

Registered Number: 04354628

Charity number: 1090669

Rushmoor Citizens Advice Bureaux
(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

*Citizens Advice Rushmoor is the
operating name of*
Rushmoor Citizens Advice Bureaux

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TRUSTEES' REPORT
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Trustees

Current Trustees

Mr Andrew Levey, Chair
Mrs Kay Goodchild, Treasurer
Mr Gerald Baker
Mr Joseph Bennett
Rev Malcolm Cummins
Mr Gary Ghale (from May 2021)
Mr Jason Halliday
Mrs Chelsea Knight (from November 2020)
Cllr Calum Stewart
Cllr Gaynor Austin (from August 2021)

Trustees during the year

Mrs Donna Bone (to April 2020)
Ms Danielle Lopes (to September 2020)
Cllr Nadia Martin (to May 2021)
Ms Marybeth Quaintmere (to May 2021)
Cllr Frank Rust (to April 2020)

Company registered number

04354628

Charity registered number

1090669

Website

citizensadvicrushmoor.org.uk

Registered Office

Civic Offices
Farnborough Road
Farnborough
Hampshire
GU14 7JQ

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TRUSTEES' REPORT
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Chief Executive Officer

A F Hughes

Independent auditors

Brewers
Chartered Accountants and Statutory Auditors
Bourne House
Queen Street
Gomshall
Surrey
GU5 9LY

Advisers

Bankers

Royal Bank of Scotland
Farnborough
Hampshire
GU14 7NR

Scottish Widows
Edinburgh
EH3 8YJ

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STRUCTURE, GOVERNANCE & MANAGEMENT

Governing Document

The Charity was formed as a company limited by guarantee on 17th January 2002 (Company number 4354628). The full name of the charity is Rushmoor Citizens Advice Bureaux and was re-registered with the Charity Commission in 2002, when incorporating as a company (Charity number 1090669). It is governed by its Memorandum and Articles of Association.

Trustees

The Charity is governed by a trustee board. Trustees who have held office during the year are listed above. The Articles of Association provide for a minimum of four and a maximum of twenty-three trustees. The trustees meet ten times a year with additional quarterly meetings for the committees listed below. Trustees are elected to the board for a three-year period and are appointed at an Annual General Meeting.

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

Following the considerable churn seen last year, (new Chair and Treasurer and five other new trustees joining the Board) the current financial year has seen one further Trustee appointed to replace a colleague standing down. Since the end of the financial year a further two Trustees have stood down and been replaced.

Notwithstanding the relatively new Board, and the considerable upheaval of Covid-19, the results of the national Citizens Advice Leadership Self-Assessment quality review resulted in "excellent" rating for all areas, with all internal/external quality standards met. Other feedback from the Chief Officer and staff confirms that the Board has had a very effective year.

This is in no small part thanks to the successful system of Trustees having 'lead role' responsibility for key areas of the service's activities, providing direction and oversight and working very effectively with staff members.

Decisions are made by the trustee board in line with the Business Development Plan and are reviewed at least annually.

The Board has updated its skills audit to support its continued focus on further developing Trustee knowledge and skills. New trustees receive full induction and undertake mandatory (FCA and GDPR) training, as well as discretionary learning. Trustees are encouraged to attend external training events where these will enhance their effectiveness in their role. They are fully 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.

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The Board has appropriate policies and procedures in place to comply with its mandatory and organisational equity, diversity and inclusion commitments – a particular area of focus this year. Particular attention has been given to appointing new Trustees that reflect our community. Board meetings have been reviewed to improve inclusivity and Trustee recruitment is done with Board diversity as well as skills in mind.

Organisation Structure & Management

Rushmoor Citizens Advice Bureaux 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 in order to fulfil its charitable objects and comply with the national membership requirements.

The Chief Officer 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 work to deliver the services offered by the charity. The Chief Officer is highly capable and experienced and provides strong leadership to the team. Key role succession planning is a current area of focus, linked to development of our future service model.

The Senior Management Team meet to review progress against targets and the Charity's financial position, and progress matters referred to them by the trustee board. Reports and recommendations are then taken to the full board for approval, and their implementation is organised by the Chief Officer and the staff team. There are regular staff, volunteer and senior management team meetings which ensure that progress is being made against targets. There is an Annual General Meeting, which involves the staff team, trustee board, members, partners, and other stakeholders.

During the current financial year, the Trustees have been confident that the service has an appropriate organisational structure to deliver client support in the most cost-effective way. Additional management structures were put in place to manage risk, staff and volunteer safety and service provision during the Covid-19 pandemic. These included a joint forum of senior management and trustees, together with both national and county-level meetings, peer support forums and ad hoc meetings as required. These forums continue to operate and will be focusing on future service delivery post-pandemic.

The capacity and skills of the management team are kept under regular review. The decision last year to strengthen our financial management by replacing the former accounting officer with an experienced and qualified Financial Manager has proved highly beneficial, leading to improved financial control and budgeting; and drawing favourable comment from our external auditors.

The supervisor team is critical to providing guidance and 'line management' to volunteers, ensuring consistent quality and service delivery. Trustees supported the decision to increase supervisor team numbers during the year, both to cover maternity leave and to address capacity. Action continues to be taken to maintain supervisor capacity and capability as part of our future service model development work.

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The expert and quality services delivered by our team of fully trained paid and volunteer staff is absolutely vital, not least to meet the many demands generated by changing welfare benefits laws, complex appeal processes, new pressures arising from Covid and associated legislation, and to support needs of vulnerable clients. The experience of Covid-19 has shown that we need to pay particular attention to these vulnerable clients and this will feature strongly in our future plans.

Our Trustees have a strategic aim to “make Rushmoor Citizens Advice Bureaux a great place to work and volunteer”. We recognise the importance of getting the right support to staff who are consistently dealing with crisis situations for people, and we work to ensure flexibility and progression for volunteers. We are proud of the strong mix of age, background and ethnicity in our team, with an inclusive approach to ensure equality and diversity across our paid and volunteer workforce. Younger volunteers benefit directly from their experience, gaining skills and confidence to move on to paid work or further education and training.

The ability of all team members, staff and volunteers, to work remotely during the pandemic has demonstrated their agility and flexibility and these are strengths that will ensure the service continues to effectively support its clients.

