CAMBRIDGE AND DISTRICT CITIZENS ADVICE BUREAU

England & Wales · Charity number 1056102

Details

Other names	CAMBRIDGE C A B, CAMBRIDGE CAB, THE CITIZENS ADVICE BUREAU
Status	Registered
Legal form	Charitable company
Company number	03191085
Registered	1996-06-13
Register	View on the Charity Commission register

Contact

Address	Cambridge Citizens Advice Bureau 66 Devonshire Road Cambridge CB1 2BL
Phone	01223 222660
Email	CABA@cambridgecab.org.uk
Website	www.cambridgecab.org.uk

Activities

Objects: FOR THE PROMOTION OF ANY CHARITABLE PURPOSEES FOR THE BENEFIT OF THE COMMUNITY IN THE AREA OF THE CITY OF CAMBRIDGE, SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL AND ELSEWHERE BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS

Activities: To provide a free, confidential and impartial advice service to the public. Aim to ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available to them or through their inability to express their needs effectively. Also to be a responsible influence on the development of social policies both locally and nationally.

Downloaded from opencharities.uk/ew/1056102

Classification

- **How:** Provides Advocacy/advice/information
- **What:** Other Charitable Purposes
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** THE CITY OF CAMBRIDGE AND SOUTH CAMBRIDGESHIRE DISTRICT COUNCILS
- Cambridgeshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,355,541	£1,496,632	£1,091,980	35
2024-03-31	£1,643,314	£1,497,279	£1,180,071	34
2023-03-31	£1,362,799	£1,328,737	£1,034,699	38
2022-03-31	£940,754	£982,657	£1,059,637	24
2021-03-31	£1,015,168	£947,180	£1,094,540	26

Trustees

Name	Role	Appointed
ASHLEIGH HOWARD BRIDGES		2018-02-12
Abdul Kayum Arain		2021-07-19
Carol Anne Boston		2025-03-03
Corrin Frances Hoyes		2025-03-03
Deborah Eve Whitfield		2023-11-06
Dr Christopher Joseph Powell		2022-03-14
Duncan Charles Cook		2023-11-06
Heather Le Mercier Du Quesnay CBE		2023-11-06
Julian Jacobs		2025-03-03
Marie Catherine Elizabeth Canning		2023-11-06
Richard Anthony Lister French		2023-11-06

Downloaded from opencharities.uk/ew/1056102

CAMBRIDGE AND DISTRICT CITIZENS ADVICE BUREAU

England & Wales - Charity number 1056102

Accounts

REGISTERED COMPANY NUMBER: 03191085 (England and Wales)
REGISTERED CHARITY NUMBER: 1056102

Report of the Trustees and

Financial Statements for the Year Ended 31 March 2025

for

Cambridge & District Citizens Advice Bureau

Knights Lowe Limited
Eldo House
Kempson Way
Suffolk Business Park
Bury St Edmunds
Suffolk
IP32 7AR

Cambridge & District Citizens Advice Bureau

Contents of the Financial Statements for the Year Ended 31 March 2025

	Page
Reference and Administrative Details	1 to 2
Chairman's Report	3 to 5
Report of the Trustees	6 to 15
Report of the Independent Auditors	16 to 19
Statement of Financial Activities	20
Balance Sheet	21 to 22
Cash Flow Statement	23
Notes to the Cash Flow Statement	24
Notes to the Financial Statements	25 to 41
Detailed Statement of Financial Activities	42 to 44

Cambridge & District Citizens Advice Bureau

Reference and Administrative Details for the Year Ended 31 March 2025

TRUSTEES	A K Arain A H Bridges Ms M C E Canning Ms H L M Du Quesnay CBE Chair R A L French Treasurer Professor L J Jones (resigned 4.11.24) Dr C J Powell Ms D E Whitfield Ms A Jackson (resigned 4.11.24) Ms M Cable (resigned 28.2.25) D Cook C F Hoyes (appointed 3.3.25) J Jacobs (appointed 3.3.25) C A Boston (appointed 3.3.25)
COMPANY SECRETARY	Miss H Jones
REGISTERED OFFICE	66 Devonshire Road Cambridge Cambridgeshire CB1 2BL
REGISTERED COMPANY NUMBER	03191085 (England and Wales)
REGISTERED CHARITY NUMBER	1056102
AUDITORS	Knights Lowe Limited Eldo House Kempson Way Suffolk Business Park Bury St Edmunds Suffolk IP32 7AR
SOLICITORS	Tees Laws Titan House Castle Park Cambridge CB3 0AY
BANKERS	Barclays Bank Plc 11 St Andrews Street Cambridge CB2 3AA
PRESIDENT	Lady Chadwyck-Healey

Cambridge & District Citizens Advice Bureau

Reference and Administrative Details for the Year Ended 31 March 2025

PATRONS	Dr Pamela Raspe
	Cazzy Walshe

Cambridge & District Citizens Advice Bureau

Chairman's Report
for the Year Ended 31 March 2025

The year 2024/25 has been a year of significant development and renewal for Cambridge and District Citizens Advice (CDCA). Our new Chief Executive, Helen Jones, took up her post in April 2024; five new Trustees appointed in November 2023 found their feet and were joined by three strong colleagues at the very end of the financial year; and Lady Angela Chadwyck-Healey agreed to become our President at the Annual General Meeting in November 2024. These were big changes and through them all we have sought to maintain CDCA's focus on its core values and purpose.

In providing independent advice to everyone on their rights and responsibilities we build on the legacy of our predecessors on the Trustee Board and of the previous Chief Executive, Rachel Talbot. We have an unparalleled team of staff and volunteers whose commitment, knowledge and skills make CDCA an organisation that is widely valued in the community: by clients, some of whom are facing the most painful and distressing circumstances; by partners and funders whose work we complement and support; and by the general public who take comfort in knowing that we will be there to help them in their darkest hours.

A key feature of the way that the pattern of work of local Citizens Advice services is changing is the importance of building partnerships. So were delighted to receive funding in July 2024 from Public Health England and South Cambridgeshire District Council to operate two work and health employment hubs, at the Meadows Community Centre and at Melbourn Hub, to provide advice and support for clients hoping to gain employment. The clients referred to this project might be struggling to seek paid employment due to underlying financial pressures as well as a lack of self-confidence. The advisers assigned to the project assisted clients with improving their income, accessing additional benefits and tax credits and dealing with debts, as well as providing employability skills such as CV writing, completing application forms and practicing interview techniques.

Other local advice projects in 2024/25 included:
o £200,000 of funding for the continuation of the Income Maximisation project funded by the County Council with four FTE workers providing personal budgeting support over the next two years
o £89,000 funding for the continuation of the Foodbank project in partnership with Cambridge City Foodbank. The project involves 1 FTE working visiting all foodbanks and fairbite shops in South Cambridgeshire and Cambridge every other week, with the aim of addressing the underlying financial issues that are causing people to be in food poverty. Working closely with Cambridge City Foodbank, the project has been successful in supporting more than 300 clients and helped them to gain more than £478K in additional income
o £49,000 of funding for the continuation of the Change Grow Live project with 1 FTE worker supporting recovering substance abusers in their centres, giving financial and benefits advice
o Ongoing funding for our Major Trauma Signposting project at Addenbrookes hospital which supports patients and their families with advice and support from Cardinal Management
o Ongoing funding for our money advice service for Sawston residents funded by John Huntington's Charity

During the year we began to see some contraction of the major national projects organised by national Citizens Advice and it does seem that this will become a less significant source of funding in the future. However, we continued to deliver national Citizens Advice contracts Help Through Hardship funded by the Trussell Trust, the Energy Advice Programme (EAP) and Energy Outreach Programme (EOP). All three of these projects enable us to continue supporting clients with food and fuel poverty concerns both locally and nationally.

In these times of uncertainty and disruptive change, we are more grateful than ever for the support we have received from Cambridge City Council, South Cambridge District Council, Cambridgeshire County Council. Both Cambridge City Council and South Cambridgeshire District Council have moved away from annual grants to a pattern of three-year funding which is tremendously helpful in enabling us to plan for the medium to long-term.

In August 2024, we launched a new Digital Inclusion project with funding from Cambridgeshire Community Foundation and The Chadwyck-Healey Foundation. The aim of the project was to provide clients with the digital skills, access and equipment required to navigate an increasingly digitally-focused world. We have been able to provide reconditioned mobile phones and laptops as well as SIM cards to clients who do not have access to digital equipment, as well as supporting them to learn new skills and build their confidence.

The scale of need we are addressing is illustrated by the number of clients we have supported over the past year, many

affected by the ongoing cost-of-living crisis which is impacting a far wider range of people than we have seen previously. We continued to offer advice sessions via telephone, email, webchat and face to face channels to our clients and we have sought to extend the range of our outreach sessions in the community, offering planned appointments, and some traditional drop-in at a number of locations across Cambridge and South Cambridgeshire.

During 2024/25 we undertook 29,450 client activities including advice, assisted information and casework. Those clients gained £9.6m income (this compares to £10.5million in 23/24 across the same projects we ran in 24/25, and £21.8m in 23/24 including Help to Claim contract). The total number of issues raised by clients was 41,495. The majority of these were welfare benefits advice including Personal Independence Payments and Universal Credit, as well as debts relating to fuel and council tax arrears. Client income has reduced this year due to end of our Help to Claim UC contract which involved 9 FTE staff giving advice and support on claiming Universal Credit.

Our equity, diversity and inclusion monitoring show we continue to attract a younger age group of clients by offering a wider range of digital advice channels. We see a higher rate of females to males seeking advice. With regards to ethnicity, minority ethnic clients made up 25% of our client base. 56% of our client base has a disability or long-term health condition. We have maintained our Disability Confident employer status and we have invested in providing staff, volunteers and trustees with mental health first aiders and a range of wellbeing activities.

A key part of the mission of Citizens Advice is to try and help improve the policies and practices that affect people's lives. We do this by ensuring we collect data and our interactive dashboard is available to MPs, funders and other policy makers. We regularly brief our local MPs and local Councillors on local need and the impact of policy on the local community. We are also being funded by the local Voluntary Sector Network to attend various health committee meetings and to bring together datasets showing the impact of the voluntary and community sector has on population health and wellbeing. The scale of this contribution is so often significantly underestimated. Hence, we are pleased that our CEO, Helen Jones, was selected to be a member of the Cambridgeshire County Council Poverty Commission which carried out an independent review of ways we can collectively tackle poverty across the County.

We are fortunate to have a dedicated and skilled Trustee Board. We said goodbye to the following trustees during the year: Antoinette Jackson, Linda Jones and Marion Cable. Our departing Trustees made a significant contribution during their time on the Board and we are extremely grateful for the support that they gave the charity over their years of service. A special mention must be made of Antoinette Jackson, our outgoing Chair of Trustees for the leadership and commitment she has shown to the charity over the past three years. We also welcomed Carol Boston, Corrin Hoyes and Julian Jacobs as new Trustees. During 2024/25, Trustees have introduced a fourth committee to focus on Research and Campaigns and have started to explore options for new and innovative ways to increase our unrestricted funds.

At the heart of Cambridge and District Citizens Advice are the staff and volunteers who are dedicated to achieving good outcomes for our clients and do so with enormous skill and compassion. This year we have invested in new training and development plans for both staff and volunteers and sought to deliver more effective communication with them. We have also invested in more wellbeing support in recognising the isolating pressures of remote working and increasingly distressing calls and demands from clients. On behalf of the Trustee Board I would like to thank them all for their ongoing commitment and for everything they have achieved this year and to also recognise the leadership provided by CEO Helen and her senior team.

I want to pay particular tribute to the leadership Helen Jones has given in what has been a demanding first year. Helen was not new to the organisation when she became CEO, having been Deputy since December 2022. But we are living through challenging times, when organisations have to be agile and respond to change that is not always welcome and seldom easy to predict. Helen has made it a priority to develop the culture of the workplace to equip people not only with the skills and knowledge they need but with the team spirit, empathy and capacity to collaborate that will ensure that the organisation's success by creating the space for development and shared learning. She has recruited a People, Training and Development manager to continue this essential work. Jolene Jordan was recruited as our Contracts and Compliance Manager, a new role for the organization which has a wide-ranging focus including management of our building and members, our financial planning and reporting and our IT systems. Jo has made a huge positive impact on the effectiveness and efficiency of the advice service and this role has become invaluable. Additionally, the senior team have been very successful in raising funds for a number of new projects and workstreams, providing paid employment opportunities for a number of volunteers.

Cambridge & District Citizens Advice Bureau

Chairman's Report
for the Year Ended 31 March 2025

We look forward with confidence and optimism to the year ahead. Among our key aims are plans to:
o Review the future of our current building on Devonshire Road and consider where we may need to be located in future years
o Review, and where required, overhaul our current service delivery model to ensure our charity continues to meet the needs of our clients, partner agencies and supporters
o Undertake a workforce development review to ensure we are future-proofing our organisation and providing opportunities for progression
o Consider the environmental impact of our charity and explore ways to reduce our carbon footprint
We shall seize the opportunity for innovation and improvement in order to offer the best possible service to our clients; to build stronger partnerships; to explore new funding streams; and support, encourage and celebrate the achievements of our staff and volunteers.

Heather DuQuesnay CBE
Chair

Date

Cambridge & District Citizens Advice Bureau

Report of the Trustees for the Year Ended 31 March 2025

The Trustees present their annual report together with the audited financial statements of the Cambridge and District Citizens Advice Bureau for the year 1 April 2024 to 31 March 2025. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Charity qualifies as small under section 382 of the Companies Act 2006, the Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Report of the Trustees
for the Year Ended 31 March 2025

OBJECTIVES AND ACTIVITIES
Objectives and aims
OBJECTIVES AND ACTIVITIES
Objectives and aims
Our Mission: The Citizens Advice service provides free, independent confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Our Aims:
o To provide the advice people need for the problems they face
o To improve the policies and practices that affect people's lives
o To be proactive where possible and reactive when necessary

Our values:
o Purpose Driven - We always focus on the people who need our help
o People Focused - We recognise, value and reward everyone's contributions and talents in an open, fair and meaningful way
o Collaborative - We build relationships across teams and locations to foster innovation and inclusive ways of working
o Transparent - We're open and honest, sharing information early and often whenever we can

Citizens Advice has 4 principles:
o Independence
o Impartiality
o Free
o Confidentiality

The organisation has a comprehensive 2-year business plan which is reviewed annually and the objectives for the coming year are agreed at various meetings of the Board and staff and volunteers. Priorities from the previous year are reviewed and revised for the coming year.

The Board receives a quarterly Performance and Delivery report from the Senior Leadership Team against the primary objectives for the year. This includes dashboards from our Casebook client data base i.e. real time information relating to numbers, issues, outcomes, demography, socio economic, nationality, disability and other factors.

We are also assessed quarterly by National Citizens Advice from the data they have been independently gathering. This is the Performance and Quality framework report containing 5 elements: Quality of advice (and comparators of where we are in our "family group" i.e. similar type local Citizens Advice); Client experience (again compared with others); Leadership self-assessment (are we a well-run organisation?); People survey (what do our staff and volunteers think?); Financial health monitoring (are we in line with budget and have sufficient reserves/cashflow?).

Annually, the organisation is subject to a Leadership Self-Assessment (LSA) audit by National Citizens Advice which is an external assessment of how the organisation is achieving under 9 categories:
1 Governance
2 Strategic business planning
3 Risk management
4 Financial management
5 People management
6 Operational performance management
7 Partnership working
8 Research and campaigning
9 Equality

We passed this assessment with full marks in 2023 and undertook a successful desk-based self-assessment in 2024. This is a requirement for retaining the AQS (Advice Quality Standard), MAPs (standard for debt advice) and FCA (we are not allowed to do Debt work without this because it is a regulated activity).

OBJECTIVES AND ACTIVITIES

Business plan 24-25 Cambridge and District Citizens Advice Strategic Objectives:
o To be recognised as the best comprehensive advice service by concentrating on helping as many people as possible and getting clients to the most effective help in the shortest time. We will continue to build on our status as the premier provider of generalist advice locally.
o To continue to develop advice in the community via outreaches.
o To continue to develop partnership projects which, among other things, will enable and empower groups in the community to deliver basic information locally.
o To help people to use ICT effectively - to bridge the digital divide and enhance the delivery of advice, training and initiatives by providing or helping people to utilise free access to these services in community locations.
o To continue to develop a diversified funding base and introduce efficiencies in the back-office service delivery functions.
o Reach more young people by working on making what we do more accessible to them and helping them to understand that what we do is relevant to their generation.
o To add value through the use of highly trained volunteers offering professional- level advice, building a robust and diverse workforce and increasing it to meet the increase in client numbers and maximise the impact of our volunteers.
o To use our advice hub building to raise income to support the core work of the organization.
o To continue to expand our financial education and to offer comprehensive and preventative money advice services and extend into work on employability and skills for work utilising volunteering opportunities as a base.
o Extend our research and campaigning work to involve more people and generate more evidence to support our endeavours to influence policy and decision makers.

We have reviewed these overarching objectives and decided to focus on a more realistic number during each year.

During 2024/25, these included:
o To continue to develop advice in the community via outreaches.

o To continue to develop partnership projects which, among other things, will enable and empower groups in the community to deliver basic information locally.

o To help people to use ICT effectively - to bridge the digital divide and enhance the delivery of advice, training and initiatives by providing or helping people to utilise free access to these services in community locations.

o Reach more young people and marginalised communities by working on making what we do more accessible to them and helping them to understand that what we do is relevant.

o Extend our research and campaigning work to involve more people and generate more evidence to support our endeavours to influence policy and decision makers.

Report of the Trustees
for the Year Ended 31 March 2025

OBJECTIVES AND ACTIVITIES

Significant activities

Overview

The client is at the heart of the Citizens Advice service. The organization is here to ensure that people who need help get the right help at the right time.

With an increase in the demand for advice, caused by (and expected to far outlast) the recent economic upheaval, this is quite a challenge to step up to. And it doesn't mean simply doing more of what we're already doing either. We want to go further than that.

Members of the public expect to be able to access advice easily, when and how they choose, and to feel comfortable doing it. We want to meet their expectations with a more flexible, responsive and approachable service.

Our funders expect strong clear evidence of outcomes and higher service delivery standards. We want to meet their expectations too, with effective advice and preventative services that are well led and well administered.

The core area of our work is generalist advice work. The generalist work consists of 'one off' advice in the 14 key areas of benefits, consumer issues, debt, education, employment, finance, health, housing, immigration and nationality, legal, relationships, tax, travel and utilities.

Additional services include casework up to representation at tribunal in debt, welfare rights, and housing plus financial capability education work including energy advice. A lot of our debt work slowed down because of the hold on various actions like evictions but we are starting to see a steady increase and expect a large increase in demand for this type of help as we see the impact of people "living on empty". The Financial Conduct Authority and the Money and Pensions Service have warned that the current economic climate will bring a large demand for money and debt advice.

Public benefit

The Trustees have complied with the duty in Section 4 of the 2006 Charities Act to have due regard to guidance published by the Charity Commission when exercising any powers or duties to which the guidance is relevant. CDCA provides free advice services to the public of Cambridge and surrounding areas by the means of face- to-face, phone, email and remote (web based) systems. During this and the previous year a qualifying third-party indemnity provision was in force for the benefit of the Trustees.

