

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

UNAUDITED FINANCIAL STATEMENTS

31 MARCH 2025

Company Registration Number 02862148

Charity Number 1027729

WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

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**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU
TRUSTEES' ANNUAL REPORT
YEAR ENDED 31 MARCH 2025**

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 2025.

REFERENCE AND ADMINISTRATIVE INFORMATION

Registered Charity Name	Wokingham & District Citizens Advice Bureau
Charity registration number	1027729
Company registration number	02862148
Honorary Founder Member	Mrs A R Potts
Trustees committee	<p>Ms J Cameron - Vice Chair & People, Culture & Communication</p> <p>Ms A Deller Chair & Audit, Risk & Remuneration Committee</p> <p>Mrs M Juarez Perez - Quality & Performance Committee</p> <p>Mrs A Lucas - People, Culture & Communication Committee</p> <p>Ms N Lynam (resigned 23 May 2025)</p> <p>Ms S De Quidt - People, Culture & Communication Committee</p> <p>Mr J P Gurney - Quality & Performance Committee</p> <p>Mr R H Middleton (appointed 29 October 2024) - Audit, Risk</p> <p>Mr S R Price (appointed 29 October 2024) - Quality & Performance</p> <p>Mr K R Miller (appointed 25 June 2025) -Treasurer & Audit, Risk</p>
Registered office	<p>Waterford House</p> <p>Erftstadt Court</p> <p>Wokingham</p> <p>Berkshire</p> <p>RG40 2YF</p>
Operational address	<p>Waterford House</p> <p>Erftstadt Court</p> <p>Wokingham</p> <p>Berkshire</p> <p>RG40 2YF</p>
Chief Executive	Ms R Hassan

**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU
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YEAR ENDED 31 MARCH 2025
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Charity secretary

Ms A Deller

Independent reviewer

Julie Tattersdill
33 Manor Road
Wokingham
Berkshire
RG41 4AR

Bankers

HSBC Bank plc
1-2 Market Place
Wokingham
Berkshire
RG40 1AL

Solicitors

Clifton Ingram LLP
22-24 Broad Street
Wokingham
Berkshire
RG40 1BA

**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU
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YEAR ENDED 31 MARCH 2025
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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 include 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

In November 2024 a new committee structure was implemented to improve governance and decision making. The following committees meet quarterly Audit, Risk and Remuneration, Quality & Performance, People, Culture & Communication. Each committee operates under specific terms of reference, supported by a scheme of delegations. The Trustees board met four times during the year. The Trustee Board operates under its Articles of Association. Quarterly financial reports are prepared by the Treasurer, together with Annual Budgets and latest estimates of the Charity's affairs and these are submitted to and approved by the Board.

Trustees also met in January 2025 to review and update the Business Strategy together with the Management Team who developed an operational delivery plan which is monitored by the board quarterly.

**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU
TRUSTEES' ANNUAL REPORT
YEAR ENDED 31 MARCH 2025**

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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 an assessment process 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, CLASP, 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 Employment advice via our volunteer Employment Team
- Money advice including specialist support for complex debt problems and energy
- Co-designing and steering 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 - as part of a business planning process looking at the future of our charity.

- We encourage - we are 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 are 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.

**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU
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- We're confident - we do what we say we will do and keep our promises. We remember that we work for a charity and use our resources effectively.

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 people's champion' 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.

- We help people find a way forward

We can all face problems that seem complicated or intimidating. At Citizens Advice Wokingham, we believe no one should have to face these problems without good quality, independent advice. That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

- We speak up for our clients

No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today. With the right evidence and working as a network, we can show big organisations – from companies right up to the government – how they can make things better for people. We see how problems can be linked. By helping people with the underlying cause of their problems and making sure they don't get worse, we save the government and public services hundreds of millions of pounds every year.

- We make a difference

Our service saves society money. In 2023 to 2024, the advice we delivered as a network across the country directly saved government and public services at least £759 million. For every £1 spent on the service, we benefit our clients by £14.60. We estimate our value to society at £5.7 billion. Locally we serve the community in Wokingham, ensuring that every contact contacts from raising awareness and preventing issues escalating to supporting those in crisis.

**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU
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YEAR ENDED 31 MARCH 2025
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We take our Missions from our National body, which are:

- Provide advice fit for the future - we will be there for people when they need us in the ways that help make the biggest impact
- Close the gap - we will address the disparities in access and experience for marginalised people
- Take early action - we will prevent more people reaching crisis by addressing problems earlier

It's crucial that we are flexible and able to adapt, so our local strategy needs to fit with the national mission and will live and evolve, with some things changing as we learn together. We will balance adaptability and responsiveness with staying true to our way of doing things.

