

**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU**  
**(A company limited by guarantee)**

**UNAUDITED FINANCIAL STATEMENTS**

**31 MARCH 2024**

**Company Registration Number 02862148**

**Charity Number 1027729**

# **WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU**

## **FINANCIAL STATEMENTS**

**YEAR ENDED 31 MARCH 2024**

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**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU  
TRUSTEES' ANNUAL REPORT  
YEAR ENDED 31 MARCH 2024**

The trustees, who are also directors for the purposes of charity law, have pleasure in presenting their report and the financial statements of the charity for the year ended 31 March 2024.

**REFERENCE AND ADMINISTRATIVE INFORMATION**

<b>Registered Charity Name</b>	Wokingham & District Citizens Advice Bureau
<b>Charity registration number</b>	1027729
<b>Company registration number</b>	02862148
<b>Honorary Founder Member</b>	Mrs A R Potts
<b>Trustees</b>	<p>Ms J Cameron  Mr S I Daud (resigned 15 May 2023)  Ms A Deller (appointed as Company Secretary 15 November 2023)  Mr M B Drake (resigned 15 November 2023)  Mrs M Juarez Perez  Dr R Lagarde-Forest (resigned 21 September 2023)  Mrs A Lucas  Ms N Lynam  Ms V Walwyn-Tait (resigned 14 April 2023)  Ms S De Quidt (appointed 15 November 2023)  Mr J P Gurney (appointed 15 November 2023)</p>
<b>Registered office</b>	<p>Waterford House  Erftstadt Court  Wokingham  Berkshire  RG40 2YF</p>
<b>Operational address</b>	<p>Waterford House  Erftstadt Court  Wokingham  Berkshire  RG40 2YF</p>
<b>Chief Executive</b>	Ms R Hassan

**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU  
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<b>Charity secretary</b>	Ms A Dellar (Appointed 15 November 2023)
<b>Independent reviewer</b>	Julie Tattersdill 33 Manor Road Wokingham Berkshire RG41 4AR
<b>Bankers</b>	HSBC Bank plc 1-2 Market Place Wokingham Berkshire RG40 1AL
<b>Solicitors</b>	Clifton Ingram LLP 22-24 Broad Street Wokingham Berkshire RG40 1BA



**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU  
TRUSTEES' ANNUAL REPORT  
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## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **Governing document**

The organisation is a charitable company limited by guarantee, incorporated on 13 October 1993 and registered as a charity on 27 October 1993. The charity was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the charity being wound up members are required to contribute an amount not exceeding £1.

### **Recruitment and appointment of Trustees**

The trustees of the charity are also charity trustees for the purposes of charity law and under the charity's Articles are known as members of the Trustee Board. Under the requirements of the Memorandum and Articles of Association the members of the Trustee Board are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting. All nominated or co-opted Trustees shall retire from office at the third annual general meeting following the ordinary meeting of the Trustee Board at which they were appointed but may then be elected or re-appointed.

### **Trustees and training**

The trustees are generally already familiar with the practical work of the charity.

Additionally, new trustees are assisted in familiarising themselves with the charity and the context within which it operates. This process covers:

- The obligations of Trustee Board members.
- The main documents which set out the operational framework for the charity including the Memorandum and Articles.
- Resourcing and the current financial position as set out in the latest published accounts.
- Future plans and objectives.

### **Risk management**

Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors to the offices. These procedures are periodically reviewed to ensure that they continue to meet the needs of the charity.

### **Organisational structure**

The Wokingham & District Citizens Advice Bureau Trustees met four times during the year. The Trustees Board operates under specific terms of reference. Quarterly financial reports are prepared together with Annual Budgets and Latest Estimates of the Bureau affairs and these are submitted to and approved by the Trustees.

Trustees also met, together with the Management team, on a training day.

**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU  
TRUSTEES' ANNUAL REPORT  
YEAR ENDED 31 MARCH 2024  
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**Related parties**

In so far as it is complimentary to the charity's objects, the charity is guided by both local and national policy.

**Objective**

The objective of the charity is to establish and conduct a locally based, independently funded Citizens Advice Service with the Citizens Advice national organisation to provide free, independent, non-judgmental, confidential and impartial service of advice for the public who live and work in Wokingham Borough. The charity's service aims:

- To provide the advice people need and to empower people to be better able to resolve their future problems.
- To campaign to improve the policies and practices that affect people's lives in Wokingham Borough
- To be the go-to charity for anyone in the borough needing help to find a way forward.