Pay and Remuneration of key management personnel

The Trustees consider that the Board of Trustees and the senior management team comprise the key management personnel of the charity. The charity's senior management team are all paid in accordance with a published Remuneration Policy and scale of grades reflecting levels of responsibility. Any increases to these grades are approved by the trustee board. The Chief Officer's salary is reviewed and approved by the trustee board separately but in line with the policy set out above.

Governance

The Trustees have followed the Citizens Advice Code of Conduct and are fully aware of their legal and regulatory governance responsibilities. All reporting requirements to the Charity Commission and Companies House have been met and Trustees, as mentioned above, have undertaken mandatory FCA and GDPR training.

Reviews of Board effectiveness have been undertaken, based on the revised Charity Governance Code and internal Citizens Advice criteria, to identify areas of strength and those where further development is needed. The Board adopts a continuous improvement approach to its own performance and will be identifying any priorities for further action during the coming year.

Trustees take responsibility for quarterly reviews of designated areas of the business plan and risk register, recommending and instigating action to mitigate risks, linking with key staff to review plan delivery and reporting progress to Board meetings.

In addition to the 'lead role' structure where Trustees take responsibility for key areas of the service's activities, providing direction and oversight, the Board operates three formal Committees. An Executive Committee comprising the Chair, Vice-Chair, Treasurer and Chief Officer, meets at least annually to review staff pay awards, in the context of an annually reviewed Remuneration Policy.

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An Audit and Risk Committee maintains oversight of governance, compliance, financial audit and risk management. A Health, Safety and Wellbeing Committee oversees our Health and Safety obligations, together with Business Continuity planning, business resilience and staff and volunteer wellbeing.

All committees have appropriate terms of reference and report to the full Board.

OBJECTIVES AND ACTIVITIES

Aims and Objectives

The charity's purposes, as set out in the objects contained in the Company's Memorandum of Association, are to promote any charitable purpose for the benefit of the whole community of Rushmoor and surrounding areas by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

As part of the national Citizens Advice network, Rushmoor Citizens Advice Bureaux aims to:

- Give people the knowledge and confidence they need to find their way forward – whoever they are and whatever their problem
- Improve the policies and practices that affect people's lives

The charity values diversity, promotes equality and challenges discrimination; it puts clients at the heart of all its activities.

Ensuring our work delivers our aims

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

Our five overarching strategic priorities are:

- Advice - improving people's experience of our service – making sure people can access us in ways that suit them, without compromising our commitment to the most vulnerable members of our community and those digitally excluded.
- Advocacy – becoming an even stronger voice on issues that matter most through continuing our research and campaigns focus, engaging with our community, involving partners and communicating our work effectively
- Technology - using technology to enable positive experiences and make best use of resources – harnessing the power of technology to improve our effectiveness both in service delivery and in supporting our people
- Sustainability – working collaboratively to secure and maintain resources - ensuring we have a joined up and strategic approach, securing and managing our funds effectively

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- Culture – delivering an innovative and high performing service, with equality, diversity and inclusion at its heart - maintaining our commitment to equality and developing the skills and capability of our people.

How our activities deliver public benefit

All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The board of trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

Rushmoor Citizens Advice Bureaux operates from two main centres in Aldershot and Farnborough. Our core service is to provide free, independent, impartial and confidential advice to our clients. Advice is delivered by phone, on-line and email and, Covid-19 restrictions permitting, face to face at a number of different locations. Ranging from brief one-off interventions, to in-depth casework, the service is tailored to meet individual needs.

In 2020 we celebrated our 80th year in Aldershot. We are a constant presence in the face of change, giving us unique insight into the challenges our community is facing today – and having the flexibility to stay ahead and remain relevant in the light of future change.

We work in partnership with our local authority and key agencies to make sure we meet local needs. We recognise the significant diversity of our local population and work together to address known areas of deprivation.

We also undertake research and campaigns activity to identify and report on issues that impact people, with a view to influencing local and national decision makers to improve policy and legislation. With the right evidence, we can show big organisations – from companies right up to government – how they can improve things for everyone. We do this through our shared national systems as well as undertaking local research and partnership work.

We provide support for clients with mental illness through our core service, at mental health settings, in the community and in partnership with NHS teams, local services and charities.

We provide a 'Help to Claim' service, which harnesses the strength of the national Citizens Advice network to support clients to make successful claims to Universal Credit.

We are one of 16 local Citizens Advice offices to deliver the national Pension Wise service, giving expert advice and guidance to help people understand their pension options. During the pandemic this important service has been delivered by phone, with plans to recommence delivery across Hampshire, Surrey, West Sussex and Berkshire once arrangements are in place.

In addition, we work directly and with local partners to deliver a range of projects to support different sections of the community, including vulnerable clients and, specifically, our significant Nepali community.

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Future Plans

The service constantly reviews its plans and activities in light of national and local pressures and challenges.

During 2020/21, Rushmoor Citizens Advice Bureaux reviewed and updated its three-year business and development plan in light of our experience of delivering client service during the pandemic. The plan was reviewed by the full Board and adjusted to respond to the changing needs of funders, partners and clients.

The plan provides the context and direction for Citizens Advice Rushmoor. It is rooted in a wealth of local knowledge, data and consultations, with consistent input from Trustees and operational staff across the organisation.

The plan also draws upon the national Citizens Advice strategy, the "Future of Advice", together with their 2021/22 Business Plan, which uses up to date research and data insights to provide context. Its overarching aim is to ensure the service is accessible and relevant for everyone who needs it.

Our clients and our community are at the heart of all we do. Our evidence of the impact of austerity on vulnerable local people, along with increasing demand, gives urgency to finding new ways to meet client needs and highlights the importance of maintaining our resilience as an organisation, both for our clients, and for our ability to address future challenges and opportunities.

Technological developments, particularly those implemented in response to the pandemic, provide opportunities to deliver services in new ways, recognising the diverse range of needs for advice, support and information to reach more people.

