

Taunton and District Citizens Advice Bureau
(A Charitable Company Limited by Guarantee)

Annual Report and Financial Statements

For the Year Ended 31 March 2021

Company Number: 02900368
Charity Registered in England and Wales Number: 1050297

Taunton and District Citizens Advice Bureau
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For the Year Ended 31 March 2021

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Taunton and District Citizens Advice Bureau
Reference and Administrative Details
For the Year Ended 31 March 2021

Directors

J Kupfer (Chair)
A Kingston-James (Deputy Chair)
P Barker (Treasurer)
N Bevan
R Cadwallader
J Hill
A Plumbly
E Rhodin

Management

J Shoesmith	Chief Officer
N Waite	Finance Manager
J Ward	Operations & Advice Manager
R Cooke	Operations & Advice Manager
C Dougherty	Office Manager
E Luke	Training Manager (resigned 31-12-20)
J Newman	Management Information & Administration Manager

Registered Office

St Mary's House
Magdalene Street
Taunton
Somerset
TA1 1SB

Bankers

Barclays Bank Plc
46 North Street
Taunton
Somerset
TA1 1LZ

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
ME19 4JQ

Co-operative Bank PLC
242 High Street
Exeter
EX4 3QB

Auditors

Albert Goodman LLP
Goodwood House
Blackbrook Park Avenue
Taunton
Somerset
TA1 2PX

Taunton and District Citizens Advice Bureau

Trustee Directors' Report

For the Year Ended 31 March 2021

Taunton and District Citizens Advice Bureau (referred to below as Citizens Advice Taunton) is a registered charity and a company limited by guarantee and operates under the name of Citizens Advice Taunton. The directors, who are also the trustees for the purpose of charity law, present their Report, together with the audited Financial Statements of the Charitable Company for the year ended 31 March 2021, which have been prepared in accordance with the current statutory requirements, its governing documents and Statement of Recommended Practice (SORP FRS 102- implemented 1 January 2019).

Related Parties

Citizens Advice Taunton is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, 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 Board of Directors in order to fulfil the company's charitable objects and comply with the National membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and local government departments on behalf of clients. Where one of the directors holds the position of trustee or director of another charity or company they may be included in discussions regarding that other charity or company but not in the ultimate decision-making process.

Constitution

Citizens Advice Taunton was incorporated on 21 February 1994, and is governed by its Memorandum & Articles of Association as updated on 7 December 2020.

Appointment of Members and Directors

The Board of Directors has established criteria for membership of both individuals and organisations in line with the charity's Equality and Diversity policies. These criteria are followed by the Chief Officer when recommending that membership be offered to individuals and organisations within the local community. Directors are elected at the AGM or co-opted by the Board of Directors. Newly appointed directors are provided with a comprehensive induction to Citizens Advice by the existing Trustees and Chief Officer and through the provision of training courses and mentoring by established directors.

Guarantee

Citizens Advice Taunton does not have a share capital. Each member has guaranteed to contribute the sum of £1 in the event of the charity being wound-up.

Charity

Taunton and District Citizens Advice Bureau is a registered charity, number 1050297.

Taunton and District Citizens Advice Bureau
Trustee Directors' Report
For the Year Ended 31 March 2021

Directors

The following were directors during the year:

J Kupfer (Chair)
A Kingston-James (Deputy Chair)
R Cadwallader (Treasurer to 20 November 2020)
P Barker (appointed 29 July 2020) (Treasurer from 20 November 2020)
N Bevan (appointed 19 February 2020)
J Hill
A Plumbly
E Rhodin
V Stock-Williams (resigned 31 July 2020)

Each director is a member of Citizens Advice Taunton.

Principal Activities and Objectives

Citizens Advice Taunton aims to provide free, confidential, impartial and independent advice and information for the public benefit to the local community of Taunton Deane and surrounding areas. The principal activity and objectives of the charity are to ensure that individuals have access to relevant advice and do not suffer through lack of knowledge of their rights and responsibilities, or of the services available to them, or through an inability to express their needs effectively. Equally Citizens Advice Taunton aims to exercise a responsible influence on the development of social policies and services both locally and nationally.

Organisational Structure

Citizens Advice Taunton is governed by its Board of Directors which is responsible for setting the strategic direction of the organisation and its policies. The Directors carry the ultimate responsibility for the conduct of the organisation and ensure that it satisfies its legal and contractual obligations within the requirements of the Memorandum and Articles, Company and Charitable law. The Directors have full regard to the Charity Commission's guidance on the Public Benefit requirements. Directors meet as a minimum quarterly and delegate the day to day operation of the organisation to a full time Chief Officer who is appointed by the Directors. The Chief Officer is Jon Shoesmith. The Chief Officer is assisted by a senior team who oversee functions, including the quality of advice, H&S, training of new staff and our Research and Campaigns work.

The Board of Directors is independent from management.

Salaries are reviewed annually by the Board.

Taunton and District Citizens Advice Bureau
Trustee Directors' Report
For the Year Ended 31 March 2021

Achievements and Performance

Charitable Activities for the provision of Public Benefit:

Overall

In total this year the charity assisted 7,483 clients with 21,150 issues. Welfare benefits, debt, employment, housing and relationship/family issues remain the highest areas of concern, with benefits and debt accounting for 41.5% of the issues raised. Universal Credit alone accounted for 2,258 issues this year (across all services).

As part of the charity's income maximisation service, which includes form filling and charitable grant applications for clients, it is estimated that income of some £2.31m was secured for clients, including £36,000 of employment gains from tribunals and settlements with employers.

Our objective is to meet the community's needs, both in terms of assisting and supporting them to deal with their issues, but also to campaign for their rights when these are compromised or denied by policy or practice.

We are determined to continue to increase the impact of our team ensuring that we provide the skills that our clients need. This means funders can remain confident in our expertise as well as allowing us to further diversify our services and to deliver what the people of Taunton Deane and its surrounding area need. We continue to adapt and evolve in any way necessary to deliver appropriate services and do so despite the backdrop of reducing funding.