Volunteers

On average there were 75 volunteers contributing towards activities throughout the year (previous year: 69). These include generalist advice, help with administration, Caseworker support functions, IT support, and Trustees.
The first level Generalist Advice function is primarily resourced by volunteers. Using a social calculator provided by Citizens Advice, we have calculated that the time value of this voluntary work is £545,830. This voluntary work has an additional value of £171,228 to society measured through the improvement in volunteer mental health, employability and life satisfaction. The total value of volunteering was £717,058.

OBJECTIVES AND ACTIVITIES

Charitable activities

As per the Chair's report, our advisers logged 9,321 clients (13,743 in the previous year), 41,495 issues (60,795 in the previous year - reflecting the impact of the work we deliver towards national contracts) and 29,450 contacts/activities (35,389 in the previous year). 62% of our clients needed benefit advice with Personal Independence Payment making up 9.3% of all issues. We helped with financial outcomes totalling £9.6m income gained and £1.2m debts written off.

Quality

During the year we maintained and improved our Quality of Advice score. We continue to work to the Advice Quality Standard mark and the Financial Conduct Authority. We retained our status as a Living Wage Foundation accreditation and retained our Disability Confident Employers accreditation. Our specialist money advisers are members of the Institute of Money Advisers, are qualified Debt Relief Order Intermediaries and all our advisors are fully trained to the appropriate levels of GGDA (Giving Good Debt Advice) as required by the Money Advice Service Quality Framework and FCA.

Internal and External Factors

The Board has identified external factors affecting the charity which are outside of its control such as the ongoing cost of living crisis, changes to the welfare rights system and changes in funding streams. Factors within its control have been: effective cost management; high levels of satisfaction with the service provided; good partnership working and income generation despite the external factors having a negative impact on income from rent and Patrons fundraising.

Complaints

The CDCA complies with the formal complaints procedure as set out by the Citizens Advice membership standards. We can report that there were 7 formal complaints brought against CDCA during the period, three were withdrawn and one was passed on to Citizens Advice. None were upheld (6 were brought the year before).

FINANCIAL REVIEW

During the year, the Charity generated total income of £1,355,541 (2024: £1,643,314), comprising £1,110,313 donations and grants (2024: £1,433,955), £160,798 charitable activities (2024: £130,764), £73,123 property rent & hires (2024: £69,855) and £8,059 bank interest (2024: £7,060).

Total expenditure during the year was £1,496,632 (2024: £1,497,279), comprising £5,617 fundraising (2024: £3,456) and £1,320,325 charitable activities (2024: £1,324,682).

The net income before investment gains and losses of £65,000 was £141,091 deficit (2024: £146,035 surplus). After the gain on revaluation of the investment property, the overall net movement in funds was a £76,091 deficit (2024: £146,035 surplus).

The total funds at the year-end were £1,103,980 (2024: £1,180,071), of which £199,116 were restricted (2024: £153,619) and £904,864 were unrestricted (2024: £1,026,452).

Reserves Policy

The Trustees believe that the organisation should hold sufficient financial reserves to allow for the following:

o To ensure that the charity can continue to operate and meet the needs of its clients in the event of unforeseen and potentially damaging circumstances, including a lapse in funding.

o To ensure that the charity can fulfil its contractual commitments.

o To permit the charity to undertake projects that require initial funding from the charity before funds will be provided from external bodies.

The Trustees review the level of necessary reserves on at least an annual basis. The current reserves policy was revised in November 2024 by a working group of Trustees.

OBJECTIVES AND ACTIVITIES

Unrestricted reserves consist as follows:
o General Fund - To maintain a healthy cashflow for the day-to-day operations of CDCA. It is desirable that this should be sufficient to cover around 3 months of typical unrestricted expenditure in a scenario where external funding has lapsed. Fund balance is £173,262 (2024: £214,850). The target for liquid assets is £165,000.

The Board have approved designated funds (comprising unrestricted funds) set aside for the following specific purposes:

o 66 Devonshire Road - The net value of the investment part of the property purchased by CDCA. The 25-year loan for the purchase of this property should be met by the sale of this asset. As the fund consists solely of the value of the building, it is not considered to be a liquid asset. Fund balance: £712,265 (2024: £712,265).

o Building Maintenance - This fund is designated for the ongoing maintenance and renewal of CDCA's property at 66 Devonshire Road and its contents, including plant and ICT-related equipment. Fund balance: £19,337 (2024: 19,337).

In addition to the funds described above, CDCA aims to achieve a surplus of £50,000 each year for capital repayment of the mortgage. As a surplus was not achieved, therefore no capital payment was made.

The total funds held by the charity at the year-end were £1,103,980 (2024: £1,180,071). Of these funds £780,000 (2024: £715,000) is related to the investment part of the property and £309,150 (2024: £153,619) in respect of restricted funds not available for general use.

Restricted Reserves
Any funds that are restricted by the donor or funder cannot be used for the general purposes of CDCA. Their existence, and the sums of money therein, do not imply that there has been an underspend but may result from a variety of circumstances including timing differences between CDCA's financial year and the funding year of the project concerned.

We currently hold restricted fixed assets which are being depreciated annually.

Principal Funding Sources
The charity primarily seeks funds in the form of grants from local government organisations, philanthropic institutions and other corporate charitable initiatives. The principal sources of our core funding were Citizens Advice 19% (41% in 2024) and Cambridge City Council 31% (22% in 2024).

In addition to these activities, fundraising is carried out by the charity's patrons, volunteers and staff through social events and online promotion.

The charity does not make use of professional fundraisers or commercial participators to raise funds, other than bid-writing services to assist in the preparation of grant applications, nor does the charity have fundraising carried out on its behalf by third parties other than basic payment conduit services provided by CAF Donate.

The charity is aware of its obligations under the Charities (Protection and Social Investment) Bill to ensure that any future written agreements mandate adequate fundraising standards, as required under the Bill, with appropriate safeguarding for vulnerable members of the public from intrusive or persistent approaches.
In the year ended 31 March 2025 no fundraising complaints were received (2024: nil).

Investment Policy and Objectives
The charity has no long-term funds to invest, but aims for any surplus funds to be invested in interest-bearing deposit accounts. Detailed targets for rental income are set and agreed by the trustees in advance of the financial year and results monitored on a quarterly basis.

STRATEGIC REPORT

Future plans

o To prioritise and evolve our client service offer for the most vulnerable and disadvantaged.
o To develop and equip an effective and efficient workforce to deliver on our promised offer.
o To optimise our locations and channels to increase client access and improve organisational health and efficiency.
o To build collaborations and partnerships to increase profile and operational capacity and diversify funding.

Underpinned by and interconnected with two longer term cross-cutting strategic priorities:
o To improve equity, enhance diversity and increase inclusion through our policies and practices as an employer & volunteer agent, as a service and as an organisation and sector leader.
o To systematically explore and implement changes which increase our positive environmental impact.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

CDCA was originally set up as a charity in September 1939 but subsequently changed its status to a charitable company limited by guarantee by incorporation on 26 April 1996 and was registered under a new charity number on 13 June 1996. The company is established under a Memorandum of Association which identifies its objects and powers and is governed under its Articles of Association. In the event of the company being wound up every member (including members who ceased to be members within one year prior to such winding up) would be required to contribute to the company's assets an amount not exceeding £1.

The Charity's objects are to promote any charitable purpose for the benefit of the community in the area of the City of Cambridge, South Cambridgeshire District Council and elsewhere ("the area of benefit") by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Recruitment and appointment of new trustees

The maximum number of trustees is 21 and the minimum is 4. Trustees are either elected at the annual general meeting, or nominated by member organisations or co-opted by the trustee board (provided that the number of co-opted trustees do not exceed one third of the total number of trustees). All elected and nominated trustees shall retire from office at the third annual general meeting following their election or appointment respectively but may be re-elected or reappointed for a further term.

In addition to the above trustees, the following attend the board meetings as non-voting members:

Helen Jones - CEO
Jolene Jordan - Contracts and Compliance Manager
Julie Cornwell - Observer from Cambridge City Council
Councillor Sunita Hansraj - Observer from South Cambridgeshire District Council

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

Governance

The organisation has role descriptions for the trustees, the Chair, the Vice-Chair, the honorary Treasurer and the company secretary and these are reviewed from time to time. Good governance is achieved through the following subcommittee and group structure. The organisation has a Finance Committee, a HR Committee, an Appeals Committee, a Fundraising and Business Development Committee, and a Research and Campaigns Committee. Each of these report to the Trustee Board. The Chief Executive attends all meetings of the sub committees and some of the working groups.

Finance Committee
Functions: Monitoring, challenging and approval of all budgets, end-of-year accounts, projects, contracts, strategic and business planning, salaries. There is a standing invitation to all Board Members to attend the meetings of this Committee if they so wish.

HR Committee
Functions: Annual review of HR matters and review of changes in staff and volunteer issues as and when needed. This committee leads on salary and remuneration reviews.

Appeals Committee
Functions: To process disciplinary and grievance issues at the appropriate stage of the procedure.
Fundraising and Business Development Committee
Functions: Develop a funding strategy for medium and long-term funding streams, support initiatives for community and corporate fundraising and increase external awareness of our work through effective communications planning

Research and Campaigns Committee
Functions: To determine the Research and Campaigns strategy and to oversee the quality of this work.

The Chief Executive is responsible to the Board:
o for management, development and strategic planning
o to show vision and leadership in the continuing development of CDCA
o to serve and advise the trustee board of Directors in carrying out their responsibilities, in maintaining an overview of the organisation and in making appropriate strategic, policy and financial decisions.

Remuneration Policy
Salaries follow the NJC guidelines and this sets the cost of living rises each year. The CEO salary is reviewed by a sub group of the board which is led by the Chair of the HR committee and consists of four Trustees and supported by the CEO, HR Lead and Volunteer Development Lead.

Regulation
CDCA is regulated by the Financial Conduct Authority FRN: 617537
CDCA is a qualified Living Wage employer
CDCA is regulated under the Advice Quality Standard and the Money Advice Service quality framework

Induction and Training of New Trustees
New trustees are provided with an 'Induction Pack' covering such topics as legal status and governance, structure, organisation and staffing, finances, policy and strategy. They are invited to attend CDCA and observe service delivery. In addition, to familiarise themselves with the charity and the context within which it operates, new trustees are invited and encouraged to attend training courses organised by Citizens Advice and to attend specialised training where it is considered to be appropriate, as well as onboarding meetings with SLT members.

Citizens Advice
The charity is a member of Citizens Advice (CA) and is regulated by its membership requirements and its aims, principles and policies.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management
The Trustee Board has approved the risk management strategy and reviews the risk assessment regularly. CDCA

STRUCTURE, GOVERNANCE AND MANAGEMENT
has identified high and medium level operational level risks in service delivery, IT, HR and Finance.

Risks are identified and evaluated in the following ways:
Regular reviews are performed by the Trustee Board in order to assess the likelihood and impact, relevance of risks, current strategies applied and the strength of the strategies. The residual risk is identified and action plans are created to further mitigate risk.

The Trustee Board is responsible for monitoring external developments that may impact on the organisation. Comprehensive budgeting systems and financial reporting, which indicate financial performance against the budget, and forecasts are reviewed and agreed by the Operations Committee and the Trustee Board.

The most significant risks faced by CDCA have been identified by the Trustee Board and relate to the following:
o Reduced quality of advice scores
o CEO on long term sickness or dies
o Cuts to Local Authority funding
o Lack of the right quality of volunteers to fill advice rotas
o Information breach

These risks are mitigated by:
o Quarterly reviews of our quality data and an in-house QAA tracker
o An experienced senior leadership team
o Diversifying our funding streams
o Changing our selection and training system
o Rigorous training, new policies, spot checking under GDPR.

PLANS FOR THE FUTURE
o To prioritise and evolve our client service offer for the most vulnerable and disadvantaged.
o To develop and equip an effective and efficient workforce to deliver on our promised offer.
o To optimise our locations and channels to increase client access and improve organisational health and efficiency.
o To build collaborations and partnerships to increase profile and operational capacity and diversify funding.
o To improve equity, enhance diversity and increase inclusion through our policies and practices as an employer & volunteer agent, as a service and as an organisation and sector leader.
o To systematically explore and implement changes which increase our positive environmental impact.

GOING CONCERN
The Trustees consider that there are no material uncertainties about Cambridge and District Citizens Advice Bureau's ability to continue as a going concern. All payments are up to date and income and expenditure are being closely monitored on a monthly basis such that costs will be reduced if income is not sufficient to cover them and that restricted funding is closely monitored to ensure that budgets are met. Additionally, there is no unplanned expenditure from reserves. With regard to the following year (and most years), the most significant areas of uncertainty are the level
of grant funding which needs to be raised each and every year because most grants and contracts are received on an annual basis.

STATEMENT OF TRUSTEES' RESPONSIBILITIES
The trustees (who are also the directors of Cambridge & District Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

Company 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 incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The Trustees are responsible for overseeing any significant fundraising activities including those involving members of the public to ensure that robust processes are adopted and adhered to. We held a successful fundraising event in December 2024, organised by our President and Patrons to raise awareness of, as well as funds for, our organisation. Our fundraising committee is developing a fundraising strategy to identify potential new funding streams.

AUDITORS
The auditors, Knights Lowe Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

In accordance with the Financial Procedures of the charity, CDCA's Trustee Board is responsible for recommending the appointment of an auditor at the annual general meeting prior to the year end, with the Treasurer and CEO responsible for reviewing this appointment.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on ..... and signed on the board's behalf by:

.....
R A L French - Trustee

Report of the Independent Auditors to the Members of Cambridge & District Citizens Advice Bureau

Opinion

We have audited the financial statements of Cambridge & District Citizens Advice Bureau (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with directors and other management, and from our commercial knowledge and experience of the companies operating sector;
-we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, taxation legislation, data protection, anti-bribery, employment, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:
- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:
- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias;
- investigated the rationale behind significant or unusual transactions; and
- specifically tested the used stock valuation including the used stock write-down provision, maintenance contracts, and the buy-back provision. These are areas requiring some level of management judgement and so could be susceptible to management bias.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:
- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims;
- reviewing correspondence with HMRC, relevant regulators [Scania for franchise purposes] and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Report of the Independent Auditors to the Members of Cambridge & District Citizens Advice Bureau

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

James Knights ACA (Senior Statutory Auditor)
for and on behalf of Knights Lowe Limited
Eldo House
Kempson Way
Suffolk Business Park
Bury St Edmunds
Suffolk
IP32 7AR

Date: .....

Cambridge & District Citizens Advice Bureau

Statement of Financial Activities
for the Year Ended 31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	72,215	1,038,098	1,110,313	1,433,955
Charitable activities	5				
Advice provision		-	160,798	160,798	130,764
Other trading activities	3	2,975	-	2,975	1,680
Investment income	4	81,455	-	81,455	76,915
Total		156,645	1,198,896	1,355,541	1,643,314
EXPENDITURE ON					
Raising funds	6	27,050	1,744	28,794	29,164
Charitable activities	7				
Advice provision		230,822	1,019,983	1,250,805	1,291,249
Partner funding		50,020	31,500	81,520	35,000
Other		71,696	75,817	147,513	141,866
Total		379,588	1,129,044	1,508,632	1,497,279
Net gains on investments		65,000	-	65,000	-
NET INCOME/(EXPENDITURE)		(157,943)	69,852	(88,091)	146,035
Transfers between funds	22	36,356	(36,356)	-	-
Other recognised gains/(losses)					
Gains/(losses) on revaluation of fixed assets		-	-	-	(663)
Net movement in funds		(121,587)	33,496	(88,091)	145,372
RECONCILIATION OF FUNDS					
Total funds brought forward		1,026,452	153,619	1,180,071	1,034,699
TOTAL FUNDS CARRIED FORWARD		904,865	187,115	1,091,980	1,180,071

The notes form part of these financial statements

Cambridge & District Citizens Advice Bureau

Balance Sheet
31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
FIXED ASSETS					
Tangible assets	13	543,580	-	543,580	562,465
Investments					
Investments	14	500	-	500	500
Investment property	15	780,000	-	780,000	715,000
		1,324,080	-	1,324,080	1,277,965
CURRENT ASSETS					
Debtors	16	31,722	-	31,722	97,665
Cash at bank and in hand		243,270	187,115	430,385	534,175
		274,992	187,115	462,107	631,840
CREDITORS					
Amounts falling due within one year	17	(159,872)	1	(159,871)	(104,644)
NET CURRENT ASSETS		115,120	187,116	302,236	527,196
TOTAL ASSETS LESS CURRENT LIABILITIES		1,439,200	187,116	1,626,316	1,805,161
CREDITORS					
Amounts falling due after more than one year	18	(534,336)	-	(534,336)	(625,090)
NET ASSETS		904,864	187,116	1,091,980	1,180,071

The notes form part of these financial statements

continued...

Balance Sheet - continued
31 March 2025

FUNDS	22		
Unrestricted funds		904,864	1,026,452
Restricted funds		187,116	153,619
TOTAL FUNDS		1,091,980	1,180,071

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

.....
H L M Du Quesnay CBE - Trustee

.....
R A L French - Trustee

The notes form part of these financial statements

Cambridge & District Citizens Advice Bureau

Cash Flow Statement for the Year Ended 31 March 2025

	Notes	2025 £	2024 £
Cash flows from operating activities			
Cash generated from operations	1	(42,926)	93,752
Interest paid		(22,041)	(26,672)
Net cash (used in)/provided by operating activities		(64,967)	67,080
Cash flows from investing activities			
Purchase of tangible fixed assets		-	(8,375)
Interest received		8,332	7,060
Net cash provided by/(used in) investing activities		8,332	(1,315)
Cash flows from financing activities			
Loan repayments in year		(92,373)	(72,734)
Interest paid		45,218	52,380
Net cash used in financing activities		(47,155)	(20,354)
Change in cash and cash equivalents in the reporting period		(103,790)	45,411
Cash and cash equivalents at the beginning of the reporting period		534,175	488,764
Cash and cash equivalents at the end of the reporting period		430,385	534,175

The notes form part of these financial statements

Notes to the Cash Flow Statement for the Year Ended 31 March 2025

1. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2025	2024
	£	£
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(88,091)	146,035
Adjustments for:		
Depreciation charges	18,885	19,845
Losses on investments	(65,000)	-
Interest received	(8,332)	(7,060)
Interest paid	22,041	26,672
Utilise provision	-	(663)
Decrease/(increase) in debtors	65,943	(22,794)
Increase/(decrease) in creditors	11,628	(68,283)
Net cash (used in)/provided by operations	(42,926)	93,752

2. ANALYSIS OF CHANGES IN NET DEBT

	At 1.4.24	Cash flow	At 31.3.25
	£	£	£
Net cash			
Cash at bank and in hand	534,175	(103,790)	430,385
	534,175	(103,790)	430,385
Debt			
Debts falling due within 1 year	(22,065)	(43,599)	(65,664)
Debts falling due after 1 year	(625,090)	90,754	(534,336)
	(647,155)	47,155	(600,000)
Total	(112,980)	(56,635)	(169,615)

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

Going concern
The Trustees consider that there are no material uncertainties about Cambridge and District Citizens Advice Bureau's ability to continue as a going concern. All payments are up to date and income and expenditure are being closely monitored on a monthly basis such that costs will be reduced if income is not sufficient to cover them and that restricted funding is closely monitored to ensure that budgets are met. Additionally, there is no unplanned expenditure from reserves. With regard the following year (and most years), the most significant areas of uncertainty are the level of grant funding which needs to be raised each and every year due to very few grants and contracts being agreed for more than 1 year.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

All income is recognised in the Statement of Financial Activities once the Charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably. Where income has related expenditure (as with fund raising or contract income and partner ,funding), the income and related expenditure are reported gross in the Statement of Financial Activities.

