

Company Number: 2967121

**Citizens Advice Reading
(Limited by Guarantee)**

Report and Financial Statements

Year to 31 March 2023

Citizens Advice Reading (Limited by Guarantee)

Report of the Trustees for the year to 31 March 2023

Reference and administrative details

Members of the Trustee Board

Chair	Ms M French (resigned 5 May 2023)
Chair	Mr R.Harrison (appointed 26 April 2023)
Vice Chair and Company Secretary	Mr I. Curtis-Nye
Honorary Treasurer	Mr A. Edger FCA
Individual member	Ms J.Benton
Individual member	Ms K.Bosley (resigned 17 May 2023)
Individual member	Ms J.Foss (resigned 24 May 2023)
Individual member	Mrs N. Hamilton-Martin (appointed 2 Nov. 2022)
Individual member	Mr S.Juthani (resigned 22 Nov. 2022)
Individual member	Mr H.Kretchmer (resigned 5 July 2023)
Individual member	Ms S.Lawal (resigned 31 May 2023)
Individual member	Ms S.Vallins (resigned 20 April 2023)
Individual member	Mr D.Weekes
Individual member	Mr D.West (appointed 20 July 2023)
Individual member	Mr A.Wilson (resigned 2 Nov. 2022)

Member nominated by:	
Reading Borough Council	Cllr. W.Griffith (appointed 2 Nov. 2022)
Reading Borough Council	Cllr. M.Leng (resigned 18 June 2022)
Reading Borough Council	Cllr. E.Terry (resigned 18 June 2022)

Independent Examiner

Mr L. J. Baker FCA, Partner
Wenn Townsend
Chartered Accountants and Registered Auditors
30 St. Giles, Oxford, OX1 3LE

Bankers

CAF Bank Ltd 25 Kings Hill Ave, Kings Hill, West Malling ME19 4JQ	Hampshire Trust Bank, 55 Bishopsgate, London EC2N 3AS	Virgin Money UK PLC Jubilee House, Newcastle upon Tyne, NE3 4PL	Cambridge & Counties Bank Charnwood Court, 5B New Walk, Leicester, LE1 6TE
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Solicitors

Dexter Montague & Partners
105 Oxford Road
Reading, Berkshire. RG1 7UD

Registered office

Minster Street
Reading, Berkshire,
RG1 2JB

Registered company number: 2967121

Registered charity number: 1042542

Citizens Advice Reading (Limited by Guarantee)

Report of the Trustees for the year to 31 March 2023 (continued)

The Trustee Board presents its report, together with the financial statements for the year ended 31 March 2023.

Structure, governance and management

Citizens Advice Reading is a company limited by guarantee and was first incorporated in September 1994. In accordance with its Memorandum of Association, every member of the company undertakes to contribute to its assets a sum not exceeding £1 in the event of winding up, while they are members, or within one year after they cease to be members. Citizens Advice Reading is also a registered charity.

Citizens Advice Reading has its own Trustee Board and is its own autonomous unit, but by satisfying certain conditions it is also a member of the National Association of Citizens Advice. The National Association is the policy making body of Citizens Advice nationally. It sets the standards that all local Citizens Advice offices must meet in order to qualify for membership and acts as a national voice for them on issues such as national social policy. An annual appraisal of Trustee Board performance is carried out.

The Trustee Board assesses the current skills and experience of the Board, such as management, fundraising and business acumen, to identify any gaps. Prospective trustees are selected for their potential to make an effective contribution to the activities of Citizens Advice Reading through their skills, knowledge and experience. The Trustee Board recognises that diversity of membership is important and adds to its effectiveness and seeks to ensure that it is representative of the local community. New Trustee Board members complete a register of interests and receive an induction supported by an information pack and ongoing training enables them to fulfil their role.

The Trustee Board is responsible for every aspect of Citizens Advice Reading's affairs and is ultimately accountable for the conduct of the organisation. The full Board meets a minimum of four times throughout the year to discharge these responsibilities. Individual members of the Board are provided with enough and timely information to enable them to discharge their respective duties.

The Trustee Board retains responsibility for all key decisions, including approval of:

- The strategy and policies adopted by Citizens Advice Reading to achieve its charitable objects
- The annual budget
- Major capital expenditure, including property acquisition and refurbishment
- The annual financial statements

Responsibility for specific matters is allocated to named members as appropriate.

The Trustee Board is responsible for the organisation's system of internal control and for reviewing its effectiveness. It must also ensure that the organisation's system of internal control manages risk effectively. Such a system is designed to manage rather than eliminate the risk of failure to achieve the objectives and can only provide reasonable, and not absolute, assurance against material misstatement or loss.

The Trustee Board has assessed the major strategic, business and operational risks which it believes Citizens Advice Reading faces. The external risks to which the organisation is exposed are kept under constant review. Internal risks are minimised by the implementation of procedures for the authorisation of all transactions and projects and to ensure the highest standards in the delivery of advice services and in all operational aspects of the organisation.