Statistical information:

	Macmillan	Pension Wise	One Team	Universal Credit Help to Claim	Core plus the 9 additional projects	Total
Number of clients	638	2,502	163	316	3,864	7,483
Number of new cases	544	2,520	153	263	4,283	7,763
Number of issues raised	3,135	4,618	562	905	11,930	21,150

It should be noted that the Pension Wise figure includes a large number of clients whose referrals were received at Taunton but whose cases were then handled by other offices.

Taunton and District Citizens Advice Bureau

Trustee Directors' Report

For the Year Ended 31 March 2021

Core Service

Supported primarily by volunteers, Citizens Advice Taunton operates a core service, which is available to anyone in Taunton Deane. The main office is at St Mary's House, Magdalene St, Taunton TA1 1SB, with outreach services in Wellington.

Due to the Covid-19 pandemic, and logistical challenges, we moved our entire operations to remote working. This has been successful and enabled us to continue to provide our services to the community. As a result of the lockdown and various government initiatives, the pattern and nature of enquiries changed. We liaised, and continue to do so, with our funders and stakeholders as the lockdown prevented us from meeting all requirements such as person to person contact, nevertheless this has not presented an issue for them to date. We reopened the office on May 17th 2021.

The core service makes an immense contribution to the locality's support needs and for the year ended 31st March 2021, it advised a total of 3,754 clients. The support provided included substantial issues such as possession proceedings on family homes, rehousing for vulnerable and endangered clients, the suspension of evictions, deposit disputes with landlords, representation at benefit and employment tribunals, and we assisted clients to secure £0.26m of income. Some of these are life changing interventions which require considerable expertise. We also assisted clients with numerous grant applications, which enabled them to procure items such as essential furniture, clothing and white goods, to help them achieve an acceptable standard of living, despite many having extremely low incomes.

Projects

In addition to the core service, Citizens Advice Taunton delivers a variety of projects.

At **Wellsprings NHS Hospital in Taunton** we provided a holistic advice service to psychiatric in-patients preparing to return to the community or needing assistance to manage their affairs during their treatment. We have a similar service at **Wellesley Hospital** in Wellington, run by Elysium Healthcare, a private health care provider.

Macmillan Cancer Support funding provides a benefits advice service to those living with cancer and to their carers and families resident within the Musgrove Park Hospital catchment area. This year we assisted in gaining income of more than £1.5 million. The project also aims to interact with other like-minded services in the locality so that between us we serve this client group efficiently to the best of our ability.

Our funding from **Taunton Deane Multiple Sclerosis (MS) Society** continued to provide an adviser to assist local MS patients. The post was only ½ day a week in 2020/21 yet helped 35 clients and gained over £80,000 in annualised benefits income on their behalf.

HRA Debt is funded by the local housing authority, for clients approaching them under the Homelessness Reduction Act (which extended housing authority duties to people who were previously ineligible for their help). Our role is to provide debt advice to those in potential housing need with the aim of averting homelessness.

With funding from Taunton Aid in Sickness, we piloted a specialist debt project for clients with mental health difficulties, called **Debt & Mental Health**.

We are a part of **Open Mental Health**, a VCSE initiative commissioned by Somerset NHS Foundation Trust to support those with mental health issues to continue living independent lives and to avoid admission.

Taunton and District Citizens Advice Bureau

Trustee Directors' Report

For the Year Ended 31 March 2021

We remain a part of the **Taunton One Team**, which is a multi-agency service supporting residents in Halcon, Priorswood and Wellington, which include areas of deprivation. The One Team concept was initiated by a police officer from this locality who wanted to create a network of services capable of meeting the complex needs of these communities. Our role in this remarkable project is to provide money advice workers but doing so with an ability to assist residents far beyond just financial matters. The team also provides support in choosing bank accounts, negotiating with lenders, tenancy sustainment and independent living, savings and social tariffs that are available from energy suppliers. An important objective for the organisation is to tackle social exclusion and as part of this project we are helping to do so for clients who are vulnerable.

We are one of a number of local Citizens Advice who have been delivering the government's **Pension Wise** service for the last six years. Launched in April 2015, Pension Wise was a new guidance service set up to help people understand their options under the pension freedoms. In partnership with Citizens Advice Plymouth, who oversee the South-West 'delivery centre' for the project, we deliver face to face Pension Wise appointments in a number of locations, to people aged 50 and over with a defined contribution pension.

The **Litigants in Person** project, funded during the year by the Lloyds Foundation, Taunton Soroptimists, Community Justice Fund and Peoples Postcode Trust continued throughout the year. This project assists survivors of domestic violence who need support and guidance to successfully navigate and complete court processes in order to secure the court orders they need to protect themselves and their children.

In the second half of the year, we received funding from the **Money Advice & Pensions Service** as part of their initiative to increase the number of Debt Advisers in the country in anticipation of increasing debt advice need following the pandemic. A **Trainee Debt Adviser** joined us in November.

The **Universal Credit- Help to Claim service** provides new claimants with the help they need to successfully complete the process and ensure that their payments begin.

We continued to coordinate the countywide **Impact Fund**, funded by Avon & Somerset Police. This provides advice and education to Probation clients resettling into a property to help them maintain the tenancy successfully.

Research and Campaigns

One of Citizens Advice's twin aims is to address the broader social issues revealed by the cases we handle on behalf of clients. This involves researching the impact of policy changes on individuals and groups in Taunton Deane and, where appropriate, campaigning for change. We have maintained contact with our elected MP about how we can offer mutual support for Taunton Deane constituents. This year most of our Research and Campaigns activity has been focused around the Evidence Forms produced by Advisors. These alert us to issues that are wider than individuals' problems, which we may follow up with local agencies to encourage improvements to policy and practice affecting service users. We have also passed evidence and case studies on to colleagues at national level to build up a picture of the effects of government policy on citizens around the country, enhancing our ability to campaign for improvements in our clients' prospects.

