and Waitrose.

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDING 31 MARCH 2020



Where services have been provided to the charity without charge, the appropriate value has been estimated, in total £450, and included in both income and the relevant expense category in the accounts.

Reserves Policy

CAB&D maintains a level of reserves to ensure it remains financially viable for the foreseeable future. In setting the level of reserves Trustees have regard to Charity Commission guidance and the national Citizens Advice Membership Agreement. Reserves are held to cover:

- The unexpected withdrawal of grant funding
- Unforeseen or emergency expenditure
- The cost of moving to new premises
- The costs associated with modernising operations e.g. redundancy
- Liabilities arising from past pension commitments

Trustees review the Reserves Policy annually to reflect current circumstances on actual and target reserve levels. Currently, trustees have agreed that the target range for reserves should be between £116,000 and £175,000. Within this target range the aim is to hold free reserves of £148,000 at 31 March 2020 and £117,000 at 31 March 2021. General unrestricted reserves and designated funds, excluding the negative pension reserve of £21,835, at 31 March 2020 were £151,985 (£138,896 as at 31 March 2019).

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.

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDING 31 MARCH 2020



FUTURE PLANS

As we celebrate our significant achievements in 2019/20, we continue to challenge our service to deliver more for our local community. Developing a sustainable service that meets the needs of our clients remains a priority of the trustee board for 2020/21. We will continue to work to ensure that it delivers a cost-effective service, meaning that we are not only offering value for money to our existing funders but that we have a viable offer, whilst never compromising on the high quality service that our clients expect and deserve.

This year, our three organisational priorities are:

1. Complete a "root & branch" strategic review of services & develop the 2021-24 Business Plan
2. Review operations, back office and finance processes alongside our experience of remote working due to Covid-19 to review our service model to deliver a more efficient operation and improved client service
3. Upgrade and upscale our IT infrastructure to support future home working and secure multi-channel service delivery

In addition, and in line with the requirements of the Charity Code of Conduct, the trustees and SMT are actively seeking collaboration opportunities with other local Citizen Advice services to deliver more sustainable and efficient services. Discussions are underway with Citizens Advice Maidenhead & Windsor to review collaboration options which may include a group structure or merger.

DECLARATION

The annual Trustees' Report was approved by the Trustee Board of Citizens Advice Bracknell & District on 3 September 2020 and signed on its behalf by

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Geoff Smith
Chair of Trustees
26 October 2020

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF BRACKNELL & DISTRICT CITIZENS ADVICE



I report to the trustees on my examination of the financial statements of Bracknell & District Citizens Advice Bureau (the charity) for the year ended 31 March 2020.

Responsibilities and basis of report

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

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

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of FCCA CTA, which is one of the listed bodies.

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

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

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

Mr GMD Jennings FCCA CTA
Kirk Rice LLP
The Courtyard
High Street
Ascot
Berkshire
SL5 7HP

Dated:

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2020

		Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £	Unrestricted funds 2019 £	Restricted funds 2019 £	Total 2019 £
Notes							
<u>Income and endowments from:</u>							
Donations and legacies	3	194,792	-	194,792	194,678	-	194,678
Charitable activities	4	-	129,093	129,093	-	51,249	51,249
Other trading activities	5	12,580	2,636	15,216	2,813	-	2,813
Investments	6	1,129	-	1,129	946	-	946
Other income	7	-	99	99	5,908	2,599	8,507
Total income		<u>208,501</u>	<u>131,828</u>	<u>340,329</u>	<u>204,345</u>	<u>53,848</u>	<u>258,193</u>
<u>Expenditure on:</u>							
Raising funds	8	-	-	-	4,242	-	4,242
Charitable activities	9	<u>180,616</u>	<u>141,805</u>	<u>322,421</u>	<u>183,909</u>	<u>60,702</u>	<u>244,611</u>
Other	13	<u>(256)</u>	<u>-</u>	<u>(256)</u>	<u>657</u>	<u>-</u>	<u>657</u>
Total resources expended		<u>180,360</u>	<u>141,805</u>	<u>322,165</u>	<u>188,808</u>	<u>60,702</u>	<u>249,510</u>
Net incoming/(outgoing) resources before		28,141	(9,977)	18,164	15,537	(6,854)	8,683
Gross transfers between funds		<u>(10,399)</u>	<u>10,399</u>	<u>-</u>	<u>(5,486)</u>	<u>5,486</u>	<u>-</u>
Net income for the year/ Net movement in funds		17,742	422	18,164	10,051	(1,368)	8,683
Fund balances at 1 April 2019		<u>112,408</u>	<u>-</u>	<u>112,408</u>	<u>102,357</u>	<u>1,368</u>	<u>103,725</u>
Fund balances at 31 March 2020		<u>130,150</u>	<u>422</u>	<u>130,572</u>	<u>112,408</u>	<u>-</u>	<u>112,408</u>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