Citizens Advice Reading (Limited by Guarantee)

Report of the Trustees for the year to 31 March 2023 (continued)

These procedures, including the adherence to the established financial controls, are reviewed annually as part of our overall risk management plan process, to ensure they still meet the needs of Citizens Advice Reading.

The Trustees consider the Board of Trustees and the Chief Executive as comprising the key management of the charity in charge of directing and controlling the charity and running the charity on a day-to-day basis. All Trustees give of their time freely and no Trustee remuneration was paid in the year. Details of Trustee expenses are disclosed in note 7 to the accounts.

Trustees are required to disclose all relevant interests and in accordance with the Trust's policy withdraw from decisions where a conflict of interest arises. Trustees, in compliance with Charity Commissioners guidelines, are always expected to act in the best interest of the Charity.

The pay of the Chief Executive is reviewed annually as part of the paid staff salary review process.

Objectives and activities

Citizens Advice Reading was established to provide advice and support, and 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 Reading and surrounding areas. In carrying out its objects and in all aspects of its work, the Charity is committed to promoting diversity, equity, equality and inclusion, to preventing prejudice and discrimination, to ensuring equal access and to promoting good relations between all sections of the community.

The trustees confirm they have given due consideration to the information contained in the Charity Commission's published guidance on public benefit when reviewing the aims and objectives of Citizens Advice Reading and in planning activities and setting its policies and priorities.

Offering specialist advice in several fields, CAR helped over 5,000 people with benefits and debt advice to address complex situations; securing Debt Relief Orders and supporting clients with new Universal Credit claims and energy issues.

The organisation continued to offer a specialist benefits advice service, funded by Macmillan Cancer Support, for people living or receiving treatment for cancer in Berkshire. This service is principally based in the Royal Berkshire Hospital in Reading.

Citizens Advice Reading also, working in collaboration with the Reading Ukrainian Community Centre and Reading Borough Council, established and delivered an excellent support and advice service, Reading Ukrainian Advice Centre for nine months between June 2022 and February 2023.

Within 6 weeks of opening the doors, the Reading Ukrainian Advice Centre was a fully tri-lingual service with only the management support and supervision unable to speak Ukrainian. We supported almost 500 people who had come to the UK on the Homes for Ukraine scheme, their hosts, and people who had come here on the Ukraine Family Scheme. We also found that we were supporting people from further afield than Reading and its bordering local authorities, with people approaching us for help from London, Cornwall and even Edinburgh.

Citizens Advice Reading (Limited by Guarantee)

Report of the Trustees for the year to 31 March 2023 (continued)

In February 2023, we also started delivery of a specialist immigration project in partnership with British Red Cross, Citizens Advice Portsmouth and other partners across England.

An essential part, indeed, a twin aim of the organisation's work was that of research and campaigns. Through advice work Citizens Advice Reading has the opportunity to gather an enormous amount of evidence about clients' experiences, and the impact of the way a wide range of services and legislation operate both locally and nationally. By collecting and collating such evidence it was possible to work positively with the local food bank to provide the best support for Ukrainian refugees, and with local radio and TV to highlight issues around energy costs and the Cost-of-Living crisis. With regards to general advice and budgeting we also produced and shared resources explaining how to understand rights and responsibilities and when and where to seek help and advice, to all secondary schools in Reading.

People and performance

At any one time the organisation typically operates with around 28 paid staff and 50 volunteers. Between April 2022 and March 2023, we had the following operational roles:

4 people full-time as a paid staff member.
28 people part-time as paid staff members.
55 people as volunteer advisers (level 1 and level 2) or trainee advisers
12 people as volunteer reception or administration workers

Between April 2022 and March 2023, 13 volunteers and 3 paid members of staff joined the organisation. During this period 4 trustees resigned, and 5 new trustees were appointed to the Board of Trustees, with 13 trustees on the Board on 31 March 2023.

The CAR service focuses upon providing an assessment of a client's goals and providing information and advice to resolve or progress their issue in one call. If a client needs more help or their circumstances are complex, this is followed with bespoke support. Initial help has been achieved via telephone, drop-in or online. Follow up work has been offered to best meet the needs of the client, including face to face and telephone appointments, as well as email and web chat support.

In December 2022, due to significant funding changes, the organisation restructured to improve financial viability and ended the general service offer. Project delivery was boosted as our advisors moved to support project teams, as part of this process. Overall client numbers still increased despite these changes, mainly due to the reintroduction of a limited drop-in session each week.

Citizens Advice Reading is subjected to an ongoing performance and quality regime by its national organisation. This entails quarterly audits on quality of advice and financial performance and annual assessment of 9 leadership areas: governance; risk management; financial management; people management; operational performance management; partnership working; research, campaigns and equality. An independent audit is undertaken annually and in September 2022 Citizens Advice Reading was again rated as excellent.

