



**FINANCIAL STATEMENTS
FOR YEAR ENDED 31st MARCH 2021**

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Rural Cambs Citizens Advice Bureau Ltd

REPORT OF THE DIRECTORS AND TRUSTEES

The Trustees, who are also the Directors for the purpose of Company Law, present their annual report and the audited financial statements for Rural Cambs Citizens Advice Bureau Ltd (“the Charity”) for the year ended 31st March 2021.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their account in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1st January 2019).

Reference and Administration Details

Charity name:	Rural Cambs Citizens Advice Bureau Ltd
Operating name:	Citizens Advice Rural Cambs
Charity registration no:	1146277
Company registration no:	7931354
Financial conduct authority registration no:	617718
Registered office:	9 Church Mews, Wisbech, Cambridgeshire PE13 1HL
Telephone:	01945 469787
Email:	admin@ruralcambscab.org.uk
Website:	www.citizensadvice.ruralcambs.org.uk
Key management personnel:	Chief Officer – Mr N Blencowe Deputy Chief Officer – Mrs H Spriggs Chief Financial Officer – Mrs K Drewry
Company secretary:	Mrs M Coaster *
Bankers:	Barclays Bank plc, Leicester LE87 2BB
Auditors:	Stephenson Smart (East Anglia) Limited 22-26 King Street, King’s Lynn, Norfolk. PE30 1HJ

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

The following people serve as Directors/Trustees of the Charity:

Directors /Trustees	Role	Appointed	Elected/Re-elected	Resigned
Mrs J D Wilson	Trustee		12/12/2018	31/07/2021
Mrs J Darroch	Treasurer	01/04/2018	12/12/2018	03/11/2020
Mr M Mealing	Chair	03/05/2018 Appointed Chair 11/06/2019	12/12/2018	
Mr S Wilson	Trustee	06/08/2019	15/11/2019	03/11/2020
Mr K J Woodward	Trustee	01/02/2020	26/11/2020	
Mr C Palmer	Deputy Chair	02/04/2020	26/11/2020	
Mr W Grieve	Treasurer	03/11/2020	26/11/2020	

*Mrs M Coaster - Company Secretary (as a non-trustee)

Structure, Governance and Management

Governing Document and Constitution

Rural Cambs Citizens Advice Bureau Ltd is a Registered Charity and a Company Limited by Guarantee. The maximum liability of each member is limited to £1. At 31st March 2021, the Charity had twenty-one members (2020 twenty-one members).

The Charity was incorporated as a Company Limited by Guarantee on 1st February 2012 and registered as a charity on 7th March 2012.

The Charity was incorporated under a Memorandum of Association, which established the objectives and powers of the charitable company and is governed under its Articles of Association. Each principal member of the organisation is, therefore, a member of the Charity and has a right to attend and vote at company general meetings. Members support the organisation by volunteering their services free.

The Charity is independent, and is one of three Citizens Advice local centres in Cambridgeshire and covers, Fenland and Huntingdonshire, serving a population of approximately 279,000 residents.

Recruitment and Appointment to Board of Trustees

Trustees, who are also Directors of the Charity, are recruited and elected from the local community. In maintaining its independence, the Trustee Board ("Board") is responsible for ensuring no other persons or external organisations are entitled to appoint persons to the Board.

The maximum number of Trustees is fifteen and the minimum number is three. All elected Trustees shall retire from office at the third Annual General Meeting following their election or appointment respectively but may be re-elected for a further three-year term, with a six-year restriction applying only to the post of Chair, Vice-Chair and Treasurer. Board members are elected for their knowledge and/or expertise and each has a specific executive responsibility.

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

In addition to the above Trustees, the following attend the Board Meetings as non-voting members:

- Mr N Blencowe (Chief Officer)
- Mrs H Spriggs (Deputy Chief Officer)
- Mrs M Coaster (Company Secretary/Minute Taker)
- Mrs K Drewry (Chief Financial Officer).

Induction and Training of New Members of the Board

New members of the Board are provided with information about the service's governance, the responsibilities of company directors and charity trustees, an invitation to a Citizens Advice Trustee Induction Day and are appointed a mentor from among the Board. As a part of the induction, new Trustees are required to sign a code of conduct in carrying out their responsibilities in the best interests of the Charity. It is generally the case that new members are already aware of the activities and aims of the service.

Organisational Structure and Decision Making

The Charity is governed by its Board, which is responsible for setting the strategic direction of the organisation and the policy of the Charity. The Board carry the ultimate responsibility for the conduct of the Charity and for ensuring the Charity satisfies its legal and contractual obligations.

The Board meets at least six times a year. In between meetings, matters requiring the Board's authorisation are dealt with by email and/or telephone and then ratified and Minuted at its next meeting.

The Board is independent from management. A register of members' interests is maintained at the registered office, and is available to the public.

A Finance Panel, which meets regularly, is responsible for helping the Chief Officer to resource new funding and scrutinising service level agreements, contracts and bids and risk.

The organisation's Chief Officer, Mr N Blencowe is responsible to the Board for:

- Management, development and strategic planning
- Vision and leadership in the continuing development of the Charity
- Serving and advising the Board in carrying out their responsibilities, in maintaining an overview of the organisation and in making appropriate strategic, policy and financial decisions.

Relationships with Related Parties

The Charity is a member of 'National Citizens Advice', the operating name of the National Association of Citizens Advice Bureau, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Board in order to fulfil its 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 the County and District Councils on behalf of clients. The Charity's principal sources of funds include National Citizens Advice negotiated contracts for "Help to Claim" and the "Money and Pensions Service" and the District Councils of Fenland and Huntingdonshire during 2020/21.