**Principal activity**

The main area of charitable activity is the provision of general advice and information and specialist advice on debt, benefits, housing and employment matters. The charity helps people living and/or working across Wokingham Borough. We help people find a way forward with their issues, with a particular focus on queries around welfare benefits, debt, housing, relationship problems and employment law. Services provided to the people of Wokingham Borough include:

- Generalist advice, information and support, delivered by trained volunteers and staff who offer holistic support on an individual basis, with support from supervisors – by telephone, face-to-face in Wokingham and Woodley with referrals via our website too
- Operating a 'One Front Door' link to ensure that people get the appropriate level of support from Citizens Advice or via other organisations who are suited to their needs, such as local food banks, The Cowshed, Wokingham United Charities, Berkshire Women's Aid, Wokingham Volunteer Centre, First Days, Involve, Link Visiting Scheme, Age UK Berkshire and many more.
- Outreach across Wokingham Borough with our purpose-designed Mobile Advice Unit, an office on wheels, to support people across our communities
- Specialist advice to people with additional vulnerabilities through our home visitor project, Advice At Home.
- Money advice including specialist support for complex debt problems.
- Co-designing an anti-poverty/tackling poverty strategy as part of a hardship alliance with Wokingham Borough Council, Wokingham United Charities, Age UK Berkshire and First Days.

**Values**

Our staff, volunteers and trustees helped to decide our values in June 2019 - as part of a business planning process looking at the future of our charity.

- We encourage - we're not afraid of trying new things and we support each other to figure it out. We question every idea to make it better and we change when things are not working.
- We're approachable - we work together with stakeholders and partners to find the best way forward for our clients. We ensure that our services reach those who need us.
- We're confident - we do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.



**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU  
TRUSTEES' ANNUAL REPORT  
YEAR ENDED 31 MARCH 2024  
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### **Equality and Diversity statement**

At Citizens Advice we believe that our common humanity makes us equal in worth, dignity and rights. We will be a strong champion for equality by:

- listening to, and working with our communities.
- challenging discrimination through advice.
- championing equality through research and campaigns.
- valuing diversity as an employer and volunteer organization.
- finding ways to embed diversity of thought.

We will be a stronger organisation by embedding diversity of thought into our decision making processes.

## **BUSINESS REVIEW AND PERFORMANCE FOR THE YEAR**

### **Business Review**

Our vision is to be the go-to charity in Wokingham, making a positive and lasting difference in the lives of people living and/or working in the Borough. We are a helping hand for people who need support navigating through life, helping them find a way forward with their problems.

The vision will be achieved through:

- Getting the basics right

Ensuring all our clients get a consistent service, whatever the problem, whatever the point of access. Our test is a base level of service, which is accessible, of good quality and moves them forward.

- Empowering people

Fostering a culture of learning and improvement. Securing an accreditation through a best practice framework to model ourselves against. Continuing to deliver development days as a forum for ideas and development of our team.

- Utilising technology to be effective and efficient

Making the most of what technology can do for us, both internally and externally. Ensuring our colleagues have the appropriate technology, training and support to fulfil their role.

- Client-focused - listen to and learn from clients

Colleagues will scrutinise the work of the organisation to ensure our services meet the needs of our clients. We will champion and trial new ideas that will help improve our services.

- Continue to grow, adapt and be flexible

Identifying gaps in service provision, we will explore how the organisation can develop innovative ideas to provide support. We will highlight our client stories to promote our services and the issues faced locally.

During the year we reviewed our Business Strategy and made some adjustments in line with the evolving needs of the local community and funding changes. Resetting some aims and priorities for 2024/25.

**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU  
TRUSTEES' ANNUAL REPORT  
YEAR ENDED 31 MARCH 2024  
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One Front Door funding was removed from March 2024 (extended for transition arrangements until June 2024), during the year we continued to work closely with Wokingham Borough Council and other funders to provide vital support for our community, adjusting our aims accordingly as follows:

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives

Our five strategic priorities to enable us to do this are;

#### **ACCESS**

Continue to be the Go-To charity which is easy to access to get help on day to day practical problems.