During the year Citizens Advice Reading responded to 29,447 advice request issues which resulted in 20,624 contacts for 5,134 unique clients. Of the clients seen 61% were female and 39% male. Our services continued to be used extensively by all nationalities, ethnic groups and people with disabilities or health problems. In terms of ethnicity 12% were Asian, 12% were Black, 70% were White, with 6% not providing information. 54% of clients described themselves as disabled or living with a long-term health problem, up from 44% in 2021/22.

Citizens Advice Reading (Limited by Guarantee)

Report of the Trustees for the year to 31 March 2023 (continued)

The number of people under 25 accessing our services slightly reduced to 4% (from 5.2% during 21/22), perhaps due to the changes in service availability and delivery. The breakdown of main enquiry issues was benefits, including Universal Credit (60%), Utilities & communications (8%) housing (6%) debt (5%), with Charitable Support & Foodbanks (new category) and Immigration & Asylum, and employment both at 3%.

Citizens Advice Reading achieved financial gains for our clients totalling £7,061,394 in benefit entitlements, employment related awards, charity awards and compensation. We also had £55,303 in debts rearranged or written off and £410,492 in other financial gains for clients.

Financial review

a) Financial Performance in the 12 months to 31st March 2023 (2023)

Citizens Advice Reading once again maintained a stable financial position in 2023.

Total income increased to £770,000, an increase of £196,000 compared to 2022. The increase has occurred due principally due to £159,000 Help to Claim service contract income received by CAR as part of the service contract awarded to the National Citizens Advice to support applicants of Universal Credit, which was £130,000 higher than in the previous year, and also due to £77,000 income related to the Ukraine Advice service contract that ran in 2023.

Total expenditure increased to £764,000, an increase of £224,000 compared to 2022. As with increased income in 2023, the increased costs have been caused primarily due to £130,000 additional expenditure related to the Help to Claim service contract, and costs of £79,000 in 2023 to support the Ukrainian advice service.

The charity achieved a net surplus of £6,000 for the year, of which £4,000 related to a restricted surplus, and the balancing £2,000 to an unrestricted surplus.

As a result, the unrestricted funds available at the end of March 2023 increased £2,000 to £226,000 compared to prior year, whilst the restricted reserves increased to £31,000 at the end of the year.

The cash balance improved at the end of March 2022 to £477,000, mainly as a result of the increased funding payments received in advance, as outlined in Note 14 to the Financial Statements.

b) Reserves Policy

Each year the Trustee Board reviews its reserves policy and considers the appropriate level of reserves for the charity to hold, in the light of the risks that it faces and the economic environment in which it is operating. The Board's key priority remains to ensure the continuity of the charity's operations to meet the needs of the community.

Based on this year's review the Trustee Board's reserve policy is to hold funds which have not been designated for a specific use ("free reserves") at the equivalent of between 3- and 6-months' anticipated cash expenditure. The Board considers that this level of free reserves will ensure that in the event of a major shortfall of funding enough time will be available to consider and implement mitigating steps, allowing Citizens Advice Reading to continue its charitable activities, or to organize an orderly wind up of the charity.

Citizens Advice Reading (Limited by Guarantee)

Report of the Trustees for the year to 31 March 2023 (continued)

As at the 31st March 2023 the free reserves (unrestricted funds) totalled £226,000 and lay within the target range of 3 to 6 months' anticipated cash expenditure.

c) Investment Policy

As of 31 March 2023, the policy of the Trustee Board is to hold sufficient of its cash assets in Bank Accounts providing immediate access to funds, whilst agreeing to hold a portion of the funds in Deposit Accounts. This approach is subject to periodic review.

Further, the policy of the Trustee Board is to limit deposits with any Bank to no more than the amount provided for under the Financial Services Compensation Scheme (FSCS), currently £85,000, allowing for short term balances above £85,000 in its main operating bank account.

Citizens Advice Reading was entitled to exemption from taxation on its income and capital gains to the extent that its funds were used for charitable purposes.

d) Going Concern

The financial position and performance have been summarized in the Financial Review. The Trustees have assessed our position and concluded that Citizens Advice Reading is able to meet all its liabilities as they fall due.

In October 2022 the general advice funding from Reading Borough Council ceased. As a result, the CAR Trustees and Senior Management Team performed a review to reconfirm the charitable services that Citizens Advice would offer, and to ensure that future activities would be undertaken substantially on a funded basis to ensure the ongoing financial viability of the charity. With this approach, with the take up of additional service contracts following the end of the general advice funding, and with an ongoing review of its financial forecasts the Trustees confirm that the charity is able to meet its financial obligations in the next 12 months.

As a result, we have adopted the going concern basis of preparation of our financial statements and conclude there is a reasonable expectation that we have enough resources to continue in operational existence for at least 12 months from the date of approval of these Financial Statements.

Plans for future periods

An annual review of our business plan identified several priorities, detailed below and in priority of delivery. These are based on the identified need and resource capacity to deliver and will inform CAR annual action plans.