Management Staff Remuneration Policy

The Trustees consider the Board and the Senior Leadership Team are the key management personnel of the Charity in charge of directing and controlling, running and operating the Charity on a day-to-day basis. All Trustees give their time freely and no Trustee receives any remuneration in the year. Details of Trustees expenses are disclosed in note 7 of the accounts.

The pay of the Senior Leadership Team is reviewed annually. The Trustees are able to benchmark this against pay levels in other local Citizens Advice centres of a similar size.

Major Risks

The Trustees have worked on a Risk Management Strategy and a Risk Register was agreed by the Board. The Trustees recognise that any major risks to which the Charity is exposed need to be reviewed and policies, procedures and systems put in place to mitigate those risks.

Any interruption to the service is managed by developing and implementing a successful recovery plan that involves, working with National 'Citizens Advice', staff and volunteers from neighbouring services and the Charity's partners.

Financial risk to the business which would result in a loss of significant funding is kept under review by the Finance Panel, which includes the Chief Officer, the Chief Financial Officer, a member of the Trustee Board and is chaired by the Chair of Trustees or the Treasurer. The panel looks at diversity of funding for the future, efficiency and other cost saving measures.

Objectives and Activities

Mission Statement

The Citizens Advice service gives people the knowledge and confidence they need to find their way forward, whoever they are and whatever their problem. Our advice is free, independent, confidential and impartial. We value diversity, promote equality and challenge discrimination.

The Charity's Vision

Our Vision is to be the advice deliverer and strategic partner of choice in, rural Cambridgeshire by providing a high quality and sustainable service to people who need advice in the most efficient, accessible way as well as effective partnership for other stakeholders.

Advice will be provided in a number of ways including digital media, telephone, 'face to face' and information leaflet. It will include generalist advice, specialist advice and, in some instances, case work. Advice may be provided by us or an approved partner organisation with the relevant specialist knowledge or experience.

Face to face advice services were suspended during the last few days of March 2020. During the last year CARC has moved almost exclusively to a new operating model without the availability of face-to-face interactions with clients and only limited staff contact. The benefits of the online world coupled with the Huntingdon Digital Contact Centre being the first point of contact for clients has enabled CARC to meet the growing needs for advice and support throughout 2020 and into 2021 with the prospect of all future client face-to-face engagements being on an appointment basis only.

Charitable Objects

The Charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress, in particular, but without limitation, for the benefit of the community in Cambridgeshire and surrounding areas.

Main objectives for 2021/22

- To keep under constant review the service delivery model to ensure our clients are served in the most efficient and effective way possible ensuring the safety of all our staff and volunteers during this pandemic. Reintroduce face to face meetings where necessary and safe to do so.
- Development and enhancement of the CARC Contact Centre capability, building on the successful on line and telephony service implemented from March 2020.
- Skills for Life – to improve debt management knowledge for young people in secondary schools, as a way to avoid debt issues arising in future years. Scheme involves paid / volunteers staff visiting once a year to each of the eight secondary schools within the CARC catchment area.
- Advancing equity, diversity and inclusivity in the services that we provide to local communities.
- To provide additional management and resilience capacity as part of an overall restructuring of the management team. Focusing on the relationship management, communications, research and development aspects with principal funders and other partner organisations.

Rural Cambs Citizens Advice Bureau Ltd

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

Strategies for Achieving Objectives for 2021/22

The Charity continued to:

- Work closely and in collaboration/partnership with our funders, County, District, Town and Parish Councils, voluntary sector peers, housing associations, children centers, library and community hubs to ensure the best service
- Monitor and check the advice and service we gave to ensure its quality by the use of satisfaction surveys
- Review and adapt our structures and processes to ensure they met the changing needs of our clients by formal 1:1's and appraisals with all staff and volunteers
- Maintain the standards of Governance.

The Board continued to review the future strategy of The Charity:

- Financial budgeting is in place with the production of quarterly management accounts and monthly review meetings enabling the Board to monitor and manage its resources and fund balances
- It has identified the continuing need for general funds to finance the day to day running of the Charity and of being able to fund important projects that respond to changing needs
- To obtain the necessary funding to provide the additional services applications were made to various local and national providers of community finance
- Advertisements were placed in the local press for advisory staff both as paid employees and volunteers, induction and training being provided to the extent that necessary knowledge and skills were not pre-existing.

Public Benefit Required

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the local Citizens Advice during the year. The Trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

The principal activity of the Charity remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. This is provided through three local offices in Huntingdon, St Neots and Wisbech and a Digital Contact Centre in Huntingdon. In 2019/20 the majority of advice was provided remotely from the Digital Contact Centre and staff & volunteers working remotely at home or in the offices where possible. In addition to generalist advice, the following specialist advisory services were provided:

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

- Debt Advice by IMA (Institute of Money Advice) advisors.
- Financial Capability – support with budgeting and financial capability building client's confidence to manage their own money.

All advisory services were provided through face-to-face consultations, telephone advice lines and outreach services at community hubs throughout the area.

Contribution of Volunteers

The Charity relies on volunteers to achieve its aims and objectives and to work under the supervision of its paid staff. Volunteers are involved in the provision of advice, fundraising, marketing, finance, governance and administration.