#### **QUALITY**

Be focussed on providing high quality advice and support to those that need it

#### **VALUE FOR MONEY**

Ensure we are as efficient as possible to ensure maximum value from our funding

#### **SUSTAINABILITY**

Have a more stable and sustainable organisation which plans for the long term

#### **PEOPLE**

Be a welcoming organisation in which staff and volunteers alike can grow and develop their skills

The 'Cost of living' crisis that has followed the Covid pandemic has continued to place great demands on the Charity sector and the Board of Trustees would like to record our thanks to all staff, volunteers, funders and partners for their exceptional work and support during the year.

### **Performance**

From 1st April 2023 to 31st March 2024:

- We helped 5,041 unique clients, a decrease of 1% over the previous year
- Dealt with 21,975 issues - an increase of 5% over the previous year
- We secured outcomes for clients including £1,181,071 (2023: £795,000) of income gains and £538,000 (2023: 254,048) of debts written off
- The top issues we helped with were Benefits & tax credits, Charitable Support & access to food banks, Housing, Debt, Utilities & communications and Employment

### **Financial Results**

The net gain on unrestricted funds (representing core activities) amounted to £954. The balance of funds carried forward at 31 March 2024 is £121,577 and this balance has been allocated to designated funds (as detailed in the notes to the accounts).

**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU**  
**TRUSTEES' ANNUAL REPORT**  
**YEAR ENDED 31 MARCH 2024**  
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**Principal Funding Sources**

The charity received approximately 63% of its unrestricted funding from Wokingham Borough Council. In the event that Wokingham Borough Council was unable to continue providing this level of support the charity would cease to operate unless new funding was found.

During the year ended 31 March 2024 Wokingham Borough Council gave notice to cease their funding relating to the One Front Door Service at the end of June 2024. During the year ended 31 March 2024 Income received in respect of this contract amounted to £117,443. The restricted costs associated with this contract have also been terminated.

**Reserves Policy**

Note 18 to the financial statements summarises the year's movements on each fund. With the exception of restricted and designated funds the Committee has reviewed the reserves of the charity and concluded that, providing ongoing funding is received, only a small amount of reserves is required at this time (excluding designated reserves).

Restricted funds relate principally to funded projects for which income and expenditure balance over the period of their operation (they are listed within the notes to the accounts). However, receipts and payments are not always in step in the short term and balances held at any given date can vary. The total balances on restricted funds at 31 March 2024 and carried forward to 2024/2025 was £nil.

The Charity Commissioners require organisations such as the charity to establish reserves to cover the eventuality of the Charity ceasing to operate and to unwind in an orderly fashion whilst meeting all of its financial and operational obligations. As a company Limited by Guarantee the charity has contingent financial liabilities in respect of employment costs and expenses upon cessation.

The charity will review future income and will ensure as far as possible that income is derived from a wide variety of sources. They will take all the necessary precautions to ensure that at no time in the foreseeable future would it be possible for the cessation or significant reduction in core funding to materially affect the organization.

The Trustees have determined the need to hold sufficient free reserves to be able to cover the potential redundancy costs and three months normal operation expenditure to allow an orderly wind down.

Given the above objective and the risks associated with the reliance on principal funding from one source, the Terminal and Operations Reserve at 31 March 2024 has decreased to £121,577. Whilst this is sufficient to cover redundancy costs it does not provide sufficient cover for three months operating costs and the Trustees recognize the need to reduce this gap as soon as possible.

	£
Employment costs	171,151
Operating costs	16,500
	<hr/> 187,651 <hr/> <hr/>

The provision, as calculated by the charity, is still short of the actual provision required at 31 March 2024 of £187,651. The Trustees will continue to monitor the level of terminal and operations reserves required in the future, recognizing that the provision may increase over time due to inflation and employees accruing increased redundancy entitlements with the passing of time.



**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU  
TRUSTEES' ANNUAL REPORT  
YEAR ENDED 31 MARCH 2024  
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**Investment Policy**

Aside from retaining a prudent amount in reserves each year most of the charity's funds are to be spent in the short term so there are few funds for long term investment.

**PLANS FOR FUTURE PERIODS**

The charity plans to continue the activities outlined above in the forthcoming years subject to satisfactory funding arrangements. Wokingham Borough Council will provide the necessary funding to meet these ongoing costs. Based on budgets for 2024/2025 the charity is projected to break even in the financial year.