1 - Service delivery - Move to an effective, blended service delivery model which best meets the needs of clients within our funding provision and looks to develop outreach locations in deprived areas. Maintain good service quality and work to increase service capacity. This will include reviewing cost saving opportunities / shared services that could enable us to deliver our services more efficiently.

Citizens Advice Reading (Limited by Guarantee)

Report of the Trustees for the year to 31 March 2023 (continued)

2 - Resources (Finance and Funding) - Maintain sound financial management, increase unrestricted income generation capacity and embrace relevant and financially viable partnering and collaboration activities.

3 - Resources (Infrastructure) - Ensure that IT/telephony is secure and fit for purpose. Ensure that processes and support mechanisms for service delivery are in place, up to date and relevant and contribute to the net zero agenda.

4 - Resources (People) - Champion Equity, Diversity and Inclusion and actively increase diversity within our teams. Support the professional development and wellbeing of our people.

5 - Fundraising, Partnerships and Communications - Strengthen our reputation with key stakeholders and build a wider range of strong and effective partnerships, with existing and new partners to service client needs. Ensure that CAR is a trusted voice for community-based service provision and campaigning, both at local and national levels.

Trustees' responsibilities in relation to the financial statements

The Trustee Board constitutes the directors for the purposes of company law.

Company law requires the directors to prepare Financial Statements for each financial period which give a true and fair view of the company and of the surplus or deficit of the company for that period. In preparing those Financial Statements the directors are required to:

- select suitable accounting policies and apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the Financial Statements on the going-concern basis unless it is inappropriate to presume that the company will continue to operate.

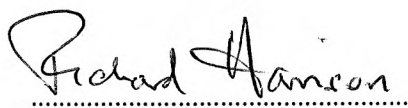
The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that applicable accounting standards have been followed and that the Financial Statements comply with the Companies 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 directors have taken advantage, in the preparation of their report, of the special exemptions applicable to small companies provided by Part II of Schedule 8 to the Companies Act 2006.

Citizens Advice Reading (Limited by Guarantee)

Report of the Trustees for the year to 31 March 2023 (continued)

This report was approved by the Trustee Board and signed on its behalf.


.....
Signature

Richard Harrison
.....
Print name

Chair of Trustees
.....
Position on Trustee Board

21 September 2023
.....
Date

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES

I report to the charity trustees on my examination of the accounts of the company for year ended 31st March 2023, which are set out on pages 10 to 19.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, 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 that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts 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.



21st Sept
..... 2023

.....
Lee Baker FCA
Partner
Wenn Townsend
30 St Giles
Oxford
OX1 3LE

Citizens Advice Reading (Limited by Guarantee)

Statement of Financial Activities Year to 31 March 2023 (including income and expenditure account)

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
INCOME FROM							
Donations and legacies	2	103,891	-	103,891	84,288	-	84,288
Investments	3	2,611	-	2,611	1,215	-	1,215
Charitable Activities	4	96,462	567,152	663,614	147,649	340,842	488,491
Other Income			-	-	-	-	-
TOTAL INCOME		<u>202,964</u>	<u>567,152</u>	<u>770,116</u>	<u>233,152</u>	<u>340,842</u>	<u>573,994</u>
EXPENDITURE ON							
Raising Funds	5	24,061	-	24,061	8,095	-	8,095
Charitable Activities:	6						
Staff Costs	7	87,619	431,610	519,229	133,368	228,873	362,241
Premises Costs		34,615	75,934	110,549	57,360	42,203	99,563
Support costs	8	15,998	47,731	63,729	27,290	20,115	47,405
Payments to Third Parties	9	-	46,342	46,342	-	22,411	22,411
TOTAL EXPENDITURE		<u>162,293</u>	<u>601,617</u>	<u>763,910</u>	<u>226,113</u>	<u>313,602</u>	<u>539,715</u>
NET INCOME/(EXPENDITURE)	10	40,671	(34,465)	6,206	7,039	27,240	34,279
TRANSFERS BETWEEN FUNDS	11	(38,329)	38,329	-	14,260	(14,260)	-
NET MOVEMENT IN FUNDS		<u>2,342</u>	<u>3,864</u>	<u>6,206</u>	<u>21,299</u>	<u>12,980</u>	<u>34,279</u>
RECONCILIATION OF FUNDS:							
TOTAL FUNDS BROUGHT FORWARD		224,173	26,679	250,852	202,874	13,699	216,573
TOTAL FUNDS CARRIED FORWARD		<u>226,515</u>	<u>30,543</u>	<u>257,058</u>	<u>224,173</u>	<u>26,679</u>	<u>250,852</u>

All of the above results for the years ended 31 March 2023 and 31 March 2022 are derived from continuing activities.

The notes on pages 13 to 19 form part of these financial statements.