Despite the majority of the year being spent in lockdown and our face-to-face service suspended, a pool of 23 volunteers, including the trustees, contributed approximately 5,795 (ONS Earnings ASHE) hours of work to the local community through the Charity during the year.

We estimate the value of this help to be approximately £107,180 (ONS Earnings ASHE) in respect of the current year.

Achievements and Performance

CARC is an independent general advice service within Fenland and Huntingdonshire, which is able to offer quality assured advice across a full range of issues. Our scope covers the full range of Citizens Advice subject areas including benefits, debt, housing, employment, consumer, family, legal, immigration, health and education.

All our services are provided by our fully trained and dedicated volunteers, staff and specialist caseworkers, meeting the Advice Quality Standard (AQS).

There is no doubt that 2020/21 has been a demanding and tough year for many organisations, and we are very proud of the work CARC has achieved during this period.

Below are a few of our key highlights from the year:

- Successfully and swiftly moved to a phone-based service.
- We helped 9,201 clients with 41,804 issues, which is only slightly less than the previous year which included clients living in East Cambridgeshire. An amazing achievement, taking into account this was only through our digital service with no drop-in services.
- We achieved over £8m in income gains for our clients.
- Contributed £23k to rebuild our depleted reserves.
- We invested in new IT equipment at the Digital Contact Centre to help expand the service and improve the infrastructure required to operate a fully digital service, including being able to offer video appointments to clients.

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

- Purchased additional laptops to support our staff working from home and purchased the necessary internet phone licenses to enable them to make and receive work related calls
- Recruited a Deputy Chief Officer to support our external communications and operations.
- Started training new volunteers via Zoom.
- Recruited and trained advisers into projects including Universal Credit and the Food Bank

Our Digital Contact Centre based in Huntingdon has continued to provide the backbone of our advice service to clients, growing its offer and reach allowing greater access to CARC's services. Our local Adviceline, which is now a free phone service, is open Monday – Friday 9.30am – 3.30pm, supported by our other offices, remote staff and volunteers providing follow-on advice appointments to clients with complex issues.

On 23rd March 2020, the start of the first lockdown CARC quickly and efficiently mobilised its team to offer a digital service remotely. This was set up without too much disruption to our service, therefore providing the residents of Fenland and Huntingdonshire a seamless support service.

Our Universal Credit Help to Claim project was our first fully digital team, delivered by staff working from home instantly. This was paramount in supporting the massive wave of clients affected by the Governments restrictions.

During the year we continued to recruit new staff and volunteers to support our service and our training team spent time developing the training programme so they were able to interview and deliver the training via Zoom. This proved to be a successful way of training and allowed CARC to continue to contribute to the local economy by providing training opportunities for volunteers. During the year, a number of our trained volunteers have secured paid employment within CARC through our funded projects.

Our Money Advice team funded by the Money and Pensions Service (MaPS), also recruited and trained an adviser to deliver debt advice, this service like all others moved successfully to offer advice via phone and email

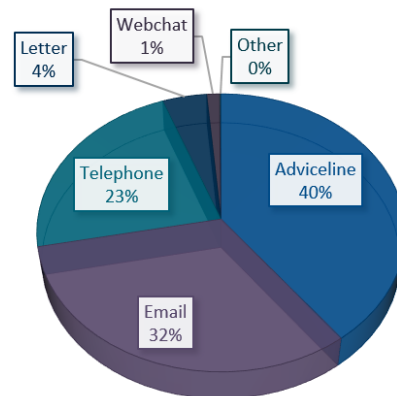
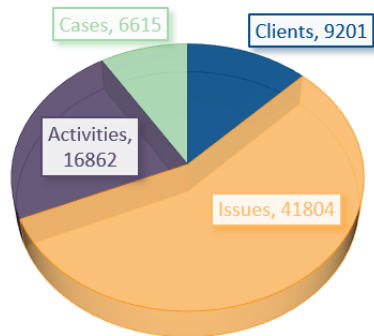
Another funded project to deliver advice to clients using local foodbanks was initially placed on hold but due to the overwhelming need we devised a successful referral and advice service to enable us to support both the food banks and clients in need.

2020/21 has shown us that with the hard work and dedication of our staff and volunteers we have been able to adapt and deliver a high quality advice service to local and national people during these unprecedented times.

Rural Cambs Citizens Advice Bureau Ltd

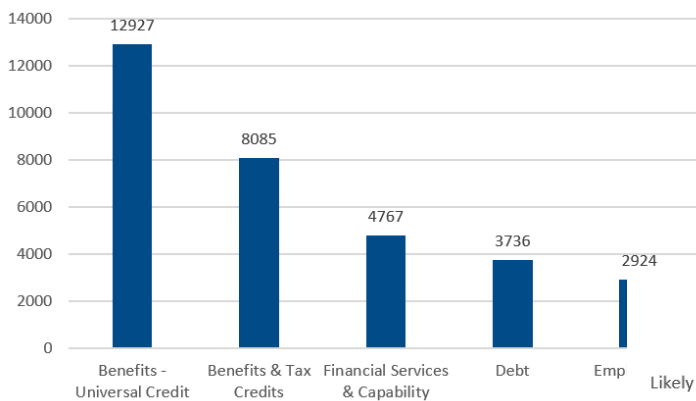
REPORT OF THE DIRECTORS AND TRUSTEES - Continued

