

**citizens  
advice**

**CITIZENS ADVICE EAST BERKSHIRE LIMITED  
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2022**



Charity registration number 1065672

Company registration number 03433043 (England and Wales)

# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## LEGAL AND ADMINISTRATIVE INFORMATION

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<b>Trustees</b>	Mr J Rawlings Mr K M Reed Ms C Coppel Ms S Branchflower Ms P Thorpe Ms C Haswell Mr G Walmsley Mr T Quincey  Ms K Broad  Ms H Standbridge	(Appointed 1 April 2021) (Appointed 20 May 2021) (Appointed 6 May 2021) (Appointed 18 November 2021)  (Appointed 18 November 2021)  (Appointed 6 May 2021)
<b>Charity number</b>	1065672	
<b>Company number</b>	03433043	
<b>Registered office</b>	The Columbia Centre Lower Ground Floor Market Street Bracknell Berkshire RG12 1JG	
<b>Independent examiner</b>	Kirk Rice LLP The Courtyard High Street Ascot Berkshire SL5 7HP	
<b>Bankers</b>	The Co-Operative Bank St Mary's Butts Reading RG1 2LQ	

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# CITIZENS ADVICE EAST BERKSHIRE LIMITED

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# **CITIZENS ADVICE EAST BERKSHIRE LIMITED**

## **TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)**

### **FOR THE YEAR ENDED 31 MARCH 2022**

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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 2022.

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)".

#### **Objectives and activities**

The combined service has roots back to September 1939 for the promotion of any charitable purpose for the benefit of the community of Bracknell Forest, Maidenhead, Windsor and the surrounding area, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. CAEB 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.

#### **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 conducting the review, we are ensuring 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 2021/22 include:

- Delivery of a unified service for clients across Bracknell Forest, Maidenhead and Windsor with an engaged local team.
- Renewed IT to support client delivery with an intensive induction and training plan for all colleagues.
- Extending reach across East Berkshire to include the Slough area with new funding and capabilities to help a broader client base.
- Growing diversity of funding routes and generating new funding as we plan to deliver for future services and contracts.
- Creatively maintaining staffing levels to fulfil strong growth in both clients and issues.

#### **Operations**

Following the easing of COVID restrictions through 2021/22, we have been successfully working across both offices with a hybrid in-office and remote working operation. This has enabled a return to face-to-face meetings with clients and it is planned to continue to increase the availability of people and hours for this across 2022/23.

During 2021/22 we have operated our telephone answering services within the national Citizens Advice single-contact number queueing system. This helpline process combines resources across the national network to enable call traffic peaks to be evened out and to provide cover for closures and variations in local staffing levels. Initial advice requirements are assessed by the national response line and, where required, further local advice and support is provided as follow up. We monitor the benefits to CAEB of participating in the national group system to optimise our resources.

# **CITIZENS ADVICE EAST BERKSHIRE LIMITED**

## **TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)** **FOR THE YEAR ENDED 31 MARCH 2022**

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### **Fundraising**

Community fundraising in 21/22 have included sponsored walks by the CEO, a coffee morning in Bracknell supported by Involve and attendance at local business forums, in addition to Easy Fundraising and Just Giving Donations.

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

CAEB has robust governance arrangements in place, including those for overseeing our fundraising through the Public Benefit 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 CAEB long term financial sustainability the Finance Committee also reviews activities on a quarterly basis providing a further layer of scrutiny.

CAEB 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. Volunteers, staff and trustees undertake fundraising. Whilst CAEB 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.

On a day-to- day basis, responsibility for compliance with these policies and procedures 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 CAEB.
- No undue pressure is placed on a person to give money or other property.

### **Research and Campaigns**

As well as helping people directly with their problems Citizens Advice campaigns for change and seeks to influence policy and decision makers on a vast range of issues. Nationally, Citizens Advice has had notable successes achieving policy improvements. Locally, we feed into this by providing evidence.

Key achievements in 2021/22 were a regular flow of evidence forms from staff and volunteers, regular analysis and discussion on actions to influence local change, sharing of the analysis of the mental health pilot and Better Care Fund projects in Maidenhead and Windsor with partners which lead to two key funding awards, which will increase advice and partnership working. Thanks to our social media volunteer we achieved four national campaigns, regular tweets and regular features in the local newspapers. We also achieved our first podcast. Special thanks to our volunteer Research and Campaigns lead in Bracknell who gave us a strong legacy for evidence forms and campaigning and to our Project Manager who greatly improved our website, both of whom left in 2021.

# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

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### Partnerships, Projects and Outreach Work

In addition to core services, specialist services continued to be offered in 2021/22 and new services began:

- Better Care Funding – for Maidenhead and Windsor to support residents with disabilities and respond to social prescribing referrals. This has been delivered remotely since 2020, but, where possible, some clients may require home visits in 2022/23.
- Silva Homes outreach support for Bracknell residents living in Silva Home accommodation.
- Mental Health Support – a major new service commissioned from April 2022 by the NHS to provide support to clients with mental health challenges on referral from local NHS services designed to offer better support for people with mental health challenges.
- Money and Pension Service advice (MaPs) – continued 9-month funding for debt advisor in Bracknell.
- Outreach Services - in Ascot, Sunningdale (new contract from April 2022) and Bracknell Children Centre.
- Fuel Poverty (new contract from April 2022) – to assist referrals from social prescribers targeted at older people in Bracknell – an initial pilot scheme may be extended.
- Slough – delivery of a COVID related telephone advice service with potential for extension of contract to full CA service.
- Involve – grant from Bracknell Forest Council to assist in COVID recovery.

### 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 video conferencing, telephone, email and webchat. 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.

As of March 2022, CAEB operated with 92 volunteers (18.4 FTE – full time equivalent), 29 (16.4 FTE) staff and 10 trustees to deliver our service.

# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

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### **Our Volunteers and Paid Staff**

Our success is only achieved through the committed 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. Our staff and volunteers have performed an outstanding and professional job during the year while managing the ongoing challenges of part in-office and part work from home practices, including remote management. The increased demands experienced as a consequence of the pandemic are now being further impacted through the financial difficulties now created through inflation and the economic environment.

Volunteers represent the indispensable core of the service. Without them, there would not be a Citizens Advice service. Volunteers (inc. trustees) provided over 37,267 hours (2020/21: over 23,210 hours) of their time during the year, equivalent to 19.4 FTE staff (2020/21: 12.1 FTE) and an estimated worth of £572,931. However, it is inadequate to express volunteer value in merely monetary terms as they bring their skills, experience, personality and culture to enrich both our service and our local community.

We continue to work hard on our approach to attracting and keeping volunteers. Volunteer recruitment was lower in 2021/22 as we concentrated on delivering a broad service and bringing online those recruited in 2020/21. We are relaunching our volunteer recruitment in 2022/23 to secure a regular pipeline to meet the increasing client demands, through widening our range of search media and introducing more targeted communications.

Our paid staff are the backbone of our service working to deliver a unique and comprehensive service within our community. The unification of the service led to some colleagues following different career paths and steps taken to fill the resultant gaps in knowledge and experience. For those colleagues leaving us, we wish them well in their future roles. For those colleagues remaining and joining us, we truly thank them for their resilience and dedication throughout a stretching year.

We had 29 paid staff (16.4 FTE) as of March 2022.

### **Our Clients**

Between April 2021 and March 2022, we supported 9,619 clients and dealt with 32,870 issues. of which 29% related to Benefits and tax credits, 15% to debt, 13% housing, 12% related to Universal Credit, 6% to employment, 5% relationships and 5% legal. All other categories totalled less than 15% of issues supported.

In total, our service negotiated £476,967 worth of debt by rescheduling or reducing the debts to make peoples' lives more sustainable. Our service generated a total of £3,463,361 in additional income, reimbursements or other financial gain for our clients.

# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

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### 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 2021/22 was as follows:

- £3,278,145 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.
- £19,508,878 in wider social and economic benefits due to resolving client problems resulting in higher wellbeing, society participation and productivity.
- £9,714,402 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:

- £4.24 in fiscal benefits for government, health and other public services.
- £25.23 in wider social and economic benefits.
- £12.56 value through financial outcomes for the people we serve.



# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

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#### Financial review

CAEB is focused on providing added value to its funders from a base of sound fiscal 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 in 2021/22 was £215,194 (£16,035 in 2020/21), which was largely due to two major initiatives within the year:

1. A merger with Citizens Advice Maidenhead & Windsor, where the assets and liabilities were absorbed into Citizens Advice Bracknell & District on 1 April 2022 creating Citizens Advice East Berkshire. This increases the surplus by £158,298.