Donations, grants and gifts are recognised when receivable. In the event that a grant is subject to fulfilling performance conditions before the Charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the reporting period. Income from Gift Aid tax reclaims is recognised for any donations with relevant Gift Aid certificates recognised in income for the year. Any amounts of Gift Aid not received by the year end are accounted for in income and accrued income in debtors.

Income received in advance for a future fundraising event or for a grant received relating to the following year are deferred until the criteria for income recognition are met. Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable. Interest on deposit funds held is included when receivable and the amount can be measured reliably by the Charity which is normally upon notification of the interest paid or payable by the bank.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

All expenditure is accounted for on an accruals basis under the following headings:

Costs of raising funds comprise fundraising costs incurred in seeking donations, grants and legacies. This includes staff time as well as additional support and event costs.

continued...

1. ACCOUNTING POLICIES - continued

Expenditure

Investment property income and expenditure relates to the first-floor tenant accommodation and meeting room available for hire. An allocation based on floor area (36%), of premises and loan interest costs is charged to this as well as direct costs associated with external bookings and hires.
Expenditure on charitable activities includes the costs of providing specialist and generalist advice to clients, and the associated support costs.

Partner funding costs relate to those parts of an award due to a project partner. In those cases, the bureau is the lead grantee.

Support costs comprise those costs which are incurred directly in support of expenditure on the objects of the Charity and include governance cost, finance, and office costs. Governance costs are those costs incurred in connection with the compliance with constitutional and statutory requirements of the Charity. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Support costs are allocated to each of the activities on one of the following bases: either floor space or staff time or staff headcount depending on the nature of the support costs, to best allocate the costs to each attributable heading.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	-	2% straight line on buildings
Fixtures and fittings	-	20% on reducing balance and 20% on cost
Computer equipment	-	5 years straight line

Investment property
Investment property is shown at most recent valuation. Any aggregate surplus or deficit arising from changes in fair value is recognised in the Statement of Financial Activities.

Taxation
The charity is exempt from corporation tax on its charitable activities.

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

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.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

continued...

1. ACCOUNTING POLICIES - continued

OPERATING LEASES
Rentals paid under operating leases are charged to the Statement of Financial Activities on a straightened basis over the lease term.

CASH AT BANK AND IN HAND
Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

DEBTORS
Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due. Accrued income and tax recoverable are included at the best estimate of the amounts receivable at the balance sheet date.

LIABILITIES AND PROVISIONS
Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.
Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

FINANCIAL INSTRUMENTS
The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method. Fixed assets are valued at depreciated cost and investments at fair value which is market value.

PENSIONS
The Charity contributes to employees' personal pension schemes (defined contribution scheme). Contributions are charged to the Statement of Financial Activities in the period to which they relate.

2. DONATIONS AND LEGACIES

	2025	2024
	£	£
Donations	38,400	42,106
Grants	1,071,913	1,391,849
	1,110,313	1,433,955

Grants received, included in the above, are as follows:

	2025	2024
	£	£
Other grants	1,071,913	1,391,849

continued...

3. OTHER TRADING ACTIVITIES

	2025	2024
	£	£
Fundraising events	-	1,135
Other income	2,975	545
	2,975	1,680

4. INVESTMENT INCOME

	2025	2024
	£	£
Rents received	72,478	68,666
Meeting room hire	645	1,189
Deposit account interest	8,059	7,060
HMRC interest	273	-
	81,455	76,915

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2025	2024
		£	£
Contracts	Advice provision	160,798	130,764

6. RAISING FUNDS

Raising donations and legacies

	2025	2024
	£	£
Sundries	5,617	3,456
Loan interest	23,177	25,708
	28,794	29,164

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs
	£
Advice provision	1,250,805
Partner funding	81,520
	1,332,325

continued...

8. SUPPORT COSTS

	Management	Finance	Human resources
	£	£	£
Other resources expended	3,210	41,097	5,070

	Communications	Administration	Governance costs	Totals
	£	£	£	£
Other resources expended	46,425	7,383	44,328	147,513

9. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2025	2024
	£	£
Auditors' remuneration	11,398	15,966
Depreciation - owned assets	18,885	19,847

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

	2025	2024
	£	£
Trustees' expenses	662	405

11. STAFF COSTS

	2025	2024
	£	£
Wages and salaries	877,698	886,046
Social security costs	250,867	298,988
	1,128,565	1,185,034

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

	2025	2024
Chief Executive	1	1
Advisers and specialists	21	10
Administration and support	4	9
Project staff	5	14
Managers	3	-
Supervisors	2	-
	36	34

continued...

11. STAFF COSTS - continued

No employees received emoluments in excess of £60,000.

No employees received emoluments in excess of £60,000.

Key management personnel include the Chief Executive Officer, Specialist Advice Manager, Generalist Advice Manager, Contracts and Compliance Manager, and People, Training & Development Manager. Total remuneration (including employer's national insurance and employer's pension contributions) paid to key management personnel amounted to £217,253 (2024: £204,895).

In addition, the Charity has the use of highly trained and professional volunteers. 75 (2024: 69) gave overtime valued at £545,830 (2024: £569,600). This cost has not been recognised in the accounts.

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	136,561	1,297,394	1,433,955
Charitable activities			
Advice provision	(3,270)	134,034	130,764
Other trading activities	1,680	-	1,680
Investment income	74,548	2,367	76,915
Total	209,519	1,433,795	1,643,314
EXPENDITURE ON			
Raising funds	26,955	2,209	29,164
Charitable activities			
Advice provision	38,308	1,252,941	1,291,249
Partner funding	-	35,000	35,000
Other	54,505	87,361	141,866
Total	119,768	1,377,511	1,497,279
NET INCOME	89,751	56,284	146,035
Transfers between funds	91,392	(91,392)	-
Other recognised gains/(losses)			
Gains/(losses) on revaluation of fixed assets	(663)	-	(663)
Net movement in funds	180,480	(35,108)	145,372
RECONCILIATION OF FUNDS			
Total funds brought forward	845,973	188,726	1,034,699
TOTAL FUNDS CARRIED FORWARD	1,026,453	153,618	1,180,071

continued...

13. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 April 2024 and 31 March 2025	741,770	49,328	18,492	809,590
DEPRECIATION				
At 1 April 2024	199,818	36,763	10,544	247,125
Charge for year	14,836	2,374	1,675	18,885
At 31 March 2025	214,654	39,137	12,219	266,010
NET BOOK VALUE				
At 31 March 2025	527,116	10,191	6,273	543,580
At 31 March 2024	541,952	12,565	7,948	562,465

The freehold property is pledged as security for the mortgage loan disclosed in creditors.

14. FIXED ASSET INVESTMENTS

	Unlisted investments £
MARKET VALUE	
At 1 April 2024 and 31 March 2025	500
NET BOOK VALUE	
At 31 March 2025	500
At 31 March 2024	500

There were no investment assets outside the UK.

15. INVESTMENT PROPERTY

	£
FAIR VALUE	
At 1 April 2024	715,000
Revaluation	65,000
At 31 March 2025	780,000
NET BOOK VALUE	
At 31 March 2025	780,000
At 31 March 2024	715,000

continued...

15. INVESTMENT PROPERTY - continued

Fair value at 31 March 2025 is represented by:

	£
Valuation in 2023	145,000
Valuation in 2024	65,000
Cost	570,000
	780,000

If investment property had not been revalued it would have been included at the following historical cost:

	2025	2024
	£	£
Cost	570,000	570,000

66 Devonshire Road was valued on a fair value basis on 30 August 2024 by Laurence Gercke MRIS.

16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Trade debtors	6,600	83,180
Other debtors	717	203
Prepayments and accrued income	24,405	14,282
	31,722	97,665

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Bank loans and overdrafts (see note 19)	65,664	22,065
Trade creditors	8,842	25,351
Social security and other taxes	31,712	22,041
VAT	5,933	9,361
Other creditors	14,581	12,132
Accruals and deferred income	33,139	13,694
	159,871	104,644

continued...

18. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2025	2024
	£	£
Bank loans (see note 19)	534,336	625,090

19. LOANS

An analysis of the maturity of loans is given below:

	2025	2024
	£	£
Amounts falling due within one year on demand:		
Bank loans	65,664	22,065
Amounts falling between one and two years:		
Bank loans - 1-2 years	65,664	49,916
Amounts falling due between two and five years:		
Bank loans - 2-5 years	468,672	91,821
Amounts falling due in more than five years:		
Repayable by instalments:		
Bank loans more 5 yr by instal	-	483,353

20. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2025	2024
	£	£
Within one year	5,689	9,391
Between one and five years	1,896	7,585
	7,585	16,976

21. SECURED DEBTS

The following secured debts are included within creditors:

	2025	2024
	£	£
Bank loans	600,000	647,155

The loan is secured against the property on Devonshire Road and is repayable over 25 years, and commenced in July 2014. It was refinanced at that date from a loan from the Social Investment Business.

The mortgage is secured by a fixed charge over the property at 66 Devonshire Road, Cambridge. Repayments of capital and interest are made on a monthly basis. Interest is payable at 2.65%plus the margin per annum (3.75% in previous year) calculated on a daily basis.

The carrying value of the assets secured in the accounts is £1,307,116 (2024: £1,256,952).

continued...

22. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	214,850	(157,944)	116,356	173,262
Devonshire Road (Designated)	567,265	-	145,000	712,265
Revaluation reserve (Designated)	145,000	-	(145,000)	-
Building maintenance (Designated)	19,337	-	-	19,337
Development Reserve (Designated)	80,000	-	(80,000)	-
	1,026,452	(157,944)	36,356	904,864
Restricted funds				
CCF - Surviving Winter	2,933	-	(2,933)	-
Citizens Advice - Energy Advice Programme	(4,002)	8,185	-	4,183
Citizens Advice – Help to Claim	(28,529)	(8,258)	-	(36,787)
CitA - Help Through Hardship	13,646	(81)	-	13,565
City - ASSET Special Funding	(1,969)	(1,575)	3,544	-
Cambridge City Council	50,385	(78,389)	28,004	-
Cambridge City Council - Financial Capability	-	(11,291)	11,291	-
Cambridge City Council – Homelessness Prevention	23,988	18,735	(42,723)	-
Cambridge City Council – Specialist Welfare Rights	(42,152)	(3,341)	45,493	-
Cambridge City Council – Personal Budgeting Support	3,271	-	(3,271)	-
Citizens Advice – Trussell Trust Foodbank Service	9,543	16,440	-	25,983
John Huntingdon	3,238	5,134	-	8,372
South Cambridgeshire District Council	-	27,346	-	27,346
South Cambridgeshire District Council – Housing Debt Advice	-	392	(392)	-
Lottery COVID-19	1,000	-	(1,000)	-
Investing in Communities	58,522	-	(58,522)	-
Cardinal Contract	4,352	4,771	-	9,123
Income Maximisation Project	42,746	59,285	-	102,031
Cambridge Community Foundation Grant	2,736	-	(2,736)	-
Lottery Cost of Living	5,676	-	(5,676)	-
CSDF	8,235	-	(8,235)	-
Cambridge Quakers	-	8,000	-	8,000
Digital Inclusion	-	16,265	-	16,265
Healthwatch Health Alliance	-	(891)	-	(891)
Cambridge House Society	-	2,310	-	2,310
Change Grow Live	-	7,616	-	7,616
Zero Carbon Communities Designated	-	(800)	800	-
	153,619	69,853	(36,356)	187,116
TOTAL FUNDS	1,180,071	(88,091)	-	1,091,980

continued...

22. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	156,646	(379,590)	65,000	(157,944)
Devonshire Road (Designated)	(1)	1	-	-
	156,645	(379,589)	65,000	(157,944)
Restricted funds				
Citizens Advice - Energy Advice Programme	28,547	(20,362)	-	8,185
Citizens Advice – Help to Claim	(8,258)	-	-	(8,258)
CitA - Help Through Hardship	190,622	(190,703)	-	(81)
City - ASSET Special Funding	-	(1,575)	-	(1,575)
Cambridge City Council	260,875	(339,264)	-	(78,389)
Cambridge City Council - Financial Capability	20,000	(31,291)	-	(11,291)
Cambridge City Council – Homelessness Prevention	35,000	(16,265)	-	18,735
Cambridge City Council – Specialist Welfare Rights	45,000	(48,341)	-	(3,341)
Citizens Advice – Trussell Trust Foodbank Service	62,774	(46,334)	-	16,440
John Huntingdon	18,508	(13,374)	-	5,134
South Cambridgeshire District Council	100,000	(72,654)	-	27,346
South Cambridgeshire District Council – Housing Debt Advice	8,520	(8,128)	-	392
Cardinal Contract	30,488	(25,717)	-	4,771
Income Maximisation Project	199,999	(140,714)	-	59,285
Cambridge Quakers	20,000	(12,000)	-	8,000
Digital Inclusion	31,393	(15,128)	-	16,265
Healthwatch Health Alliance	10,000	(10,891)	-	(891)
Cambridge House Society	40,508	(38,198)	-	2,310
Change Grow Live	100,000	(92,384)	-	7,616
Zero Carbon Communities Designated	4,920	(5,720)	-	(800)
	1,198,896	(1,129,043)	-	69,853
TOTAL FUNDS	1,355,541	(1,508,632)	65,000	(88,091)

continued...

22. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	30,973	96,847	87,030	214,850
Devonshire Road (Designated)	570,000	(2,735)	-	567,265
Revaluation reserve (Designated)	145,000	-	-	145,000
Building maintenance (Designated)	20,000	(663)	-	19,337
Development Reserve (Designated)	80,000	-	-	80,000
Citizens Advice – BEIS Softphones	-	(4,362)	4,362	-
	845,973	89,087	91,392	1,026,452
Restricted funds				
CCF - Surviving Winter	876	2,057	-	2,933
Citizens Advice	21,713	-	(21,713)	-
Citizens Advice - Energy Advice Programme	-	(4,002)	-	(4,002)
Citizens Advice – Help to Claim	-	(28,529)	-	(28,529)
CitA - Help Through Hardship	-	13,646	-	13,646
City - ASSET Special Funding	-	(1,969)	-	(1,969)
Cambridge City Council	99,074	(48,689)	-	50,385
Cambridge City Council – Homelessness Prevention	-	23,988	-	23,988
Cambridge City Council – Specialist Welfare Rights	-	(42,152)	-	(42,152)
Cambridge City Council – Personal Budgeting Support	-	3,271	-	3,271
Citizens Advice – Trussell Trust Foodbank Service	-	9,543	-	9,543
John Huntingdon	126	3,112	-	3,238
South Cambridgeshire District Council	4,679	65,000	(69,679)	-
Lottery COVID-19	1,000	-	-	1,000
Investing in Communities	58,522	-	-	58,522
Cardinal Contract	-	4,352	-	4,352
Income Maximisation Project	-	42,746	-	42,746
Cambridge Community Foundation Grant	2,736	-	-	2,736
Lottery Cost of Living	-	5,676	-	5,676
CSDF	-	8,235	-	8,235
	188,726	56,285	(91,392)	153,619
TOTAL FUNDS	1,034,699	145,372	-	1,180,071

continued...

22. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	140,147	(43,300)	-	96,847
Devonshire Road (Designated)	69,371	(72,106)	-	(2,735)
Building maintenance (Designated)	-	-	(663)	(663)
Citizens Advice – BEIS Softphones	-	(4,362)	-	(4,362)
	209,518	(119,768)	(663)	89,087
Restricted funds				
CCF - Surviving Winter	2,367	(310)	-	2,057
Citizens Advice - Energy Advice Programme	17,484	(21,486)	-	(4,002)
Citizens Advice – Help to Claim	426,450	(454,979)	-	(28,529)
CitA - Help Through Hardship	203,699	(190,053)	-	13,646
City - ASSET Special Funding	-	(1,969)	-	(1,969)
Cambridge City Council	310,012	(358,701)	-	(48,689)
Cambridge City Council – Homelessness Prevention	35,000	(11,012)	-	23,988
Cambridge City Council – Specialist Welfare Rights	-	(42,152)	-	(42,152)
Cambridge City Council – Personal Budgeting Support	3,271	-	-	3,271
Citizens Advice – Trussell Trust Foodbank Service	42,666	(33,123)	-	9,543
John Huntingdon	17,874	(14,762)	-	3,112
South Cambridgeshire District Council	100,000	(35,000)	-	65,000
Cardinal Contract	30,509	(26,157)	-	4,352
CHS contract	39,714	(39,714)	-	-
Income Maximisation Project	100,000	(57,254)	-	42,746
Lottery Cost of Living	73,618	(67,942)	-	5,676
CSDF	31,132	(22,897)	-	8,235
	1,433,796	(1,377,511)	-	56,285
TOTAL FUNDS	1,643,314	(1,497,279)	(663)	145,372

continued...

22. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	30,973	(61,097)	203,386	173,262
Devonshire Road (Designated)	570,000	(2,735)	145,000	712,265
Revaluation reserve (Designated)	145,000	-	(145,000)	-
Building maintenance (Designated)	20,000	(663)	-	19,337
Development Reserve (Designated)	80,000	-	(80,000)	-
Citizens Advice – BEIS Softphones	-	(4,362)	4,362	-
	845,973	(68,857)	127,748	904,864
Restricted funds				
CCF - Surviving Winter	876	2,057	(2,933)	-
Citizens Advice	21,713	-	(21,713)	-
Citizens Advice - Energy Advice Programme	-	4,183	-	4,183
Citizens Advice – Help to Claim	-	(36,787)	-	(36,787)
CitA - Help Through Hardship	-	13,565	-	13,565
City - ASSET Special Funding	-	(3,544)	3,544	-
Cambridge City Council	99,074	(127,078)	28,004	-
Cambridge City Council - Financial Capability	-	(11,291)	11,291	-
Cambridge City Council – Homelessness Prevention	-	42,723	(42,723)	-
Cambridge City Council – Specialist Welfare Rights	-	(45,493)	45,493	-
Cambridge City Council – Personal Budgeting Support	-	3,271	(3,271)	-
Citizens Advice – Trussell Trust Foodbank Service	-	25,983	-	25,983
John Huntingdon	126	8,246	-	8,372
South Cambridgeshire District Council	4,679	92,346	(69,679)	27,346
South Cambridgeshire District Council – Housing Debt Advice	-	392	(392)	-
Lottery COVID-19	1,000	-	(1,000)	-
Investing in Communities	58,522	-	(58,522)	-
Cardinal Contract	-	9,123	-	9,123
Income Maximisation Project	-	102,031	-	102,031
Cambridge Community Foundation Grant	2,736	-	(2,736)	-
Lottery Cost of Living	-	5,676	(5,676)	-
CSDF	-	8,235	(8,235)	-
Cambridge Quakers	-	8,000	-	8,000
Digital Inclusion	-	16,265	-	16,265
Healthwatch Health Alliance	-	(891)	-	(891)
Cambridge House Society	-	2,310	-	2,310
Change Grow Live	-	7,616	-	7,616
Zero Carbon Communities Designated	-	(800)	800	-
	188,726	126,138	(127,748)	187,116

continued...