Key aspects of our future planning will include:

- Delivering a service model that improves the match between capacity and demand, finds the right balance between digital and face to face service, adopts new and innovative ways to improve client experience and provides a multi-access, multi-channel approach.
- Expanding our digital offering and particularly our phone capacity to provide effective responses to client needs
- Identifying and addressing the needs of our vulnerable and/or digitally excluded clients
- Collaborating with partner agencies and with other local Citizens Advice offices to address identified community needs and more effective ways of working
- Widening our volunteer base, optimising remote working opportunities and developing the skills of all our people
- Developing our community and campaigns activity to address identified issues and prevent problems, including focusing on national event impacts
- Expanding our partnerships in mental health provision, health inequalities, vulnerable clients and areas of deprivation

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- Focusing on equity, diversity and inclusion, both in the community and for our own people, including building on our work as a Hate Crime Reporting Centre
- Diversifying our funding base to ensure we can continue to provide a sustainable service

Longer-term we will focus on:

- Further increasing our local partnerships and collaboration with other Citizens Advice offices where this will support a more resilient and flexible service for clients.
- Developing our existing services and identifying new initiatives in terms of when and how clients can access our support.
- Expanding our partnership work on health inequalities and areas of deprivation, together with our projects supporting vulnerable clients, enabling us to better address the range of issues facing those with complex needs.
- Maintaining focus on our financial stability and organisational resilience, including assessing any impact on our premises from Aldershot regeneration or Farnborough civic centre development, ensuring we continue to provide effective client support.
- Embracing technological developments to deliver new and alternative ways of delivering our service, to meet different advice needs
- Continually reviewing our business and operating models to ensure we have the right organisational structure, roles and skills to remain effective in a rapidly changing technological and operating environment.
- Engaging more with our communities to influence improvements for all, using national and local data to research and demonstrate need.

Impact of Covid-19

The Covid-19 pandemic has caused significant changes to ways of working with a move to remote working, supported by digital and video technology. This change was achieved quickly and seamlessly and does great credit to all concerned.

The speed and effectiveness of the change has ensured continuity of service and demonstrated significant capabilities in the team – not least engaging with and supporting wellbeing of remote workers.

The opportunity to sustain these new and very effective ways of working will be a future focus, linking to the Citizens Advice multi-channel strategy using phone, chat, email and video to increase access. “In person” appointments for clients unable to get the help needed by phone or digital services, will continue to be achieved in a Covid-secure environment, aligned to government guidance.

Demand for the service has remained steady throughout the pandemic and it is expected to increase significantly as government support is reduced; with increasing numbers of people needing help with debt, employment, redundancy and benefit issues.

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There have been and are concerns about access to advice for some of our more vulnerable clients, including members of the Nepali community and a number of projects have been established to ensure we continue to meet the needs of our people facing barriers to advice.

More detail on the financial impact of Covid is provided in the Financial Review section below.

Risk and internal controls

Trustees are responsible for the effective management of risk and for making sure that internal controls are in place and operating as designed.

The Trustee Board has adopted a risk management strategy. Risk owners regularly review risks to assess the likelihood, impact and relevance of risks, the plans for managing them and adequacy of those plans.

We operate a robust system of internal financial controls which is compliant with charity commission guidance and good practice. Trustees agree annual budgets and review quarterly financial reports.

The Trustees identified the following as the key risks and uncertainties likely to affect medium and long-term service delivery and financial performance or position:

- **Funding:** securing long term funding to maintain and expand our service will remain a challenge for the next few years and is critical in terms of our sustainability and, ultimately, long term survival. Reliance on core funding from Rushmoor Borough Council and national contracts mean that this funding remains a risk. The Trustee Board has developed a funding policy to investigate broadening our approach to income generation and building our unrestricted income
- **People:** attracting, engaging and retaining talent as well as maintaining and increasing our volunteer base are critical to the continued delivery of our service. Our People Plan includes key activities around recruitment and retention of paid staff, including engagement activities, training and development, and annual reviews of remuneration and terms and conditions. The service operates a continuous programme of recruitment of volunteers, which is flexible and responsive to new volunteering roles and remote working opportunities.

ACHIEVEMENTS AND PERFORMANCE

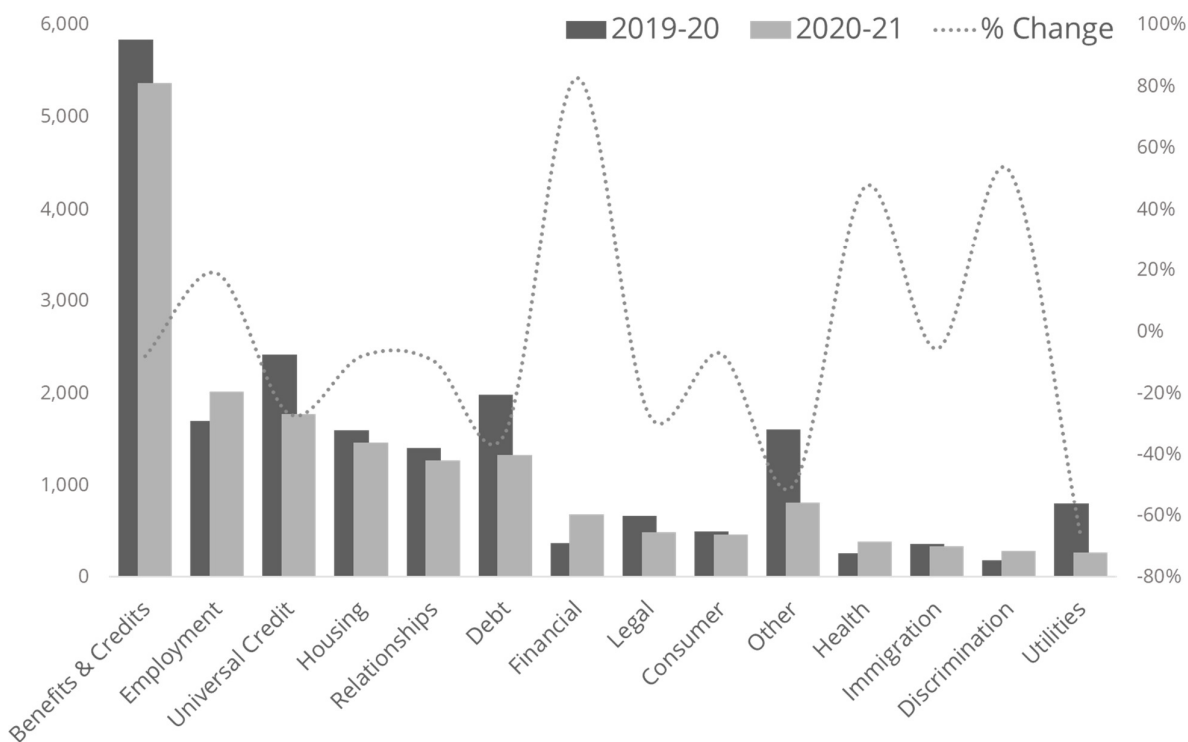
a. Review of Activities and Achievements

Last year, Citizens Advice Rushmoor helped 10,838 people with 32,085 issues, through 23,868 activities in 10,617 cases. From money and pension savings guidance to scams and domestic abuse, we continued through the pandemic to deliver essential services.