Citizens Advice Reading (Limited by Guarantee)

Balance Sheet at 31 March 2023

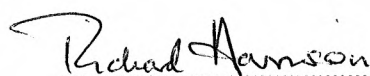
	Note	2023 £	2022 £
Fixed assets			
Tangible Assets	12		-
Current assets			
Debtors	13	27,730	46,639
Cash at bank and in hand		476,755	388,178
		<u>504,485</u>	<u>434,817</u>
Less: Liabilities			
Amounts falling due within one year	14	<u>(247,427)</u>	<u>(183,965)</u>
NET CURRENT ASSETS		257,058	250,852
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>257,058</u>	<u>250,852</u>
Funds of the Charity	15		
Unrestricted funds		226,515	224,173
Restricted funds		30,543	26,679
TOTAL FUNDS		<u>257,058</u>	<u>250,852</u>

The directors are satisfied that the company is entitled to exemption from the requirements to obtain an audit under section 477 of the Companies Act 2006 and that members have not required the company to obtain an audit in accordance with section 476 of the Act.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to small companies regime.

These accounts were approved by the Trustees and signed on their behalf.



Richard Harrison – Chair

21 September 2023

Date



Ian Curtis-Nye – Vice Chair

8 October 2023

Date

Company Registration Number: 02967121

Charity Registration Number: 1042542

The notes on pages 13 to 19 form part of these financial statements.

Citizens Advice Reading (Limited by Guarantee)

Statement of Cash Flows for the year ended 31 March 2023

Reconciliation of increase in funds to net cash flow from operating activities

	2023	2022
	£	£
Increase (Decrease) in funds	6,206	34,279
Depreciation charge	-	-
Decrease/(increase) in debtors	18,909	(5,017)
(Decrease)/ Increase in creditors	63,462	54,789
Interest received	(2,611)	(1,215)
Net cash flow from operating activities	<u>85,966</u>	<u>82,836</u>

Cash flow statement

Net cash flow from operating activities	85,966	82,836
Investing activities		
Interest received	2,611	1,215
Fixed assets addition	-	-
Increase / (Decrease) in cash	<u>88,577</u>	<u>84,051</u>
Movement in cash	88,577	84,051
Net cash 1 April	388,178	304,127
Net cash at 31 March	<u>476,755</u>	<u>388,178</u>

The notes on pages 13 to 19 form part of these financial statements.

Citizens Advice Reading (Limited by Guarantee)

Notes to the Financial Statements Year to 31 March 2023

1. Accounting policies

The following accounting policies have been used in dealing with items which are considered material in relation to Citizen's Advice Reading financial statements.

a) Basis of accounting

These accounts have been prepared on an accruals basis and include income and expenditure as they are earned or incurred, rather than as cash is paid and received. The accounts have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) effective 1st October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

The Charity constitutes a public benefit entity as defined by FRS 102.

The accounts include all transaction, assets and liabilities for which the Charity is responsible.

b) Going concern

The financial statements have been prepared on the going concern basis. Financial forecasts are set to ensure that the organisation can continue to operate for the foreseeable future, being at least 12 months from the date of approval of these financial statements. Detailed financial budgets are presented and approved by the trustee board on an annual basis. Management accounts are presented at regular intervals to the trustee board throughout the financial year on progress against budget and variances addressed.

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

c) Income

i) Recognition of Incoming Resources

These are included in the statement of financial activities when:

- the charity becomes entitled to the resources;
- the trustees are virtually certain that they will receive the resources; and
- the monetary value can be measured with reasonable accuracy.

ii) Grants and donations: Grants are only included in the statement of financial activities when the charity has unconditional entitlement to the resources.

iii) Gifts in kind: Gifts in kind are accounted for when receivable, at a reasonable estimate of their value to the charity.

iv) Investment income

Bank and building society interest is included in the statement of financial activities when receivable except for the interest on our Virgin Money account which is accrued.

d) Expenditure and liabilities

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

e) Fixed assets

Tangible fixed assets for use by the charity are capitalised if they can be used by the charity for more than one year and cost at least £1,000. They are valued at cost or, if gifted, at the value to the charity on receipt. Assets costing less than £1,000 are written off in the year of acquisition.

Fixtures, fittings and equipment (none of which individually cost more than £1,000) have been purchased during the year in the total amounting to £8,339 (2022 £5,559)

f) Depreciation

Depreciation has been provided at the following rates to write off the assets over their estimated useful lives

IT Equipment	3 years straight line
Other furniture and equipment	5 years straight line

g) Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity.

Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Expenditure meeting these criteria is allocated to the fund, together with a fair allocation of support costs.

h) Debtors and Creditors

Debtors and creditors receivable or payable within one year are recognised at transaction price.

Any losses arising from impairment are recognised in expenditure.