**RESPONSIBILITIES OF THE TRUSTEES**

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

- select appropriate accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed and explain where they have not been followed; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are also responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of Wokingham & District Citizens Advice Bureau and to enable them to ensure that the financial statements comply with the Companies Acts 1985 to 2006.

The trustees are responsible for ensuring that the company maintains an adequate system of internal control designed to provide reasonable assurance that assets are safeguarded against material loss or unauthorised use and to prevent and detect fraud and other irregularities.

In accordance with company law, as the company's trustees, we certify that:

- so far as we are aware, there is no relevant information to which the company's examiner is unaware; and
- as the trustees of the company, we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant information and to establish that the charity's examiner is aware of that information.

**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU  
TRUSTEES' ANNUAL REPORT  
YEAR ENDED 31 MARCH 2024  
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**BASIS OF PREPARATION**

This report has 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 (FRS 102).

Approved on behalf of the Board of Trustees 29 October 2024.

  
.....  
Ms NS Lynam - Trustee

I report to the trustee on my examination of the financial statements of Wokingham Citizens Advice Bureau ("the charity") for the year ended 31 March 2024.

**Responsibilities and basis of report**

The trustees are also the directors of the company for the purposes of company law are responsible for the preparation of the financial statements. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the ACCA. Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under Section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to our attention.

**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU  
INDEPENDENT EXAMINER'S STATEMENT  
YEAR ENDED 31 MARCH 2024**

**Independent examiner's statement**

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

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

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

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

Julie Tattersdill CPFA  
Independent Examiner

..... October 2024



**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU**  
**INDEPENDENT EXAMINER'S STATEMENT**  
**YEAR ENDED 31 MARCH 2024**  
**-continued-**

**Independent examiner's statement**

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

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

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



Julie Tattersdill CPFA  
Independent Examiner

21..... October 2024



**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 31 MARCH 2024**

	<b>Note</b>	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total Funds 31 March 2024 £</b>	<b>2023 £</b>
<b>INCOME AND ENDOWMENTS</b>					
Donations and legacies	5	8,529	-	8,529	3,446
Charitable activities	6	278,189	269,818	548,007	531,161
Investment income	7	3,002	-	3,002	2,077
Total income		<u>289,720</u>	<u>269,818</u>	<u>559,538</u>	<u>536,684</u>
<b>EXPENDITURE</b>					
Expenditure on charitable activities	8	286,886	268,062	554,948	526,813
Expenditure on raising funds	9	1,880	-	1,880	205
Total expenditure		<u>288,766</u>	<u>268,062</u>	<u>556,826</u>	<u>527,018</u>
<b>NET INCOME</b>		954	1,756	2,710	9,666
Actuarial gains/(losses) on defined benefit pension scheme		-	-	-	34
Transfers between funds		1,756	(1,756)	-	-
Net movement in funds		<u>2,710</u>	<u>0</u>	<u>2,710</u>	<u>9,700</u>
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		118,867	-	118,867	109,167
Total funds carried forward		<u>121,577</u>	<u>-</u>	<u>121,577</u>	<u>118,867</u>

The Statement of Financial Activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU  
STATEMENT OF FINANCIAL POSITION  
FOR THE YEAR ENDED 31 MARCH 2024**

	Note	2024 £	2023 £
<b>FIXED ASSETS</b>			
Computer Equipment		2,076	-
<b>CURRENT ASSETS</b>			
Debtors	13	14,032	6,996
Cash at bank and in hand		236,248	257,762
		<u>250,280</u>	<u>264,758</u>
<b>CREDITORS:</b> amounts falling due within one year	14	(129,491)	(144,603)
<b>NET CURRENT ASSETS</b>		<u>120,789</u>	<u>120,155</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		122,865	120,155
Defined benefit pension plan liability		(1,288)	(1,288)
<b>NET ASSETS INCLUDING DEFINED BENEFIT PENSION PLAN LIABILITY</b>		<u>121,577</u>	<u>118,867</u>
<b>FUNDS OF THE CHARITY</b>			
Restricted funds		-	-
Unrestricted fund - Designated fund		121,577	118,867
- General fund		-	-
<b>TOTAL CHARITY FUNDS</b>	17	<u>121,577</u>	<u>118,867</u>

For the year ended 31 March 2024 the charity was entitled to exemption from audit under Section 477 of the Companies Act 2006 relating to small companies.