2020-21 : KEY STATS SUMMARY

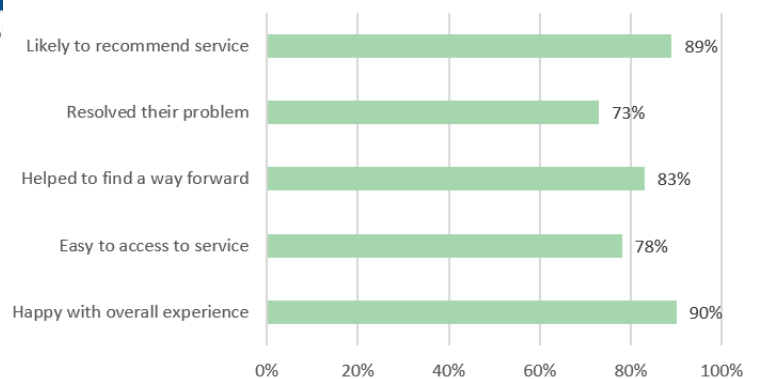


2020-21 : CLIENT ACTIVITIES BY CHANNEL

2020-21 : TOP 5 ISSUES



2020-21 : Client Satisfaction



Factors Affecting the Achievement of Objectives

The Charity is well aware of the financial pressures experienced by its major funders, and in view of this is taking active measures to seek additional sources of funding for its services and looking at ways to deliver the service within

The Charity wishes to secure effective joint working with Cambridge & District Citizens Advice and Citizens Advice Peterborough services in order to be in a position of sustainability and successful transition for the emerging local authority and public service changes which could include new commissioning opportunities under the combined mayoral authority.

Complaints

The Charity complies with the formal complaints procedure as set out by the Citizens Advice membership standards.

'How to make a complaint' posters and leaflets are clearly displayed in all the local offices.

CARC received 3 complaints during the 2020/21 and all were dealt with and resolved in a timely and professional manner.

The Charity understands its duty to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches, and undue pressure to donate but does not currently fundraise from the public or use any internal fundraisers or external fundraising agencies for either telephone or face-to-face campaigns and received no fundraising complaints during the year.

Financial Review

Financial Position

Income during the year was £620,256 (2019/20 £604,441), of this £295,486 (2019/20 £260,752) related to restricted project activities.

A surplus was made for the year of £23,904 (2019/20 £33,044).

As at 31st March 2021, total reserves were £113,312 (2019/20 £89,408).

Reserves Policy

The Trustees Reserves policy is to aim to hold unrestricted reserves equivalent to the higher of:

- The Charities operating lease commitments and contingent liabilities, which amount to the redundancy costs were the Charity to close.
- Two and a half months of normal operating expenditure.

The Charity's operating lease commitments and contingent liabilities as at 31st March 2021 equate to £88,945. Two and a half months of budgeted operational expenditure for 2021/22 equates to £124,646.

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

As at 31st March 2021 the total unrestricted reserves held amounted to £113,312. Whilst this is clearly outside the target of reserves, the Board of Trustees are of the view that by careful budgeting and identifying new sources of funds, the Charity will be able to restore its reserve levels to meet the policy, within one to two years at a level of approximately £10,000 per annum .

The Board reviews the financial position of the Charity at each Board meeting to ensure it can operate effectively within the level of reserves currently held.

Principal Funding Sources

The Trustees extend their gratitude to Fenland District Council, Huntingdonshire District Council, St Ives Town Council, St Neots Town Council, Whittlesey Town Council, National Citizens Advice and the Town and Parish Councils who continue to support the core operating capacity of the Charity. In addition, project specific funding was received from Clarion Housing, CHS Group and Cambridgeshire Acre, Robert Hall Charity and The Hudson Foundation, National Lottery Community Fund, Asda through Trussell Trust.

Investment Policy

The Charity does not currently hold material investments. Cash not required in the short term is held in a bank deposit account, which is considered by the Board to be the most suitable investment vehicle in which to safeguard funds.

The Future

Citizens Advice Rural Cambs, although a local charity aligns itself closely with and fully supports the principles of the National Citizens Advice, 'Future of Advice' strategy. Fully supporting and embracing the 5 focus areas which we will embed into our organisation over the next 3 years:

- 1) **Advice** – Continue to improve people's experience of our service, so that everyone leaves us with the knowledge and confidence they need to find a way forward.
- 2) **Advocacy** – Be an even stronger voice on issues that matter most to people who need our help.
- 3) **Technology** – Use technology to enable a positive experience for everyone, and free up resources to meet more demand.
- 4) **Sustainability** – Underpin our future as a service by ensuring we take a collaborative, proactive approach and commercial approach to securing and maintaining funding.
- 5) **Culture** – Be a collaborative, innovative and high-performing service that challenges discrimination and promotes equality, diversity and inclusion.

Supporting and aiding the National organisation to achieve its vision for 2022:

- You won't ever struggle to get help from us
- Our service will be joined up
- We'll help you find a way forward, whatever your problem
- You'll get the level of support you need
- You know that we'll speak up for you

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

These five strands fit with what we strive to achieve locally as an organisation and on a national scale.

STRATEGIC PRIORITIES

Introduction

There will always be a lot of major issues, initiatives and programmes underway at any one time and these will need to be prioritised and integrated to ensure that disruption of service to our clients is kept to a minimum and we actually deliver the desired outcomes.

Sustainability and Funding

Realistically, we have to assume that traditional Core Funding will continue to be a struggle and thus we must sustain our strong relationships with our existing Public Sector Funders. In addition, we will try to develop wider support from non-traditional sources and continue to cultivate other project and service contract-based Funding opportunities where we have the capability and confidence to deliver.