Citizens Advice Reading (Limited by Guarantee)

Notes to the Financial Statements Year to 31 March 2023

	Unrestricted Funds £	Restricted Funds £	2023 Total Funds £	Unrestricted Funds £	Restricted Funds £	2022 Total Funds £
2 INCOME FROM DONATIONS AND LEGACIES						
Benefit in Kind	55,000	-	55,000	55,000	-	55,000
Reading B. Council, provision of Premises occupied by Reading Citizens Advice on a Rent Free Basis (see also Note 18)						
Corporate						
London Legal	3,113	-	3,113	3,991	-	3,991
TDK Epcos (UK) Ltd.	500	-	500	500	-	500
Vodafone	1,390	-	1,390	2,745	-	2,745
Parish Councils	-			-		
Earley	750	-	750	1,000	-	1,000
Holybrook	-	-	-	500	-	500
Shinfield	-	-	-	1,250	-	1,250
Trust Funds and Other Organisations	-			-		
J Davy Foundation	29,000	-	29,000	-	-	-
St. Michael's Church Congregation	1,015	-	1,015	-	-	-
Reading Lions	-	-	-	500	-	500
Berkshire Community Fund	-	-	-	5,000	-	5,000
St Peter's Church Congregation	-	-	-	799	-	799
Other Donations	-			-		
Unrestricted	13,123	-	13,123	13,003	-	13,003
	<u>103,891</u>	<u>-</u>	<u>103,891</u>	<u>84,288</u>	<u>-</u>	<u>84,288</u>
3 INVESTMENT INCOME						
Interest on Bank Deposits	2,611	-	2,611	1,215	-	1,215
4 INCOME FOR CHARITABLE ACTIVITIES						
Reading Borough Council Maximising Incon	58,916		58,916	126,000	-	126,000
Big Lottery / Red Cross Immigration Advice			-	-	3,019	3,019
Energy / Financial Capability	26,030	60,307	86,337	15,951	55,000	70,951
EU Energy (STEP)		10,575	10,575	-	54,261	54,261
Macmillan		108,685	108,685	-	95,120	95,120
Thames Water Trust Fund		35,000	35,000	-	35,000	35,000
Henry Smith Charity		59,000	59,000	-	38,983	38,983
Peace of Mind Matters - see Note 15 for Funders			-	-	16,119	16,119
Help to Claim		159,383	159,383	-	29,340	29,340
Equipment Upgrade - see Note 15 for Funders			-	-	14,000	14,000
RBC Debt		40,122	40,122	-	-	-
RBC RUAC		77,124	77,124	-	-	-
SNAP 2		16,956	16,956	-	-	-
Others	11,516		11,516	5,698	-	5,698
TOTAL	96,462	567,152	663,614	147,649	340,842	488,491

Citizens Advice Reading (Limited by Guarantee)

Notes to the Financial Statements Year to 31 March 2023

	Unrestricted Funds £	Restricted Funds £	2023 Funds £	Unrestricted Funds £	Restricted Funds £	2022 Funds £
5 COSTS OF RAISING FUNDS						
Direct and Overhead Expenses	6,079	-	6,079	1,068	-	1,068
Staff Costs	17,982	-	17,982	7,027	-	7,027
TOTAL	24,061	-	24,061	8,095	-	8,095
Staff Costs are for two part-time staff members.						

6 ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES

<u>Year to 31 March 2023</u>	Reading BC Narrowing	Macmillan	Henry Smith	RBC Debt	SNAP 2 /Red Cross	Help to Claim
Staff cost	71,122	72,987	44,547	48,679	11,267	135,099
Premises cost	31,345	15,679	9,685	20,719	3,877	15,924
Support cost	13,808	6,573	4,257	9,529	712	8,566
Sub-Total	116,275	95,239	58,489	78,927	15,856	159,589
	RBC Winter Grant	Thames Water	EU STEP	RBC RUAC	Others	Total
Staff cost	13,760	34,047	-	71,224	16,497	519,229
Premises cost	1,971	3,053	-	5,026	3,270	110,549
Support cost	635	1,059	13,442	2,958	2,190	63,729
Payments to Third Parties	46,342	-	-	-	-	46,342
Sub-Total	62,708	38,159	13,442	79,208	21,957	739,849
<u>Year to 31 March 2022</u>	Reading BC Narrowing The Gap	Macmillan	Henry Smith	National Lottery Fund	BIG Lottery/ Red Cross Immig'tio	Help to Claim
Staff cost	116,679	77,337	22,641	12,268	2,574	23,677
Premises cost	52,992	14,033	5,699	2,289	306	4,482
Support cost	23,074	6,483	2,967	1,070	-	1,070
Sub-Total	192,745	97,853	31,307	15,627	2,880	29,229
	Wider Advice	Thames Water	EU STEP	Others		Total
Staff cost	14,836	32,456	43,084	16,689		362,241
Premises cost	1,711	2,912	10,771	4,368		99,563
Support cost	811	1,492	406	10,032		47,405
Payments to Third Parties	22,411	-	-	-		22,411
Sub-Total	39,769	36,860	54,261	31,089		531,620

7 STAFF AND VOLUNTEER COSTS

	Unrestricted Funds £	Restricted Funds £	2023 Total Funds £	Unrestricted Funds £	Restricted Funds £	2022 Total Funds £
Wages and Salaries	77,077	379,681	456,758	116,281	199,549	315,830
Social Security Costs	5,553	27,352	32,905	6,964	11,952	18,916
Other Pension Costs (Note 16)	2,888	14,224	17,112	4,936	8,471	13,407
Other Staffing Costs	-	-	-	-	-	-
Paid Staff (expenses, recruitment, training)	1,720	8,475	10,195	3,366	5,775	9,141
Volunteers (expenses)	381	1,878	2,259	-	-	-
Redundancy Payments	-	-	-	4,947	-	4,947
TOTAL	87,619	431,610	519,229	136,494	225,747	362,241

As at 31st March 2023 the number of staff employed was 22 (= 15.4 Full Time Equivalent).