22. MOVEMENT IN FUNDS - continued

TOTAL FUNDS	1,034,699	57,281	-	1,091,980

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	296,793	(422,890)	65,000	(61,097)
Devonshire Road (Designated)	69,370	(72,105)	-	(2,735)
Building maintenance (Designated)	-	-	(663)	(663)
Citizens Advice – BEIS Softphones	-	(4,362)	-	(4,362)
	366,163	(499,357)	64,337	(68,857)
Restricted funds				
CCF - Surviving Winter	2,367	(310)	-	2,057
Citizens Advice - Energy Advice Programme	46,031	(41,848)	-	4,183
Citizens Advice – Help to Claim	418,192	(454,979)	-	(36,787)
CitA - Help Through Hardship	394,321	(380,756)	-	13,565
City - ASSET Special Funding	-	(3,544)	-	(3,544)
Cambridge City Council	570,887	(697,965)	-	(127,078)
Cambridge City Council - Financial Capability	20,000	(31,291)	-	(11,291)
Cambridge City Council – Homelessness Prevention	70,000	(27,277)	-	42,723
Cambridge City Council – Specialist Welfare Rights	45,000	(90,493)	-	(45,493)
Cambridge City Council – Personal Budgeting Support	3,271	-	-	3,271
Citizens Advice – Trussell Trust Foodbank Service	105,440	(79,457)	-	25,983
John Huntingdon	36,382	(28,136)	-	8,246
South Cambridgeshire District Council	200,000	(107,654)	-	92,346
South Cambridgeshire District Council – Housing Debt Advice	8,520	(8,128)	-	392
Cardinal Contract	60,997	(51,874)	-	9,123
CHS contract	39,714	(39,714)	-	-
Income Maximisation Project	299,999	(197,968)	-	102,031
Lottery Cost of Living	73,618	(67,942)	-	5,676
CSDF	31,132	(22,897)	-	8,235
Cambridge Quakers	20,000	(12,000)	-	8,000
Digital Inclusion	31,393	(15,128)	-	16,265
Healthwatch Health Alliance	10,000	(10,891)	-	(891)
Cambridge House Society	40,508	(38,198)	-	2,310
Change Grow Live	100,000	(92,384)	-	7,616
Zero Carbon Communities Designated	4,920	(5,720)	-	(800)
	2,632,692	(2,506,554)	-	126,138
TOTAL FUNDS	2,998,855	(3,005,911)	64,337	57,281

continued...

22. MOVEMENT IN FUNDS - continued

Restricted funds

Citizens Advice - Energy Advice Programme
Funding to deliver 1:1 advice on energy awareness and savings.
Citizens Advice - Energy Outreach Programme
Funding to deliver community advice on energy awareness and savings.
Cambridge City Council - Core Funding
To deliver core services to the people of Cambridge.
Cambridge City Council - Financial Capability
To support the training of groups and individuals to help them better understand how to manage their money.
Cambridge City Council - Homelessness Prevention
Specialist independent support, advice and representation around housing and debt issues.
Cambridge City Council - Specialist Welfare Rights
To provide casework service 5 days a week including benefits appeals and representation, training and updates to external agencies.
Citizens Advice - Trussell Trust Foodbank Service
Funding provided from Trussell Trust via Citizens Advice to provide telephone helpline advice to foodbank clients or potential clients.
John Huntingdon Charity, Sawston
Providing specialist debt casework for the residents of Sawston and the surrounding areas.
South Cambridgeshire District Council Core Funding
Grant to deliver core CAB services to the people of South Cambridgeshire.
South Cambridgeshire District Council - Housing Debt Advice
To provide debt advice to local residents in the Cambourne area.
Cardinal Contract
Partnership project with Addenbrookes Hospital, Headway and Cardinal to deliver advice to patients impacted by major trauma and their families.
CHS Contract
Supporting clients by awarding food and fuel vouchers as well as white goods through the Cambridge Local Assistance Scheme.
Cambridgeshire County Council - Income Maximisation
Funding to provide income maximisation advice to Cambridgeshire residents who are over 18.
Work and Health Employment Hubs
Funded to provide advice and support to vulnerable people wanting to seek paid employment.
Change Grow Live
Funding to support clients undergoing drug and alcohol recovery programmes by dealing with underlying advice issues
Quakers
Funding to provide energy grants to low income individuals and families in fuel poverty

Designated funds
The 66 Devonshire Road Fund
Together with the Revaluation Reserve, these funds constitute the net value of the investment part of the building owned by the Bureau. As the fund solely reflects the value of the building, it is not considered to be a liquid asset, though sale of this asset would be expected to cover the outstanding loan through which the Bureau purchased the building.
The Revaluation Reserve
Made up of the accumulated gain on value of the property at 66 Devonshire Road.
The Development Fund
Created from donations from foundations. This is being held to prepare for expenditure on projects where the bureau requires to match-fund contributions from other organisations or donors.

continued...

22. MOVEMENT IN FUNDS - continued

The Building Maintenance Fund
Created to set aside essential upgrade and replacement of building infrastructure

23. EMPLOYEE BENEFIT OBLIGATIONS

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the Charity to the fund and amounted to £66,035 (2023: £73,328). At the year end, £9,325 (2024: £6,999) was due to the pension scheme.

24. CONTINGENT LIABILITIES

There is a potential VAT liability under the Capital Goods Scheme, due over the next 3 years estimated at a present value of £7,000 (2024: £7,000). This has arisen due to the level of taxable supplies falling in comparison to those levels made when the Devonshire Road building project was being undertaken.

25. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

Cambridge & District Citizens Advice Bureau

Detailed Statement of Financial Activities for the Year Ended 31 March 2025

	2025 £	2024 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	38,400	42,106
Grants	1,071,913	1,391,849
	1,110,313	1,433,955
Other trading activities		
Fundraising events	-	1,135
Other income	2,975	545
	2,975	1,680
Investment income		
Rents received	72,478	68,666
Meeting room hire	645	1,189
Deposit account interest	8,059	7,060
HMRC interest	273	-
	81,455	76,915
Charitable activities		
Contracts	160,798	130,764
Total incoming resources	1,355,541	1,643,314
EXPENDITURE		
Raising donations and legacies		
Sundries	5,617	3,456
Loan interest	23,177	25,708
	28,794	29,164
Charitable activities		
Direct wages	877,698	886,046
Administrative Wages	250,867	298,988
Rates and water	4,092	3,492
Insurance	6,110	6,711
Light and heat	13,611	15,464
Repairs & maintenance	27,743	17,633
Cleaning	10,526	10,566
Consultancy fees	5,168	2,929
Project costs	93,520	35,000
Carried forward	1,289,335	1,276,829

Cambridge & District Citizens Advice Bureau

Detailed Statement of Financial Activities for the Year Ended 31 March 2025

	2025 £	2024 £
Charitable activities		
Brought forward	1,289,335	1,276,829
Advisor - travel (client advice)	-	7
Life insurance	4,118	3,532
Memberships & books	11,216	10,432
Other staff & volunteer	539	1,655
Volunteer - expenses	1,988	1,734
Volunteer - travel	65	62
Volunteer - car parking	3,023	3,759
Bank loan interest	22,041	26,672
	1,332,325	1,324,682
Support costs		
Management		
Health & safety	371	586
Security systems	2,839	4,940
	3,210	5,526
Finance		
Trustees' expenses	662	405
Sundries	314	135
Bank charges	507	537
Irrecoverable VAT	20,729	15,886
Freehold property	14,835	14,834
Fixtures and fittings	2,375	4,584
Computer equipment	1,675	427
	41,097	36,808
Human resources		
Postage and stationery	1,249	1,185
Office equipment (non IT)	3,821	4,799
	5,070	5,984
Communications		
Telephone	33,236	31,060
Postage and stationery	3,054	3,069
IT costs	10,135	8,868
	46,425	42,997
Administration		
Recruitment, training & travel	7,383	14,103
Governance costs		
Auditors' remuneration	11,398	15,966
Carried forward	11,398	15,966

Cambridge & District Citizens Advice Bureau

Detailed Statement of Financial Activities for the Year Ended 31 March 2025

	2025 £	2024 £
Governance costs		
Brought forward	11,398	15,966
Accountancy and legal fees	32,930	22,049
	44,328	38,015
Total resources expended	1,508,632	1,497,279
Net (expenditure)/income	(153,091)	146,035

CAMBRIDGE AND DISTRICT CITIZENS ADVICE BUREAU

England & Wales - Charity number 1056102

Accounts

REGISTERED COMPANY NUMBER: 03191085 (England and Wales)
REGISTERED CHARITY NUMBER: 1056102

Report of the Trustees and

Financial Statements for the Year Ended 31 March 2024

for

Cambridge and District Citizens Bureau

Knights Lowe Limited
Eldo House
Kempson Way
Suffolk Business Park
Bury St Edmunds
Suffolk
IP32 7AR

Cambridge and District Citizens Bureau

Contents of the Financial Statements
for the Year Ended 31 March 2024

	Page
Reference and Administrative Details	1 to 2
Chairman's Report	3 to 4
Report of the Trustees	5 to 14
Report of the Independent Auditors	15 to 18
Statement of Financial Activities	19
Balance Sheet	20
Cash Flow Statement	21
Notes to the Cash Flow Statement	22
Notes to the Financial Statements	23 to 41
Detailed Statement of Financial Activities	42 to 44

Cambridge and District Citizens Bureau

Reference and Administrative Details
for the Year Ended 31 March 2024

TRUSTEES	A K Arain Ms J C Belman (resigned 6.11.23) A H Bridges Ms M C E Canning Retired (appointed 6.11.23) C Claxton-Shirley (resigned 31.1.24) Ms H L M Du Quesnay CBE Retired (appointed 6.11.23) R A L French Barrister (appointed 6.11.23) Dr P M Gray (resigned 6.11.23) Professor L J Jones Dr C J Powell Ms D E Whitfield Retired (appointed 6.11.23) Ms A Jackson Ms M Cable D Cook (appointed 6.11.23)
COMPANY SECRETARY	Miss H Jones
REGISTERED OFFICE	66 Devonshire Road Cambridge Cambridgeshire CB1 2BL
REGISTERED COMPANY NUMBER	03191085 (England and Wales)
REGISTERED CHARITY NUMBER	1056102
AUDITORS	Knights Lowe Limited Eldo House Kempson Way Suffolk Business Park Bury St Edmunds Suffolk IP32 7AR
SOLICITORS	Tees Laws Titan House Castle Park Cambridge CB3 0AY
BANKERS	Barclays Bank Plc 11 St Andrews Street Cambridge CB2 3AA
PATRONS	Lady Cass Lady Chadwyck-Healey

PATRONS (CONTINUED)	Dr Pamela Raspe
	Cazzy Walshe

Cambridge and District Citizens Bureau

Chairman's Report
for the Year Ended 31 March 2024

The financial year 2023/24 was a year of continuity for many workstreams, and the launch of some new and innovative projects at Cambridge and District Citizens Advice.

In April 2023, we launched a new Foodbank project in partnership with Cambridge City Foodbank and funded by the Trussell Trust. This project involves 1 FTE working visiting all foodbanks and fairbite shops in South Cambridgeshire and Cambridge every other week, with the aim of addressing the underlying financial issues that are causing people to be in food poverty. Working closely with Cambridge City Foodbank, the project has been successful in supporting more than 300 clients and helped them to gain more than £478K in additional income, and has been featured on local radio and print media.

In June 2023, we received £41,000 of funding from the Citizens Advice Core Service Delivery Fund for Innovation. We utilised the additional funding to launch our local digital webchat Advice channel via our website and to recruit and train two new digital advisers to deliver advice and information to local people through this channel. The introduction of webchat has been successful in attracting more younger clients to seek advice as well as clients with minority ethnic backgrounds.

Other local advice projects in 2023/24 included:
- £100,000 of funding for the continuation of the Income Maximisation project funded by the County Council with 2 FTE workers providing personal budgeting support.
- £49,000 of funding for the continuation of the Change Grow Live project with 1 FTE worker supporting recovering substance abusers in their centres, giving financial and benefits advice.
- Ongoing funding for our Major Trauma Signposting project at Addenbrookes hospital which supports patients and their families with advice and support from Cardinal Management, and ongoing funding for our money advice service for Sawston residents funded by John Huntington's Charity.

We continued to deliver national Citizens Advice contracts Help Through Hardship funded by the Trussell Trust and the Energy Advice Programme (EAP). Both projects enable us to continue supporting clients with food and fuel poverty concerns both locally and nationally.

We are extremely grateful for the support we have received from Cambridge City Council, South Cambridge District Council, Cambridgeshire County Council and grants via Citizens Advice to help deliver national contracts on behalf of the DWP and the Trussell trust amongst others.

In September 2023, our refurbished front of house area and advice rooms were officially opened by our patron, Lady Angela Chadwyck-Healey and her husband Charles. This work was supported by the Penchant Foundation and has enabled us to offer clients a more welcoming reception and waiting area, as well as larger and more accessible advice rooms. Our building is at full capacity with tenants which generates income essential for covering our running costs as well as providing clients with a holistic service if they are referred to other charities resident within the office.

The scale of need we are addressing is illustrated by the number of clients we have supported over the past year, many affected by the ongoing cost- of-living crisis which is impacting a far wider range of people than we have seen previously. We continued to offer advice sessions via telephone, email, webchat and video to our clients and continued to focus our resources on outreach in the community and offering planned appointments, and some traditional drop-in at a number of locations.

During 2023/24 we undertook 35,389 client activities including advice, assisted information and casework. Those clients gained £21.8m income (this compares to £21.1m in 22/23). The total number of issues raised by clients was 60,795. The majority of these were welfare benefits advice including Personal Independence Payments and Universal Credit, as well as debts relating to fuel and council tax.

Our equity, diversity and inclusion monitoring shows we continue to attract a younger age group of clients by offering a wider range of digital advice channels. We see a higher rate of females to males seeking advice. With regards to ethnicity, minority ethnic clients made up 22% of our client base. 51% of our client base has a disability or long-term health condition. We have progressed to become a Disability Confident employer and we have invested in providing staff, volunteers and trustees with mental health first aiders and a range of wellbeing activities.

Cambridge and District Citizens Bureau

Chairman's Report
for the Year Ended 31 March 2024

In addition to providing the advice people need for the problems they face; another part of our mission is to try and help improve the policies and practices that affect people's lives. We do this by ensuring we collect data and make our interactive dashboard available to funders and other policy makers. We regularly brief our local MPs and local Councillors on local need and the impact of policy on the local community. We are also being funded by the local Voluntary Sector Network to attend various health committee meetings and to bring together datasets showing the impact of the voluntary and community sector has on population health and wellbeing. This scale of this contribution is so often significantly underestimated.

We are fortunate to have a dedicated and skilled Trustee Board. We said goodbye to the following trustees during the year: Jane Belman, Mia Gray and Chris Claxton-Shirley. Our departing Trustees made incredible contributions during their time on the Board and we are extremely grateful for the support that they gave the charity over their years of service. We also welcomed Debbie Whitfield, Marie Canning, Duncan Cook, Heather Du Quesnay CBE and Richard French as new Trustees. During 2023/24 Trustees implemented new governance structures to ensure we were matching best practice for charities of our size including the introduction of new committees for finance, fundraising and HR.

At the heart of Cambridge and District Citizens Advice are the staff and volunteers who are dedicated to achieving good outcomes for our clients and do so effectively and compassionately. This year we have invested in new training and development plans for both staff and volunteers and sought to deliver more effective communication with them. We have also invested in more wellbeing support in recognising the isolating pressures of remote working and increasingly distressing calls and demands from clients. On behalf of the Trustee Board I would like to thank them all very much for their ongoing commitment and for everything they have achieved this year and to also recognise the leadership provided by CEO Rachel Talbot and her senior team.

March 2024 ended with the retirement of our long serving CEO, Rachel Talbot, after more than 20 years in the role. Her forward-thinking approach to horizon scan for new opportunities, her ability to see the potential in others and to encourage this by providing development and training, as well as her positive approach and honed leadership skills will be sadly missed but Rachel leaves the charity in a strong and resilient position.

Looking ahead to 24/25 some key aims:

- Review and overhaul our current service delivery model to ensure our charity continues to meet the needs of our clients, partner agencies and supporters
- Undertake a workforce development review to ensure we are future proofing our organisation and providing opportunities for progression
- Consider and the environmental impact of our charity and explore ways to reduce our carbon footprint
- Appoint a new CEO to provide leadership and direction to the charity
- Appoint a new Chair and Treasurer to the Trustee Board

This will be last report as Chair of Trustees as I will step down in November 2024. It has been a privilege to work with such a committed and passionate organisation that makes such a difference to people's lives.

Antoinette Jackson
Chair

Date

Cambridge and District Citizens Bureau

Report of the Trustees
for the Year Ended 31 March 2024

The Trustees present their annual report together with the audited financial statements of the Cambridge and District Citizens Advice Bureau for the year 1 April 2023 to 31 March 2024. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Charity qualifies as small under section 382 of the Companies Act 2006, the Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

OBJECTIVES AND ACTIVITIES

Objectives and aims

Our Mission: The Citizens Advice service provides free, independent confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Our Aims:

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives
- To be proactive where possible and reactive when necessary

Our values:

- **Purpose Driven** - We always focus on the people who need our help
- **People Focused** - We recognise, value and reward everyone's contributions and talents in an open, fair and meaningful way
- **Collaborative** - We build relationships across teams and locations to foster innovation and inclusive ways of working
- **Transparent** - We're open and honest, sharing information early and often whenever we can

Citizens Advice has 4 principles:

- Independence
- Impartiality
- Free
- Confidentiality

The organisation has a comprehensive 2-year business plan which is reviewed annually and the objectives for the coming year are agreed at various meetings of the Board and staff and volunteers. Priorities from the previous year are reviewed and revised for the coming year.

The Board receives a quarterly Performance and Delivery report from the Senior Leadership Team against the primary objectives for the year. This includes dashboards from our casebook client data base i.e. real time information relating to numbers, issues, outcomes, demography, socio economic, nationality, disability and other factors.

We are also assessed quarterly by CA from the data they have been independently gathering. This is the Performance and Quality framework report containing 5 elements: Quality of advice (and comparators of where we are in our "family group" i.e. similar type CAB); Client experience (again compared with others); Leadership self-assessment (are we a well-run organisation?); People survey (what our staff and volunteers think): Financial health monitoring (are we in line with budget and have sufficient reserves/cashflow).

Annually, the organisation is subject to a Leadership Self-Assessment (LSA) audit by National Citizens Advice which is an external assessment of how the organisation is achieving under 9 categories:

1 Governance
2 Strategic business planning
3 Risk management
4 Financial management
5 People management
6 Operational performance management
7 Partnership working
8 Research and campaigning
9 Equality

We passed this assessment with full marks in 2023. This is a requirement for retaining the AQS (Advice Quality Standard), MAPs (standard for debt advice) and FCA (We are not allowed to do Debt work without this because it is a regulated activity).