Contribution of Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity. Volunteers contributed enormously to the charity during the year. The estimated value of this help is £350,000 per annum according to Citizens Advice's Financial Modelling Tool, which is an extraordinary contribution to our community.

The total running cost of the charity this year was £454,424 however if all our advisors and receptionists were paid staff, we calculate that the cost would have been in excess of £1m. Therefore, the volunteering model we use creates a net saving supporting our funders and donors by making the organisation approximately half as expensive as it would otherwise be.

We know that fast and efficient intervention with clients prevents their issues from worsening, especially as we deliver a 'one stop shop' for many issues. If our cases were diverted elsewhere and dealt with less promptly and effectively by others, then the intervention and time they required to resolve the issues would be greater, as would be the resultant cost. Thus, the saving we achieve for the community is arguably even greater.

Financial Reserves Policy

The Trustees believe that it is necessary for the organisation to maintain a certain level of reserves to manage uncertainty and ensure that the organisation can continue to operate as planned on a day-to-day basis. The retained reserves are intended to provide a buffer against future funding cut-backs and a contingency to meet any unforeseen expenditure which may arise.

The response to the Covid-19 virus outbreak has had some immediate and obvious impacts upon our operations. However, the medium and long-term implications for the Bureau are far less clear at this time and it is against this backdrop that we find ourselves assessing the level of reserves which we consider it prudent for the charity to hold.

In considering the quantum of reserves required we have determined a target range of between £170,000 and £225,000 for general reserves. In setting this range we have taken account of the following:

- Likelihood of future funding cuts
- Need for contingency re property costs
- Need for contingency re people costs
- Designated fund requirements

In order to mitigate against the impact of funding cuts the Citizens Advice Taunton will hold the equivalent of six months of core operating expenses within reserves. This will allow time to develop new sources of income or to cut-back on related expenditure. This gives a range of £120,000 to £130,000.

It is now eight years since we moved into and renovated St Mary's House, therefore it would be prudent to consider building up a contingency fund to cover future repair costs. We have estimated a range of between £30,000 and £50,000 to cover these.

We are not currently faced with the requirement to make any redundancies and the biggest risk facing the office in terms of people would be the loss of our Chief Officer or one of the Operations & Advice Managers and the need, should this happen, to appoint an interim replacement. We consider that our requirement for a contingency against people costs falls within the range of £15,000 to £25,000.

On this basis we calculate our required reserves at £165,000 to £205,000. This represents 63% of annual unrestricted income through to 78%. Or expressing this another way 33 weeks' worth of current income through to 40 weeks.

The Finance Committee monitors our level of reserves throughout the year and reports to the board on where the projected funds for the year will be within this range and makes a recommendation whether or not to increase the level of reserves.

DESIGNATED FUNDS

In addition, the Trustees may at their discretion designate (set aside) amounts from the unrestricted funds for specific purposes. By so doing they are excluded from general funds and not included within the target reserves level discussed above.

The Board have approved the creation of a designated reserve of £20,000 for IT upgrades.

Furthermore, an amount of £5,000 was designated for a collaboration reserve, allowing the office to contribute to the professional costs associated with the setting up of any county-wide collaboration vehicle.

Use of designated reserves requires full board approval and the policy is monitored and reviewed by the Board.

RESTRICTED RESERVES

A proportion of bureau funds are restricted by the donor or funder and cannot be used for the general purposes of the bureau but take into consideration full cost recovery based on "head count". Their existence and the sums of money involved, do not imply that there has been an under spend but may result from a variety of circumstances such as differences between the office's financial year and the funding year of the project concerned.

Restricted funds are separately recorded within the accounting records and monitored by the Finance Committee.

At this stage we expect that the charity will report a deficit for the year ending 31 March 2022, bringing general funds back down to the level at 1 April 2018.

Risk Management

The major risks to which the organisation is exposed have been reviewed and continue to be so by the Trustees and appropriate action has been taken to mitigate identified risks. Funding remains the main area of greatest concern and it is the task of the Chief Officer to liaise closely with all funders to ensure both a good working relationship and that the service is of such high quality that funders will continue to wish to support the service. Information Assurance is a fast-developing area which, if breached, adds risk to the organisation of reputational loss. The Management Team are fully aware of their responsibilities in this area. An annual review of all policies and procedures is in place to ensure they remain relevant and appropriate.

Funding Sources

The Directors extend their gratitude to all supporters and funders of the core service including Somerset West and Taunton Council, Somerset County Council, Somerset Community Foundation, Wellington Town Council, The Henry Smith Charity, Garfield Weston Foundation, many Parish Councils, Wessex Water and members of the public.

In addition to this, project-specific funding was gratefully received from Somerset West and Taunton Council again, Macmillan Cancer Support, Taunton MS Society, Money Advice & Pensions Service, Somerset NHS Foundation Trust, Department for Work & Pensions, Lloyds Foundation, Taunton Soroptimists, Community Justice Fund, People's Postcode Trust, Taunton Aid in Sickness, Elysium Healthcare and Somerset & Avon Police.

We enjoy excellent relations with these key partners who, in addition to their financial support, do their utmost to support our profile, training needs and networking.

Financial Review

Within our unrestricted funds we continue to maintain a designated reserve equal to the net book value of St Mary's House building improvements, although as these are depreciated over time, the works get older and more in need of repair. Over the next 12 – 24 months, we anticipate a significant upgrade to our IT systems and funds have been put aside for this.

We continue to explore ways of working more collaboratively with other local Citizens Advice and other like-minded organisations, to this end we have put aside funds to pay the legal and professional fees associated with these ventures.