The corresponding numbers as at 31st March 2022 were 19 (= 12.1 Full Time Equivalent).

No employee earned more than £60,000 in the current or preceding year.

No trustee received a salary during the year (2022: Nil)

No Trustee received any expenses of in the year ending 31st March 2023 (31st March 2022: Nil)

Citizens Advice Reading (Limited by Guarantee)

Notes to the Financial Statements Year to 31 March 2023

8 SUPPORT COSTS

The charity allocates its support costs as shown in the table below. Both Independent Examination and AGM Expenses are treated as Governance costs; all Consulting costs are allocated directly to the relevant Project; whilst General Office and Payroll costs are charged on a basis consistent with the use of resources.

The method of support cost allocation in the current year is unchanged from that used in the prior year.

	General support	Governance	2023 Total	General support	Governance	2022 Total
	£	£	£	£	£	£
Independent Exam	-	870	870	-	810	810
AGM Expenses	-	210	210	-	210	210
General office	56,690	13	56,703	43,413	13	43,426
Payroll cost	1,152	-	1,152	1,152	-	1,152
Consulting	4,794	-	4,794	1,807	-	1,807
Depreciation	-	-	-	-	-	-
	<u>62,636</u>	<u>1,093</u>	<u>63,729</u>	<u>46,372</u>	<u>1,033</u>	<u>47,405</u>

Support costs includes £35,244 (2022: £20,115) of restricted expenditure

9 PAYMENTS TO THIRD PARTIES

The Energy Voucher Scheme Contract includes £46,342 which represents the total cost of Energy Vouchers and Energy Efficiency items distributed to those local clients identified as being eligible to receive them.

	2023	2022
This is stated after charging:	£	£
Depreciation	-	-
Independent examination	<u>870</u>	<u>810</u>

11 FUND TRANSFER

Transfers to (and from) restricted funds are made at the discretion of the Trustees.

Net transfers from unrestricted funds of £38,329 were made to restricted funds (see note 15).

	2023	2022
12 TANGIBLE FIXED ASSETS		
Cost	£	£
Cost at 1 April 2022	16,002	16,002
Additions	-	-
At 31 March 2023	<u>16,002</u>	<u>16,002</u>
Depreciation		
At 1 April 2022	16,002	16,002
Charge for the year	-	-
At 31 March 2023	<u>16,002</u>	<u>16,002</u>
Net Book Value		
At 31 March 2022	-	-
At 31 March 2023	-	-

13 DEBTORS: amounts falling due within one year

	2023	2022
	£	£
Funding payments outstanding	16,726	32,546
Prepayments	10,934	14,093
Other debtors	70	-
	<u>27,730</u>	<u>46,639</u>

14 CREDITORS: amounts falling due within one year

	2023	2022
	£	£
Taxation and social security	8,045	5,566
Other creditors	11,582	15,309
Accruals	1,093	1,033
Funding payments received in advance	226,706	162,057
	<u>247,426</u>	<u>183,965</u>

Citizens Advice Reading (Limited by Guarantee)

Notes to the Financial Statements Year to 31 March 2023

15 Movement in funds

Restricted Funds	As at 31st March 2022	Incoming Resources	Outgoing Resources	Transfers 2022/23	As at 31st March 2023
	£	£	£	£	£
Thames Water Trust Fund		35,000	38,159	3,159	-
Red Cross - Immigration SNAP		16,956	15,856		1,100
MacMillan		108,685	95,240		13,445
EU Energy (STEP)		10,575	13,442	2,867	-
Henry Smith Charity	2,658	59,000	58,490		3,168
Help to Claim	111	159,383	159,589	95	-
RBC RUAC		77,124	79,207	2,083	-
RBC Debt Advice		40,122	78,926	38,804	-
Equipment Upgrade	8,679		-	8,679	-
RBC Winter Grant	15,231	60,307	62,708		12,830
Total restricted funds	26,679	567,152	601,617	38,329	30,543
Total unrestricted funds	224,173	202,964	162,293	- 38,329	226,515
Total Funds	250,852	770,116	763,910	-	257,058

CURRENT RESTRICTED FUND PROJECTS

Thames Water Trust Fund: This is to help customers find ways of resolving their water debt problems. Extended Contract terminated March 2023.