OBJECTIVES AND ACTIVITIES

Business plan 22-23 CCAB Strategic Objectives

• To be recognised as the best comprehensive advice service by concentrating on helping as many people as possible and getting clients to the most effective help in the shortest time. We will continue to build on our status as the premier provider of generalist advice locally.
• To continue to develop advice in the community via outreaches.
• To continue to develop partnership projects which, among other things, will enable and empower groups in the community to deliver basic information locally.
• To help people to use ICT effectively - to bridge the digital divide and enhance the delivery of advice, training and initiatives by providing or helping people to utilise free access to these services in community locations.
• To continue to develop a diversified funding base and introduce efficiencies in the back-office service delivery functions.
• Reach more young people by working on making what we do more accessible to them and helping them to understand that what we do is relevant to their generation.
• To add value through the use of highly trained volunteers offering professional- level advice, building a robust and diverse workforce and increasing it to meet the increase in client numbers and maximise the impact of our volunteers.
• To use our advice hub building to raise income to support the core work of the organisation
• To continue to expand our financial education and to offer comprehensive and preventative money advices services and extend into work on employability and skills for work utilising volunteering opportunities as a base
• Extend our research and campaigning work to involve more people and generate more evidence to support our endeavours to influence policy and decision makers

In our business plan we have set out 10 core Objectives and we achieved much of what we set ourselves including new projects such as reinstating an Outreach at Addenbrooke's hospital and attracting commercial sponsorship to achieve some of these aims.

However, at business planning sessions Trustees, volunteers and staff
agreed that whilst having a background of 10 key objectives in the main business plan we needed to hone in on a more realistic number to focus on during each year:

• To continue to develop advice in the community via outreaches

• To continue to develop partnership projects which, among other things, will enable and empower groups in the community to deliver basic information locally

• To help people to use ICT effectively - to bridge the digital divide and enhance the delivery of advice, training and initiatives by providing or helping people to utilise free access to these services in community locations.

• Reach more young people and marginalised communities by working on making what we do more accessible to them and helping them to understand that what we do is relevant

• Extend our research and campaigning work to involve more people and generate more evidence to support our endeavours to influence policy and decision makers.

OBJECTIVES AND ACTIVITIES

Significant activities

Overview

The client is at the heart of the Citizens Advice service. The organization is here to ensure that people who need help get the right help at the right time.

With an increase in the demand for advice, caused by (and expected to far outlast) the recent economic upheaval, this is quite a challenge to step up to. And it doesn't mean simply doing more of what we're already doing either. We want to go further than that.

Members of the public expect to be able to access advice easily, when and how they choose, and to feel comfortable doing it. We want to meet their expectations with a more flexible, responsive and approachable service.

Our funders expect strong clear evidence of outcomes and higher service delivery standards. We want to meet their expectations too, with effective advice and preventative services that are well led and well administered.

The core area of our work bureau is generalist advice work. The generalist work consists of 'one off' advice in the 14 key areas of benefits, consumer issues, debt, education, employment, finance, health, housing, immigration and nationality, legal, relationships, tax, travel and utilities.

Additional services include casework up to representation at tribunal in debt, welfare rights, and housing plus financial capability education work including energy advice. A lot of our debt work slowed down because of the hold on various actions like evictions but we are starting to see a steady increase and expect a large increase in demand for this type of help as we see the impact of people "living on empty". The Financial Conduct Authority and the Money and Pensions Service have warned that the current economic climate will bring a large demand for money and debt advice.

Public benefit

The Trustees have complied with the duty in Section 4 of the 2006 Charities Act to have due regard to guidance published by ·the Charity Commission when exercising any powers or duties to which the guidance is relevant. CCAB provides free advice services to the general public of Cambridge and surrounding areas by the means of face- to-face, phone, email and remote (web based) systems. During this and the previous year a qualifying thirdparty indemnity provision was in force for the benefit of the Trustees.

Volunteers

On average there were 69 volunteers contributing towards activities throughout the year. These include generalist advice, help with administration, Caseworker support functions, IT support, and Trustees.
The first level Generalist Advice function is primarily resource by volunteers. We have calculated that the value of this voluntary work would be worth £514k (using a social calculator that Citizens Advice supply).

OBJECTIVES AND ACTIVITIES

Charitable activities

As per the Chair's report, our advisers logged 13,743 clients (26,429 in the previous year), 60,795 issues (73,566 in the previous year - reflecting the impact of the work we deliver towards national contracts) and 35,389 contacts/activities (34,500 in the previous year). 57% of our work is on benefits advice.

We helped with financial outcomes totalling £21,846,035 income gained and £1,291,847 debts written off.

Quality

During the year we maintained and improved our Quality of Advice score. We continue to work to the Advice Quality Standard mark and the Financial Conduct Authority. We retained our status as a Living Wage Foundation accreditation and joined the Disability Confident Employers group. Our specialist money advisers are members of the Institute of Money Advisers, are qualified Debt Relief Order Intermediaries and all our advisors are fully trained to the appropriate levels of GGDA (Giving Good Debt Advice) as required by the Money Advice Service Quality Framework and FCA.

Internal and External Factors

The Board has identified external factors affecting the charity which are outside of its control such as the ongoing cost of living crisis, changes to the welfare rights system and changes in funding streams
Factors within control have been: effective cost management; high levels of satisfaction with the service provided; good partnership working and income generation despite the external factors having a negative impact on income from rent and Patrons fundraising.

Complaints

The CCAB complies with the formal complaints procedure as set out by the Citizens Advice membership standards. We can report that there were:
- 6 formal complaints brought against the bureau during the period. None upheld. (6 the year before with 2 partially upheld).

FINANCIAL REVIEW

During the year, the Charity generated total income of £1,643,314 (2023: £1,362,802), comprising £1,433,955 donations and grants (2023: £1,176,850), £130,764 charitable activities (2023: £133,171), £69,855 property rent & hires (2023: £50,769) and £7,060 bank interest (2023: £1,522).

Total expenditure during the year was £1,497,279 (2023: £1,328,739), comprising £29,164 fundraising (2023: £13,870) and £1,468,115 charitable activities (2023: £1,314,869).

The net income before investment gains and losses was £146,035 (2023: £34,063 net expenditure). After the loss on revaluation of the investment property, the overall net movement in funds was a £146,035 surplus (2023: £24,937 deficit).

The total funds at the year-end were £1,180,071 (2023: £1,034,699), of which £153,619 were restricted (2023: £188,726) and £1,026,452 were unrestricted (2023: £845,973).

Reserves Policy

The trustees believe that the bureau should hold sufficient financial reserves to allow for the following:
• To ensure that the charity can continue to operate and meet the needs of its clients in the event of unforeseen and potentially damaging circumstances, including a lapse in funding.
• To ensure that the charity can fulfil its contractual commitments.
• To permit the charity to undertake projects that require initial funding from the charity before funds will be provided from external bodies.

The trustees review the level of necessary reserves on at least an annual basis. The current reserves policy is under review by the Trustees, with a working group established to carry out this project.

OBJECTIVES AND ACTIVITIES

Unrestricted reserves consist as follows:
• General Fund - To maintain a healthy cashflow for the day-to-day operations of the bureau. It is desirable that this should be sufficient to cover around 6 months of typical unrestricted expenditure in a scenario where external funding has lapsed. Fund balance is £214,850 (2023: £30,973). The target for liquid
assets is £165,000.
• 66 Devonshire Road - The net value of the investment part of the property purchased by the bureau. The 25-year loan for the purchase of this property should be met by the sale of this asset. As the fund consists solely of the value of the building, it is not considered to be a liquid asset. Fund balance: £567,265 (2023: £570,000).
• Revaluation Reserve - This includes the investment proportion of the property above. Fund balance: £145,000 (2023: £145,000).
• Building Maintenance - This fund is designated for the ongoing maintenance and renewal of the bureau's property at 66 Devonshire Road and its contents, including plant and ICT-related equipment. Fund balance: £19,337 (2023: £20,000).

In addition to the funds described above, the bureau aims to achieve a surplus of £50,000 each year for capital repayment of the mortgage. However, in this year, the bureau had an extended period of uncertainty regarding other financial commitments, and thus did not make such a repayment. No repayment was made in the prior year either due to the impact of Covid on rental income.

The total funds held by the charity at the year-end were £1,180,072 (2023: £1,034,699). Of these funds £715,000 (2023: £715,000) is related to the investment part of the property and £465,072 (2023: £319,699) in respect of restricted funds not available for general use.

Restricted Reserves
Any funds that are restricted by the donor or funder cannot be used for the general purposes of the bureau. Their existence, and the sums of money therein, do not imply that there has been an underspend but may result from a variety of circumstances including timing differences between the bureau's financial year and the funding year of the project concerned.

We currently hold restricted fixed assets which are being depreciated annually.

Principal Funding Sources
The charity primarily seeks funds in the form of grants from local government organisations, philanthropic institutions and other corporate charitable initiatives. The principal sources of our core funding were Citizens Advice 41% (47% in 2023) and Cambridge City Council 22% (27% in 2023).

In addition to these activities, fundraising is carried out by the charity's patrons, volunteers and staff through social events and online promotion.

The charity does not make use of professional fundraisers or commercial participators to raise funds, other than bid-writing services to assist in the preparation of grant applications, nor does the charity have fundraising carried out on its behalf by third parties other than basic payment conduit services provided by CAF Donate.

The charity is aware of its obligations under the Charities (Protection and Social Investment) Bill to ensure that any future written agreements mandate adequate fundraising standards, as required under the Bill, with appropriate safeguarding for vulnerable members of the public from intrusive or persistent approaches.
In the year ended 31 March 2024 no fundraising complaints were received (2023: nil).

Investment Policy and Objectives
The charity has no long-term funds to invest, but aims for any surplus funds to be invested in interest-bearing
deposit accounts. Detailed targets for rental income are set and agreed by the trustees in advance of the financial

OBJECTIVES AND ACTIVITIES
year and results monitored on a quarterly basis.

STRATEGIC REPORT
Future plans
- To prioritise and evolve our client service offer for the most vulnerable and disadvantaged
- To develop and equip an effective and efficient workforce to deliver on our promised offer
- To optimise our locations and channels to increase client access and improve organisational health and efficiency
- To build collaborations and partnerships to increase profile and operational capacity and diversify funding

Underpinned by and interconnected with two longer term cross-cutting strategic priorities:
- To improve equity, enhance diversity and increase inclusion through our policies and practices as an employer & volunteer agent, as a service and as an organisation and sector leader.
- To systematically explore and implement changes which increase our positive environmental impact

STRUCTURE, GOVERNANCE AND MANAGEMENT
Governing document
The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The bureau was originally set up as a charity in September 1939 but subsequently changed its status to a charitable company limited by guarantee by incorporation on 26 April 1996 and was registered under a new charity number on 13 June 1996. The company is established under a Memorandum of Association which identifies its objects and powers and is governed under its Articles of Association. In the event of the company being wound up every member (including members who ceased to be members within one year prior to such winding up) would be required to contribute to the company's assets an amount not exceeding £1.

The Charity's objects are to promote any charitable purpose for the benefit of the community in the area of the City of Cambridge, South Cambridgeshire District Council and elsewhere ("the area of benefit") by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Recruitment and appointment of new trustees
The maximum number of trustees is 21 and the minimum is 4. Trustees are either elected at the annual general meeting, or nominated by member organisations or co-opted by the trustee board (provided that the number of co-opted trustees does not exceed one third of the total number of trustees). All elected and nominated trustees shall retire from office at the third annual general meeting following their election or appointment respectively but may be re-elected or reappointed for a further term.

In addition to the above trustees, the following attend the board meetings as non-voting members:

Rachel Talbot - Chief Executive (retired on 31st March 2024)
Helen Jones – Deputy CEO
Julie Cornwell - Observer from Cambridge City Council
Carla Melvin – Relationship Manager from Citizens Advice

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

Governance

The organisation has role descriptions for the trustees, the chairman, the vice chairmen, the honorary treasurer and the company secretary and these are reviewed from time to time.

Good governance is achieved through the following subcommittee and group structure. The organisation has a Finance Committee, a HR Committee, an Appeals Committee, a Fundraising and Business Development Committee, and a Research and Campaigns Group. Each of these report to the Trustee Board. The Chief Executive attends all meetings of the sub committees and some of the working groups.

1 Finance Committee
Functions: Monitoring, challenging and approval of all budgets/end of year accounts/projects/contracts, strategic and business planning/salaries. There is a standing invitation to all Board Members to attend the meetings of this committee if they so wish.

2 HR Committee
Functions: Annual review of HR matters and review of changes in staff and volunteer issues as and when needed. This committee leads on salary and remuneration reviews.

3 Appeals Committee
Functions: To process disciplinary and grievance issues at the appropriate stage of the procedure.

4 Fundraising and Business Development Committee
Functions: Develop a funding strategy for medium and long-term funding streams, support initiatives for community and corporate fundraising and increase external awareness of our work through effective communications planning

5 Research and Campaigns Group
Functions: To determine the Research and Campaigns strategy and to oversee the quality of this work.

The Chief Executive is responsible to the Board:

- for management, development and strategic planning
- to show vision and leadership in the continuing development of CCAB
- to serve and advise the trustee board of Directors in carrying out their responsibilities, in maintaining an overview of the organisation and in making appropriate strategic, policy and financial decisions.

Remuneration Policy

Salaries follow the NJC guidelines and this sets the cost of living rises each year. The CEO salary is reviewed by a sub group of the board which is led by the Chair of the HR committee and consists of four Trustees and supported by the CEO, HR Lead and Volunteer Development Lead.

Regulation

CCAB is regulated by the Financial Conduct Authority FRN: 617537 CCAB is a qualified Living Wage employer
CCAB is regulated under the Advice Quality Standard and the Money Advice Service quality framework

Induction and Training of New Trustees

New trustees are provided with an 'Induction Pack' covering such topics as legal status and governance, structure, organisation and staffing, finances, policy and strategy. They are invited to attend the bureau and observe service delivery. In addition, to familiarise themselves with the charity and the context within which it operates, new trustees are invited and encouraged to attend training courses organised by Citizens Advice and to attend specialised training where it is considered to be appropriate, as well as onboarding meetings with SLT members.

Citizens Advice

The charity is a member of Citizens Advice (CA) and is regulated by its membership requirements and its aims, principles and policies.

Risk management

The Trustee Board has approved the risk management strategy and reviews the risk assessment regularly. CCAB

STRUCTURE, GOVERNANCE AND MANAGEMENT
has identified high and medium level operational level risks in IT, HR and Finance.

Risks are identified and evaluated in the following ways:
Regular reviews are performed by the Trustee Board in order to assess the likelihood and impact, relevance of risks, current strategies applied and the strength of the strategies. The residual risk is identified and action plans are created to further mitigate risk.

The Trustee Board is responsible for monitoring external developments that may impact on the organisation. Comprehensive budgeting systems and financial reporting, which indicate financial performance against the budget, and forecasts are reviewed and agreed by the Operations Committee and the Trustee Board.

The most significant risks faced by CCAB have been identified by the Trustee Board and relate to the following:
- CEO on long term sickness or dies
- Cuts to Local Authority funding
- Lack of the right quality of volunteers to fill advice rotas
- Information breach

These risks are mitigated by:
- a Deputy CEO Post
- diversifying our funding streams
- changing our selection and training system
- rigorous training, new policies, spot checking under GDPR.

PLANS FOR THE FUTURE
• To prioritise and evolve our client service offer for the most vulnerable and disadvantaged
• To develop and equip an effective and efficient workforce to deliver on our promised offer
• To optimise our locations and channels to increase client access and improve organisational health and efficiency
• To build collaborations and partnerships to increase profile and operational capacity and diversify funding
• To improve equity, enhance diversity and increase inclusion through our policies and practices as an employer & volunteer agent, as a service and as an organisation and sector leader.
• To systematically explore and implement changes which increase our positive environmental impact

GOING CONCERN
The Trustees consider that there are no material uncertainties about Cambridge and District Citizens Advice Bureau's ability to continue as a going concern. All payments are up to date and income and expenditure are being closely monitored on a monthly basis such that costs will be reduced if income is not sufficient to cover them and that restricted funding is closely monitored to ensure that budgets are met. Additionally, there is no unplanned expenditure from reserves. With regard the following year (and most years), the most significant areas of uncertainty are the level of grant funding which needs to be raised each and every year due to very few grants and contracts being agreed for more than 1 year.

STATEMENT OF TRUSTEES' RESPONSIBILITIES
The trustees (who are also the directors of Cambridge and District Citizens Bureau for the purposes of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

Company 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 incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The Trustees are responsible for overseeing any significant fundraising activities including those involving members of the public to ensure that robust processes are adopted and adhered to. Since Covid, the charity has not undertaken any significant public fundraising activities. A new trustee finance sub-committee has been overseeing all
significant fundraising activities from January 2024 onwards.

AUDITORS

The auditors, Knights Lowe Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

In accordance with the Financial Procedures of the charity, the bureau's Trustee Board is responsible for recommending the appointment of an auditor at the annual general meeting prior to the year end, with the Treasurer and CEO responsible for reviewing this appointment.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on ..... and signed on the board's behalf by:

.....
A H Bridges - Trustee

Report of the Independent Auditors to the Members of Cambridge and District Citizens Bureau

Opinion

We have audited the financial statements of Cambridge and District Citizens Bureau (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with directors and other management, and from our commercial knowledge and experience of the companies operating sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, taxation legislation, data protection, anti-bribery, employment, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:
- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:
- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias;
- investigated the rationale behind significant or unusual transactions; and
- specifically tested the used stock valuation including the used stock write-down provision, maintenance contracts, and the buy-back provision. These are areas requiring some level of management judgement and so could be susceptible to management bias.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:
- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims;
- reviewing correspondence with HMRC, relevant regulators [Scania for franchise purposes] and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

James Knights ACA (Senior Statutory Auditor)
for and on behalf of Knights Lowe Limited
Eldo House
Kempson Way
Suffolk Business Park
Bury St Edmunds
Suffolk
IP32 7AR

Date: .....