Trustees' responsibilities:

- The members have not required the charity to obtain an audit of its financial statements for the year in question in accordance with Section 476;
- The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

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

These financial statements were approved by the Board of Trustees on 29 October 2024 and signed on its behalf by:

.....  ..... Ms A Deller - Trustee

Company Registration Number: 02862148

The notes on pages 14 to 21 form part of the statutory accounts.

**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU  
STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 31 MARCH 2024**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
<b>NET INCOME FOR THE REPORTING PERIOD</b>	2,710	9,666
Capital expenditure	(2,076)	-
Decrease/(Increase) in debtors	(7,036)	8,804
Increase/(decrease) in creditors	(15,112)	76,202
Pension funding in excess to net income	-	(700)
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>	<b>(21,514)</b>	<b>93,972</b>
Cash and cash equivalents at the beginning of the year	257,762	163,790
<b>CASH AND CASH EQUIVALENTS THE END OF THE YEAR</b>	<b><u>236,248</u></b>	<b><u>257,762</u></b>

The notes on pages 14 to 21 form part of the statutory accounts.

**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU  
YEAR ENDED 31 MARCH 2024  
NOTES TO THE FINANCIAL STATEMENTS**

**1. GENERAL INFORMATION**

The charity is a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is:

Waterford House  
Erftstadt Court  
Wokingham  
Berkshire  
RG40 2YF

**2. STATEMENT OF COMPLIANCE**

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Charities Act 2011.

**3. ACCOUNTING POLICIES**

**Basis of preparation**

The financial statements have been prepared on the historical cost basis.

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

**Going concern**

The trustees have reviewed risks to the charity and conclude that for the foreseeable future the charity will have sufficient resources to meet its liabilities as they fall due.

**Fund Accounting**

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for future commitments.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for specific purposes. The costs of raising and administering such funds are charged against the specific fund. Transfers from restricted funds are only allowed where the contract provides specific permission.



**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU**  
**YEAR ENDED 31 MARCH 2024**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**-continued-**

**3. ACCOUNTING POLICIES (continued)**

**Incoming Resources**

All incoming resources are included in the statement of financial activities when the charity is entitled to the funds and the amount can be measured with reasonable certainty. Income is deferred only when the charity has to fulfill conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

- Voluntary Income is received by way of grants, donations and gifts, including gift aid income where applicable, and is included in the statement of financial activities when receivable. Income from grants, where related to performance and specific deliverables, are accounted for when it is probable that the income will be received and the amount can be measured reliably.
- Legacy income is recognised when receipt is probable and entitlement is established.
- Income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.

**Resources Expended**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered and is classified under headings of the statement of financial activities to which it relates:

- Expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities and the sale of donated goods.
- Expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.
- Expenditure in respect of sundry capital equipment is fully charged in the year of purchase in accordance with the charity's policies.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

**Financial instruments**

The charity only enters into basic financial instrument transactions that result in the recognition of financial assets and liabilities like trade and other accounts receivable and payable, loans from banks and other third parties and loans to related parties.

**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU**  
**YEAR ENDED 31 MARCH 2023**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**-continued-**

**3. ACCOUNTING POLICIES (continued)**

**Financial instruments (continued)**

Debt instruments are subsequently measured at amortised cost.

Financial assets and liabilities are offset and the net amount reported in the Balance Sheet when there is an enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

**Defined benefit and defined contribution plans**

The charity operated both a defined benefit pension scheme and a defined contribution scheme. The defined benefit scheme is closed to new employees. Employer contributions in respect of the defined contribution scheme are charged to Staff Costs as they become payable in accordance with the rules of the scheme.

The company recognises a defined net benefit pension asset or liability in the statement of financial position as the net total of the present value of its obligations and the fair value of plan assets out of which the obligations are to be settled. The defined benefit liability is as advised by the scheme provider on an annual basis.

Changes in the net defined benefit asset or liability arising from employee service are recognised in income or expenditure as a current service cost where it relates to services in the current period and as a past service cost where it relates to services in prior periods. Costs relating to plan introductions, benefit changes, curtailments and settlements are recognised in income or expenditure in the period to which they occur.

**4. CHARITABLE COMPANY LIMITED BY GUARANTEE**

The charity is a company limited by guarantee and has no share capital.