Red Cross - Immigration SNAP: Funded by the Big Lottery, this was a partnership between the British Red Cross and Citizens Advice Reading for improving the lives of refugees and others in the Thames Valley area - Contract terminates October 2023.

Macmillan: Funded by Macmillan Cancer Support this service provides advice on benefit entitlements for cancer sufferers and their families. Extended Contract terminates December 2024.

EU Energy (STEP): Funded by the EU, this is a partnership of 11 consumer and research organisations from across the EU, working together to provide solutions to help people who face energy poverty. Contract terminated May 2022.

Henry Smith Project: Funded by the Henry Smith Charity, this direct replacement for the previous Lloyds Housing project, helping individuals facing severe housing issues terminated in June 2021. A new project funded by Henry Smith which provides funding for a Benefit Caseworker and Supervisor has commenced providing additional benefit advice. Contract terminates September 2024.

Help to Claim Project: Funded via resources provided by the Government and administered centrally by National Citizens Advice; the Help to Claim service offers support with making a new claim for Universal Credit. This replaces support previously provided by local authorities. Contract terminates no earlier than March 2024.

RBC RUAC: Funded by the Reading Borough Council this service provided assistance to Ukrainian refugees, creating the Reading Ukrainian Advice Centre (RUAC) located at Reading Central Library - Contract terminated February 2023.

Equipment Upgrade - further funding provided by Big Lottery (£10,000), Mobbs Memorial Trust (£2,500) and Arnold Clark Community Fund (£1,500) with the monies used to support remote working.

RBC Winter Grant Project - with money provided from RBC this Fuel Voucher Scheme provided targeted help for people facing hardship. Contract terminated March 2023.

Citizens Advice Reading (Limited by Guarantee)

Notes to the Financial Statements Year to 31 March 2023

15 Movement in funds (cont)

	As at 31st March 2021	Incoming Resources	Outgoing Resources	Transfers 2021/22	As at 31st March 2022
	£	£	£	£	£
Thames Water Trust Fund		35,000	36,860	1,860	-
Red Cross - Immigration SNAP		3,019	2,880	- 139	-
MacMillan	1,101	95,120	97,853	1,632	-
EU Energy (STEP)		54,261	54,261		-
Henry Smith Charity	1,165	38,983	31,307	- 6,183	2,658
Help to Claim		29,340	29,229		111
Peace of Mind Matters	138	16,119	15,627	- 630	-
Equipment Upgrade	495	14,000	5,816		8,679
RBC Winter Grant		55,000	39,769		15,231
National Lottery Community Fund	10,800		-	10,800	-
Total restricted funds	13,699	340,842	313,602	- 14,260	26,679
Total unrestricted funds	202,874	233,150	226,111	14,260	224,173
Total Funds	216,573	573,992	539,713	-	250,852

16 Analysis of net assets between funds

	Tangible Fixed Assets £	Net Current Assets £	Total £
Restricted Income Funds- 31st March 2023			
Red Cross Immigration SNAP		1,100	1,100
MacMillan		13,445	13,445
Henry Smith Charity		3,168	3,168
RBC Winter Grant		12,830	12,830
Unrestricted funds - 31st March 2023			
General		226,515	226,515
	0	257,058	257,058
Restricted Income Funds- 31st March 2022			
Henry Smith Charity		2,658	2,658
Help to Claim		111	111
Equipment Upgrade		8,679	8,679
Unrestricted funds - 31st March 2023			
General		224,173	224,173
	0	250,852	250,852

Notes to the Financial Statements Year to 31 March 2023

17 PENSION FUND

The company operates a defined contribution scheme for the benefit of paid employees. The assets of the scheme are administered in a fund independent from those of the company.

The pension cost charge for the year payable by the company was £17,112 (2022: £13,408).

18 OPERATING LEASE COMMITMENTS

At the year end the charity had annual commitments under non-cancellable

Operating lease agreements as follows:-

	Total 2023	Total 2022
	£	£
Operating leases which expire		
Within one year	5,583	1,195
Within two to five years	-	-

19 BENEFIT IN KIND

The premises used by Citizens Advice Reading (with an revised assessed Rental Value of £55,000 p.a.) are, and have been, provided to the Charity as a "Benefit in Kind" by Reading Borough Council and is shown as "Voluntary Income" within the SOFA.

In turn this total cost is re-apportioned to each of our various Projects – using an allocation formula based upon a corresponding estimate of relevant floor usage during the Financial Year. The total Premises cost shown within the SOFA (2022/23: £ 110,549) incorporates this £55,000 cost.

20 RELATED PARTY TRANSACTIONS

There were no related party transactions during 2022/23; nor were there any in the previous year.

21 TRUSTEE DONATIONS

Trustees have made small Donations to the Charity in 2022/23 and the previous year. These donations are already included within the "Other Donations - Unrestricted" figures totalling £13,123 (2021/22 £13,003) detailed in Note 2.

Of these, identifiable donations from Trustees in 2022/23 amounted to £480 (2021/22: £410).