2. Fully funded IT expenditure to transform our service to clients using hybrid working from home and the office. Whilst this was discharged to the terms of the agreement, 100% of the relevant was recognised, whereas only depreciation is shown in the expense resulting in an accounting non-cash surplus of £48,831. This will be held in reserves, but as fully spent is not available for any other activities.

The underlying surplus is £8,065. This surplus is higher than originally budget but represents the targeted surplus required to build financial resilience as the service grows to support a broader geographical area and more clients.

Total income for the year was £984,906, an increase of £564,262 from £420,644 in 2020/21, representing the base income of CAMW in addition to the increase in funding achieved in 2021/22 in addition to additional income from the merger (£158,298) and the estimated benefit of the Maidenhead Office provided rent free (£49,310). Of the total income, the split was as follows:

- Unrestricted fund income was £656,710 (£235,407 in 2020/21)
- Restricted fund income was £328,196 (£185,237 in 2020/21)

In addition to the increase in funds due to the unified services, funding continued in the following areas: Help to Claim extended to March 2022; debt counselling (Money and Pension Service) extended to January 2023, Slough advice service started November 2021 plus other foundation and donations. The funding awards mitigated the income of the contracts that expired during the year.

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

CAEB maintains a level of reserves to ensure it remains financially viable for the near 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. In 2021/22, trustees have agreed that the target range for reserves should be between £200,474 and £493,952. General unrestricted reserves and designated funds, excluding the negative pension reserve of £3,969, on 31 March 2022 were £365,770 (£165,035 as of 31 March 2021).

# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

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CAEB is significantly dependent upon funding from local authorities, mainly Bracknell Forest Borough Council, Royal Borough of Windsor and Maidenhead and Slough 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, Bracknell Town Council, Bray Parish Council, Binfield Parish Council, Cox Green Parish Council, Crowthorne Parish Council, Sandhurst Parish Council, Sunninghill 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 Arnold Clark, Ascot Fire Brigade Trust, Berkshire Community Foundation, Louis Bayliss Trust, National Lottery, Shanly Foundation, Silva Homes, Sunninghill Trust, The Syder Foundation and Waitrose.

### Future Risks and Uncertainties

CAEB 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 CAEB were identified and relate to the following:

- Unified services may fail to bring about expected benefits and instead causes organisational damage.
- Services provided may not be relevant to all groups, leading to increased and ongoing hardship within segments of the community.
- Services provided may not meet client demand through inadequate resourcing through recruitment problems, staff turnover or prolonged absence.
- Overspends, surprise deficits may occur jeopardising long-term viability at jeopardy due to a lack of financial planning, expertise, control, segregation, reporting and remedial action.
- The service may become unviable due to poor reserves position, investment decisions and inability to meet long-term and contingent liabilities

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

- Investment in merger planning, engaging experts and engaging across stakeholders to deliver the unified service.
- Robust service planning focussing on socio-economic needs, with regular reporting and review of targets and operational effectiveness.
- CEO and HR trustee and supporting staff model, plan, execute and monitor recruitment pipeline and training to deliver sufficient resources to meet client demand.
- Bottom-up budgets created, with regular reviews and monitoring, quarterly forecast of spend and reviews across the trustee board to ensure financial probity.
- Reserves position formally reviewed annual and reported quarterly alongside other financial policies such as investment policy and fundraising protocols.

### Information Security and Client Confidentiality

CAEB's Trustee Board oversaw the information security of all personal information of our clients, staff, funders and strategic partners that is processed. CAEB holds joint responsibility for client data that is held in our case management system, with the national Citizens Advice Service. The Board has appointed a Senior Information Risk Officer (SIRO) and an Information Asset Owner (IAO) 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.

# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

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### 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.

CAEB conducted a 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.

### Plans for future periods

As we celebrate our achievements in 2021/22 building our unified service for the benefit of our clients, we continue to challenge our service to deliver more for our local community.