BALANCE SHEET

AS AT 31 MARCH 2020

	Notes	2020 £	£	2019 £	£
Current assets					
Debtors	15	10,148		10,358	
Cash at bank and in hand		175,074		163,335	
		<u>185,222</u>		<u>173,693</u>	
Creditors: amounts falling due within one year	16	<u>(37,342)</u>		<u>(39,194)</u>	
Net current assets			147,880		134,499
Creditors: amounts falling due after more than one year	17		(17,308)		(22,091)
			<u></u>		<u></u>
Net assets			<u>130,572</u>		<u>112,408</u>
Income funds					
Restricted funds	19		422		-
<u>Unrestricted funds</u>					
Designated funds	20	97,466		97,466	
General unrestricted funds		54,519		41,429	
Pension reserve		<u>(21,835)</u>		<u>(26,487)</u>	
			<u>130,150</u>		<u>112,408</u>
			<u>130,572</u>		<u>112,408</u>

BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2020

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2020.

The trustees acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the 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 company.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 3 September 2020

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Mr J Rawlings
Trustee and Treasurer
26 October 2020

Company Registration No. 03433043

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

1 Accounting policies

Charity information

Bracknell & District Citizens Advice Bureau is a private company limited by guarantee incorporated in England and Wales. The registered office is The Columbia Centre, Lower Ground Floor, Market Street, Bracknell, Berkshire, RG12 1JG.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's [governing document], the Companies Act 2006 and "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 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

1.5 Expenditure

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

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

1 Accounting policies

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold improvements	5 years straight line
Plant and equipment	3 years straight line
Fixtures and fittings	5 years straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset. and is recognised in net income/(expenditure) for the year.

1.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.8 Employee benefits

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.9 Retirement benefits

The company operates a defined contribution pension scheme for employers. Some former employees were members of a defined benefit scheme which is closed to new employees and new contributions. Employer contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

2 Critical accounting estimates and judgements

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

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

3 Donations and legacies

	Unrestricted funds	Unrestricted funds
	2020	2019
	£	£
Donations and gifts	5,933	3,013
Grants receivable for core activities	188,409	190,535
Donated goods and services	450	1,130
	<u>194,792</u>	<u>194,678</u>
Grants receivable for core activities		
Bracknell Forest Borough Council	167,250	167,250
Royal Borough of Windsor and Maidenhead	8,000	8,000
Bracknell Town Council	6,500	6,500
Sandhurst Town Council	2,759	2,705
Winkfield Parish Council	-	1,750
Sunninghill & Ascot Parish Council	1,000	1,500
Binfield Parish Council	1,544	500
Warfield Parish Council	1,000	1,000
Citizens Advice	356	1,330
	<u>188,409</u>	<u>190,535</u>

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

4 Charitable activities

	Charitable Activities 2020 £	Charitable Activities 2019 £
Performance related grants	129,093	51,249
Performance related grants		
Crowthorne Parish Council	1,500	1,500
Silva Homes	16,868	15,400
Capacity Project	-	5,937
Childrens Centre Outreaches	4,123	4,450
Universal Credit Best Practice Lead	39,000	11,451
Universal Credit Help to Claim	35,892	4,252
Ascot Outreach	9,092	8,259
Friday Opening	21,651	-
Generalist Town Centre	967	-
Other	-	-
	129,093	51,249