Priorities for 2020-23

1. **Financial:** To ensure effective use of resources, secure continued support from existing funders and increase our unrestricted funding and reserves, while actively seeking additional project-based funding to complement our existing service.
2. **Workforce:** To develop a high performing, diverse and flexible workforce.
3. **Partners:** To increase our partnership working with selected associates and collaboration with Cambridge and Peterborough LCAs.
4. **Network:** To engage with and ensure effective implementation of new Citizens Advice initiatives.
5. **Access:** To improve client access to services.

Statement of Trustees' Responsibilities

Small company provisions

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

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.

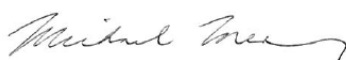
In preparing these financial statements, the trustees are required to:

- 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 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 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.

Approved by order of the board of trustees on 30th September 2021
and signed on its behalf by:



M Mealing
Chair of the Board of Trustees

Rural Cambs Citizens Advice Bureau Ltd

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

		Unrestricted Funds	Restricted Funds	Total 2021	Total 2020
	Notes	£	£	£	£
Income					
Donations, Grants and Legacies	3	324,241	295,486	619,727	595,401
Charitable Activities	4	302	-	302	8,725
Investment Income	5	227	-	227	315
Total Income		324,770	295,486	620,256	604,441
Expenditure					
Charitable activities	6	300,240	296,112	596,352	571,397
Net Income for the year	7	24,530	(626)	23,904	33,044
Funds brought forward		89,408	-	89,408	56,364
Transfer between funds		(626)	626	-	-
Funds carried forward		113,312	-	113,312	89,408

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 19 to 34 form part of these financial statements

BALANCE SHEET AS AT 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Fixed Assets	8		-		-
Current Assets					
Debtors	9	13,371		17,631	
Cash at bank and in hand	10	210,086		136,139	
		<u>223,457</u>		<u>153,770</u>	
Creditors: Amounts falling due within one year	11	110,145		64,362	
		<u></u>		<u></u>	
Net Current Assets			113,312		89,408
Net Assets			<u>113,312</u>		<u>89,408</u>
Funds of the Charity					
Unrestricted Funds	12		113,312		89,408
Restricted Funds	13		-		-
Total Funds			<u>113,312</u>		<u>89,408</u>

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

The financial statements were approved by the Board of Trustees on and signed on its behalf by:



M Mealing
Chair of the Board of Trustees

The notes on pages 19 to 34 form part of these financial statements

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	2021 £	2020 £
Cash Flows from Operating Activities			
Net cash provided by/used in operating activities	17	73,947	55,836
Cash Flows from Investing Activities			
Purchase of property, plant and equipment		-	-
Change in cash and cash equivalents in the reporting period		73,947	55,836
Cash and cash equivalents at the beginning of the reporting period		136,139	80,303
Cash and cash equivalents at the end of the reporting period		210,086	136,139

The notes on pages 19 to 34 form part of these financial statements

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

1. Accounting Policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a) General information and basis of preparation

Rural Cambs Citizens Advice Bureau Ltd is a Registered Charity and a Limited Liability Company incorporated in England & Wales.

Registered Office: see page 2 Reference and Administration Details

The financial statements have been prepared 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)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (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 notes.

The financial statements are presented in pounds sterling, which is the functional currency of the Charity.

b) Income

Income is recognised when the Charity has entitlement to the funds, any performance conditions attached to the item(s) of income has been met, and it is probable that the income will be received and the amount can be measured reliably.

Grant income, whether 'capital' grants or 'revenue' grants, are recognised when the Charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Donations and other income are included at the point of confirmation of the income.

Interest receivable 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.

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

When income has related expenditure (as with fund raising or contract income), the income and related expenditure are reported gross in the Statement of Financial Activities.

c) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is accounted for on an accruals basis.

d) Depreciation

All assets are capitalised at their historical cost when purchased.

Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost on a straight-line basis over their expected useful economic lives as follows:

- Fixtures, Fittings & Equipment - over 4 years
- Computer Equipment - over 3 years

Assets are reviewed for any indications of impairment at each Balance Sheet date.

e) Intangible Income

No income is recognised for the services of volunteers in these accounts, except in the dialogue in the 'significant achievements' within the Trustees report.

f) Funds held by the Charity

The Charity's restricted funds relate to its specific projects, separately funded. Restrictions arise when specified by the grant issuing body or donor. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of the costs of overall direction and administration of the Charity.

Where the donor does not specify a particular fund, donations are included in unrestricted funds which are used in accordance with the charitable objects at the discretion of the Board of Trustees.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes.

The aim and use of each fund is set out in the notes to the financial statements.

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

g) Pensions

The charities auto-enrolment date was 1 April 2018 and from that date the Charity has set up a defined contribution pension scheme operated by NEST for the staff.

h) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Pre-payments are valued at the amount pre-paid net of any trade discounts due. Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the Balance Sheet date.

i) Cash at bank and in hand

Cash at bank and cash in hand includes cash.

j) Creditors

Creditors 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 are normally recognised at their settlement amount after allowing for any trade discounts due.

k) 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.

l) Operating leases

Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

m) Taxation

The company is considered to pass the test set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

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

2. Status

The Charity has no share capital being a Company Limited by Guarantee and is a Registered Charity. Each member in the event of a winding up guarantees to contribute a sum not exceeding £1. There are currently twenty-one members (2020: twenty-one members).