Cambridge and District Citizens Bureau

Statement of Financial Activities
for the Year Ended 31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	**2024 Total funds £**	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	**136,561**	**1,297,394**	**1,433,955**	1,176,850
Charitable activities	5				
Advice provision		**(3,270)**	**134,034**	**130,764**	133,171
Other trading activities	3	**1,680**	**-**	**1,680**	490
Investment income	4	**74,548**	**2,367**	**76,915**	52,291
Other income		**-**	**-**	**-**	-
Total		**209,519**	**1,433,795**	**1,643,314**	1,362,802
EXPENDITURE ON					
Raising funds	6	**26,955**	**2,209**	**29,164**	13,870
Charitable activities	7				
Advice provision		**38,308**	**1,252,941**	**1,291,249**	1,153,986
Partner funding		**-**	**35,000**	**35,000**	29,750
Other		**54,505**	**87,361**	**141,866**	131,133
Total		**119,768**	**1,377,511**	**1,497,279**	1,328,739
Net gains/(losses) on investments		**-**	**-**	**-**	(59,000)
NET INCOME/(EXPENDITURE)		**89,751**	**56,284**	**146,035**	(24,937)
Transfers between funds	22	**91,392**	**(91,392)**	**-**	-
Other recognised gains/(losses)					
Gains/(losses) on revaluation of fixed assets		**(663)**	**-**	**(663)**	-
Net movement in funds		**180,480**	**(35,108)**	**145,372**	(24,937)
RECONCILIATION OF FUNDS					
Total funds brought forward		**845,973**	**188,726**	**1,034,699**	1,059,636
TOTAL FUNDS CARRIED FORWARD		**1,026,453**	**153,618**	**1,180,071**	1,034,699

The notes form part of these financial statements

Cambridge and District Citizens Bureau

Balance Sheet
31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	**2024 Total funds £**	2023 Total funds £
FIXED ASSETS					
Tangible assets	13	**562,465**	**-**	**562,465**	573,937
Investments					
Investments	14	**500**	**-**	**500**	500
Investment property	15	**715,000**	**-**	**715,000**	715,000
		1,277,965	**-**	**1,277,965**	1,289,437
CURRENT ASSETS					
Debtors	16	**97,665**	**-**	**97,665**	74,871
Cash at bank and in hand		**380,558**	**153,617**	**534,175**	488,764
		478,223	**153,617**	**631,840**	563,635
CREDITORS					
Amounts falling due within one year	17	**(104,646)**	**2**	**(104,644)**	(818,373)
NET CURRENT ASSETS		**373,577**	**153,619**	**527,196**	(254,738)
TOTAL ASSETS LESS CURRENT LIABILITIES		**1,651,542**	**153,619**	**1,805,161**	1,034,699
CREDITORS					
Amounts falling due after more than one year	18	**(625,090)**	**-**	**(625,090)**	-
NET ASSETS		**1,026,452**	**153,619**	**1,180,071**	1,034,699
FUNDS	22				
Unrestricted funds				**1,026,452**	845,973
Restricted funds				**153,619**	188,726
TOTAL FUNDS				**1,180,071**	1,034,699

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

.....
A Jackson - Trustee

.....
A H Bridges - Trustee

The notes form part of these financial statements

Cambridge and District Citizens Bureau

Cash Flow Statement
for the Year Ended 31 March 2024

	Notes	**2024** **£**	2023 £
Cash flows from operating activities			
Cash generated from operations	1	**93,752**	80,452
Interest paid		**(26,672)**	(22,603)
Net cash provided by operating activities		**67,080**	57,849
Cash flows from investing activities			
Purchase of tangible fixed assets		**(8,375)**	(17,389)
Interest received		**7,060**	53,813
Net cash (used in)/provided by investing activities		**(1,315)**	36,424
Cash flows from financing activities			
Loan repayments in year		**(72,734)**	(46,971)
Interest paid		**52,380**	22,603
Net cash used in financing activities		**(20,354)**	(24,368)
Change in cash and cash equivalents in the reporting period		**45,411**	69,905
Cash and cash equivalents at the beginning of the reporting period		**488,764**	418,859
Cash and cash equivalents at the end of the reporting period		**534,175**	488,764

The notes form part of these financial statements

Notes to the Cash Flow Statement for the Year Ended 31 March 2024

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024	2023
	£	£
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	**146,035**	(24,937)
Adjustments for:		
Depreciation charges	**19,845**	21,474
Losses on investments	**-**	59,000
Interest received	**(7,060)**	(53,813)
Interest paid	**26,672**	22,603
Utilise provision	**(663)**	-
Increase in debtors	**(22,794)**	(38,652)
(Decrease)/increase in creditors	**(68,283)**	94,777
Net cash provided by operations	**93,752**	80,452

2. ANALYSIS OF CHANGES IN NET DEBT

	At 1.4.23	Cash flow	**At 31.3.24**
	£	£	**£**
Net cash			
Cash at bank and in hand	**488,764**	**45,411**	**534,175**
	488,764	**45,411**	**534,175**
Debt			
Debts falling due within 1 year	**(667,511)**	**645,446**	**(22,065)**
Debts falling due after 1 year	**-**	**(625,090)**	**(625,090)**
	(667,511)	**20,356**	**(647,155)**
Total	**(178,747)**	**65,767**	**(112,980)**

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

Going concern

The Trustees consider that there are no material uncertainties about Cambridge and District Citizens Advice Bureau's ability to continue as a going concern.. All payments are up to date and income and expenditure are being closely monitored on a monthly basis such that costs will be reduced if income is not sufficient to cover them and that restricted funding is closely monitored to ensure that budgets are met. Additionally, there is no unplanned expenditure from reserves. With regard the following year (and most years), the most significant areas of uncertainty are the level of grant funding which needs to be raised each and every year due to very few grants and contracts being agreed for more than 1 year.

Income

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

All income is recognised in the Statement of Financial Activities once the Charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably. Where income has related expenditure (as with fund raising or contract income and partner ,funding), the income and related expenditure are reported gross in the Statement of Financial Activities.

Donations, grants and gifts are recognised when receivable. In the event that a grant is subject tofulfilling performance conditions before the Charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the reporting period. Income from Gift Aid tax reclaims is recognised for any donations with relevant Gift Aid certificates recognised in income for the year. Any amounts of Gift Aid not received by the year end are accounted for in income and accrued income in debtors.

Income received in advance for a future fundraising event or for a grant received relating to thefollowing year are deferred until the criteria for income recognition are met. Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable. Interest on deposit funds held is included when receivable and the amount can be measured reliably by the Charity which is normally upon notification of the interest paid or payable by the bank.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

All expenditure is accounted for on an accrual’s basis under the following headings:

Costs of raising funds comprise fundraising costs incurred in seeking donations, grants and legacies.
This includes staff time as well as additional support and event costs.

continued...

1. ACCOUNTING POLICIES - continued

Expenditure
Investment property income and expenditure relates to the first-floor tenant accommodation and meeting room available for hire. An allocation based on floor area (36%), of premises and loan interest costs is charged to this as well as direct costs associated with external bookings and hires.
Expenditure on charitable activities includes the costs of providing specialist and generalist advice to clients, and the associated support costs.

Partner funding costs relate to those parts of an award due to a project partner. In those cases, the bureau is the lead grantee.

Support costs comprise those costs which are incurred directly in support of expenditure on the objects of the Charity and include governance cost, finance, and office costs. Governance costs are those costs incurred in connection with the compliance with constitutional and statutory requirements of the Charity. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Support costs are allocated to each of the activities on one of the following bases: either floor space or staff time or staff headcount depending on the nature of the support costs, to best allocate the costs to each attributable heading.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	-	2% straight line on buildings
Fixtures and fittings	-	20% on reducing balance and 20% on cost
Computer equipment	-	5 years straight line

Investment property
Investment property is shown at most recent valuation. Any aggregate surplus or deficit arising from changes in fair value is recognised in the Statement of Financial Activities.

Taxation
The charity is exempt from corporation tax on its charitable activities.

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

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.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

OPERATING LEASES
Rentals paid under operating leases are charged to the Statement of Financial Activities on a straightened

continued...

1. ACCOUNTING POLICIES - continued

basis over the lease term.

CASH AT BANK AND IN HAND
Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

DEBTORS
Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due. Accrued income and tax recoverable are included at the best estimate of the amounts receivable at the balance sheet date.

LIABILITIES AND PROVISIONS
Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.
Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

FINANCIAL INSTRUMENTS
The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method. Fixed assets are valued at depreciated cost and investments at fair value which is market value.

PENSIONS
The Charity contributes to employees' personal pension schemes (defined contribution scheme). Contributions are charged to the Statement of Financial Activities in the period to which they relate.

2. DONATIONS AND LEGACIES

	2024	2023
	£	£
Donations	**42,106**	40,251
Grants	**1,391,849**	1,136,599
	1,433,955	1,176,850

Grants received, included in the above, are as follows:

	2024	2023
	£	£
Other grants	**1,391,849**	1,136,599

continued...

3. OTHER TRADING ACTIVITIES

	2024	2023
	£	£
Fundraising events	1,135	490
Other income	545	-
	1,680	490

4. INVESTMENT INCOME

	2024	2023
	£	£
Rents received	68,666	50,769
Meeting room hire	1,189	-
Deposit account interest	7,060	1,522
	76,915	52,291

5. INCOME FROM CHARITABLE ACTIVITIES

		2024	2023
	Activity	£	£
Contracts	Advice provision	130,764	133,171

6. RAISING FUNDS

Raising donations and legacies

	2024	2023
	£	£
Sundries	3,456	828
Project costs	-	237
Loan interest	25,708	10,412
	29,164	11,477

Investment management costs

	2024	2023
	£	£
Property repairs	-	2,393
Aggregate amounts	29,164	13,870

continued...

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Support costs (see note 8)	Totals
	£	£	£
Advice provision	**1,289,682**	**1,567**	**1,291,249**
Partner funding	**35,000**	**-**	**35,000**
	1,324,682	**1,567**	**1,326,249**

8. SUPPORT COSTS

	Management	Finance	Human resources
	£	£	£
Other resources expended	**5,526**	**35,241**	**5,984**
Advice provision	**-**	**1,567**	**-**
	5,526	**36,808**	**5,984**

	Communications	Administration	Governance costs	Totals
	£	£	£	£
Other resources expended	**42,997**	**14,103**	**38,015**	**141,866**
Advice provision	**-**	**-**	**-**	**1,567**
	42,997	**14,103**	**38,015**	**143,433**

9. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2024	2023
	£	£
Auditors' remuneration	**15,966**	11,416
Depreciation - owned assets	**19,847**	15,103

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

	2024	2023
	£	£
Trustees' expenses	**405**	920

continued...

11. STAFF COSTS

	2024	2023
	£	£
Wages and salaries	**886,046**	859,324
Social security costs	**298,988**	192,842
	1,185,034	1,052,166

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

	2024	2023
Chief Executive	**1**	1
Advisers and specialists	**10**	11
Administration and support	**9**	8
Project staff	**14**	17
	34	37

No employees received emoluments in excess of £60,000.

Key management personnel include the Chief Executive Officer, Deputy Chief Executive Officer, Specialist Team Development Manager, IT & Admin Leader and Finance Manager. Total remuneration (including employer's national insurance and employer's pension contributions) paid to key management personnel amounted to £204,895 (2023: £234,691).

In addition, the Charity has the use of highly trained and professional volunteers. 69 (2023: 50) gave overtime valued at £569,600 (2023: £294,000). This cost has not been recognised in the accounts.

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
INCOME AND ENDOWMENTS FROM			
Donations and legacies	64,662	1,112,188	1,176,850
Charitable activities			
Advice provision	-	133,171	133,171
Other trading activities	490	-	490
Investment income	52,291	-	52,291
Other income	-	-	-
Total	117,443	1,245,359	1,362,802
EXPENDITURE ON			
Raising funds	12,805	1,065	13,870
Charitable activities			
Advice provision	159,048	994,938	1,153,986
Partner funding	-	29,750	29,750
Other	56,753	74,380	131,133

continued...

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
Total	228,606	1,100,133	1,328,739
Net gains/(losses) on investments	(59,000)	-	(59,000)
NET INCOME/(EXPENDITURE)	(170,163)	145,226	(24,937)
Transfers between funds	36,706	(36,706)	-
Net movement in funds	(133,457)	108,520	(24,937)
RECONCILIATION OF FUNDS			
Total funds brought forward	979,430	80,206	1,059,636
TOTAL FUNDS CARRIED FORWARD	845,973	188,726	1,034,699

13. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 April 2023	**741,770**	**159,778**	**10,117**	**911,665**
Additions	**-**	**-**	**8,375**	**8,375**
Disposals	**-**	**(110,450)**	**-**	**(110,450)**
At 31 March 2024	**741,770**	**49,328**	**18,492**	**809,590**
DEPRECIATION				
At 1 April 2023	**184,983**	**142,628**	**10,117**	**337,728**
Charge for year	**14,835**	**4,585**	**427**	**19,847**
Eliminated on disposal	**-**	**(110,450)**	**-**	**(110,450)**
At 31 March 2024	**199,818**	**36,763**	**10,544**	**247,125**
NET BOOK VALUE				
At 31 March 2024	**541,952**	**12,565**	**7,948**	**562,465**
At 31 March 2023	556,787	17,150	-	573,937

The freehold property is pledged as security for the mortgage loan disclosed in creditors.

continued...

14. FIXED ASSET INVESTMENTS

	Unlisted investments £
MARKET VALUE	
At 1 April 2023 and 31 March 2024	**500**
NET BOOK VALUE	
At 31 March 2024	**500**
At 31 March 2023	500

There were no investment assets outside the UK.

15. INVESTMENT PROPERTY

	£
FAIR VALUE	
At 1 April 2023 and 31 March 2024	**715,000**
NET BOOK VALUE	
At 31 March 2024	**715,000**
At 31 March 2023	715,000

Fair value at 31 March 2024 is represented by:

	£
Valuation in 2023	**145,000**
Cost	**570,000**
	715,000

If investment property had not been revalued it would have been included at the following historical cost:

	2024	2023
	£	£
Cost	**570,000**	570,000

66 Devonshire Road was valued on a fair value basis on 31 March 2023 by Kate Proctor (RICS Registered Valuer).

continued...

16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Trade debtors	**83,180**	60,525
Other debtors	**203**	1,334
Prepayments and accrued income	**14,282**	13,012
	97,665	74,871

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Bank loans and overdrafts (see note 19)	**22,065**	667,511
Trade creditors	**25,351**	13,556
Social security and other taxes	**22,041**	28,531
VAT	**9,361**	7,649
Other creditors	**12,132**	9,566
Accruals and deferred income	**13,694**	91,560
	104,644	818,373

18. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2024	2023
	£	£
Bank loans (see note 19)	**625,090**	-

19. LOANS

An analysis of the maturity of loans is given below:

	2024	2023
	£	£
Amounts falling due within one year on demand:		
Bank loans	**22,065**	667,511
Amounts falling between one and two years:		
Bank loans - 1-2 years	**49,916**	-
Amounts falling due between two and five years:		
Bank loans - 2-5 years	**91,821**	-
Amounts falling due in more than five years:		
Repayable by instalments:		
Bank loans more 5 yr by instal	**483,353**	-

continued...

20. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2024	2023
	£	£
Within one year	**9,391**	8,101
Between one and five years	**7,585**	12,947
	16,976	21,048

21. SECURED DEBTS

The following secured debts are included within creditors:

	2024	2023
	£	£
Bank loans	**647,155**	-

The loan is secured against the property on Devonshire Road and is repayable over 25 years, and commenced in July 2014. It was refinanced at that date from a loan from the Social Investment Business.

The mortgage is secured by a fixed charge over the property at 66 Devonshire Road, Cambridge. Repayments of capital and interest are made on a monthly basis. Interest is payable at 3.75% per annum (3.1% in previous year) calculated on a daily basis.

The carrying value of the assets secured in the accounts is £1,256,952 (2023: £1,271,787).

continued...

22. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	**30,973**	**96,847**	**87,030**	**214,850**
Devonshire Road (Designated)	**570,000**	**(2,735)**	**-**	**567,265**
Revaluation reserve (Designated)	**145,000**	**-**	**-**	**145,000**
Building maintenance (Designated)	**20,000**	**(663)**	**-**	**19,337**
Development Reserve (Designated)	**80,000**	**-**	**-**	**80,000**
Citizens Advice – BEIS Softphones	**-**	**(4,362)**	**4,362**	**-**
	845,973	**89,087**	**91,392**	**1,026,452**
Restricted funds				
CCF - Surviving Winter	**876**	**2,057**	**-**	**2,933**
Citizens Advice	**21,713**	**-**	**(21,713)**	**-**
Citizens Advice - Energy Advice Programme	**-**	**(4,002)**	**-**	**(4,002)**
Citizens Advice – Help to Claim	**-**	**(28,529)**	**-**	**(28,529)**
CitA - Help Through Hardship	**-**	**13,646**	**-**	**13,646**
City - ASSET Special Funding	**-**	**(1,969)**	**-**	**(1,969)**
Cambridge City Council	**99,074**	**(48,689)**	**-**	**50,385**
Cambridge City Council – Homelessness Prevention	**-**	**23,988**	**-**	**23,988**
Cambridge City Council – Specialist Welfare Rights	**-**	**(42,152)**	**-**	**(42,152)**
Cambridge City Council – Personal Budgeting Support	**-**	**3,271**	**-**	**3,271**
Citizens Advice – Trussell Trust Foodbank Service	**-**	**9,543**	**-**	**9,543**
John Huntingdon	**126**	**3,112**	**-**	**3,238**
South Cambridgeshire District Council	**4,679**	**65,000**	**(69,679)**	**-**
Lottery COVID-19	**1,000**	**-**	**-**	**1,000**
Investing in Communities	**58,522**	**-**	**-**	**58,522**
Cardinal Contract	**-**	**4,352**	**-**	**4,352**
Income Maximisation Project	**-**	**42,746**	**-**	**42,746**
Cambridge Community Foundation Grant	**2,736**	**-**	**-**	**2,736**
Lottery Cost of Living	**-**	**5,676**	**-**	**5,676**
CSDF	**-**	**8,235**	**-**	**8,235**
	188,726	**56,285**	**(91,392)**	**153,619**
TOTAL FUNDS	**1,034,699**	**145,372**	**-**	**1,180,071**

continued...

22. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	**140,147**	**(43,300)**	**-**	**96,847**
Devonshire Road (Designated)	**69,371**	**(72,106)**	**-**	**(2,735)**
Building maintenance (Designated)	**-**	**-**	**(663)**	**(663)**
Citizens Advice – BEIS Softphones	**-**	**(4,362)**	**-**	**(4,362)**
	209,518	**(119,768)**	**(663)**	**89,087**
Restricted funds				
CCF - Surviving Winter	**2,367**	**(310)**	**-**	**2,057**
Citizens Advice - Energy Advice Programme	**17,484**	**(21,486)**	**-**	**(4,002)**
Citizens Advice – Help to Claim	**426,450**	**(454,979)**	**-**	**(28,529)**
CitA - Help Through Hardship	**203,699**	**(190,053)**	**-**	**13,646**
City - ASSET Special Funding	**-**	**(1,969)**	**-**	**(1,969)**
Cambridge City Council	**310,012**	**(358,701)**	**-**	**(48,689)**
Cambridge City Council – Homelessness Prevention	**35,000**	**(11,012)**	**-**	**23,988**
Cambridge City Council – Specialist Welfare Rights	**-**	**(42,152)**	**-**	**(42,152)**
Cambridge City Council – Personal Budgeting Support	**3,271**	**-**	**-**	**3,271**
Citizens Advice – Trussell Trust Foodbank Service	**42,666**	**(33,123)**	**-**	**9,543**
John Huntingdon	**17,874**	**(14,762)**	**-**	**3,112**
South Cambridgeshire District Council	**100,000**	**(35,000)**	**-**	**65,000**
Cardinal Contract	**30,509**	**(26,157)**	**-**	**4,352**
CHS contract	**39,714**	**(39,714)**	**-**	**-**
Income Maximisation Project	**100,000**	**(57,254)**	**-**	**42,746**
Lottery Cost of Living	**73,618**	**(67,942)**	**-**	**5,676**
CSDF	**31,132**	**(22,897)**	**-**	**8,235**
	1,433,796	**(1,377,511)**	**-**	**56,285**
TOTAL FUNDS	**1,643,314**	**(1,497,279)**	**(663)**	**145,372**

continued...

22. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	105,430	(113,476)	39,019	30,973
Devonshire Road (Designated)	570,000	2,313	(2,313)	570,000
Revaluation reserve (Designated)	204,000	(59,000)	-	145,000
Building maintenance (Designated)	20,000	-	-	20,000
Development Reserve (Designated)	80,000	-	-	80,000
	979,430	(170,163)	36,706	845,973
Restricted funds				
CCF - Surviving Winter	-	-	877	877
Citizens Advice	7,850	(4,755)	18,618	21,713
Citizens Advice - Energy Advice Programme	-	(919)	919	-
Citizens Advice – Help to Claim	-	12,885	(12,885)	-
CitA - Help Through Hardship	-	(6,808)	6,808	-
City - ASSET Special Funding	-	(215)	215	-
Cambridge City Council	3,634	69,144	26,295	99,073
Cambridge City Council - Financial Capability	-	(546)	546	-
Cambridge City Council – Homelessness Prevention	-	2,279	(2,279)	-
Cambridge City Council – Specialist Welfare Rights	-	126	(126)	-
Cambridge City Council – Personal Budgeting Support	-	2,033	(2,033)	-
IiC	-	(1,576)	1,576	-
John Huntingdon	-	126	-	126
South Cambridgeshire District Council	-	5,316	(637)	4,679
South Cambridgeshire District Council – Housing Debt Advice	-	(637)	637	-
Awards for All	-	(619)	619	-
Lottery COVID-19	1,000	(98)	98	1,000
Lottery Advice Plus	-	(22)	22	-
Lottery - Help in Crisis	7,057	(6,686)	(371)	-
Investing in Communities	60,130	-	(1,608)	58,522
Cardinal Contract	-	(481)	481	-
CHS contract	-	3,240	(3,240)	-
Income Maximisation Project	-	50,000	(50,000)	-
Carbon Monoxide Advice Project (CMAP)	-	12,675	(12,675)	-
CiTA MAps	-	8,565	(8,565)	-
Cambridge Community Foundation Grant	535	2,199	2	2,736
	80,206	145,226	(36,706)	188,726
TOTAL FUNDS	1,059,636	(24,937)	-	1,034,699

continued...

22. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	125,709	(180,185)	(59,000)	(113,476)
Devonshire Road (Designated)	50,735	(48,422)	-	2,313
Revaluation reserve (Designated)	(59,000)	-	-	(59,000)
	117,444	(228,607)	(59,000)	(170,163)
Restricted funds				
Citizens Advice	(1)	(4,754)	-	(4,755)
Citizens Advice - Energy Advice Programme	8,462	(9,381)	-	(919)
Citizens Advice – Help to Claim	420,994	(408,109)	-	12,885
CitA - Help Through Hardship	194,291	(201,099)	-	(6,808)
City - ASSET Special Funding	-	(215)	-	(215)
Cambridge City Council	240,002	(170,858)	-	69,144
Cambridge City Council - Financial Capability	20,000	(20,546)	-	(546)
Cambridge City Council – Homelessness Prevention	35,000	(32,721)	-	2,279
Cambridge City Council – Specialist Welfare Rights	35,000	(34,874)	-	126
Cambridge City Council – Personal Budgeting Support	39,251	(37,218)	-	2,033
IiC	-	(1,576)	-	(1,576)
John Huntingdon	17,569	(17,443)	-	126
South Cambridgeshire District Council	85,000	(79,684)	-	5,316
South Cambridgeshire District Council – Housing Debt Advice	8,520	(9,157)	-	(637)
Awards for All	-	(619)	-	(619)
Lottery COVID-19	-	(98)	-	(98)
Lottery Advice Plus	-	(22)	-	(22)
Lottery - Help in Crisis	-	(6,686)	-	(6,686)
Cardinal Contract	28,896	(29,377)	-	(481)
CHS contract	38,935	(35,695)	-	3,240
Income Maximisation Project	50,000	-	-	50,000
Carbon Monoxide Advice Project (CMAP)	12,675	-	-	12,675
CiTA MAps	8,565	-	-	8,565
Cambridge Community Foundation Grant	2,199	-	-	2,199
	1,245,358	(1,100,132)	-	145,226
TOTAL FUNDS	1,362,802	(1,328,739)	(59,000)	(24,937)

continued...

22. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	105,430	(16,629)	126,049	214,850
Devonshire Road (Designated)	570,000	(422)	(2,313)	567,265
Revaluation reserve (Designated)	204,000	(59,000)	-	145,000
Building maintenance (Designated)	20,000	(663)	-	19,337
Development Reserve (Designated)	80,000	-	-	80,000
Citizens Advice – BEIS Softphones	-	(4,362)	4,362	-
	979,430	(81,076)	128,098	1,026,452
Restricted funds				
CCF - Surviving Winter	-	2,057	877	2,934
Citizens Advice	7,850	(4,755)	(3,095)	-
Citizens Advice - Energy Advice Programme	-	(4,921)	919	(4,002)
Citizens Advice – Help to Claim	-	(15,644)	(12,885)	(28,529)
CitA - Help Through Hardship	-	6,838	6,808	13,646
City - ASSET Special Funding	-	(2,184)	215	(1,969)
Cambridge City Council	3,634	20,455	26,295	50,384
Cambridge City Council - Financial Capability	-	(546)	546	-
Cambridge City Council – Homelessness Prevention	-	26,267	(2,279)	23,988
Cambridge City Council – Specialist Welfare Rights	-	(42,026)	(126)	(42,152)
Cambridge City Council – Personal Budgeting Support	-	5,304	(2,033)	3,271
Citizens Advice – Trussell Trust Foodbank Service	-	9,543	-	9,543
IiC	-	(1,576)	1,576	-
John Huntingdon	-	3,238	-	3,238
South Cambridgeshire District Council	-	70,316	(70,316)	-
South Cambridgeshire District Council – Housing Debt Advice	-	(637)	637	-
Awards for All	-	(619)	619	-
Lottery COVID-19	1,000	(98)	98	1,000
Lottery Advice Plus	-	(22)	22	-
Lottery - Help in Crisis	7,057	(6,686)	(371)	-
Investing in Communities	60,130	-	(1,608)	58,522
Cardinal Contract	-	3,871	481	4,352
CHS contract	-	3,240	(3,240)	-
Income Maximisation Project	-	92,746	(50,000)	42,746
Carbon Monoxide Advice Project (CMAP)	-	12,675	(12,675)	-
CiTA MAps	-	8,565	(8,565)	-
Cambridge Community Foundation Grant	535	2,199	2	2,736
Lottery Cost of Living	-	5,676	-	5,676
CSDF	-	8,235	-	8,235
	80,206	201,511	(128,098)	153,619

continued...

22. MOVEMENT IN FUNDS - continued

TOTAL FUNDS	1,059,636	120,435	-	1,180,071

continued...

22. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	265,856	(223,485)	(59,000)	(16,629)
Devonshire Road (Designated)	120,106	(120,528)	-	(422)
Revaluation reserve (Designated)	(59,000)	-	-	(59,000)
Building maintenance (Designated)	-	-	(663)	(663)
Citizens Advice – BEIS Softphones	-	(4,362)	-	(4,362)
	326,962	(348,375)	(59,663)	(81,076)
Restricted funds				
CCF - Surviving Winter	2,367	(310)	-	2,057
Citizens Advice	(1)	(4,754)	-	(4,755)
Citizens Advice - Energy Advice Programme	25,946	(30,867)	-	(4,921)
Citizens Advice – Help to Claim	847,444	(863,088)	-	(15,644)
CitA - Help Through Hardship	397,990	(391,152)	-	6,838
City - ASSET Special Funding	-	(2,184)	-	(2,184)
Cambridge City Council	550,014	(529,559)	-	20,455
Cambridge City Council - Financial Capability	20,000	(20,546)	-	(546)
Cambridge City Council – Homelessness Prevention	70,000	(43,733)	-	26,267
Cambridge City Council – Specialist Welfare Rights	35,000	(77,026)	-	(42,026)
Cambridge City Council – Personal Budgeting Support	42,522	(37,218)	-	5,304
Citizens Advice – Trussell Trust Foodbank Service	42,666	(33,123)	-	9,543
IiC	-	(1,576)	-	(1,576)
John Huntingdon	35,443	(32,205)	-	3,238
South Cambridgeshire District Council	185,000	(114,684)	-	70,316
South Cambridgeshire District Council – Housing Debt Advice	8,520	(9,157)	-	(637)
Awards for All	-	(619)	-	(619)
Lottery COVID-19	-	(98)	-	(98)
Lottery Advice Plus	-	(22)	-	(22)
Lottery - Help in Crisis	-	(6,686)	-	(6,686)
Cardinal Contract	59,405	(55,534)	-	3,871
CHS contract	78,649	(75,409)	-	3,240
Income Maximisation Project	150,000	(57,254)	-	92,746
Carbon Monoxide Advice Project (CMAP)	12,675	-	-	12,675
CiTA MAps	8,565	-	-	8,565
Cambridge Community Foundation Grant	2,199	-	-	2,199
Lottery Cost of Living	73,618	(67,942)	-	5,676
CSDF	31,132	(22,897)	-	8,235
	2,679,154	(2,477,643)	-	201,511
TOTAL FUNDS	3,006,116	(2,826,018)	(59,663)	120,435

continued...

22. MOVEMENT IN FUNDS - continued

Transfers between funds

Following a review of fund classifications by the Trustees this year the opening balance on the Citizens Advice - BEIS Softphones fund has been reclassifed from restricted to unrestricted funds. The balance on this fund has been transferred to the General Fund at the end of the year.

The year end balance on the South Cambridgeshire District Council has been transferred to the General Fund.

Restricted funds

Cambridge Housing Society Winter Fund
To deliver grants to individuals in need on behalf of Cambridgshire County Council

Citizens Advice - Energy Advice Programme
Funding to deliver 1:1 advice on energy awareness and savings.

Citizens Advice – Help to Claim
Funding to provide advice to clients on the Universal Credit scheme.

Big Lottery Help through Crisis
Five-year fund to support individuals and key agencies via crisis casework and advocacy.

Cambridge City Council - Core Funding
To deliver core CAB services to the people of Cambridge.

Cambridge City Council - Financial Capability
To support the training of groups and individuals to help them better understand how to manage their money.

Cambridge City Council – Homelessness Prevention
Specialist independent support, advice and representation around housing and debt issues.

Cambridge City Council – Specialist Welfare Rights
To provide casework service 5 days a week including benefits appeals and representation, training and updates to external agencies.

Cambridge City Council – Personal Budgeting Support
Money management advice to people receiving Universal Credit.

Citizens Advice – Trussell Trust Foodbank Service
Funding provided from Trussell Trust via Citizens Advice to provide telephone helpline advice to foodbank clients or potential clients.

John Huntingdon Charity, Sawston
Providing specialist debt casework for the residents of Sawston and the surrounding areas.

South Cambridgeshire District Council Core Funding
Grant to deliver core CAB services to the people of South Cambridgeshire.

South Cambridgeshire District Council – Housing Debt Advice
To provide debt advice to local residents in the Cambourne area.

National Lottery Coronavirus Community Support Fund
To provide crisis information and advice to local people impacted by the Coronavirus pandemic.

Greater Cambridge Partnership - Investing in Communities
Finance for capital funding towards the ICT investment of the Advicehub project. All funding has been spent and the closing balance consists only of undepreciated fixed assets purchased with the funding.

Cardinal Contract
Partnership project with Addenbrookes Hospital, Headway and Cardinal to deliver advice to patients impacted by major trauma and their families.

CHS Contract
Supporting clients by awarding food and fuel vouchers as well as white goods through the Cambridge Local Assistance Scheme.

Cambridge City Council - Income Maximisation
Funding to provide income maximisation advice to Cambridgeshire residents who are over 18.

Big Lottery Cost of Living
Funding from National Lottery towards salaries, overheads, equipment and service delivery at outreach during the cost of living crisis.

CSDF

continued...

22. MOVEMENT IN FUNDS - continued

Funding from Citizens Advice Core Service Donation Funding for Innovation projects, spent on setting up and rolling out a local webchat advice service.

Cambridgeshire Community Fund

£1,000 Winter Appeal to provide emergency fuel payments to individuals.

Carbon Monoxide Advice Project (CMAP)

To support the provision of one-to-one carbon monoxide awareness and energy advice.

Designated funds- unrestricted funds

The 66 Devonshire Road Fund

Together with the Revaluation Reserve, these funds constitute the net value of the investment part of the building owned by the Bureau. As the fund solely reflects the value of the building, it is not considered to be a liquid asset, though sale of this asset would be expected to cover the outstanding loan through which the Bureau purchased the building.

The Revaluation Reserve

Made up of the accumulated gain on value of the property at 66 Devonshire Road.

The Development Fund

Created from donations from foundations. This is being held to prepare for expenditure on projects where the bureau requires to match-fund contributions from other organisations or donors.

The Building Maintenance Fund

Created to set aside essential upgrade and replacement of building infrastructure.

Citizens Advice – BEIS Softphones

To enable the service to increase capacity to respond to the immediate demand for advice arising from Covid-19 in a cost-effective manner. Funding comes via Citizens Advice from the Department of Business, Energy and Industrial Strategy.

23. EMPLOYEE BENEFIT OBLIGATIONS

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the Charity to the fund and amounted to £73,328 (2023: £62,375). At the year end, £6,999 (2023: £7,217) was due to the pension scheme.

24. CONTINGENT LIABILITIES

There is a potential VAT liability under the Capital Goods Scheme, due over the next 3 years estimated at a present value of £7,000 (2023: £7,000). This has arisen due to the level of taxable supplies falling in comparison to those levels made when the Devonshire Road building project was being undertaken.

25. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024.

Cambridge and District Citizens Bureau

Detailed Statement of Financial Activities
for the Year Ended 31 March 2024

	2024	2023
	£	£
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	**42,106**	40,251
Grants	**1,391,849**	1,136,599
	1,433,955	1,176,850
Other trading activities		
Fundraising events	**1,135**	490
Other income	**545**	-
	1,680	490
Investment income		
Rents received	**68,666**	50,769
Meeting room hire	**1,189**	-
Deposit account interest	**7,060**	1,522
	76,915	52,291
Charitable activities		
Contracts	**130,764**	133,171
Total incoming resources	**1,643,314**	1,362,802
EXPENDITURE		
Raising donations and legacies		
Sundries	**3,456**	828
Project costs	**-**	237
Loan interest	**25,708**	10,412
	29,164	11,477
Investment management costs		
Property repairs	**-**	2,393
Charitable activities		
Direct wages	**886,046**	859,324
Administrative Wages	**298,988**	192,842
Rates and water	**3,492**	3,021
Insurance	**6,711**	6,193
Light and heat	**15,464**	15,015
Repairs & maintenance	**17,633**	11,401
Cleaning	**10,566**	9,319
Carried forward	**1,238,900**	1,097,115

Cambridge and District Citizens Bureau

Detailed Statement of Financial Activities
for the Year Ended 31 March 2024

	2024	2023
	£	£
Charitable activities		
Brought forward	**1,238,900**	1,097,115
Consultancy fees	**2,929**	4,782
Project costs	**35,000**	33,130
Advisor - travel (client advice)	**7**	-
Life insurance	**3,532**	5,439
Memberships & books	**10,432**	9,703
Other staff & volunteer	**1,655**	1,252
Volunteer - expenses	**1,734**	2,445
Volunteer - travel	**62**	-
Volunteer - car parking	**3,759**	5,666
Bank loan interest	**26,672**	24,996
	1,324,682	1,184,528
Support costs		
Management		
Health & safety	**586**	837
Security systems	**4,940**	1,817
	5,526	2,654
Finance		
Trustees' expenses	**405**	920
Sundries	**135**	1,735
Bank charges	**537**	706
Irrecoverable VAT	**15,886**	19,285
Freehold property	**14,834**	14,835
Fixtures and fittings	**4,584**	6,639
Computer equipment	**427**	-
	36,808	44,120
Human resources		
Postage and stationery	**1,185**	60
Office equipment (non IT)	**4,799**	6,206
	5,984	6,266
Communications		
Telephone	**31,060**	21,888
Postage and stationery	**3,069**	8,358
IT costs	**8,868**	20,416
	42,997	50,662
Administration		
Recruitment, training & travel	**14,103**	6,162

Cambridge and District Citizens Bureau

Detailed Statement of Financial Activities for the Year Ended 31 March 2024

	2024	2023
	£	£
Administration		
Governance costs		
Auditors' remuneration	**15,966**	11,416
Accountancy and legal fees	**22,049**	9,061
	38,015	20,477
Total resources expended	**1,497,279**	1,328,739
Net income before gains and losses	**146,035**	34,063
Realised recognised gains and losses		
property	**-**	(59,000)
Net income/(expenditure)	**146,035**	(24,937)

Virtual Cabinet Portal Digital Signatures

Digital Signature Verification

You can verify that this is a genuine Virtual Cabinet Document Portal signed document by uploading it to the following secure web page:

https://www.virtualcabinetportal.com/VerifySignedDocument

Signature Dates and Times

All dates and times shown in the signatures below are expressed in Coordinated Universal Time (UTC), which is generally equivalent to GMT. You can find out more about UTC at the following web page:

http://www.virtualcabinetportal.com/WhatIsUTC

Signature 1

Signed by Antoinette Jackson using authentication code NTxXTGlCLGhGOD5u at IP address 81.106.31.9, on 2024/10/24 12:13:13 Z.

Antoinette Jackson's e-mail address is: antoinettej@cambridgecab.org.uk.

Signature 2

Signed by Ashleigh Bridges using authentication code Rmt3MWVMWipsMIRR at IP address 193.37.146.14, on 2024/10/24 15:20:31 Z.

Ashleigh Bridges's e-mail address is: ashleighb@cambridgecab.org.uk.

Signature 3

Signed by James Knights using authentication code JVdVYTckNil8U0kq at IP address 94.228.44.8, on 2024/10/29 10:12:17 Z.

James Knights's e-mail address is: james@knightslowe.co.uk.