5 Other trading activities

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £	Unrestricted funds 2019 £
Fundraising events	12,580	2,636	15,216	1,792
Sponsorships and social lotteries	-	-	-	1,021
Other trading activities	12,580	2,636	15,216	2,813

6 Investments

	Unrestricted funds 2020 £	Unrestricted funds 2019 £
Interest receivable	1,129	946

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

7 Other income

	Restricted funds	Unrestricted funds	Restricted funds	Total
	2020	2019	2019	2019
	£	£	£	£
Other income	99	-	-	-
Other fundraising income	-	5,908	2,599	8,507
	<u>99</u>	<u>5,908</u>	<u>2,599</u>	<u>8,507</u>

8 Raising funds

	Total	Unrestricted funds
	2020	2019
	£	£
<u>Fundraising and publicity</u>		
Fundraising agents	-	4,242
	<u>-</u>	<u>4,242</u>

9 Charitable activities

	Charitable Activities 2020	Charitable Activities 2019
	£	£
Staff costs	182,660	110,515
Depreciation and impairment	-	1,840
Other direct costs	20,943	26,381
	<u>203,603</u>	<u>138,736</u>
Share of support costs (see note 10)	116,201	103,231
Share of governance costs (see note 10)	2,617	2,644
	<u>322,421</u>	<u>244,611</u>
Analysis by fund		
Unrestricted funds	180,616	183,909
Restricted funds	141,805	60,702
	<u>322,421</u>	<u>244,611</u>

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

10 Support costs

	Support costs £	Governance costs £	2020 £	Support costs £	Governance costs £	2019 £
Staff costs	59,329	-	59,329	51,598	-	51,598
Management, admin and premises - restricted fund	56,872	-	56,872	51,633	-	51,633
Trustee expenses	-	67	67	-	210	210
Independent Review	-	1,842	1,842	-	1,934	1,934
Legal and professional fees	-	708	708	-	500	500
	<u>116,201</u>	<u>2,617</u>	<u>118,818</u>	<u>103,231</u>	<u>2,644</u>	<u>105,875</u>
Analysed between Charitable activities	<u>116,201</u>	<u>2,617</u>	<u>118,818</u>	<u>103,231</u>	<u>2,644</u>	<u>105,875</u>

11 Trustees

One trustee claimed £67 during the year (2019: £210).

12 Employees

Number of employees

The average monthly number of employees during the year was:

2020 Number	2019 Number
<u>8</u>	<u>6</u>

Employment costs

	2020 £	2019 £
Wages and salaries	223,594	158,164
Social security costs	8,138	5,401
Other pension costs	10,257	(1,452)
	<u>241,989</u>	<u>162,113</u>

Staff numbers represent the full time equivalent including part-time staff, but excluding contractors and volunteers. There were 18 (2019: 13) part-time employees making up 8 (2019: 6) full time equivalents. There were also 61 volunteers who completed 18,160 hours of work, making up 9 full time equivalents.

Wages and salaries includes contract staff, the amount of which varies year to year.

There were no employees whose annual remuneration was £60,000 or more.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

13 Other

	Unrestricted funds	Unrestricted funds
	2020	2019
Financing costs	(256)	657

Financing costs relate to the unwinding of the discount factor used to value the present value of the deficit reduction contributions payable under the agreement with TPT Retirement Solutions that relates to the deficit.