Our organisational priorities in 2021/22 were:

1. Serving 23% more clients on the currently funded combined base in the geographical area of Bracknell Forest, Windsor and Maidenhead and eliminate client waiting time for services.
2. Invest in front line services through efficiency savings in the management and support functions.
3. Resolving the capacity issues of taking on more volunteers by investing in more paid supervisory staff.
4. Creating more robustness in office functions through sharing expertise and resources and implementing new processes.
5. Continue to provide services to clients in a seamless way to avoid misunderstanding from the change of name to Citizens Advice East Berkshire.

Whilst there has been significant investment and delivery in creating more robust office functions and to build a unified service, some challenges still exist to grow capacity even further to meet our ambitions. We still aspire to better performance by seeing more clients but, given all of the other changes and developments in 2021/22, were unable to immediately increase client numbers above historic levels. We are working to consolidate plans to improve this for the future.

### Revisions to the Business Plan

The strategic plan for 2022/23 builds on the history, experience, skills and lessons learned in 2021/22 to develop a sustainable service that benefits the current and future challenges facing the clients we serve.

Therefore, we will emphasise the following in the forthcoming year:

- Continued focus on delivery of core targets and contracts related to funding streams including the successful mobilisation of new contracts.
- Focus on ensuring capacity is in place to deliver business as usual and make advances in our ambitions to meet more client demand, making any necessary changes to ensure roles are competitive and attractive and improving staff and contract management capacity.
- Targets for higher client numbers to be directly related to capacity to deliver them.
- Remodelling of service to improving training and consistent practice on Adviceline and improving access to advice.
- Revisions to training arrangements to speed up training and coaching of new recruits and develop a cycle of moving volunteers from assessors to advisors in order to be able to have the right balance between initial contact and the ability to respond to more detailed advice needs.
- Recognition of the need to have change management capacity in place to deliver wider organisational aims and make progress on creating a cohesive and high performing culture.

# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

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### Success Criteria

CAEB remains committed to measuring itself against the ambitions set out in last year's plan.

- A 3-year vision and strategy has been developed and engaged creating compelling excitement internally and externally.
- Client capacity has increased and quality standards have been raised or at least maintained.
- Improved operational strength that enables and empowers staff and volunteers to deliver more for our increased client demand.
- A funding strategy is in place to create more long-term sustainable funding sources.
- Successful bids for services outside of the existing geographies are in process, capitalising on the East Berkshire coverage.
- A unified operating model is implemented with simple back-office processes, creating motivating and worthwhile tasks and job roles for all colleagues.
- Staff and volunteers feel well led in an open and harmonious environment with a high sentiment that the new working environment is better than the old.
- A dynamic, can-do, continuous improvement and family culture has been developed with a strong sense of commonality.
- A respected Trustee Board providing a bridge between the strategic ambition and the operational challenges of balancing high demands with the service capacity and capabilities.
- Strong and effective relationships with local councils, parish councils and funders with persuasive reports and statistics demonstrating social value.
- An exciting traditional and social media presence leading to growing relevance and engagement with our community and clients and brand and fundraising opportunities with stakeholders and local residents.

### Structure, governance and management

Citizens Advice East Berkshire Limited (CAEB) is a registered charity and a company limited by guarantee and without share capital. CAEB was created through a merger of Bracknell and District Citizens Advice Bureau Limited, operating as Citizens Advice Bracknell & District (CABD) and Citizens Advice Maidenhead and Windsor (CAMW). All assets and liabilities of Citizens Advice Maidenhead and Windsor were transferred to Bracknell and District Citizens Advice Bureau Limited on 1 April 2021.

CAMW was established on 1 September 1939 and incorporated as a company limited by guarantee on 13 December 2000. CABD was established in November 1961 and 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.

Following successful transfer of assets and liabilities, CABD changed its name to CAEB on 1 April 2021. On 31 March 2022, the company had ten members, who are appointed as trustees of the charity. CAEB is governed by its Memorandum and Articles of Association as approved on 1 April 2021.

# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

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The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mr G S Smith	(Resigned 23 June 2021)
Mr J Rawlings	
Mr K M Reed	
Ms S Kapoor	(Resigned 18 November 2021)
Ms C Coppel	
Mr K Stanley	(Resigned 15 October 2021)
Ms S Branchflower	
Ms P Thorpe	(Appointed 1 April 2021)
Ms C Haswell	(Appointed 20 May 2021)
Mr G Walmsley	(Appointed 6 May 2021)
Mr T Quincey	(Appointed 18 November 2021)
Ms K Broad	(Appointed 18 November 2021)
Ms H Standbridge	(Appointed 6 May 2021)

### Recruitment and Appointment of Trustees

CAEB 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 CAEB 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 were drawn from interested residents from Bracknell Forest, Maidenhead, Slough 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 considering the need for progressive refreshing of the board and should also be explained in the annual Trustees' Report. There are no such members currently serving.

The Chief Executive was appointed on 1 April 2021. From 1 April 2021, Cheryl Coppel was appointed Chair of CAEB and Geoff Smith Vice-Chair. Geoff Smith was previously Chair of CABD. Geoff Smith resigned on 23 June 2021. Penny Thorpe absorbed Vice-Chair responsibilities from 26 August 2021. Jason Rawlings continues as Treasurer. Shivani Kapoor was appointed as a trustee on 8 March 2021 and from 1 April 2021 undertook Company Secretary duties for CAEB. Shivani Kapoor resigned on 18 November 2021, with recruitment underway to find a suitable replacement.

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 were made up of trustees and members of senior management. These include Governance & Strategy, Finance, Operations and Public Benefit. The sub-committees meet at least quarterly and report their activities to the full Trustee Board. All sub-committees have Terms of Reference approved by the Trustee Board.

# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

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### Organisation Structure

CAEB 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 CAEB 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.

There is an Annual General Meeting (AGM) which is usually held in September. The membership and proceedings of the AGM are defined in CAEB'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 consults with other advisory services, local charities and local authority departments on behalf of clients.

### 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.

### 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. 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

The trustees' report was approved by the Board of Trustees.



**Cheryl Coppel**  
Chair of Trustees

Date: 18 August 2022

# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## INDEPENDENT EXAMINER'S REPORT

### TO THE TRUSTEES OF CITIZENS ADVICE EAST BERKSHIRE LIMITED

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I report to the trustees on my examination of the financial statements of Citizens Advice East Berkshire Limited (the charity) for the year ended 31 March 2022.

#### **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.

Graham Jennings FCCA CTA

**Kirk Rice LLP**

The Courtyard  
High Street  
Ascot  
Berkshire  
SL5 7HP

Dated: .....

# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
<b>Income and endowments from:</b>							
Donations and legacies	3	433,998	1,500	435,498	211,845	1,500	213,345
Charitable activities	4	49,310	326,696	376,006	-	183,737	183,737
Other trading activities	5	14,013	-	14,013	21,045	-	21,045
Investments	6	894	-	894	1,319	-	1,319
Absorption of Citizens Advice Maidenhead & Windsor/ other income	7	158,495	-	158,495	1,198	-	1,198
<b>Total income</b>		<u>656,710</u>	<u>328,196</u>	<u>984,906</u>	<u>235,407</u>	<u>185,237</u>	<u>420,644</u>
<b>Expenditure on:</b>							
Charitable activities	8	420,506	359,002	779,508	213,670	189,819	403,489
Other	12	(9,796)	-	(9,796)	1,120	-	1,120
<b>Total expenditure</b>		<u>410,710</u>	<u>359,002</u>	<u>769,712</u>	<u>214,790</u>	<u>189,819</u>	<u>404,609</u>
<b>Net incoming/(outgoing) resources before transfers</b>		246,000	(30,806)	215,194	20,617	(4,582)	16,035
Gross transfers between funds		(30,806)	30,806	-	(4,160)	4,160	-
<b>Net income for the year/ Net movement in funds</b>		215,194	-	215,194	16,457	(422)	16,035
Fund balances at 1 April 2021		146,607	-	146,607	130,150	422	130,572
<b>Fund balances at 31 March 2022</b>		<u>361,801</u>	<u>-</u>	<u>361,801</u>	<u>146,607</u>	<u>-</u>	<u>146,607</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.



# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## BALANCE SHEET

AS AT 31 MARCH 2022

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	Notes	2022 £	£	2021 £	£
<b>Fixed assets</b>					
Tangible assets	13		48,831		-
<b>Current assets</b>					
Debtors	14	31,578		8,347	
Cash at bank and in hand		470,526		331,650	
		<u>502,104</u>		<u>339,997</u>	
<b>Creditors: amounts falling due within one year</b>	15	<u>(143,553)</u>		<u>(179,625)</u>	
Net current assets			358,551		160,372
<b>Total assets less current liabilities</b>			407,382		160,372
<b>Creditors: amounts falling due after more than one year</b>	16		(30,081)		(13,765)
<b>Provisions for liabilities</b>			<u>(15,500)</u>		<u>-</u>
<b>Net assets</b>			<u>361,801</u>		<u>146,607</u>
<b>Income funds</b>					
<u>Unrestricted funds</u>					
Designated funds	20	104,518		97,466	
General unrestricted funds		261,252		67,569	
Pension reserve		<u>(3,969)</u>		<u>(18,428)</u>	
			361,801		146,607
			<u>361,801</u>		<u>146,607</u>

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# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## BALANCE SHEET (CONTINUED)

**AS AT 31 MARCH 2022**

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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 2022.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

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 18 August 2022.



Mr J Rawlings  
**Treasurer and Trustee**

**Company registration number 03433043**

# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## NOTES TO THE FINANCIAL STATEMENTS

*FOR THE YEAR ENDED 31 MARCH 2022*

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### 1 Accounting policies

#### Charity information

Citizens Advice East Berkshire Limited 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, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "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 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.

# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

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### 1 Accounting policies

(Continued)

#### 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 the statement of financial activities.

#### 1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

#### 1.8 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 one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

##### **Derecognition of financial liabilities**

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

# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

### 1 Accounting policies

(Continued)

#### 1.9 Provisions

Provisions are recognised when the charity has a legal or constructive present obligation as a result of a past event, it is probable that the charity will be required to settle that obligation and a reliable estimate can be made of the amount of the obligation.

The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the reporting end date, taking into account the risks and uncertainties surrounding the obligation. Where the effect of the time value of money is material, the amount expected to be required to settle the obligation is recognised at present value. When a provision is measured at present value, the unwinding of the discount is recognised as a finance cost in net income/(expenditure) in the period in which it arises.

#### 1.10 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.

#### 1.11 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.

### 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	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2022	2022	2022	2021	2021	2021
	£	£	£	£	£	£
Donations and gifts	776	-	776	14,916	-	14,916
Grants receivable for core activities	433,222	1,500	434,722	196,929	1,500	198,429
	<u>433,998</u>	<u>1,500</u>	<u>435,498</u>	<u>211,845</u>	<u>1,500</u>	<u>213,345</u>

# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

### 3 Donations and legacies

(Continued)

#### Grants receivable for core activities

Bracknell Forest Borough Council	194,547	-	194,547	192,642	-	192,642
Sandhurst Town Council	2,815	-	2,815	2,787	-	2,787
Sunninghill & Ascot Parish Council	1,000	-	1,000	1,500	-	1,500
Berkshire Community Foundation	35,000	-	35,000	-	-	-
Citizens Advice	199,860	-	199,860	-	-	-
Crowthorne Town Council	-	1,500	1,500	-	1,500	1,500
	<u>433,222</u>	<u>1,500</u>	<u>434,722</u>	<u>196,929</u>	<u>1,500</u>	<u>198,429</u>

# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

### 4 Charitable activities

	<b>Charitable Activities 2022 £</b>	<b>Charitable Activities 2021 £</b>
Performance related grants	326,696	183,737
Value of the donated use of the Maidenhead building	49,310	-
	<u>376,006</u>	<u>183,737</u>
Analysis by fund		
Unrestricted funds	49,310	-
Restricted funds	326,696	183,737
	<u>376,006</u>	<u>183,737</u>
<b>Performance related grants</b>		
Silva Homes	17,826	17,205
Children Centre Outreaches	4,575	4,575
Universal Credit Best Practise Lead	39,980	39,648
Universal Credit Help to Claim	116,266	39,959
Ascot Outreach	10,500	11,828
Friday Opening	5,000	23,267
Department for Business, Energy & Industrial Strategy	50,666	12,667
Money and Pension Service	44,717	16,005
Other	37,166	18,583
	<u>326,696</u>	<u>183,737</u>

Other performance related grants is made up of £20,333 from Bracknell Forest Council Financial Inclusion and £16,833 from Bracknell Forest Council Settle Status.