**5. DONATIONS AND LEGACIES**

	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total Funds 31 March 2024 £</b>	<b>2023 £</b>
General donations	8,529	-	8,529	3,446
	=====	=====	=====	=====



**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU**  
**YEAR ENDED 31 MARCH 2024**  
**NOTES TO THE FINANCIAL STATEMENTS**  
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**6. CHARITABLE ACTIVITIES**

	Unrestricted Funds £	Restricted Funds £	Total Funds 31 Mar 2024 £	2023 £
<b>Grants receivable from:</b>				
Wokingham Borough Council (WBC)	161,738	-	161,738	151,157
Premises rent waived				
by Borough and Town Councils	38,000	-	38,000	38,000
Wokingham Town Council	10,000	-	10,000	10,000
Woodley Town Council	7,000	-	7,000	7,000
Earley Town Council	2,500	-	2,500	2,000
Local Parish Councils	8,953	-	8,953	13,786
WBC – Volunteer Coordinator	-	-	-	15,000
WBC – Ukraine response	-	-	-	10,000
Newbury Building Society				
- Volunteer Coordinator	-	-	-	5,000
Wokingham United Charities (WUC)	-	-	-	3,900
The Mobbs Memorial Trust				
- Volunteer Coordinator	-	-	-	2,000
WBC – One front door/hardship fund	-	117,443	117,443	120,156
WBC – Debt advisor project	-	26,209	26,209	35,000
Berkshire NHS Foundation Trust project	-	43,570	43,570	30,372
Citizens Advice - Universal Support project	-	-	-	4,637
Citizens Advice -MaPS project	-	-	-	6,310
Citizens Advice -Technology grants	-	-	-	1,188
WUC - Hardship fund support	8,100	-	8,100	8,000
WUC – Home visit project	-	17,116	17,116	12,917
Berkshire Community Foundation (BCF)				
- CLASP support	-	1,020	1,020	3,223
MSE – CLASP support	-	-	-	4,808
Mobile advice unit – various funding	-	22,049	22,049	18,336
The National Lottery Community Fund				
- Advice Task Force project	20,592	-	20,592	-
Citizens Advice -Energy Advice	-	38,431	38,431	-
Miscellaneous	21,306	3,980	25,286	28,371
<b>Total grants and other income</b>	<u>278,189</u>	<u>269,818</u>	<u>548,007</u>	<u>531,161</u>

**7. INVESTMENT INCOME**

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Bank interest receivable	3,022	3,022	2,077	2,077

**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU**  
**YEAR ENDED 31 MARCH 2024**  
**NOTES TO THE FINANCIAL STATEMENTS**  
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**8. EXPENDITURE ON CHARITABLE ACTIVITIES**

	Unrestricted Funds £	Restricted Funds £	Total Funds 31 March 2024 £	2023 £
<b>Staff costs:</b>				
Wages and salaries	72,435	228,370	300,805	352,588
Employer's National Insurance	4,073	13,317	17,390	20,496
Employer's pension contributions	4,194	18,531	22,725	15,839
	<u>80,702</u>	<u>260,218</u>	<u>340,920</u>	<u>388,913</u>
<b>Support costs:</b>				
Staff and volunteer expenses	3,725	-	3,725	1,341
Premises service charges	10,423	-	10,423	10,061
Premises rent waived	38,000	-	38,000	38,000
Central Citizens Advice support costs	6,924	-	6,924	5,772
Meetings	86	-	86	1,264
Telephone	3,013	-	3,013	7,562
Postage and stationery	2,286	-	2,286	1,173
Photocopier costs	2,946	-	2,946	2,544
Computer equipment, support and maintenance	908	-	908	3,448
Sundries	1,069	1,542	2,611	??
WUC – Home visit project	-	210	210	1,299
Berkshire NHS Foundation Trust project	-	-	-	83
Mobile advice unit	-	4,548	4,548	5,392
Citizens Advice- Energy Contract	-	1,544	1,544	-
	<u>69,380</u>	<u>7,844</u>	<u>77,224</u>	<u>87,979</u>
<b>Governance costs:</b>				
General office wages costs	37,906	-	37,906	34,927
Staff training	5,201	-	5,201	1,039
Accountancy fees and payroll costs	1,773	-	1,773	3,138
Legal and professional	84,297	-	84,297	6,891
Subscriptions	5,380	-	5,380	1,940
Insurances	2,247	-	2,247	1,986
Fundraising costs	1,880	-	1,880	-
	<u>138,684</u>	<u>-</u>	<u>138,684</u>	<u>49,921</u>
	<u>288,766</u>	<u>268,062</u>	<u>556,828</u>	<u>526,813</u>