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The chart below shows the distribution of advice issues across the different categories of the work we do



Overall, numbers of advice issues presented for 2020/2021 remained steady compared to the previous year – a remarkable achievement considering the depth and breadth of the changes to the service during the year. Face to face contacts have been minimal, with significant growth in phone and remote channels for advice. Not surprisingly, the year reflects changes to the proportion of issues across different categories. A key focus is the reduction in debt issues, reflecting the challenges of engaging with complex issues without face-to-face contact. Government moratoriums have also prevented action on debt and eviction. The continued high number of welfare benefits issues is also linked to a rise in employment issues, highlighting the many issues facing employees during 2020/21, as well as the hardship and level of change that people have experienced during the pandemic. Many are claiming benefits for the first time and having to negotiate a complex and often baffling system.

Our Pension Wise service transitioned successfully to remote working and has continued to represent a high proportion of our overall activity, delivering much needed guidance to those with personal pension pots.

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The skills of our volunteer and staff teams have seen an exponential growth. Innovation has combined with an overarching commitment to delivering a quality advice service, using enhanced digital skills and new platforms across the service to reach more people. A continuing focus is ensuring those who face additional challenges are able to access the help they need, as we collaborate with partners through our “Overcoming Barriers” work and other strands to innovate and develop. Our Nepali language Adviceline has to some extent replaced the previously very popular “drop in” but we know there is more to do.

By harnessing the infrastructure and benefits of our national Citizens Advice organisation, we have been able to join with other local Citizens Advice offices across the country to ensure more calls are answered for local residents in Rushmoor. This has been particularly important during the pandemic, with the phone being the primary channel through which people have been able to reach us. By opening up our website to referrals from local partners and residents, we have also been able to maximise opportunities for dedicated support, especially for those facing challenges in using the phone service.

Our specialist projects have continued to operate effectively, with referrals from mental health services to our Heathlands team, including from the inpatient psychiatric ward. Many clients facing mental health challenges have found the additional channels and flexibility a more convenient alternative to face-to-face appointments. Our partnership with The Brain Tumour Charity has continued to thrive, with the dedicated benefits surgery proving very popular.

Our partnership with the local Broadhurst Trust charity has enabled us to continue to develop a range of help, working with local agencies such as the Wellbeing Centre, to ensure people experiencing significant mental illness have ready access to much needed help.

We have been particularly pleased with the success of our Police and Crime Commissioner (OPCC) funded Secure and Involved Communities project during 2020/21, which was very timely in focusing on scams and hate crime – both issues linking to the pandemic. Through our Community, Research and Campaigns work in these areas, we were able to reach more people through than ever before.

We are pleased to be continuing to work with OPCC in 2021/22 to enhance our important domestic abuse service, which is now an established part of the local provision for survivors of domestic abuse. Focusing on Nepali clients and others facing additional challenges, the reputation and impact of that work is becoming widely valued.

The consistent and positive support we receive from Rushmoor Borough Council continues to benefit our service to the wider community, as we focus together on shared priorities such as health inequalities and identified issues of deprivation in the local community. This has enabled an enhanced Nepali language adviceline during 2020/21, in addition to our continued core service support.

The stringent standards required by our national Citizens Advice Performance and Quality Framework sets us challenges which we have continued to meet, to ensure our clients receive the best help they can. A retained “excellent” rating in all 9 areas tested, keeps Rushmoor Citizens Advice Bureaux at the forefront of the national service. This demonstrates our core, organisational strengths, enabling us to meet community needs through a time of unprecedented challenge.

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b. Value of Advice and Volunteering

Together, our volunteers dedicate around **370 hours every week** to supporting local people, making the value of volunteering at Rushmoor Citizens Advice Bureaux during 2020/21 over **£339,000**. This is after allowing for a significant number of inactive volunteers during the pandemic, who were unable to work remotely.

In addition to the financial value, there are other benefits to the community from volunteering, such as improved wellbeing, reduced isolation and gaining the skills and confidence through our rigorous training and service delivery.

Our financial modelling [based on Treasury approved and national Citizens Advice models] calculates the public value of our work at over **£37 million**, broken down below.

<i>Direct and Indirect Value of Advice</i>	
Benefits: an average of £6,999 per client, in addition to 211 one-off awards totalling £545,126.	£6,547,082
Debt: 543 clients with debt issues 79% of which were resolved – average of £12,698 debts written off per client, with a further 70 clients having £163,008 of payments rescheduled	£1,228,834
Housing: savings to our local authority purely by preventing homelessness. In addition, £369,547 of savings to housing providers and £15,255 to the courts system.	£156,945
Fiscal savings to Government and non-governmental agencies	£2,535,377
Fiscal savings to society as a whole	£26,837,819
Total	£37,306,057

These figures are not included in the financial statements.

FINANCIAL REVIEW

a. Results

Income in the year amounted to £977,438 with expenditure of £949,644

The results for the year and the charity's financial position at the end of the year are shown in the attached financial statements. The financial statements have been prepared in accordance with the Companies Act 2006 and the Financial Reporting Standard applicable in the UK and Republic of Ireland (SORP); and comply with the charity's Memorandum and Articles of Association.

b. Principal Funding Source

Rushmoor Borough Council are our principal funder and in addition to the direct financial grant and rent detailed in the financial statements, they also provide much appreciated help in kind, in the form of car parking concessions, meeting rooms and other informal support for services.