Future Plans

It is essential that the charity continues to stay ahead of developments in order to be prepared for change and to make the most of opportunities. Our current priorities are to;

- 1) React to the changing advice needs of the community post Covid-19, including the increased need for the Litigants in Person service for domestic abuse survivors, and by further improving our reach into deprived areas.
- 2) Increase our capacity in response to increasing demand, by maximising the delivery of telephone and email advice to those that can use it whilst ensuring face to face delivery remains for those that cannot.
- 3) Respond to the local authority reorganisation in Somerset by positioning ourselves as best we can for the new structure and doing so in partnership with our fellow Citizens Advice offices in the county.
- 4) To continue being a leading advocate on social policy issues, influencing change locally and regionally and contributing to Citizens Advice nationally.

Small Company

This Report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

Statement of Trustees' Responsibilities

The trustees (who are also directors of Taunton and District Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the directors' report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

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

In so far as the Trustees are aware:


- There is no relevant audit information of which the charitable company's auditors are unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

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

Auditors

The auditors, Albert Goodman LLP, are deemed to be reappointed under section 487(2) of the Companies Act 2006.

By Order of the Board


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J Küpfer- Chair

Date: 07/09/2021

Taunton and District Citizens Advice Bureau
Independent Auditors' Report to the Members and Trustees
For the Year Ended 31 March 2021

Opinion

We have audited the financial statements of Taunton and District Citizens Advice Bureau (the 'charitable company') for the year ended 31 March 2021, which comprise the Statement of Financial Activities, Balance Sheet and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustee's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Trustees' Report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Taunton and District Citizens Advice Bureau
Independent Auditors' Report to the Members and Trustees
For the Year Ended 31 March 2021

Opinion on other matter prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Directors' Report prepared for the purposes of company law for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report included within the Trustees' Report.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the Trustee Directors' Report and from the requirement to prepare a Strategic Report.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities set out on page 10, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

The extent to which the audit was considered capable of detecting irregularities including fraud

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with management, and from our commercial knowledge and experience of the charity sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, Charity SORP FRS 2019, employment, data protection and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation, claims and breaches of relevant legislation; and
- reviewing correspondence with the Charity Commission and other relevant regulators including the company's legal advisors and insurers.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

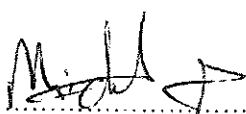
Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

Taunton and District Citizens Advice Bureau
Independent Auditors' Report to the Members and Trustees
For the Year Ended 31 March 2021

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



.....
Michelle Ferris BSc (Hons) FCA DChA (Senior Statutory Auditor)
for and on behalf of Albert Goodman LLP
Chartered Accountants
Statutory Auditor

Goodwood House
Blackbrook Park Avenue
Taunton
Somerset
TA1 2PX

Date: 23/09/2021

Taunton and District Citizens Advice Bureau

Statement of Financial Activities (including an Income and Expenditure account)

For the Year Ended 31 March 2021

		Unres- tricted	Res- tricted	2021 Total	Unres- tricted	Res- tricted	2020 Total
	Notes	£	£	£	£	£	£
Income:							
Donations (including grants)	2	257,215	229,416	486,631	264,080	194,684	458,764
Income from investments		77	-	77	531	-	531
Other income		6,548	-	6,548	7,409	-	7,409
Total income		263,840	229,416	493,256	272,020	194,684	466,704
Expenditure:							
Charitable activities	3	242,856	211,568	454,424	263,143	188,342	451,485
Total expenditure		242,856	211,568	454,424	263,143	188,342	451,485
Net income/(expenditure)	7	20,984	17,848	38,832	8,877	6,342	15,219
Transfers between funds		6,019	(6,019)	-	-	-	-
Net movement in funds		27,003	11,829	38,832	8,877	6,342	15,219
Reconciliation of funds							
Total funds brought forward		323,794	71,578	395,372	314,917	65,236	380,153
Total funds carried forward		350,797	83,407	434,204	323,794	71,578	395,372

The results for the year derive from continuing activities and there are no gains or losses other than those shown above.

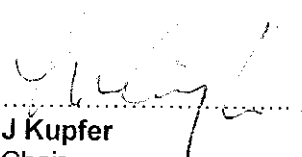
The statement of financial activities incorporates the income and expenditure account.

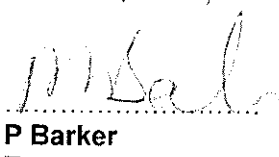
Taunton and District Citizens Advice Bureau - Company Registration Number: 02900368
Balance Sheet
As at 31 March 2021

		2021 £	2020 £
	Notes		
Fixed assets			
Tangible fixed assets	8	72,810	82,364
Current assets			
Debtors	9	11,965	52,680
Cash at bank and in hand		454,186	358,460
		<u>466,151</u>	<u>411,140</u>
Liabilities:			
Creditors falling due within one year	10	(104,757)	(98,132)
Net current assets		<u>361,394</u>	<u>313,008</u>
Total net assets		<u>434,204</u>	<u>395,372</u>
The funds of the charity:			
Restricted funds	12	83,407	71,578
Unrestricted funds			
Designated funds	12	97,219	106,285
Unrestricted funds	12	253,578	217,509
		<u>350,797</u>	<u>323,794</u>
Total charity funds		<u>434,204</u>	<u>395,372</u>

The financial statements have been prepared and delivered in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006 and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Approved by the Board of Directors for issue on ...04/09/2021..... and signed on their behalf by:


J Kupfer
 Chair


P Barker
 Treasurer

Taunton and District Citizens Advice Bureau

Notes to the Financial Statements

For the Year Ended 31 March 2021

1 Accounting Policies

1.1 General information and basis of accounting

Taunton and District Citizens Advice Bureau is a company limited by guarantee incorporated in the United Kingdom under the Companies Act. Each member of the Charity undertakes to contribute a maximum of £1 to the Charity's assets if it should be wound up while they are a member or within one year after they cease to be a member. The address of the registered office is given on page 1. The nature of the charity's operations and its principal activities are set out in the Trustee Directors Report on pages 2-10.

The financial statements have been prepared on the historical cost basis and in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)- (Charities SORP (FRS 102)) and the Companies Act 2006.