**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU**  
**YEAR ENDED 31 MARCH 2024**  
**NOTES TO THE FINANCIAL STATEMENTS**  
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**9. EXPENDITURE ON RAISING FUNDS**

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Fundraising costs	1,880	1,880	205	205
	=====	=====	=====	=====

**10. INDEPENDENT EXAMINATION FEES**

	2024 £	2023 £
Fees payable to the independent examiner for: Independent examination of the financial statement	-	1,650
	=====	=====

**11. STAFF COSTS**

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2024 £	2023 £
Wages and salaries	330,149	371,101
Termination payment	2,660	12,500
Social security costs	19,204	22,341
Employer contributions to pension plans	24,914	17,899
	376,927	423,841
	=====	=====

The average head count of employees during the year was 21 (2023: 21).

No employees received employee benefits of more than £75,000 during the year (2023: 1).

Included in unrestricted professional fees are payments of £76,950 (2023: Nil) relating to interim CEO costs. The position of CEO has been filled on a permanent basis since May 2024.

**12. TRUSTEES REMUNERATION AND EXPENSES**

No remuneration was paid to trustees during the year (2023: Nil).

No expenses were paid to trustees during the year (2023: Nil).

**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU**  
**YEAR ENDED 31 MARCH 2024**  
**NOTES TO THE FINANCIAL STATEMENTS**  
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**13. DEBTORS**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Trade and other Debtors	0	1,386
Prepayments and accrued income	14,032	5,610
	<u>14,032</u>	<u>6,996</u>
	=====	=====

**14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Accruals and deferred income	120,694	141,496
Social security and other taxes	6,463	-
Other creditors	2,334	3,107
	<u>129,491</u>	<u>144,603</u>
	=====	=====

**15. PENSIONS AND OTHER POST RETIREMENT BENEFITS**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
<b>Defined contribution plans</b>		
Contributions paid	24,914	17,072
<b>Defined benefit plans</b>		
Amount paid in respect of charges and interest on deficit	-	37
	<u>24,914</u>	<u>17,109</u>
	=====	=====
<b>Defined benefit plans</b>		
Actuarial gain	-	34
	=====	=====

**16. DEFERRED INCOME**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Balance as at 1 April	134,365	48,478
Amount released to incoming resources	(134,365)	(48,478)
Amount deferred in the year	113,079	134,365
	<u>113,079</u>	<u>134,365</u>
	=====	=====

**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU**  
**YEAR ENDED 31 MARCH 2024**  
**NOTES TO THE FINANCIAL STATEMENTS**  
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**17. MOVEMENT IN FUNDS**

	At 1 April 2023	Incoming resources	Outgoing resources	Other Transfers and gains	At 31 March 2024
	£	£	£	£	£
<b>Unrestricted funds</b>					
Designated funds:					
Terminal Liabilities and Operations fund	118,867	-	-	1,756	121,577
<b>Total unrestricted fund</b>	<u>118,867</u>	<u>289,720</u>	<u>(288,766)</u>	<u>1,756</u>	<u>121,577</u>
<b>Restricted funds</b>	-	269,818	(268,062)	(1,756)	-
<b>Total funds</b>	<u><u>118,867</u></u>	<u><u>559,538</u></u>	<u><u>(556,828)</u></u>	<u><u>-</u></u>	<u><u>121,577</u></u>

Unrestricted funds comprise those funds which the members are free to use in accordance with the charitable objects.

**Purpose of designated funds**

The Terminal Liabilities and Operations fund is to cover the operational costs in the event that current funding ceased and to cover the cost of any liabilities arising from the termination of activities.

**Purpose of restricted funds**

Restricted funds relate to monies received for a specific purpose. Any balance is primarily due to timing differences between realisation of restricted income on a deferred basis and associated costs.

**18. TAXATION**

As a charity, Wokingham & District Citizens Advice Bureau is exempt from tax on income and gains falling within section 478 of the Corporation Tax Act 2010 or s256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

**19. RELATED PARTY TRANSACTIONS**

There were no related party transactions during the year (2023: £nil)

**20. CAPITAL COMMITMENTS**

There were no capital commitments at 31 March 2024 (2023: £Nil).