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In light of the volatile, complex, and uncertain operating environment the Board continues to recognise the importance of maintaining diverse funding and ensuring a flexible response to opportunities and challenges.

c. Going Concern

The financial statements as of 31 March 2021 were prepared on a going concern basis. In performing the going concern assessment, the Trustees have considered the coronavirus and its impact on Rushmoor Citizens Advice Bureaux's ability to continue to deliver service to its clients; the increase in client demand for services; the capacity of staff and volunteers to perform their roles; current and future funding sources; cash position; and available reserves.

Based on this assessment, the Trustees concluded and were satisfied that the charity has adequate resources to continue in operational existence for the foreseeable future and that Rushmoor Citizens Advice Bureaux remains a going concern.

For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

d. Impact of Covid-19

The Board is pleased to confirm that during the financial year 2020/2021 there has been no detrimental financial impact due to Covid-19 and overall funding has been maintained at 2019/2020 levels. Conversations are regularly held with our main funders and other smaller funders and while it must be acknowledged that, in common with many charities, they are maintaining a close review of their own position, there have been no indications of withdrawal of funding for Citizens Advice.

e. Investment Policy and Performance

Regular reviews of investment of reserves are undertaken by our Treasurer and Finance Manager, to ensure the most favourable return for the charity. Reserves and running costs are split between Scottish Widows and Royal Bank of Scotland.

f. Reserves Policy

The Trustees recognise the need to maintain reserves to ensure Rushmoor Citizens Advice Bureaux meets its statutory and contractual obligations, following Charity Commission guidance and best practice. The Reserves Policy is reviewed annually and updated in a report to each Trustee Board meeting. Trustees aim to actively manage reserves, recognising the changing operating environment.

The Reserves Policy recognises the need to hold financial reserves to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. This includes recognition of areas such as staff redundancies; sickness cover; uninsured losses and late payment by funders. The policy defines a minimum level for restricted and unrestricted reserves. Designated reserves are allocated through periodic review of requirements.

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Reserves as of 31 March 2021 total £368,470 being £352,199 unrestricted reserves and £16,271 restricted reserves. There has been a correction this year in the split between unrestricted and restricted reserves relating to previous year's results.

The Board considers that free reserves (defined as unrestricted reserves less tangible fixed assets) should be maintained at a minimum amount equivalent to three months of the current year's expenditure, and our results easily meet that policy. The Board considers that the current level is adequate to support current and anticipated levels of activity, to enable it to respond to opportunities and to provide for emergencies.

MEMBERS' LIABILITY

The Members of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up.

SMALL COMPANY PROVISIONS

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

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors for the purpose of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees must prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including 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 to operate.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the

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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 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.

The trustees confirm that so far as they are aware, there is no relevant audit information (as defined by section 418(3) of the Companies Act 2006) of which the charitable company's auditors are unaware. They have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

This report was approved by the Trustees on 20 September 2021
and signed on their behalf by:

Andrew Levey

Mr Andrew Levey, Chair

Rushmoor Citizens Advice Bureaux
(A company limited by guarantee)

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
RUSHMOOR CITIZENS ADVICE BUREAUX

Opinion

We have audited the financial statements of Rushmoor Citizens Advice Bureaux (the 'charitable company') for the year ended 31 March 2021 which comprise Statement of Financial Activities, Balance Sheet, Statement of Cash Flows 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 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).

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, including its income and expenditure, 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 trustees' 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 twelve months from when the financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

Rushmoor Citizens Advice Bureaux
(A company limited by guarantee)

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
RUSHMOOR CITIZENS ADVICE BUREAUX

We have nothing to report in this regard.

Opinions on other matters 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 company law purposes, 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 has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the 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 trustees' report.

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

- adequate 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.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on pages 15 and 16 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.

Rushmoor Citizens Advice Bureaux
(A company limited by guarantee)

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
RUSHMOOR CITIZENS ADVICE BUREAUX

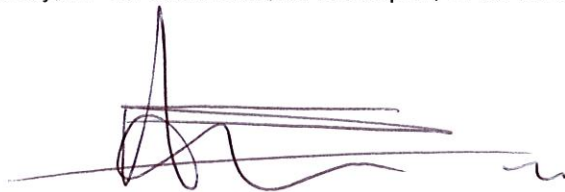
Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. Audit procedures undertaken in response to the potential risks relating to irregularities (which include fraud and non-compliance with laws and regulations) comprised of: inquiries of management and Trustees as to whether the Charity complies with such laws and regulations; enquiries with the same concerning actual or potential litigation or claims; inspection of relevant legal correspondence; review of Trustees meeting minutes and the performance of analytical review to identify unexpected movements in account balances which may be indicative of fraud.

No instances of material non-compliance were identified. However, the likelihood of detecting irregularities, including fraud, is limited by the inherent difficulty in detecting irregularities, the effectiveness of the entity's controls, and the nature, timing and extent of the audit procedures performed. Irregularities that result from fraud might be inherently more difficult to detect than irregularities that result from error. As explained above, there is an unavoidable risk that material misstatements may not be detected, even though the audit has been planned and performed in accordance with ISAs (UK).

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <https://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 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, for our audit work, for this report, or for the opinions we have formed.



Andrew Skilton ACA (Senior Statutory Auditor)

For and on behalf of Brewers, Chartered Accountants, Statutory Auditor
Bourne House
Queen Street
Gomshall
Surrey GU5 9LY

Date: 20 September 2021

RUSHMOOR CITIZENS ADVICE BUREAUX
(a company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES, INCORPORATING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2021**

	Note	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	<i>All unrestricted and restricted funds 2020 £</i>
INCOME AND ENDOWMENTS FROM:					
Charitable Activities					
Grants	2	542,306	432,015	974,321	971,936
Other	3	-	-	-	195
Total Charitable Activities		<u>542,306</u>	<u>432,015</u>	<u>974,321</u>	<u>972,131</u>
Voluntary income: Donations		-	2,747	2,747	2,098
Investment income	4	-	370	370	590
		-	-	-	-
TOTAL INCOME AND ENDOWMENTS		<u>542,306</u>	<u>435,132</u>	<u>977,438</u>	<u>974,819</u>
EXPENDITURE ON:					
Charitable activities	5, 6 & 7	548,751	400,893	949,644	925,254
TOTAL EXPENDITURE		<u>548,751</u>	<u>400,893</u>	<u>949,644</u>	<u>925,254</u>
NET INCOME / (EXPENDITURE)		(6,445)	34,239	27,794	49,566
TRANSFERS BETWEEN FUNDS		(80,450)	80,450	-	-
NET MOVEMENT IN FUNDS:					
Total funds brought forward		103,166	237,510	340,676	291,110
TOTAL FUNDS CARRIED FORWARD	15	<u>16,271</u>	<u>352,199</u>	<u>368,470</u>	<u>340,676</u>

The notes on pages 23 to 35 form part of these financial statements.