The building situated in Maidenhead is provided to CAEB free of charge. The value to the charity has been estimated as £49,310 for the year and this has been recognised as income with an equivalent amount recognised as an expense in the year.

### 5 Other trading activities

	<b>Unrestricted funds 2022 £</b>	<b>Unrestricted funds 2021 £</b>
Fundraising events	14,013	21,045
	<u>14,013</u>	<u>21,045</u>

# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

### 6 Investments

	<b>Unrestricted funds</b>	Unrestricted funds
	<b>2022</b>	2021
	£	£
Interest receivable	894	1,319
	<u>894</u>	<u>1,319</u>

### 7 Absorption of Citizens Advice Maidenhead & Windsor/ other income

	<b>Unrestricted funds</b>	Unrestricted funds
	<b>2022</b>	2021
	£	£
Other income	197	1,198
Transfer in of Citizen Advice Maidenhead and Windsor reserves	158,298	-
	<u>158,495</u>	<u>1,198</u>

### 8 Charitable activities

	<b>Charitable Activities 2022</b>	<b>Charitable Activities 2021</b>
	£	£
Staff costs	505,528	224,423
Depreciation and impairment	15,676	-
Other direct costs	4,690	18,459
	<u>525,894</u>	<u>242,882</u>
Share of support costs (see note 9)	249,812	158,531
Share of governance costs (see note 9)	3,802	2,076
	<u>779,508</u>	<u>403,489</u>
<b>Analysis by fund</b>		
Unrestricted funds	420,506	213,670
Restricted funds	359,002	189,819
	<u>779,508</u>	<u>403,489</u>



# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

### 9 Support costs

	Support costs	Governance costs	2022 Support costs	Governance costs	2021
	£	£	£	£	£
Staff costs	80,594	-	80,594	67,978	67,978
Management, admin and premises - restricted fund	169,218	-	169,218	90,553	90,553
Trustee expenses	-	8	8	-	16
Independent Review	-	3,794	3,794	-	2,060
	<u>249,812</u>	<u>3,802</u>	<u>253,614</u>	<u>158,531</u>	<u>160,607</u>
Analysed between Charitable activities	<u>249,812</u>	<u>3,802</u>	<u>253,614</u>	<u>158,531</u>	<u>160,607</u>

### 10 Trustees

Trustee expenses totalled £8 during the year (2021: £16).

### 11 Employees

The average monthly number of employees during the year was:

	2022 Number	2021 Number
	16	11
	<u>16</u>	<u>11</u>
Employment costs	2022 £	2021 £
Wages and salaries	531,895	270,817
Social security costs	29,401	9,276
Other pension costs	24,826	12,308
	<u>586,122</u>	<u>292,401</u>

Staff numbers represent the full time equivalent including part-time staff, but excluding contractors and volunteers. There were 29 (2021: 23) part-time employees making up 16 (2021: 11) full time equivalents. There were also 90 volunteers who completed 37,267 hours of work, making up 18 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 more than £60,000.

# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

### 12 Other

	<b>Unrestricted funds</b>	Unrestricted funds
	<b>2022</b>	2021
Financing costs	(9,796)	1,120
	<u>          </u>	<u>          </u>

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.

### 13 Tangible fixed assets

	Leasehold improvements	Plant and equipment	Fixtures and fittings	Total
	£	£	£	£
<b>Cost</b>				
At 1 April 2021	31,037	8,048	11,110	50,195
Additions	-	35,595	-	35,595
Business combinations	-	28,667	245	28,912
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>
At 31 March 2022	31,037	72,310	11,355	114,702
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>
<b>Depreciation and impairment</b>				
At 1 April 2021	31,037	8,048	11,110	50,195
Depreciation charged in the year	-	15,431	245	15,676
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>
At 31 March 2022	31,037	23,479	11,355	65,871
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>
<b>Carrying amount</b>				
At 31 March 2022	-	48,831	-	48,831
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>

### 14 Debtors

	<b>2022</b>	<b>2021</b>
	£	£
<b>Amounts falling due within one year:</b>		
Prepayments and accrued income	31,578	8,347
	<u>          </u>	<u>          </u>

### 15 Creditors: amounts falling due within one year

	<b>2022</b>	<b>2021</b>
	£	£
Other creditors	2,590	-
Accruals and deferred income	140,963	179,625
	<u>          </u>	<u>          </u>
	<u>143,553</u>	<u>179,625</u>

# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

### 16 Creditors: amounts falling due after more than one year

	2022 £	2021 £
Other creditors	27,558	-
Accruals and deferred income	2,523	13,765
	<u>30,081</u>	<u>13,765</u>

### Provisions for liabilities

	2022 £	2021 £
	<u>15,500</u>	<u>-</u>

Movements on provisions:

	£
Transfer in of Maidenhead and Windsor dilapidations provision	<u>15,500</u>

### 18 Defined benefit schemes

The company participates in the scheme, a multi-employer scheme which provides benefits to some 638 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.

# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

#### 18 Defined benefit schemes

(Continued)

##### *Valuation*

A full actuarial valuation for the scheme was carried out at 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m. 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)
---------------------------------------	-----------------------	-------------------

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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 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 asked the participating employers to pay additional contributions to the scheme as follows:

##### **Deficit contributions**

---

From 1 April 2019 to 30 September 2025:	£11,243,000 per annum	(payable monthly and increase 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.

##### *Key assumptions*

	<b>2022</b>	<b>2021</b>
	%	%
Discount rate	2.35	0.66
Expected rate of increase of pensions in payment	3%	3%

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

#### 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 purposes:

	Movement in funds				Movement in funds				Balance at 31 March 2022
	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	
	£	£	£	£	£	£	£	£	£
Crowthorne Town Council	-	1,500	(2,153)	653	-	1,500	(2,783)	1,283	-
Ascot Outreach	-	11,828	(12,127)	299	-	10,500	(10,607)	107	-
Silva Homes	422	17,205	(17,904)	277	-	17,826	(21,751)	3,925	-
Children's Centres	-	4,575	(4,642)	67	-	4,575	(4,782)	207	-
Friday Opening	-	23,267	(24,575)	1,308	-	5,000	(7,195)	2,195	-
Universal Credit BPL	-	39,648	(40,152)	504	-	39,980	(39,987)	7	-
Universal Credit H2C	-	39,959	(40,329)	370	-	116,266	(122,410)	6,144	-
Department for Business, Energy & Industrial Strategy	-	12,667	(12,854)	187	-	50,666	(55,627)	4,961	-
Money and Pension Service	-	16,005	(16,343)	338	-	44,717	(52,871)	8,154	-
Bracknell Forest Council Settled Status	-	8,417	(8,513)	96	-	16,833	(17,780)	947	-
Bracknell Forest Council Financial Inclusion	-	10,166	(10,227)	61	-	20,333	(20,833)	500	-
Windsor and Maidenhead Mental Health	-	-	-	-	-	-	(2,376)	2,376	-
	422	185,237	(189,819)	4,160	-	328,196	(359,002)	30,806	-

# CITIZENS ADVICE EAST BERKSHIRE LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

#### 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:

	Movement in funds		Movement in funds		Balance at 31 March 2022 £
	Balance at 1 April 2020 £	Incoming resources £	Balance at 1 April 2021 £	Incoming resources £	
Future Provisions Fund	97,466	-	97,466	7,052	104,518
	<u>97,466</u>	<u>-</u>	<u>97,466</u>	<u>7,052</u>	<u>104,518</u>

#### 21 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2022 £	2022 £	2022 £	2021 £	2021 £	2021 £
Fund balances at 31 March 2022 are represented by:						
Tangible assets	48,831	-	48,831	-	-	-
Current assets/(liabilities)	358,551	-	358,551	160,372	-	160,372
Long term liabilities	(30,081)	-	(30,081)	(13,765)	-	(13,765)
Provisions	(15,500)	-	(15,500)	-	-	-
	<u>361,801</u>	<u>-</u>	<u>361,801</u>	<u>146,607</u>	<u>-</u>	<u>146,607</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:

	2022 £	2021 £
Within one year	34,110	34,110
Between two and five years	42,638	76,748
	<u>76,748</u>	<u>110,858</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 remaining lease commitment is £76,748.

# **CITIZENS ADVICE EAST BERKSHIRE LIMITED**

## **NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

***FOR THE YEAR ENDED 31 MARCH 2022***

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### **23 Related party transactions**

There were no disclosable related party transactions during the year (2021 - none).