No one individual has control of the Charity.

Rural Cambs Citizens Advice Bureau Ltd

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

3. Donations, Grants and Legacies

	Unrestricted	Restricted	2021 Total	2020
	£	£	£	£
Donations	8,636	-	8,636	9,510
Restricted Grant Income				
Citizens Advice - MaPS	-	109,078	109,078	104,252
Citizens Advice - Universal Support	-	157,650	157,650	153,723
CHS Group - Building Better Opportunities (BBO)	-	(27)	(27)	1,451
Cambridgeshire Acre - Wisbech Community Led Local Development (CLLD)	-	2,377	2,377	1,326
Foodbank	-	18,020	18,020	-
National Lottery Community Fund – Coronavirus Debt Support	-	8,388	8,388	-
Unrestricted Grant Income				
Citizens Advice – Energy Advice Programme	6,360	-	6,360	7,015
Citizens Advice – Advice Line Phones	2,000	-	2,000	-
Citizens Advice – BEIS Remote Working	4,640	-	4,640	-
Citizens Advice – BEIS Soft Phones	1,300	-	1,300	-
Huntingdon District Council	115,700	-	115,700	115,700
Fenland District Council	57,000	-	57,000	57,000
Fenland District Council – Track & Trace	8,000	-	8,000	-
East Cambs District Council	-	-	-	47,347
Whittlesey Town Council	5,610	-	5,610	5,610
St Neots Town Council	10,000	-	10,000	17,000
St Ives Town Council	2,034	-	2,034	2,000
Cambridgeshire Community Local Assistance Scheme (CLAS)	51,147	-	51,147	38,360
Clarion Futures	6,000	-	6,000	12,000
Robert Hall & Hudson Foundation	8,700	-	8,700	11,600
HMRC Job Retention Scheme grant	443	-	443	-
Grant income received directly for clients	36,671	-	36,671	11,507
	315,605	295,486	611,091	585,891
Total Income for Donations, Grants and Legacies	324,241	295,486	619,727	595,401

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

3. Donations and Legacies – continued

Donations were received from our Clients, BGL Group in Peterborough, Wisbech Town Council, Warboys Parish Council, Christchurch Parish Council, Newton Parish Council, Parson Drove Parish Council, Benwick Parish Council, Abbotsley Parish Council, Houghton & Wyton Parish Council, Holywell Cum Needingworth Parish Council, Hail Weston Parish Council and Perry Parish Council.

In 2020, £260,752 of the total grant income was restricted and the remainder of £334,649 was unrestricted.

4. Income from Charitable Activities

	Unrestricted	Restricted	2021 Total	2020
	£	£	£	£
Other	302	-	302	4,648
Room Hire	-	-	-	4,077
	<u>302</u>	<u>-</u>	<u>302</u>	<u>8,725</u>

All income from charitable activities in 2020 relates to unrestricted funds.

5. Investment Income

	Unrestricted	Restricted	2021 Total	2020
	£	£	£	£
Bank Interest	227	-	227	315

All investment income in 2020 relates to unrestricted funds.

Rural Cambs Citizens Advice Bureau Ltd

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

**Analysis of Expenditure
6 on Charitable Activities
Year Ended 31 March
2021**

	Restricted Funds						
	MaPS	Universal Support	BBO	Wisbech CLLD	Foodbank	National Lottery	TOTAL
	£	£	£	£	£	£	£
Expenditure							
Staff Salaries & NI	73,786	118,535	-	1,880	15,222	6,350	215,773
Staff & Volunteer costs	745	275	-	-	-	-	1,020
Governance	-	-	-	-	-	-	-
Office	2,682	5,924	-	-	644	1,086	10,336
Premises	9,540	19,103	-	-	-	-	28,643
Other	-	-	-	-	-	-	-
Cross Charges	10,424	14,081	-	497	2,432	953	28,387
Reallocation of Contact Centre	11,953		-	-	-	-	11,953
Total Expenditure	109,130	157,918	-	2,377	18,298	8,389	296,112

Rural Cambs Citizens Advice Bureau Ltd

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

6 Analysis of Expenditure on Charitable Activities Year Ended 31 March 2021

	Unrestricted Funds												TOTAL
	BEIS												
	Energy	Advice Line	Remote			Client	Contact	Fenland		Huntingdon	St Neots		
	CENTRAL	Programme	Phones	Working & Softphones	CLAS	Clarion	Grant Funds	Centre	General Fund	DISH	General Fund	General Fund	
	£	£	£	£	£	£	£	£	£	£	£	£	£
Expenditure													
Staff Salaries & NI	53,360	3,989	1,800	-	31,218	675	441	37,941	35,705	-	24,243	29,557	218,929
Staff & Volunteer costs	1,220	-	-	-	69	-	-	2,096	840	-	813	448	5,486
Governance	4,534	-	-	-	-	-	-	-	-	-	-	-	4,534
Office	17,185	1,189	-	5,940	772	-	93	11,481	1,388	2,236	1,098	1,171	42,553
Premises	-	770	-	-	-	-	-	5,755	11,348	-	10,320	4,619	32,812
Other	131	-	-	-	55	-	36,080	-	-	-	-	-	36,266
Cross Charges	-76,430	411	204	-	4,208	50	55	13,963	14,927	-	6,914	7,311	(28,387)
Reallocation of Contact Centre	-	-	-	-	7,124	-	-	(71,236)	21,093	-	23,230	7,836	(11,953)
Total Expenditure	-	6,359	2,004	5,940	43,446	725	36,669	-	85,301	2,236	66,618	50,942	300,240
								300,240					