RUSHMOOR CITIZENS ADVICE BUREAUX
(a company limited by guarantee)
REGISTERED NUMBER: 04354628

BALANCE SHEET
AS AT 31 MARCH 2021

	Note	£	2021 £	£	2020 £
FIXED ASSETS					
Tangible assets	12		20,339		12,244
CURRENT ASSETS					
Debtors	13	30,298		34,576	
Cash in hand and in bank		443,402		322,341	
		473,700		356,917	
CREDITORS: amounts falling due within one year	14	(125,569)		(28,485)	
NET CURRENT ASSETS			348,131		328,432
NET ASSETS			368,470		340,676
CHARITY FUNDS					
Restricted funds			16,271		103,166
Unrestricted funds			352,199		237,510
TOTAL FUNDS	15		368,470		340,676

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements were approved by the Trustees on 20 September 2021 and signed on their behalf by:

Andrew Levey

Andrew Levey (Chair)

Kay Goodchild

Kay Goodchild (Treasurer)

The notes on pages 23 to 35 form part of these financial statements.

RUSHMOOR CITIZENS ADVICE BUREAUX
(a company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	Note	2021 £	2020 £
CASH FLOWS FROM OPERATING ACTIVITIES			
Net income / (expenditure) for the year		27,794	49,566
Adjustments for:			
Depreciation charges		8,963	9,821
(Increase) / decrease in debtors		4,278	(13,884)
(Decrease) / increase in creditors		97,084	(63,377)
NET CASH PROVIDED BY (USED IN) OPERATING ACTIVITIES		<u>138,119</u>	<u>(17,874)</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of tangible fixed assets		(17,058)	(5,834)
CHANGE IN CASH AND CASH EQUIVALENTS IN THE YEAR		121,061	(23,708)
Cash and cash equivalents brought forward		322,341	346,049
Cash and cash equivalents carried forward		<u>443,402</u>	<u>322,341</u>

The notes on pages 23 to 35 form part of these financial statements.

RUSHMOOR CITIZENS ADVICE BUREAUX
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1 ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement 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) (2nd Edition, effective January 2019), "Charities SORP" and Companies Act 2006.

Rushmoor Citizens Advice Bureaux 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 Company status

The Charity is a company limited by guarantee. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity.

1.3 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

RUSHMOOR CITIZENS ADVICE BUREAUX
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1 ACCOUNTING POLICIES (continued)

1.4 Income

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

Grants are included in the Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of meeting any performance related conditions there is not unconditional entitlement to the income and its recognition is deferred and included in creditors as deferred income until the performance-related conditions are met. Where entitlement occurs before income is received, the income is accrued.

Donated services or facilities are recognised when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the charity of the item is probable and the economic benefit can be measured reliably.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis. All expenses including support costs and governance costs are allocated to the applicable expenditure headings.

Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters. Governance costs are those incurred in connection with the constitutional and statutory requirements of the charity.

Irrecoverable VAT is charged against the expenditure heading for which it was incurred.

1.6 Tangible fixed assets and depreciation

Assets costing more than £500 are capitalised. Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of the asset, less their estimated residual value, over their expected useful lives on the following bases:

Office and Computer equipment	- 33% per annum on cost
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RUSHMOOR CITIZENS ADVICE BUREAUX
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1 ACCOUNTING POLICIES

1.7 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

1.8 Operating leases

Rentals under operating leases are charged to the Statement of Financial Activities on a straight line basis over the lease term.

Benefits received and receivable as an incentive to sign an operating lease are recognised on a straight line basis over the period until the date the rent is expected to be adjusted to the prevailing market rate.

1.9 Pension Costs

Contributions to the defined contribution scheme are charged to the Statement of Financial Activities as incurred.

1.10 Support Costs

Costs are allocated between direct and support costs in proportion to time spent by employees.

1.11 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

1.12 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount repaid net of any trade discounts due.

1.13 Cash at Bank and in hand

Cash at Bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.14 Creditors and provisions

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 of estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

RUSHMOOR CITIZENS ADVICE BUREAUX
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

2 INCOME FROM GRANTS

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	<i>All unrestricted and restricted funds 2020 £</i>
Rushmoor Borough Council (funding grant)	-	219,540	219,540	219,540
Rushmoor Borough Council (rent and rates)	-	52,902	52,902	52,902
Project Estate Big Local	-	6,138	6,138	9,800
Pension Wise	358,295	-	358,295	438,339
Frimley CCG	-	75,512	75,512	61,260
Broadhurst Trust	-	17,615	17,615	21,913
Joining Forces For Families	-	20,618	20,618	13,153
Help to Claim	41,134	-	41,134	38,702
The Brain Tumour Charity	-	20,230	20,230	20,922
MoD - Domestic Abuse	5,667	-	5,667	47,000
Citizens Advice Hampshire including Healthwatch Hampshire	-	2,000	2,000	3,399
Miscellaneous funding	-	10,660	10,660	26,706
OPCC	30,000	-	30,000	-
BEIS Capacity Building	19,859	-	19,859	-
BEIS Innovation Community	16,667	-	16,667	-
Armed Forces Covenant Fund	29,250	-	29,250	-
Big Lottery Community Fund	18,486	-	18,486	-
Money Advice and Pension Service	22,948	-	22,948	-
Energy Advice	-	3,000	3,000	-
HCC Communities First	-	3,800	3,800	-
Vivid Homes Debt Advice	-	-	-	4,300
RBS Skills & Opportunities Fund	-	-	-	14,000
Total grants	542,306	432,015	974,321	971,936

In 2020, of the total income from grants, £433,895 was received into unrestricted funds and £538,041 into restricted funds.