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

1.2 Income

Income from donations is recognised in the accounts when receivable and the amount can be reliably measured.

Income from grants is accounted for when unconditionally due and reasonable assurance can be gained that it will be received. Where funds are received in advance, for a specified period, these funds are deferred and recognised in the period to which they relate.

Income from investments is recognised in the accounts when receivable.

Other income is recognised in the accounts when receivable and relates to non-charitable activity income such as room hire and rental, photocopier charges and training fees.

1.3 Government grants

Government grants are accounted for when unconditionally due and reasonable assurance can be gained that they will be received. Where funds are received in advance, for a specified period, these funds are deferred and recognised in the period to which they relate. Where funds are due but not yet received, they are accrued in debtors.

1.4 Donated services

In accordance with the Charities SORP (FRS 102), the unpaid volunteer time is not recognised in the financial statements. Refer to the Trustee Directors' Report for more information about their contribution.

1.5 Expenditure

Resources expended are accounted for on the accruals basis. Liabilities are recognised in the accounting period to which they relate.

1.6 Fixed assets

Depreciation is calculated to write off the cost of fixed assets over their estimated useful lives at the following rates:-

Leasehold improvements – straight line over the lease term
Furniture and equipment – 33% and 25% straight line

Fixed assets are valued at cost less depreciation. No assets are capitalised under £250.

1.7 Debtors

Trade and other debtors are recognised at the settlement amount due and prepayments are valued at the amount prepaid. Debtors relating to accrued income are recognised when unconditionally due and reasonable assurance can be gained they will be received.

Where funds are due but have not yet been received, they are accrued in debtors and recognised in the period to which they relate.

1.8 Cash at bank and in hand

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

1.9 Creditors

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are recognised at their settlement amount.

Where grants are received in advance, for a specified period, these funds are deferred and recognised in the period to which they relate.

1.10 Taxation

The Bureau is a registered charity and is therefore not liable to corporation tax on its charitable activities to the extent that income and gains are applied to charitable purposes.

1.11 Pension contributions

For qualifying employees, the Bureau contributes into the employee's own personal pension (defined contribution) schemes, all other employees not in this scheme will have been auto enrolled into NEST, from the 1 March 2016, unless they have exercised their right to opt out of scheme membership. Contributions are recognised in the Statement of Financial Activities in the period in which they become payable in accordance with the rules of the scheme.

1.12 Allocation of costs

Costs incurred by projects include amounts of pre-determined overhead expenditure.

1.13 Fund accounting

General funds are unrestricted funds receivable or generated for the objects of the Bureau without further specified purpose and are available as general funds. Designated funds are unrestricted funds earmarked by the directors for particular purposes.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets this criterion is charged to the fund, together with a fair allocation of management and support costs.

1.14 Operating leases

The charity has an operating lease for the premises in which they operate, as well as photocopier leases. The title to the leased premises and equipment remains with the lessor. Rentals payable under operating leases are charged to the Statement of Financial Activities as incurred over the term of the lease. Lease incentives are recognised over the lease term on a straight line basis.

1.15 VAT

The Bureau is not VAT registered. All income and expenditure is gross of VAT where applicable.

1.16 Covid-19

The Trustees have considered the implication of the Covid-19 pandemic on the operations of the charity. The charity has been able to continue to deliver the majority of its services remotely and has attracted additional funding to enable a response to an increase in demand. Taking into account all reasonable circumstances, the Trustees believe that the charity remains a going concern and no adjustments to the accounts are necessary.

1.17 Financial instruments

The charity only holds basic financial instruments as defined in FRS 102. The financial assets and liabilities of the charity and their measurements are as follows:

Financial assets – trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost as detailed in note 15. Prepayments are not financial instruments.

Cash at bank – is classified as a basic financial instrument and is measured at face value.

Financial liabilities – trade creditors, accruals and other creditors are financial instruments, and are measured at amortised cost as detailed in note 15. Taxation and social security are not included in the financial instruments disclosure definition. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument.

Taunton and District Citizens Advice Bureau
Notes to the Financial Statements
For the Year Ended 31 March 2021

2 Donations (including grants)

	Unres- tricted	Res- tricted	2021 Total	Unres- tricted	Res- tricted	2020 Total
	£	£	£	£	£	£
Grants received						
Taunton Deane Borough Council* Somerset West & Taunton Council*	77,310	42,000	119,310	77,310	67,300	144,610
NHS Somerset CCG*	6,000	11,582	17,582	28,000	-	28,000
Social Exclusion Panel*	26,730	-	26,730	26,730	-	26,730
Wessex Water	6,300	-	6,300	6,300	-	6,300
Citizens Advice	1,800	-	1,800	4,200	2,820	7,020
The Henry Smith Charity	-	98,460	98,460	-	108,043	108,043
Macmillan	15,000	-	15,000	30,000	-	30,000
SCC Local Assistance Scheme Administration *	-	60,307	60,307	-	59,380	59,380
MS Society	12,980	-	12,980	6,480	-	6,480
Somerset Partnership NHS Foundation Trust*	-	5,000	5,000	-	3,000	3,000
Lloyds Bank Foundation	-	8,000	8,000	-	8,000	8,000
South Somerset Citizens Advice	-	-	-	-	6,333	6,333
Somerset Community Foundation	-	17,528	17,528	-	-	-
The Access to Justice Foundation	-	9,915	9,915	-	-	-
BEIS*	-	25,000	25,000	-	-	-
Garfield Weston	-	13,150	13,150	-	-	-
Grants less than £5,000	20,000	-	20,000	-	-	-
	5,900	12,587	18,487	-	6,489	6,489
	<u>172,020</u>	<u>303,529</u>	<u>475,549</u>	<u>179,020</u>	<u>261,365</u>	<u>440,385</u>
Donations						
Parish councils	2,155	-	2,155	2,000	-	2,000
Client/general	8,927	-	8,927	16,379	-	16,379
Contributions to core funding	<u>74,113</u>	<u>(74,113)</u>	<u>-</u>	<u>66,681</u>	<u>(66,681)</u>	<u>-</u>
	257,215	229,416	486,631	264,080	194,684	458,764
The income above is made up of:						
Received in year	229,118	303,214	532,332	309,590	179,011	488,601
Deferred income carried forward	(15,000)	(43,774)	(58,774)	(39,696)	-	(39,696)
Deferred income brought forward	39,696	-	39,696	12,820	14,000	26,820
Accrued income brought forward	(371)	(34,135)	(34,506)	(19,005)	(32,462)	(51,467)
Accrued income carried forward	3,772	4,111	7,883	371	34,135	34,506
	<u>257,215</u>	<u>229,416</u>	<u>486,631</u>	<u>264,080</u>	<u>194,684</u>	<u>458,764</u>