As a service and in partnership with others, we will provide free, independent, confidential and impartial information and advice. These are the key ingredients of our service. We are here to help each individual find a way forward. We constantly evolve as the needs of the people we support change, so people can access advice on new issues in new ways and so we can advocate in ways that can create positive change.

Learn, adapt and innovate

We collect research, insights and learning from across the service and more broadly, to identify patterns, and build intelligence. We work together as a service to scan the horizon and our constant radar keeps us alert to immediate and longer term shifts. We use this to identify ways to respond, and create better ways to support people and advocate for change. The power of our network means we come together to respond collectively, at scale, and with more impact.

Use the power of our data to advocate and target solutions to underlying root causes of issues

We know that some of the tough challenges that people face can't be solved by one adviser or one organisation alone. To address complex challenges or deep-rooted issues we use our experience, data, insights and research, as a service and alongside others, to advocate for change. We also develop new approaches and solutions with others to demonstrate alternative ways that show how things could work differently, to enable people to face far fewer problems.

It is essential that we understand and build the conditions critical for success. These will be ongoing areas of investment and work over the coming year:

1. **Financial Sustainability** - We'll work to improve our financial sustainability as a local service, using our collective resources responsibly to achieve the best impact in the most sustainable way.
2. **Digital** - We'll make the best use of being a digital enabled service. The best use of digital will help us to improve the experience of our service and outcome for the people we support.
3. **Working with others** - We'll invest our time to help build strong support networks within communities. We'll work with others and build partnerships with charities across the private and public sector across the borough and region, most importantly building trusting relationships with the communities we serve.
4. **People and culture** - We'll be a great place to work and build a culture that allows us to be the best we can be for the people who need us. We will build different ways of working, strengthening capabilities and building the resilience and leadership needed to transform our service and be sustainable. We will continue to build a purpose driven learning culture to the people that need us.

**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU
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YEAR ENDED 31 MARCH 2025
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Performance

From 1st April 2024 to 31st March 2025:

- We helped 4,325 clients a decrease of around 14% from last year
- Dealt with 18,438 issues a decrease of around 16% from last year
- Outcomes:
 - Income Gain: 1,091,110
 - Reimbursements, services, loans: 165,952
 - Debts Written Off: 163,905
 - Repayments rescheduled: 2,404
 - Other: 156,487

The top issues were: Benefits & Tax Credits, Charitable Support and Foodbanks, Consumer Goods and services, Debt, Financial Services and Capability, Housing, Utilities and Communications.

Financial Results

The net gain on funds from core activities amounted to £46,284. The balance of funds carried forward at 31 March 2025 is £166,061 and this balance has been allocated to designated funds (as detailed in the notes to the accounts). During the year the decision was taken by the Trustees that further cost reductions were required to meet costs and known incoming grants. This exercise was ongoing at the year end and estimated costs were accrued accordingly as disclosed in note 14.

Principal Funding Sources

The charity received approximately 69% 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 2025 income received in respect of this contract amounted to £172,251.

Reserves Policy

Note 17 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 2025 and carried forward to 2025/2026 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. 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 this objective and the risks associated with the reliance on principal funding from one source, the Terminal and Operations Reserve at 31 March 2025 has increased to £166,061. This amount is deemed to be sufficient to cover redundancy costs and three months operating costs, currently estimated at £150,000 following recent reorganisation changes. The Trustees recognize the efforts made in achieving this level of cover over the last financial year.

**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU
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YEAR ENDED 31 MARCH 2025
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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.

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.

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 2025/2026 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
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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 7th November 2025


Trustee K R MILLER

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 2025.

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 2025**

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

4th November 2025

**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025**

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 31 March 2025 £	2024 £
INCOME AND ENDOWMENTS					
Donations and legacies	5	9,308	-	9,308	8,529
Charitable activities	6	248,801	298,676	547,477	548,007
Investment income	7	3,002	-	3,002	3,002
Total income		<u>261,111</u>	<u>298,676</u>	<u>559,787</u>	<u>559,538</u>
EXPENDITURE					
Expenditure on charitable activities	8	285,105	224,785	509,890	554,948
Expenditure on raising funds	9	3,613	-	3,613	1,880
Total expenditure		<u>288,718</u>	<u>224,785</u>	<u>513,503</u>	<u>556,828</u>
NET INCOME		(27,607)	73,891	46,284	2,710
Transfers between funds	17	27,607	(27,607)	-	-
Net movement in funds		<u>-</u>	<u>46,284</u>	<u>46,284</u>	<u>2,710</u>
RECONCILIATION OF FUNDS					
Total funds brought forward				121,577	118,867
Prior year adjustment				(1,800)	-
Total funds carried forward				<u>166,061</u>	<u>121,577</u>