RUSHMOOR CITIZENS ADVICE BUREAUX
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

3 OTHER INCOME FROM CHARITABLE ACTIVITIES

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	<i>All unrestricted and restricted funds 2020 £</i>
External training delivered	-	-	-	195
	<u>-</u>	<u>-</u>	<u>-</u>	<u>195</u>

4 INVESTMENT INCOME

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	<i>All unrestricted and restricted funds 2020 £</i>
Bank interest receivable	-	370	370	590
	<u>-</u>	<u>370</u>	<u>370</u>	<u>590</u>

In 2020 all of the investment income was received into unrestricted funds.

RUSHMOOR CITIZENS ADVICE BUREAUX
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

5 DIRECT COSTS

Allocation between direct and support costs is calculated based on the proportion of the time spent by employees allocated to direct and support costs. In 2021 the allocation between direct and support costs was 87/13 (2020: 91/9).

	Total	<i>Total</i>
	2021	<i>2020</i>
	£	£
Rent, rates, light and heat	51,558	79,114
Insurance	3,847	1,925
Telephone	12,109	9,138
Printing, postage and stationery	3,777	10,120
Computer and equipment costs	3,340	4,145
Cleaning	72	137
Sundry	7,741	8,682
Training	3,852	3,278
Subscriptions and professional publications	7,327	8,967
Travel	393	32,406
Depreciation	7,798	8,937
Advertising	-	463
Consultants costs	695	1,846
Wages and salaries	625,692	579,799
National insurance	43,938	42,184
Pension costs	19,593	18,420
	<u>791,732</u>	<u>809,561</u>

RUSHMOOR CITIZENS ADVICE BUREAUX
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

6 SUPPORT COSTS

Allocation between direct and support costs is calculated based on the proportion of the time spent by employees allocated to direct and support costs. In 2020 the allocation between direct and support costs was 87/13 (2020: 91/9).

	Total 2021	<i>Total 2020</i>
	£	£
Rent, rates, light and heat	7,704	7,825
Insurance	575	190
Telephone	1,809	904
Printing, postage and stationery	564	1,001
Computer and equipment costs	499	410
Cleaning	11	14
Sundry	1,157	858
Training	576	324
Subscriptions and professional publications	1,094	886
Travel	59	3,205
Depreciation	1,165	884
Advertising	-	46
Consultants costs	104	182
Wages and salaries	93,494	57,344
National insurance	6,565	4,172
Pension costs	2,928	1,821
	<u>118,304</u>	<u>80,066</u>

7 TOTAL EXPENDITURE

	Other Costs	Depreciation	Staff Costs	Total 2021	<i>Total 2020</i>
	£	£	£	£	£
Charitable activities					
Direct costs - note 5	94,711	7,798	689,223	791,732	809,561
Support costs - note 6	14,152	1,165	102,987	118,304	80,066
Sub total	<u>108,863</u>	<u>8,963</u>	<u>792,210</u>	<u>910,036</u>	<u>889,627</u>
Governance - note 8	6,600	-	33,008	39,608	35,627
Total	<u>115,463</u>	<u>8,963</u>	<u>825,218</u>	<u>949,644</u>	<u>925,254</u>

In 2021, of the total expenditure, £400,893 (2020: £420,484) was from unrestricted funds and £548,751 (2020: £504,770) was paid out of restricted funds.

RUSHMOOR CITIZENS ADVICE BUREAUX
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

8 GOVERNANCE COSTS

	Restricted	Unrestricted	Total funds	<i>All unrestricted and restricted funds</i>
	funds	funds	2021	<i>2020</i>
	2021	2021	2021	<i>2020</i>
	£	£	£	£
Auditor's remuneration	-	5,394	5,394	<i>5,130</i>
Accountancy fees	-	1,206	1,206	<i>1,200</i>
Other governance costs	-	-	-	<i>164</i>
Governance expenses - wages and salaries	-	29,966	29,966	<i>26,431</i>
Governance expenses - national insurance	-	2,104	2,104	<i>1,877</i>
Governance expenses - pension costs	-	938	938	<i>825</i>
	<u>-</u>	<u>39,608</u>	<u>39,608</u>	<u><i>35,627</i></u>

Allocated governance costs are calculated as 4% of total staff and travel costs (2020: 4%).

9 NET INCOME / (EXPENDITURE)

This is stated after charging:

	2021	<i>2020</i>
	£	£
Depreciation	8,963	<i>9,821</i>
Auditor's remuneration - for current year	5,394	<i>5,130</i>
Auditor's remuneration - provision of accounting services	1,206	<i>1,200</i>
	<u>15,563</u>	<u><i>16,151</i></u>

10 TRUSTEES REMUNERATION

During the year no Trustees received any remuneration (2020: £ nil).

During the year no Trustees received any benefit in kind (2020: £ nil).

During the year one Trustee was reimbursed £50 for trusteeship subscription (2019: one Trustee received £37 for travel).

RUSHMOOR CITIZENS ADVICE BUREAUX
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

11 STAFF COSTS

The average number of employees was 38 (2020: 35) all engaged in charitable activities.

Staff costs were as follows:

	2021	<i>2020</i>
	£	£
Wages and salaries	749,152	663,574
Social security costs	52,607	48,233
Other pension costs	23,459	21,066
	825,218	<i>732,873</i>

No employee received remuneration in excess of £60,000 (2020: nil).

The remuneration and benefits received by key management personnel in the year totalled £106,450 (2020: £100,926) with employer's pension contributions of £4,605 (2020: £4,357).

12 TANGIBLE FIXED ASSETS

	Office equipment £
Cost	
At 1 April 2020	225,929
Additions	17,058
Less disposals	(94,183)
At 31 March 2021	148,804
Depreciation	
At 1 April 2020	213,685
Charge for the year	8,963
Eliminated on disposal	(94,183)
At 31 March 2021	128,465
Net book value	
At 31 March 2021	20,339
At 1 April 2020	12,244

RUSHMOOR CITIZENS ADVICE BUREAUX
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

13 DEBTORS

	2021	2020
	£	£
Trade debtors	11,734	15,468
Prepayments and accrued income	18,564	19,108
	30,298	34,576

14 CREDITORS

	2021	2020
	£	£
Trade creditors	2,974	3,116
Other taxation and social security	16,618	9,950
Other creditors	3,199	238
Accruals	19,811	9,514
Deferred income	82,967	5,667
	125,569	28,485

Deferred income

Deferred income at 1 April 2020	5,667	52,667
Income deferred during the year	82,967	5,667
Amounts released from previous years	(5,667)	(52,667)
Deferred income at 31 March 2021	82,967	5,667

Deferred income for 2021 relates to:

£25,151 contribution to funding for BEIS Capacity Funding programme for the 2021/22 year in accordance with service contract conditions.