* Denotes government grants

Taunton and District Citizens Advice Bureau
Notes to the Financial Statements
For the Year Ended 31 March 2021

3 Charitable activities expenditure

	Unres- tricted £	Res- tricted £	2021 Total £	Unres- tricted £	Res- tricted £	2020 Total £
Staff costs						
Staff salaries	139,879	180,851	320,730	140,866	168,833	309,699
Recruitment expenses	170	784	954	-	1,490	1,490
Staff development & training	2,327	344	2,671	1,838	133	1,971
Travel	28	125	153	8,417	2,758	11,175
Advice giving services						
Reference books & subscriptions	9,954	327	10,281	11,118	77	11,195
Project specific activity	5,689	2,191	7,880	4,378	-	4,378
Office services						
Stationery & office consumables	266	67	333	1,457	28	1,485
Photocopier charges	1,904	-	1,904	3,004	-	3,004
Telephone call charges	8,055	4,290	12,345	17,934	663	18,597
Office equipment & supplies	73	1,095	1,168	1,547	79	1,626
Computer maintenance & support	4,846	-	4,846	4,320	-	4,320
Postage	947	75	1,022	2,345	7	2,352
Staff welfare	3	-	3	782	-	782
Premises & buildings						
Rent	19,950	-	19,950	19,972	-	19,972
Repairs & maintenance	-	-	-	3,664	427	4,091
New IT equipment	8,515	13,112	21,627	4,749	218	4,967
Cleaning materials and sundries	3,950	4,408	8,358	1,403	-	1,403
Electricity & gas	3,517	-	3,517	5,500	-	5,500
General rates	3,189	-	3,189	1,273	-	1,273
Insurance	2,659	-	2,659	1,065	-	1,065
Water charges	916	-	916	922	-	922
Other support charges						
Bank charges	182	-	182	148	-	148
Depreciation	9,554	-	9,554	9,504	-	9,504
AGM local expenses	282	-	282	273	-	273
Accountancy fees	1,400	-	1,400	1,436	-	1,436
Audit fees	3,100	-	3,100	3,100	-	3,100
Outsourced finance costs	8,494	-	8,494	9,306	-	9,306
Professional fees	-	343	343	-	6,302	6,302
Trustee expenses	-	-	-	412	-	412
Venue hire	175	-	175	90	6,252	6,342
Miscellaneous expenses	2,832	3,556	6,388	2,320	1,075	3,395
	242,856	211,568	454,424	263,143	188,342	451,485

Taunton and District Citizens Advice Bureau
Notes to the Financial Statements
For the Year Ended 31 March 2021

4 Employees and employment costs

	2021	2020
	£	£
Wages and salaries	286,422	274,947
Social security costs	15,622	16,423
Pension costs	18,686	18,329
	<u>320,730</u>	<u>309,699</u>

Defined contribution pension scheme:

The company operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the company to the scheme and amounted to £18,686 (2020 - £18,329).

Contributions totalling £nil (2020 - £544) were payable to the scheme at the end of the year and are included in creditors.

No individual employee was paid over £60,000 (2020: none).

No remuneration was paid to any directors during the year.

The Bureau reimbursed expenses incurred by one director during the year of £845 (2020 - two directors £239) for travelling expenses, reimbursements and governance-related courses.

The key management personnel of the charity are considered to be the Chief Officer and the Finance Officer. The total costs to the charity of employee benefits for the key management personnel were £46,962 (2020: £42,637).

The average monthly head count during the year was 18 staff (2020: 16 staff).

Taunton and District Citizens Advice Bureau
Notes to the Financial Statements
For the Year Ended 31 March 2021

5 Related party transactions

There were no related party transactions during the year (2020: none).

6 Government grants

Income from government grants comprise grants made by local authorities to fund the principal activities and objectives of the charity via core funding and funding for specific restricted projects. See note 2 for more information and to the amount and source of these grants. There are no unfulfilled conditions or other contingencies to these grants.

7 Net incoming resources before transfers

	£	£
Surplus/(deficit) is stated after charging:		
Depreciation	9,554	9,504
Operating leases - property rent	19,950	19,972
Auditors' remuneration - audit of the financial statements	3,100	3,100
Auditors' remuneration - accountancy services	1,400	1,436
	<u> </u>	<u> </u>

Taunton and District Citizens Advice Bureau
Notes to the Financial Statements
For the Year Ended 31 March 2021

8 Tangible fixed assets

	Leasehold Improvements £	Furniture & Equipment £	Total £
Cost			
At 1 April 2020	136,004	31,590	167,594
Additions	-	-	-
	<hr/>	<hr/>	<hr/>
At 31 March 2021	136,004	31,590	167,594
	<hr/>	<hr/>	<hr/>
Depreciation			
At 1 April 2020	54,417	30,813	85,230
Charge for the year	9,066	488	9,554
	<hr/>	<hr/>	<hr/>
At 31 March 2021	63,483	31,301	94,784
	<hr/>	<hr/>	<hr/>
Net book value			
At 31 March 2021	72,521	289	72,810
	<hr/>	<hr/>	<hr/>
At 31 March 2020	81,587	777	82,364
	<hr/>	<hr/>	<hr/>