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 14 to 21 form part of the statutory accounts

**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU
STATEMENT OF FINANCIAL POSITION
FOR THE YEAR ENDED 31 MARCH 2025**

	Note	2025 £	2024 £
FIXED ASSETS			
Computer Equipment		1,038	2,076
CURRENT ASSETS			
Debtors	13	13,752	14,032
Cash at bank and in hand		211,191	236,248
		<u>224,943</u>	<u>250,280</u>
CREDITORS: amounts falling due within one year	14	(59,920)	(129,491)
NET CURRENT ASSETS		<u>165,623</u>	<u>120,789</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>166,061</u>	<u>122,865</u>
Defined benefit pension plan liability		-	(1,288)
NET ASSET		<u><u>166,061</u></u>	<u><u>121,577</u></u>
FUNDS OF THE CHARITY			
Restricted funds		-	-
Unrestricted fund - Designated fund		166,061	121,577
TOTAL CHARITY FUNDS	17	<u><u>166,061</u></u>	<u><u>121,577</u></u>

For the year ended 31 March 2025 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 7.11.25 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 2025**

	2025	2024
	£	£
NET INCOME FOR THE REPORTING PERIOD	46,284	2,710
Non cash	(762)	-
Capital expenditure	-	(2,076)
Decrease/(Increase) in debtors	280	(7,036)
Increase/(decrease) in creditors	(69,571)	(15,112)
Pension funding in excess to net income	(1,288)	-
CASH FLOWS FROM OPERATING ACTIVITIES	(25,057)	(21,514)
Cash and cash equivalents at the beginning of the year	236,248	257,762
CASH AND CASH EQUIVALENTS THE END OF THE YEAR	211,191	236,248

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

**WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU
YEAR ENDED 31 MARCH 2025
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 2025
NOTES TO THE FINANCIAL STATEMENTS
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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 2025
NOTES TO THE FINANCIAL STATEMENTS
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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

	Unrestricted Funds £	Restricted Funds £	Total Funds 31 March 2025 £	2024 £
General donations	9,308	-	9,308	8,529

WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU
YEAR ENDED 31 MARCH 2025
NOTES TO THE FINANCIAL STATEMENTS
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6. CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	Total Funds 31 Mar 2025 £	2024 £
Grants receivable from:				
Wokingham Borough Council (WBC)	172,251	-	172,251	161,738
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	8,000	-	8,000	7,000
Earley Town Council	3,000	-	3,000	2,500
Local Parish Councils	10,450	-	10,450	8,953
WBC – One front door/hardship fund	-	50,986	50,986	117,443
WBC – Debt advisor project	-	26,291	26,291	26,209
Berkshire NHS Foundation Trust project	-	91,058	91,058	43,570
WUC - Hardship fund support	7,100	-	7,100	8,100
WUC – Home visit project	-	15,735	15,735	17,116
WUC - advise session/core cost grant	-	19,032	19,032	-
Berkshire Community Foundation (BCF)				
- CLASP support	-	-	-	1,020
Mobile advice unit – various funding	-	10,350	10,350	22,049
The National Lottery Community Fund				
- Advice Task Force project	-	20,000	20,000	20,592
Citizens Advice -Energy Advice	-	41,422	41,422	38,431
Earley Charity - IT project	-	11,790	11,790	-
Food bank advisor	-	8,249	8,249	-
Miscellaneous	-	3,763	3,763	25,286
 Total grants and other income	 248,801	 298,676	 547,477	 548,007

7. INVESTMENT INCOME

	Unrestricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Total Funds 2024 £
Bank interest receivable	3,002	3,002	3,002	3,002

WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU
YEAR ENDED 31 MARCH 2025
NOTES TO THE FINANCIAL STATEMENTS
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8. EXPENDITURE ON CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	Total Funds 31 March 2025 £	2024 £
Staff costs:				
Wages and salaries	142,461	171,860	314,321	300,805
Employer's National Insurance	9,768	10,029	19,797	17,390
Employer's pension contributions	11,808	17,923	29,731	22,725
	<u>164,037</u>	<u>199,812</u>	<u>363,849</u>	<u>340,920</u>
Support costs:				
Staff and volunteer expenses	3,261	-	3,261	3,725
Premises service charges	11,837	-	11,837	10,423
Premises rent waived	38,000	-	38,000	38,000
Central Citizens Advice support costs	4,675	-	4,675	6,924
Meetings	12	-	12	86
Telephone	2,623	-	2,623	3,013
Postage and stationery	3,054	-	3,054	2,286
Photocopier costs	2,805	-	2,805	2,946
Computer equipment, support and maintenance	337	-	337	908
Sundries	627	18,933	19,560	2,611
WUC – Home visit project	-	90	90	210
Berkshire NHS Foundation Trust project	-	-	-	-
Mobile advice unit	-	5,690	5,690	4,548
Citizens Advice- Energy Contract	-	-	-	1,544
Food Bank Costs	-	260	260	-
	<u>67,231</u>	<u>24,973</u>	<u>92,204</u>	<u>77,224</u>
Governance costs:				
General office wages costs	-	-	-	37,906
Staff training	909	-	909	5,201
Accountancy fees and payroll costs	2,588	-	2,588	1,773
Legal and professional	20,652	-	20,652	84,297
Subscriptions	9,124	-	9,124	5,380
Insurances	564	-	564	2,247
Fundraising costs	-	-	-	1,880
Reorganisation	20,000	-	20,000	-
	<u>53,837</u>	<u>-</u>	<u>53,837</u>	<u>138,684</u>
	<u>285,105</u>	<u>224,785</u>	<u>509,890</u>	<u>556,828</u>

WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU
YEAR ENDED 31 MARCH 2025
NOTES TO THE FINANCIAL STATEMENTS
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9. EXPENDITURE ON RAISING FUNDS

	Unrestricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Total Funds 2024 £
Fundraising costs	3,613	3,613	1,880	1,880

10. INDEPENDENT EXAMINATION FEES

	2025 £	2024 £
Fees payable to the independent examiner for: Independent examination of the financial statement	-	-

11. STAFF COSTS

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

	2025 £	2024 £
Wages and salaries	314,321	330,149
Termination payment	-	2,660
Social security costs	19,797	19,204
Employer contributions to pension plans	29,731	24,914
	<u>363,849</u>	<u>376,927</u>

The average head count of employees during the year was 13 (2024: 17).

No employees received employee benefits of more than £75,000 during the year (2024: Nil).

12. TRUSTEES REMUNERATION AND EXPENSES

No remuneration was paid to trustees during the year (2024: Nil).

No expenses were paid to trustees during the year (2024: Nil).

WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU
YEAR ENDED 31 MARCH 2025
NOTES TO THE FINANCIAL STATEMENTS
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13. DEBTORS

	2025	2024
	£	£
Trade and other Debtors	6,163	0
Prepayments and accrued income	7,589	14,032
	<u>13,752</u>	<u>14,032</u>

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Accruals and deferred income	29,420	120,694
Social security and other taxes	6,048	6,463
Other creditors	4,452	2,334
Reorganisation costs	20,000	-
	<u>59,920</u>	<u>129,491</u>

The reorganisation costs represent staff redundancies, web and staff training expenses directly arising from an internal reorganisation.

15. PENSIONS AND OTHER POST RETIREMENT BENEFITS

	2025	2024
	£	£
Defined contribution plans		
Contributions paid	<u>29,731</u>	<u>24,914</u>

16. DEFERRED INCOME

	2025	2024
	£	£
Balance as at 1 April	113,079	134,365
Amount released to incoming resources	(113,079)	(134,365)
Amount deferred in the year	27,000	113,079
	<u>27,000</u>	<u>113,079</u>

WOKINGHAM & DISTRICT CITIZENS ADVICE BUREAU
YEAR ENDED 31 MARCH 2025
NOTES TO THE FINANCIAL STATEMENTS
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17. MOVEMENT IN FUNDS

	At 1 April 2024	Incoming resources and gains	Outgoing resources	Other	At 31 March 2025
	£	£	£	£	£
Unrestricted funds					
Designated funds:					
Terminal Liabilities and Operations fund	121,577	261,111	(288,718)	73,891	167,861
Total unrestricted fund	<u>121,577</u>	<u>261,111</u>	<u>(288,718)</u>	<u>73,891</u>	<u>167,861</u>
Restricted funds	-	298,676	(224,785)	(73,891)	-
Prior year adjustment	(1,800)	-	-	-	(1,800)
Total funds	<u>119,777</u>	<u>559,787</u>	<u>(513,503)</u>	<u>-</u>	<u>166,061</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 ceases 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 (2024: £nil)

20. CAPITAL COMMITMENTS

There were no capital commitments at 31 March 2025 (2024: £Nil).