Rural Cambs Citizens Advice Bureau Ltd

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

**6 Analysis of Expenditure on Charitable Activities
Year Ended 31 March 2020**

	Restricted Funds				
	MaPS	Universal Support	BBO	Wisbech CLLD	TOTAL
	£	£	£	£	£
Expenditure					
Staff Salaries & NI	68,350	115,706	905	817	185,778
Staff & Volunteer costs	4,605	5,503	27	24	10,159
Governance	-	-	-	-	0
Office	5,680	2,527		284	8,491
Premises	6,072	17,620	-		23,692
Other	-	-	104	-	104
Cross Charges	8,953	12,386	67	201	21,607
Reallocation of Contact Centre	10,650	-	-	-	10,650
Total Expenditure	104,310	153,742	1,103	1,326	260,481

Rural Cambs Citizens Advice Bureau Ltd

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

6 Analysis of Expenditure on Charitable Activities
Year Ended 31 March 2020

	Unrestricted Funds									
	CENTRAL	CLAS	Clarion	Energy Advice Programme	Contact Centre	Ely General Fund	Fenland General Fund	Huntingdon General Fund	St Neots General Fund	TOTAL
	£	£	£	£	£	£	£	£	£	£
Expenditure										
Staff Salaries & NI	46,915	22,068	5,544	6,091	37,935	25,401	32,414	22,153	28,148	226,669
Staff & Volunteer costs	1,700	391	1	145	4,187	3,123	3,692	4,681	3,321	21,241
Governance	6,059	-	-	-	-	-	-	-	-	6,059
Office	15,651	5	-	-	2,905	3,633	3,206	7,709	7,498	40,607
Premises	35	-	816	-	6,288	3,174	14,341	5,881	6,299	36,834
Other	142	114	-	-	-	2,140	5,301	2,456	1,610	11,763
Cross Charges	(70,502)	2,130	681	645	12,130	8,552	12,613	5,699	6,445	(21,607)
Reallocation of Contact Centre	-	6,264	1,567	-	(62,645)	7,204	14,408	16,914	5,638	(10,650)
Total Expenditure	-	30,972	8,609	6,881	800	53,227	85,975	65,493	58,959	310,916
						310,916				

Rural Cambs Citizens Advice Bureau Ltd

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

7. Net Income for the year	2021	2020
This is stated after charging:	£	£
Depreciation	-	200
Trustees Expenses	198	804
Auditors Remuneration	4,288	4,410
Operating Lease Payments - Buildings	46,188	46,086

During the year two Trustees (2020 two Trustees) were reimbursed for travel expenses.

Staff Costs and Numbers	2021	2020
	£	£
Wages & Salaries	400,970	380,001
Social Security Costs	26,072	25,273
Pension Costs	7,660	7,173
Total Emoluments Paid	434,702	412,447

The key management personnel of Rural Cambs Citizens Advice Bureau Ltd are the Trustees, Chief Officer and Chief Financial Officer for both financial years. The aggregate employment benefits, including employer's national insurance and pension contributions of the key management personnel of the charity were £77,672 (2020: £76,923).

No employee received remuneration in excess of £60,000.

The average monthly number of employees during the year analysed by function was as follows:

	2021	2020
Management and Administration	8	8
Charitable Activities	17	18
	25	26

8. Tangible Fixed Assets	FF & Equip £	Computer Equip £	Total 2021 £
Cost			
As at 1 April 2020 & As at 31 March 2021	5,767	32,417	38,184
Depreciation			
As at 1 April 2020	5,767	32,417	38,184
Charge for the year	-	-	-
As at 31 March 2021	5,767	32,417	38,184
Net Book Value			
As at 31 March 2021	-	-	-
As at 31 March 2020	-	-	-

Rural Cambs Citizens Advice Bureau Ltd

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

9.

	2021	2020
	£	£
Other Debtors	9,106	12,791
Prepayments	4,265	4,840
	13,371	17,631

10. Cash at bank and in hand

	2021	2020
	£	£
Cash at bank	209,416	134,230
Cash in Hand	670	1,909
	210,086	136,139

11. Creditors

	2021	2020
	£	£
Trade Creditors	1,123	2,913
Accruals	74,906	41,995
Social Security and Other Taxes	9,907	8,627
Income received in advance	24,209	10,827
	110,145	64,362

12. Unrestricted Funds: movement in the year

	Balance at 1 April 20	Income	Expenditure	Transfers (to)/from Other Funds	Balance at 31 March 21
	£	£	£	£	£
Unrestricted Funds	89,408	324,770	(300,240)	(626)	113,312

	Balance at 1 April 19	Income	Expenditure	Transfers (to)/from Other Funds	Balance at 31 March 20
	£	£	£	£	£
Unrestricted Funds	56,364	343,689	(310,916)	271	89,408

Rural Cambs Citizens Advice Bureau Ltd

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

13. Restricted Funds: movement in the year

	Balance at 1 April 20 £	Income £	Expenditure £	Transfers (to)/from Other Funds £	Balance at 31 March 21 £
Citizens Advice - MaPS	-	109,078	(109,130)	52	-
Citizens Advice _ Universal Support	-	157,650	(157,918)	268	-
CHS Group – Building Better Opportunities	-	(27)	-	27	-
Cambridgeshire Acre - Wisbech CLLD	-	2,377	(2,377)	-	-
Foodbank Project	-	18,020	(18,298)	278	-
National Lottery Community Fund – Coronavirus Debt Support	-	8,388	(8,389)	1	-
	-	295,486	(296,112)	626	