14 Tangible fixed assets

	Leasehold improvements £	Plant and equipment £	Fixtures and fittings £	Total £
Cost				
At 1 April 2019	31,037	8,048	11,110	50,195
At 31 March 2020	31,037	8,048	11,110	50,195
Depreciation and impairment				
At 1 April 2019	31,037	8,048	11,110	50,195
At 31 March 2020	31,037	8,048	11,110	50,195
Carrying amount				

15 Debtors

	2020 £	2019 £
Amounts falling due within one year:		
Prepayments and accrued income	10,148	10,358

16 Creditors: amounts falling due within one year

	2020 £	2019 £
Other taxation and social security	3,332	-
Other creditors	-	442
Accruals and deferred income	34,010	38,752
	37,342	39,194

17 Creditors: amounts falling due after more than one

	2020 £	2019 £
Accruals and deferred income	17,308	22,091

18 Defined benefit schemes

The company participates in the scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

Valuation

A full actuarial valuation for the scheme was carried out at 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2019 to 31 January 2025: £11,243,000 per annum	(payable monthly and increasing by 3% each on 1st April)
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Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2014. This valuation showed assets of £793.4m, liabilities of £969.9m and a deficit of £176.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2016 to 30 September 2025: £12,945,440 per annum	(payable monthly and increasing by 3% each on 1st April)
From 1 April 2016 to 30 September 2028: £54,560 per annum	(payable monthly and increasing by 3% each on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Funding policy

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

Key assumptions

	2020 %	2019 %
Discount rate	2.53	1.39
Expected rate of increase of pensions in payment	3%	3%

18 Defined benefit schemes

Movement in pension fund liability:

	2020 £
Provision at 1 April 2019	26,487
Unwinding of the discount factor	336
Deficit contribution paid	(4,396)
Remeasurements - impact of any change in assumptions	(592)
Provision at 31 March 2020	<u>21,835</u>

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020



19 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific

	Movement in funds				Movement in funds				
	Balance at 1 April 2018 £	Incoming resources £	Resources expended £	Transfers £	Balance at 1 April 2019 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2020 £
Advice Matters	1,334	-	(1,334)	-	-	-	-	-	-
Crowthorne Town Council	-	1,500	(2,185)	685	-	1,500	(2,189)	689	-
Ascot Outreach	-	8,259	(9,403)	1,144	-	9,634	(13,276)	3,642	-
Cooperative Community Fund	34	-	(34)	-	-	-	-	-	-
Bracknell Forest Homes	-	15,400	(17,178)	1,778	-	16,868	(16,446)	-	422
Children's Centres	-	4,450	(4,556)	106	-	4,123	(4,606)	483	-
Friday Opening	-	5,938	(6,299)	361	-	21,651	(22,464)	813	-
Universal Credit BPL	-	11,450	(11,979)	529	-	39,000	(40,646)	1,646	-
Universal Credit H2C	-	4,252	(4,978)	726	-	35,892	(40,084)	4,192	-
Other restricted	-	2,599	(2,756)	157	-	2,193	(2,094)	(99)	-
Generalist Town Centre	-	-	-	-	-	967	-	(967)	-
	<u>1,368</u>	<u>53,848</u>	<u>(60,702)</u>	<u>5,486</u>	<u>-</u>	<u>131,828</u>	<u>(141,805)</u>	<u>10,399</u>	<u>422</u>

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

20 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2018 £	Movement in funds Incoming resources £	Balance at 1 April 2019 £	Movement in funds Incoming resources £	Balance at 31 March £
Future Provisions Fund	97,466	-	97,466	-	97,466
	<u>97,466</u>	<u>-</u>	<u>97,466</u>	<u>-</u>	<u>97,466</u>

21 Analysis of net assets between funds

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £	Unrestricted funds 2019 £	Restricted funds 2019 £	Total 2019 £
Fund balances at 31 March 2020 are represented by:						
Current assets/(liabilities)	50,414	-	147,880	37,033	-	134,499
Long term liabilities	(17,308)	-	(17,308)	(22,091)	-	(22,091)
	<u>33,106</u>	<u>-</u>	<u>130,572</u>	<u>14,942</u>	<u>-</u>	<u>112,408</u>

22 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases. which fall due as follows:

	2020 £	2019 £
Between two and five years	<u>34,110</u>	<u>34,110</u>

Operating lease payments represents rentals payable by the company for certain of its properties. The lease is for five years and was renewed on 1 July 2019. The total lease commitment over the five year period is £170,550.

23 Related party transactions

There were no disclosable related party transactions during the year (2019 - none).