£8,333 contribution to funding for BEIS Innovation Funding programme for the 2021/22 year in accordance with service contract conditions.

£15,000 contribution to funding for Hampshire County Council Local Solutions Funding programme for the 2021/22 year in accordance with service contract conditions.

£34,483 Pensionwise under-utilisation funding clawback, not yet claimed

Deferred income for 2020 relates to:

£5,667 contribution to funding for Domestic Abuse programme for the 2020/21 year in accordance with service contract conditions.

RUSHMOOR CITIZENS ADVICE BUREAUX
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

15 STATEMENT OF FUNDS

	Brought Forward £	Income £	Expenditure £	Transfers in / out £	Carried Forward £
General Funds					
General Purpose Fund	237,510	435,132	(400,893)	80,450	352,199
Total Unrestricted Funds	<u>237,510</u>	<u>435,132</u>	<u>(400,893)</u>	<u>80,450</u>	<u>352,199</u>
Restricted Funds					
Pension Wise	52,322	358,295	(348,033)	(62,584)	-
OPCC	-	30,000	(29,853)	2,690	2,837
MoD Domestic Abuse Funding	44,494	5,667	(12,726)	(20,690)	16,745
Help to Claim	-	41,134	(41,134)	-	-
Armed Forces Covenant	-	29,250	(30,341)	-	(1,091)
RBS Skills and Opportunities Fund (Clear)	6,350	-	(2,015)	(4,335)	-
BEIS Capacity Building	-	19,859	(19,479)		380
BEIS Innovation Funding	-	16,667	(19,591)		(2,924)
Money Advice & Pension Service	-	22,948	(22,624)		324
Big Lottery Coronavirus Community Support Fund	-	18,486	(22,955)	4,469	-
Total Restricted Funds	<u>103,166</u>	<u>542,306</u>	<u>(548,751)</u>	<u>(80,450)</u>	<u>16,271</u>
Total of funds	<u>340,676</u>	<u>977,438</u>	<u>(949,644)</u>	<u>-</u>	<u>368,470</u>

Due to accounting misallocation of restricted expenditure in previous years, restricted fund carrying values have been overstated. Fund providers have received full and correct expenditure declarations. A transfer to unrestricted funds has been made to correct fund carrying values.

The General Purposes Fund represents free funds of the Charity which are not designated for a particular purpose other than to meet the obligations set down in the reserves policy included in the Trustees' Annual Report.

Pension Wise Fund has been received to provide Pensions Guidance within the area designated to be covered by the Charity.

OPCC Fund has been received as part of project to prevent scams and raise awareness of Hate Crime.

MoD Domestic Abuse Fund has been received as part of continuation of a project to provide a Nepali Speaking Domestic Abuse worker.

Help to Claim Fund has been received as part of a national Department for Work and Pensions contract to support claims to Universal Credit to the point where the benefit is in payment.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

15 STATEMENT OF FUNDS (continued)

Armed Forces Covenant Fund has been received to provide Domestic Abuse support and awareness.

RBS Skills and Opportunity Fund has been received to fund CLEAR (Community Learning, Empowerment and Resilience) project, training Nepali Speaking Community Champions to share own language information and support on financial capability, within local Nepali speaking communities.

BEIS Capacity Building Fund has been received to increase capacity to meet additional service delivery needs as a result of Covid-19.

BEIS Innovation Fund has been received to find new ways to reach vulnerable clients disadvantaged by Covid-19 impact.

Money Advice & Pension Service Fund has been received increasing capacity for Money Advice through training additional staff.

Big Lottery Coronavirus Community Support Fund has been received to employ a trainee caseworker.

SUMMARY OF FUNDS	Brought Forward April 2020 £	Income £	Expenditure £	Transfers in / out £	Carried Forward March 2021 £
General Funds	237,510	435,132	(400,893)	80,450	352,199
Restricted Funds	103,166	542,306	(548,751)	(80,450)	16,271
Total Funds	<u>340,676</u>	<u>977,438</u>	<u>(949,644)</u>	<u>0</u>	<u>368,470</u>

SUMMARY OF FUNDS (previous year)

SUMMARY OF FUNDS	Brought Forward April 2019 £	Income £	Expenditure £	Transfers in / out £	Carried Forward March 2020 £
General Funds	222,280	436,778	(420,484)	(1,064)	237,510
Restricted Funds	68,831	538,041	(504,770)	1,064	103,166
Total Funds	<u>291,111</u>	<u>974,819</u>	<u>(925,254)</u>	<u>0</u>	<u>340,676</u>

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NOTES TO THE FINANCIAL STATEMENTS
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16 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Restricted funds	Unrestrict ed funds	Total funds	<i>All unrestricted and restricted funds</i>
	2021	2021	2021	<i>2020</i>
	£	£	£	£
Tangible fixed assets	-	20,339	20,339	12,244
Current assets	87,437	386,263	473,700	356,917
Creditors due within one year	<u>(71,166)</u>	<u>(54,403)</u>	<u>(125,569)</u>	<u>(28,485)</u>
	<u>16,271</u>	<u>352,199</u>	<u>368,470</u>	<u>340,676</u>

17 PENSION COMMITMENTS

During the year the charity paid £23,459 (2020: £21,066) to defined contribution pension schemes for its staff. Contributions of £nil (2020: £237) were payable to the pension fund at the balance sheet date.

18 GRANTS IN KIND

During the year the Charity received a grant in kind for the rent on two sites, Farnborough and Aldershot, from Rushmoor Borough Council; the Charity received 90% relief £52,902 (2020: £52,902) income against the rent expenditure of £58,780 (2020: £58,780).

19 TAXATION

Rushmoor Citizens Advice Bureaux has charitable status and is exempt from tax on its income and gains to the extent they are applied to its charitable objects.