9 Debtors

	2021 £	2020 £
Grants receivable	3,711	17,845
Prepayments and accrued income	8,254	34,835
	<hr/>	<hr/>
	11,965	52,680
	<hr/>	<hr/>

Taunton and District Citizens Advice Bureau
Notes to the Financial Statements
For the Year Ended 31 March 2021

10 Creditors: Amounts falling due within one year

	2021	2020
	£	£
Trade creditors	2,829	1,776
Accruals and provisions	23,142	39,937
Deferred income	58,774	39,696
Other creditors	6,068	10,848
Amounts held in respect of LAS	13,944	5,875
	<u>104,757</u>	<u>98,132</u>

11 Deferred income

Where grants are received in advance, for a specified period, these funds are deferred and recognised in the period to which they relate. Deferred income comprises of

	2021	2020
	£	£
Young CA 2012/22	29,000	-
Garfield Weston	-	20,000
Henry Smith Charity	-	15,000
LIP Somerset PPT	10,364	-
National Lottery Community Fund	10,000	-
SWTC	5,000	-
MS Society	2,000	-
Local Assistance Scheme	2,204	2,204
Taunton Aid in Sickness	-	2,492
Taunton Debt Advice	206	-
	<u>58,774</u>	<u>39,696</u>

Reconciliation

	2021	2020
	£	£
Deferred income brought forward	39,696	26,820
Released in year	(39,696)	(26,820)
Deferred income carried forward	58,774	39,696
	<u>58,774</u>	<u>39,696</u>

Taunton and District Citizens Advice Bureau
Notes to the Financial Statements
For the Year Ended 31 March 2021

12 Statement of funds

	Opening Balance 01.04.20	Income	Expenditure	Transfers	Closing Balance 31.03.21
	£	£	£	£	£
Restricted funds					
MS Society	2,375	4,298	(4,177)	-	2,496
Macmillan	7,731	45,224	(48,186)	-	4,769
Somerset Advice Network 2	2,481	-	-	-	2,481
Energy Best Deal Campaign	4,524	-	-	(4,524)	-
Head Above Water	1,472	-	-	-	1,472
Enabling Autism	4,437	-	-	-	4,437
Pension Wise	-	39,198	(39,198)	-	-
Young Citizens Advice Taunton	1,495	-	-	(1,495)	-
One Team	32,805	23,150	(20,219)	-	35,736
HRA Debt	3,464	8,651	(7,581)	-	4,534
Litigants in Person	6,233	(104)	(6,128)	-	1
Financial Education	1,697	-	-	-	1,697
UC Help to claim	524	14,847	(15,371)	-	-
Wellsprings Hospital	2,252	5,929	(5,604)	-	2,577
Elysium	78	3,178	(2,867)	-	389
Mental Health debt	10	2,273	(2,283)	-	-
BEIS remote working fund	-	11,850	(11,850)	-	-
BEIS softphones	-	1,300	(1,300)	-	-
CJF Premise	-	5,000	(5,000)	-	-
LiP - Somerset PPT	-	4,727	(1,731)	-	2,996
LiP CJF	-	20,000	(8,688)	-	11,312
MaPS	-	13,532	(10,658)	-	2,874
Mental Health Alliance	-	16,448	(10,812)	-	5,636
SCF Training/Supervision	-	9,915	(9,915)	-	-
Total Restricted funds	71,578	229,416	(211,568)	(6,019)	83,407
Unrestricted funds					
Designated:					
Property improvement fund	81,589	-	(9,066)	-	72,523
IT upgrade	19,696	-	-	-	19,696
Collaborative working	5,000	-	-	-	5,000
	106,285	-	(9,066)	-	97,219
Unrestricted- general	217,509	263,840	(233,790)	6,019	253,578
Total Unrestricted funds	323,794	263,840	(242,856)	6,019	350,797
Total funds	395,372	493,256	(454,424)	-	434,204

Income above is after contributions to core.

Taunton and District Citizens Advice Bureau
Notes to the Financial Statements
For the Year Ended 31 March 2021

12 Statement of Funds- prior year

	Opening Balance 01.04.19 £	Income £	Expenditure £	Transfers £	Closing Balance 31.03.20 £
Restricted funds					
MS Society	3,154	2,677	(3,457)	-	2,375
Macmillan	11,370	45,254	(48,894)	-	7,731
Somerset Advice Network 2	2,481	-	-	-	2,481
Energy Best Deal Campaign	2,803	1,721	-	-	4,524
Head Above Water	1,365	2,240	(2,133)	-	1,472
Enabling Autism	4,437	-	-	-	4,437
Pension Wise	-	66,967	(66,967)	-	-
Young Citizens Advice Taunton	1,495	-	-	-	1,495
One Team	17,525	37,150	(21,870)	-	32,805
Women's Aid	216	-	-	(216)	-
HRA Debt	3,212	8,440	(8,188)	-	3,464
Litigants in Person	12,905	4,514	(11,402)	216	6,233
Financial Education	1,697	-	-	-	1,697
UC Help to claim	741	14,711	(14,928)	-	524
Wellsprings Hospital	1,834	5,929	(5,511)	-	2,252
Elysium	-	2,223	(2,145)	-	78
Mental Health debt	-	2,858	(2,848)	-	10
Total Restricted funds	65,236	194,684	(188,342)	-	71,578
Unrestricted funds					
Designated:					
Property improvement fund	90,656	-	(9,067)	-	81,589
IT upgrade	19,696	-	-	-	19,696
Citizens Advice Somerset	5,000	-	-	-	5,000
	115,352	-	(9,071)	-	106,285
Unrestricted- general	199,565	270,020	(254,076)	-	217,509
Total Unrestricted funds	314,917	270,020	(263,147)	-	323,794
Total funds	380,153	464,704	(451,489)	-	395,372

Income above is after contributions to core.