	Balance at 1 April 19 £	Income £	Expenditure £	Transfers (to)/from Other Funds £	Balance at 31 March 20 £
Citizens Advice - MaPS	-	104,252	(104,310)	58	-
Citizens Advice – Universal Support	-	153,723	(153,742)	19	-
CHS Group –Building Better Opportunities	-	1,451	(1,103)	(348)	-
Cambridgeshire Acre - Wisbech CLLD	-	1,326	(1,326)	-	-
	-	260,752	(260,481)	(271)	-

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

13. Restricted Funds: movement in the year – Continued

Purpose of Restricted Funds

Citizens Advice - Money and Pensions Service (MaPs)

Money advice service works with partners to make debt advice easier and quicker to access and to improve standards and quality across the sector.

Citizens Advice - Universal Support

The Help to Claim service supports clients in the early stages of a Universal Credit claim, from application through to first claim. The advisors can help clients for example, to gather evidence for their application or help them to prepare for their first Jobcentre interview.

CHS Group - Building Better Opportunities (BBO)

Funded by the Lottery and the European Social Fund (ESF), this is a partnership project to build better opportunities for disadvantaged people across the Fenland area to deliver coaching and mentoring services to enable people to overcome financial issues, get on in life, and move towards the world of work.

Cambridgeshire Acre - Wisbech Community Led Local Development (CLLD)

Help into Work Project to support clients to move closer to a working environment by breaking down some of the barriers that have prevented them from seeking employment, training and education.

Foodbank Project

This two-year project is funded through Trussell Trust by Asda. CARC is working in partnership with Cambridgeshire foodbanks to tackle underlying causes of poverty by providing advice, casework and budgeting support for people accessing foodbanks. Our advisers provide intensive support and make a real difference to the lives of people accessing foodbanks – successfully reducing their need for foodbank support and developing resilience in their lives. We work across Cambridgeshire supporting beneficiaries of the foodbanks in Ely, March, Chatteris, Godmanchester, Ramsey and St Neots.

National Lottery Community Fund – Coronavirus Debt Support

The Coronavirus pandemic has resulted in an increased number of clients becoming financially disadvantaged and in urgent need of help and support in particular with regards to debt and potential rent arrears. The project is an extension of our current offer of debt advice and support. The project provided an additional debt specialist worker for 15 hours per week for a period of six months.

Rural Cambs Citizens Advice Bureau Ltd

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

14. Net Assets By Funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Tangible Fixed Assets	-	-	-
Debtors	13,371	-	13,371
Cash at Bank and in hand	210,086	-	210,086
Creditors	(110,145)	-	(110,145)
Net Assets	113,312	-	113,312

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Tangible Fixed Assets	-	-	-
Debtors	17,631	-	17,631
Cash at Bank and in hand	136,139	-	136,139
Creditors	(64,362)	-	(64,362)
Net Assets	89,408	-	89,408

15. Post Balance Sheet Events

No post balance sheet events materially affect these financial statements.

16. Financial Commitments

At 31 March 2021 the charity had future minimum lease payments under non-cancellable operating leases as follows:

		2021 £	2020 £
Land & Buildings			
Expiry date:	Up to one year	10,630	28,953
	Two to five years	-	9,797
	Over five years	-	-
		10,630	38,750

Rural Cambs Citizens Advice Bureau Ltd

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

17. Reconciliation of net expenditure to net cash flow from operating activities

	2021	2020
	£	£
Net income for the year	23,904	33,044
(as per the statement of financial activities)		
Adjustments for:-		
Depreciation charges	-	200
(Increase)/Decrease in Debtors	4,260	1,963
Increase/(Decrease) in Creditors	45,783	20,629
Net cash used in operating activities	73,947	55,836

18. Related party transactions

There were no related party transactions during the year.

**INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF
RURAL CAMBS CITIZENS ADVICE BUREAU LTD**

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF RURAL CAMBS
CITIZENS ADVICE BUREAU LTD**

Opinion

We have audited the financial statements of Rural Cambs Citizens Advice Bureau Ltd (the 'charitable company') for the year ended 31 March 2021 which comprise the 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

**INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF
RURAL CAMBS CITIZENS ADVICE BUREAU LTD**

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.

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; or
- 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 trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement 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

**INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF
RURAL CAMBS CITIZENS ADVICE BUREAU LTD**

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:

We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following: the nature of the industry and sector, control environment and business performance including the key drivers for remuneration; the Charity's own assessment of the risks that irregularities may occur either as a result of fraud or error; results of our enquiries of management; any matters we identified having obtained and reviewed the charity's documentation of their policies and procedures relating to identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non-compliance; detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud.

In common with all audits under ISAs (UK) we are also required to perform specific procedures to respond to the risk of management override. We also obtained an understanding of the legal and regulatory framework that the Charity operates in, focusing on provisions of those laws and regulations that had a direct effect on the

**INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF
RURAL CAMBS CITIZENS ADVICE BUREAU LTD**

determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the UK Companies Act and tax legislation.

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.



Mr Christopher Goad FCA (Senior Statutory Auditor)

For and on behalf of Stephenson Smart (East Anglia) Limited, Statutory Auditor
22-26 King Street

Kings Lynn
Norfolk
PE30 1HJ

30th September 2021