12 Statement of Funds (cont.)

- The unrestricted general fund represents the unrestricted funds of the Bureau at the year end. This fund supports the Bureau's reserves policy referred to in the Trustees Annual Report of the accounts.
- Designated funds have been included for specific purposes earmarked by the directors as noted above and detailed below.
- The property improvement fund represents the net book value of the leasehold improvements to St Mary's House.
- IT upgrade is a designated fund which has been created to facilitate the upgrading of the installed IT network and system to improve the levels of service available for the advisers whilst reducing the level of support needed to maintain it.
- Collaborative working is a designated fund set up to help with scoping out partnership working prospects with Citizens Advice South Somerset.
- The MS Society fund represents funding provided to support those affected by Multiple Sclerosis.
- Macmillan Cancer Support funding provides a benefits service to those living with cancer and who receive treatment at Musgrove Park Hospital.
- Energy Best Deal Campaign represents project for raising awareness and providing advice surrounding dealing with energy and fuel related issues.
- Pension Wise represents project for providing face to face pensions guidance sessions for consumers approaching retirement with defined contribution pension pots.
- The One Team represents money advice specialists participating in a multi-agency project to help residents at Halcon, Priorswood and Wellington, all areas with deprived communities.
- The Women's Aid project provides help and support targeted at those individuals who have suffered from or been exposed to domestic violence or abuse.
- The Wellsprings Hospital and Wellesley Hospital projects (Elysium) provides a mobile service for in patients providing generalist advice on any issue, particularly those which are made harder to manage because of the client's hospitalisation, for example, contact issues with children, debt management and re-housing. Funding is received from the NHS and private funding.
- Young Citizens Advice Taunton is funding received from the Martin Lewis Fund to an advice service for young people in Taunton.
- The Head Above Water is a short term project funded by Wessex Water, specifically for users of the local Food Bank to give them better access to Wessex Water's social tariffs.
- The Litigants in Person project assists survivors of abuse who need support and guidance to successfully navigate and complete court processes to secure the court orders needed to protect themselves and their children (for example Non Molestation Orders).
- HRA Debt is funded by the local housing authority, for clients approaching them under the Homeless Reduction Act (which extended housing authority duties to people who were previously ineligible for their help). Our role is to provide debt advice to those in potential housing need with the aim of averting their homelessness.
- Universal Credit Help to Claim provides new Universal Credit claimants with the help they need to successfully complete the application process, and to ensure that their payments begin.
- Mental health debt is a project funded by Taunton Aid in Sickness, providing debt advice to clients with mental health difficulties. This is delivered jointly with MIND, who provide practical support to help the client engage with our advice service and take the required action.
- The national Citizens Advice charity cascaded a grant from the Department for Business, Energy & Industrial Strategy (BEIS) which paid for equipment enabling our staff to work from home. This included laptop computers, screen risers, softphones, headsets and internet signal boosters.
- The Community Justice Fund (CJF) awarded a grant that paid for some of the physical adaptations required to make the office Covid Secure, as well as funding our Litigants in Person project.

Taunton and District Citizens Advice Bureau
Notes to the Financial Statements
For the Year Ended 31 March 2021

12 Statement of Funds (cont.)

- LiP Somerset PPT and LiP CJF: are as per Litigants in Person bullet already in the list above (ie just new funders), but we can add the following sentence: the grants from this year's funders, Community Justice Fund and Peoples Postcode Trust, enabled us to extend the remit (with the blessing our neighbouring Citizens Advice Offices) to include clients from all over the county.
- MaPS Increasing Capacity Project is an initiative launched in November 2020, to increase the stock of qualified Debt Advisers available to meet increased demand resulting from the pandemic.
- Open Mental Health Alliance is a multi-disciplinary team of VCSE providers, funded by NHS England via Somerset CCG, tasked with supporting those with mental health issues to deal with problems that would otherwise hamper their recovery and continued wellbeing.
- "SCF Training / Supervision" Somerset Community Foundation awarded us a grant via the National Emergencies Trust at an early stage of the pandemic, to undertake the research required before we could submit multi-year grants for the Litigants in Person project to continue it beyond 2021/22, demand for which has sadly risen since during the pandemic because of an upturn in domestic abuse.

13 Analysis of net assets between funds

	Unres- tricted £	Res- tricted £	2021 Total £	Unres- tricted £	Res- tricted £	2020 Total £
Tangible assets	72,810	-	72,810	82,364	-	82,364
Debtors	7,854	4,111	11,965	18,545	34,135	52,680
Cash at bank and in hand	311,104	143,082	454,186	292,560	65,900	358,460
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Creditors due within one year	391,768 (40,971)	147,193 (63,786)	538,961 (104,757)	393,469 (69,675)	100,035 (28,457)	493,504 (98,132)
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	350,797	83,407	434,204	323,794	71,578	395,372
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

Taunton and District Citizens Advice Bureau
Notes to the Financial Statements
For the Year Ended 31 March 2021

14 Financial commitments

At 31 March 2021 the charity was committed to making the following payments under non-cancellable operating leases:

	2021		2020	
	Land and buildings £	Other £	Land and buildings £	Other £
Less than 1 year	20,000	-	20,000	-
2 – 5 years	15,833	-	35,833	-
	<u>35,833</u>	<u>-</u>	<u>55,833</u>	<u>-</u>

15 Financial instruments

Categorisation of financial instruments

	2021 £	2020 £
Financial assets that are debt instruments measured at amortised cost	465,781	410,811
	<u>465,781</u>	<u>410,811</u>
Financial liabilities measured at amortised cost	45,983	58,436
	<u>45,983</u>	<u>58,436</u>

There were no items of income, expense, gains or losses to report (2020- none).

16 Company limited by guarantee

The company was incorporated as a company limited by guarantee and has no share capital. The guarantee to the company is £1 per member on the winding up of the company. At 31 March 2021 the company had thirteen members and the total amount guaranteed is therefore £13.