James Knights added the following comments:

"Audit Report Signed"

CAMBRIDGE AND DISTRICT CITIZENS ADVICE BUREAU

England & Wales - Charity number 1056102

Accounts

Registered number: 03191085
Charity number: 1056102

CAMBRIDGE AND DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

CAMBRIDGE AND DISTRICT CITIZENS ADVICE BUREAU
(A Company Limited by Guarantee)

CONTENTS

	Page
Reference and Administrative Details of the Charity, its Trustees and Advisers	1 - 2
Chairman's Statement	3 - 4
Trustees' Report	5 - 13
Independent Auditors' Report on the Financial Statements	14 - 17
Statement of Financial Activities	18
Balance Sheet	19 - 20
Statement of Cash Flows	21
Notes to the Financial Statements	22 - 49

CAMBRIDGE AND DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2023

Trustees	Mr A K Arain Ms J C Belman Mr A H Bridges, Honorary Treasurer Ms M R Cable Mr C Claxton-Shirley Dr P M Gray Mr B Humphrey (resigned 7 November 2022) Ms A P Jackson, Chair Mr R L Johnson (resigned 22 April 2022) Ms L J Jones Dr D A Livesey (resigned 7 November 2022) Mrs C Lloyd-Evans (resigned 7 November 2022) Dr C J Powell Dr G A Reid (resigned 16 May 2022) Mr K Stonell (resigned 5 April 2022) Mr G E D Wilson (resigned 3 July 2022)
Company registered number	03191085
Charity registered number	1056102
Registered office	66 Devonshire Road Cambridge Cambridgeshire CB1 2BL
Company secretary	Ms H Jones
Chief executive officer	Ms R Talbot
Independent auditors	Price Bailey LLP Chartered Accountants Cambridge Business Park Cambridge CB4 0WZ
Bankers	Barclays Bank Plc 11 St Andrews Street Cambridge CB2 3AA
Solicitors	Tees Laws Titan House Castle Park Cambridge CB3 0AY

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Accountants	Peters Elworthy & Moore Salisbury House Station Road Cambridge CB1 2LA
Patrons	Patrons Lady Cass Lady Chadwyck-Healey Dr Pamela Raspe Cazzy Walshe

STATEMENT FROM THE CHAIR OF TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

The financial year 2022/23 was a year of development and change within Cambridge and District CAB.

In April 2022 we took on the national "Help to Claim" contract providing advice on Universal Credit across the region. This was a major undertaking for the charity worth £420,993 for the year and included the TUPE transfer of 10 new staff from other CAB offices into Cambridge so that we were ready to go live from 1 April. This was initially a one-year contract underlining the short-term nature of much of our funding arrangements, but by the end of the year the contract was renewed into 23/24 pending a national procurement process for the contract from 24/25 onwards.

The national contract is an important source of income but it is also vital that we are focused on local need and continue to develop services to meet that need. Local service developments 2022/23 included:

The expansion of Help through Hardship which provides services via the Foodbank.

Two new joint projects with Rural Cambs CAB

- An Income Maximisation project funded with NHS money via the County council. We were awarded £50k set up costs and will have further funding into 23/24.
- A project funded by Change Grow Live to work with recovering addicts in their centres, giving financial and benefits advice. This comprised £16,634 start-up funding in 22/23 followed by funding for 23/24 to cover 2 FTE workers.

We also undertook work this year to develop a new Foodbank project to go live in 2023/24. This will see 2 FTE advisors visiting all foodbanks in South Cambs and Cambridge every other week, with the aim of addressing the underlying financial issues that are causing people to need to use a foodbank.

The scale of need we are addressing is illustrated by the number of clients we have supported. Some of the rise will be explained by the impact of the wider Help to Claim contract we are now delivering, but in addition the cost-of-living crisis is impacting a far wider range of people than we have seen previously.

We continued to offer telephone consultations, email, webchat and video to our clients and continued to focus our resources on outreach in the community and offering planned appointments, and some traditional drop-in at a few locations.

During 2022/23 we helped 26,429 clients (up from 20,564 in the previous year).
Those clients gained £21.1m income (This compares to £11.2m in 21/22 and £6.8m in 2020/21.)
The total number of issues raised by clients was 73,566. The majority of these (42,623) were benefits advice and unsurprisingly, given the national contract, 68% were about Universal Credit.

Our Equalities monitoring shows we continue to attract a younger age group than we did pre-Covid. We see a higher rate of females to males but only slightly. With regards to ethnicity, Black, Asian and Minority ethnic clients made up 22% of our client base. 51% of our client base has a disability or long-term condition. We have joined Disability Confident and added "Recite Me" to our website – an Assistive Toolbar that helps people with vison issues, learning disabilities, Literacy, Language, physical disabilities

In addition to providing the advice people need for the problems they face; another part of our mission is to try and help improve the policies and practices that affect people's lives. We do this by ensuring we collect data and make our interactive dashboard available to funders and other policy makers. We regularly brief our local MPs on local need and the impact of policy on the local community. We are also being funded by the local Health Alliance to attend various health committee meetings and to produce data on the impact of the voluntary and community sector has on population health and wellbeing. This scale of this contribution is so often significantly underestimated. We have also continued to publicise advice issues on local radio and have attended pop-up cost of living events organised by Cambridge City Council.

STATEMENT FROM THE CHAIR OF TRUSTEES (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

It was also good to start 2022/23 with some new tenants in our building providing much needed income. These are Cogwheel (who offer wellbeing and counselling support) and Lawstop (who are legal aid lawyers). The latter arrangement is also beneficial in that we can refer clients directly to them.

We are extremely grateful for the support we have received from Cambridge City Council, South Cambridge District Council, Cambridgeshire County Council and grants via Citizens Advice to help deliver national contracts on behalf of the DWP and the Trussell trust amongst others.

We are lucky to have a very dedicated and skilled Trustee Board. We said goodbye to a number of trustees during the year: David Livesey, George Reid, Caroline Lloyd Evans, Bill Humphries, Geoffrey Wilson, Keith Stonell and Richard Johnson. Many of them were very long serving Trustees and we are extremely grateful for the support that they gave the charity over so many years. We also welcomed Chris Powell as a new Trustee. During 22/23 Trustees reviewed our governance structures to ensure we were matching best practice for charities of our size and implemented an action plan to address some gaps.

At the heart of Cambridge and District CAB are the staff and volunteers who are dedicated to achieving good outcomes for our clients and do so effectively and compassionately. This year we have invested in new training and development plans for both staff and volunteers and sought to deliver more effective communication with them. We have also invested in more wellbeing support in recognising the isolating pressures of remote working and increasingly distressing calls and demands from clients. On behalf of the Trustee Board I would like to thank them all very much for their ongoing commitment and for everything they have achieved this year and to also recognise the leadership provided by CEO Rachel Talbot and her senior team.

Looking ahead to 23/24 some key aims:

- Open a refurbished reception area to enable larger/safer interview spaces and to accommodate our new tenants
- open 3 more outreach sessions offering both drop-in and appointments
- Develop support package for partner agencies including a strengthened trusted partner network and referral pathways to our caseworkers
- refresh our Trustee Board with some new trustees to address skills gaps amongst the Board and review our subcommittee structure.

Antoinette Jackson
Chair

Date:

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2023

The Trustees present their annual report together with the audited financial statements of the Cambridge and District Citizens Advice Bureau for the year 1 April 2022 to 31 March 2023. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Charity qualifies as small under section 382 of the Companies Act 2006, the Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

OBJECTIVES AND ACTIVITIES

Our Mission: The Citizens Advice service provides free, independent confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Our Aims:

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives
- To be proactive where possible and reactive when necessary

Our values:

- **Purpose Driven** - We always focus on the people who need our help
- **People Focused** - We recognise, value and reward everyone's contributions and talents in an open, fair and meaningful way
- **Collaborative** - We build relationships across teams and locations to foster innovation and inclusive ways of working
- **Transparent** - We're open and honest, sharing information early and often whenever we can

Citizens Advice has 4 principles:

- Independence
- Impartiality
- Free
- Confidentiality

The organisation has a comprehensive 3-year business plan which is reviewed annually and the objectives for the coming year are agreed at various meetings of the Board and staff and volunteers. Priorities from the previous year are reviewed and revised for the coming year.

The Board receives a quarterly Performance and Delivery report from the Senior Leadership Team against the primary objectives for the year. This includes dashboards from our casebook client data base i.e. real time information relating to numbers, issues, outcomes, demography, socio economic, nationality, disability and other factors.

We are also assessed quarterly by CA from the data they have been independently gathering. This is the Performance and Quality framework report containing 5 elements: Quality of advice (and comparators of where we are in our "family group" i.e. similar type CAB); Client experience (again compared with others); Leadership self-assessment (are we a well-run organisation?); People survey (what our staff and volunteers think): Financial health monitoring (are we in line with budget and have sufficient reserves/cashflow).

Annually, the organisation is subject to a Leadership Self-Assessment (LSA) audit by National Citizens Advice which is an external assessment of how the organisation is achieving under 9 categories:

1 Governance
2 Strategic business planning
3 Risk management
4 Financial management
5 People management
6 Operational performance management
7 Partnership working
8 Research and campaigning
9 Equality

We passed this assessment with full marks in 2022. This is a requirement for retaining the AQS (Advice Quality Standard), MAPs (standard for debt advice) and FCA (We are not allowed to do Debt work without this because it is a regulated activity).

Business plan 22-23 CCAB Strategic Objectives

- To be recognised as the best comprehensive advice service by concentrating on helping as many people as possible and getting clients to the most effective help in the shortest time. We will continue to build on our status as the premier provider of generalist advice locally.
- To continue to develop advice in the community via outreaches.
- To continue to develop partnership projects which, among other things, will enable and empower groups in the community to deliver basic information locally.
- To help people to use ICT effectively - to bridge the digital divide and enhance the delivery of advice, training and initiatives by providing or helping people to utilise free access to these services in community locations.
- To continue to develop a diversified funding base and introduce efficiencies in the back-office service delivery functions.
- Reach more young people by working on making what we do more accessible to them and helping them to understand that what we do is relevant to their generation.
- To add value through the use of highly trained volunteers offering professional- level advice, building a robust and diverse workforce and increasing it to meet the increase in client numbers and maximise the impact of our volunteers.
- To use our advice hub building to raise income to support the core work of the organisation
- To continue to expand our financial education and to offer comprehensive and preventative money advices services and extend into work on employability and skills for work utilising volunteering opportunities as a base
- Extend our research and campaigning work to involve more people and generate more evidence to support our endeavours to influence policy and decision makers

In our business plan we have set out 10 core Objectives and we achieved much of what we set ourselves including new projects such as reinstating an Outreach at Addenbrooke's hospital and attracting commercial sponsorship to achieve some of these aims.

However, at business planning sessions (in person meetings on hold during Covid), Trustees, volunteers and staff agreed that whilst having a background of 10 key objectives in the main business plan we needed to hone in on a more realistic number to focus on during each year:

1. Need to look for different channels for advice – webchat, and video appointments
Successfully set up video units at various outreach centres. Created a "local" Webchat function and revised the website to ensure accessibility for people with disability and language issues.

2. Changes to benefits (UC, PIP)
Requests for help with benefit issues has been higher than any year.

3. Profile raising – recruit volunteers
We were successful in re-establishing our volunteer recruitment process and attracted over 40 during the year.

4. Partnership development – keep and develop outreach, especially at new venues e.g. Food hubs, Cambridge Mosque
We established a partnership with the Cambridge City Foodbank and they have commissioned us to be present at all their foodbanks during the next year. We have also brokered a similar partnership with Change, Grow, Live.

Overview
The client is at the heart of the Citizens Advice service. The organization is here to ensure that people who need help get the right help at the right time.

With an increase in the demand for advice, caused by (and expected to far outlast) the recent economic upheaval, this is quite a challenge to step up to. And it doesn't mean simply doing more of what we're already doing either. We want to go further than that.

Members of the public expect to be able to access advice easily, when and how they choose, and to feel comfortable doing it. We want to meet their expectations with a more flexible, responsive and approachable service.

Our funders expect strong clear evidence of outcomes and higher service delivery standards. We want to meet their expectations too, with effective advice and preventative services that are well led and well administered.

The core area of our work bureau is generalist advice work. The generalist work consists of 'one off' advice in the 14 key areas of benefits, consumer issues, debt, education, employment, finance, health, housing, immigration and nationality, legal, relationships, tax, travel and utilities.

Additional services include casework up to representation at tribunal in debt, welfare rights, and housing plus financial capability education work including energy advice. A lot of our debt work slowed down because of the hold on various actions like evictions but we are starting to see a steady increase and expect a large increase in demand for this type of help as we see the impact of people "living on empty". The Financial Conduct Authority and the Money and Pensions Service have warned that the current economic climate will bring a large demand for money and debt advice.

Volunteers
On average there were 50 volunteers contributing towards activities throughout the year. These include generalist advice, help with administration, Caseworker support functions, IT support, and Trustees.
The first level Generalist Advice function is primarily resource by volunteers. We have calculated that the value of this voluntary work would be worth £294k (using a social calculator that Citizens Advice supply).

Public Benefit
The Trustees have complied with the duty in Section 4 of the 2006 Charities Act to have due regard to guidance published by ·the Charity Commission when exercising any powers or duties to which the guidance is relevant. CCAB provides free advice services to the general public of Cambridge and surrounding areas by the means of face- to-face, phone, email and remote (web based) systems. During this and the previous year a qualifying third-party indemnity provision was in force for the benefit of the Trustees.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

As per the Chair's report, our advisers logged 26,429 clients (20,564 in the previous year), 73,566 issues (42,623 in the previous year – reflecting the impact of the work we deliver towards national contracts) and 34,500 contacts/activities (24,625 in the previous year). 68% of our work is on benefits advice.
We helped with financial outcomes (income and debt) totaling £24,632,944 – nearly double the previous year.

Quality

During the year we maintained and improved our Quality of Advice score. We continue to work to the Advice Quality Standard mark and the Financial Conduct Authority. We retained our status as a Living Wage Foundation accreditation and joined the Disability Confident Employers group. Our specialist money advisers are members of the Institute of Money Advisers, are qualified Debt Relief Order Intermediaries and all our advisors are fully trained to the appropriate levels of GGDA (Giving Good Debt Advice) as required by the Money Advice Service Quality Framework and FCA.

Internal and External Factors

The Board has identified external factors affecting the charity which are outside of its control such as the ongoing impact of the pandemic and issued various policies to everyone as to how the organisation is responding and changing to adapt, the cost of living, changes to the welfare rights system and changes in funding streams Factors within control have been: effective cost management; high levels of satisfaction with the service provided; good partnership working and income generation despite the external factors having a negative impact on income from rent and Patrons fundraising.

Complaints

The CCAB complies with the formal complaints procedure as set out by the Citizens Advice membership standards. We can report that there were:
- 6 formal complaints brought against the bureau during the period. 2 partially upheld. (2 the year before with none upheld)

FINANCIAL REVIEW

During the year, the Charity generated total income of £1,362,799 (2022: £940,754), comprising £1,154,703 donations and grants (2022: £805,557), £155,805 charitable activities (2022: £110,732), £50,769 property rent & hires (2022: £24,171) and £1,522 bank interest (2022: £294).

Total expenditure during the year was £1,328,737 (2022: £982,657), comprising £73,647 fundraising (2022: £62,709) and £1,255,090 charitable activities (2022: £919,948).

The net income before investment gains and losses was £34,062 (2022: £41,903 net expenditure). After the loss on revaluation of the investment property, the overall net movement in funds was a £24,938 deficit (2022: £34,903 deficit).

The total funds at the year-end were £1,034,699 (2022: £1,059,637), of which £188,727 were restricted (2022: £80,207) and £845,972 were unrestricted (2022: £979,430).

Reserves Policy

The trustees believe that the bureau should hold sufficient financial reserves to allow for the following:

- To ensure that the charity can continue to operate and meet the needs of its clients in the event of unforeseen and potentially damaging circumstances, including a lapse in funding.
- To ensure that the charity can fulfil its contractual commitments.
- To permit the charity to undertake projects that require initial funding from the charity before funds will be provided from external bodies.

The trustees review the level of necessary reserves on at least an annual basis.

Unrestricted reserves consist as follows:

- General Fund - To maintain a healthy cashflow for the day-to-day operations of the bureau. It is desirable that this should be sufficient to cover around 6 months of typical unrestricted expenditure in a scenario where external funding has lapsed. Fund balance is £30,972 (2022: £105,430). The target for liquid assets is £165,000.
- 66 Devonshire Road - The net value of the investment part of the property purchased by the bureau. The 25-year loan for the purchase of this property should be met by the sale of this asset. As the fund consists solely of the value of the building, it is not considered to be a liquid asset. Fund balance: £570,000 (2022: £570,000).
- Revaluation Reserve – This includes the investment proportion of the property above. Fund balance: £145,000 (2022: £204,000).
- Development Reserve - This fund was created to provide cashflow for development opportunities where funding might be delayed or held back by funders until completion of a project. Fund balance: £80,000 (2022: £80,000).
- Building Maintenance – This fund is designated for the ongoing maintenance and renewal of the bureau's property at 66 Devonshire Road and its contents, including plant and ICT-related equipment. Fund balance: £20,000 (2022: £20,000).

In addition to the funds described above, the bureau aims to achieve a surplus of £50,000 each year for capital repayment of the mortgage. However, in this year, the bureau had an extended period of uncertainty regarding other financial commitments, and thus did not make such a repayment. No repayment was made in the prior year either due to the impact of Covid on rental income.

The total funds held by the charity at the year-end were £1,034,699 (2022: £1,059,637). Of these funds £715,000 (2022: £774,000) is related to the investment part of the property and £188,727 (2022: £80,207) in respect of restricted funds not available for general use.

Restricted Reserves
Any funds that are restricted by the donor or funder cannot be used for the general purposes of the bureau. Their existence, and the sums of money therein, do not imply that there has been an underspend but may result from a variety of circumstances including timing differences between the bureau's financial year and the funding year of the project concerned.

We currently hold restricted fixed assets which are being depreciated annually.

Principal Funding Sources
The charity primarily seeks funds in the form of grants from local government organisations, philanthropic institutions and other corporate charitable initiatives. The principal sources of our core funding were Citizens Advice 47% (34% in 2022) and Cambridge City Council 27% (39% in 2022).

In addition to these activities, fundraising is carried out by the charity's patrons, volunteers and staff through social events and online promotion.

The charity does not make use of professional fundraisers or commercial participators to raise funds, other than bid-writing services to assist in the preparation of grant applications, nor does the charity have fundraising carried out on its behalf by third parties other than basic payment conduit services provided by CAF Donate.

The charity is aware of its obligations under the Charities (Protection and Social Investment) Bill to ensure that any future written agreements mandate adequate fundraising standards, as required under the Bill, with appropriate safeguarding for vulnerable members of the public from intrusive or persistent approaches.

In the year ended 31 March 2023 no fundraising complaints were received (2022: nil).

Investment Policy and Objectives
The charity has no long-term funds to invest, but aims for any surplus funds to be invested in interest-bearing deposit accounts. Detailed targets for rental income are set and agreed by the trustees in advance of the financial year and results monitored on a quarterly basis.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document
The bureau was originally set up as a charity in September 1939 but subsequently changed its status to a charitable company limited by guarantee by incorporation on 26 April 1996 and was registered under a new charity number on 13 June 1996. The company is established under a Memorandum of Association which identifies its objects and powers and is governed under its Articles of Association. In the event of the company being wound up every member (including members who ceased to be members within one year prior to such winding up) would be required to contribute to the company's assets an amount not exceeding £1.

The Charity's objects are to promote any charitable purpose for the benefit of the community in the area of the City of Cambridge, South Cambridgeshire District Council and elsewhere ("the area of benefit") by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Recruitment and Appointment of New Trustees
The maximum number of trustees is 21 and the minimum is 4. Trustees are either elected at the annual general meeting, or nominated by member organisations or co-opted by the trustee board (provided that the number of co-opted trustees does not exceed one third of the total number of trustees). All elected and nominated trustees shall retire from office at the third annual general meeting following their election or appointment respectively but may be re-elected or reappointed for a further term.

In addition to the above trustees, the following attend the board meetings as non-voting members:

Rachel Talbot - Chief Executive
Helen Jones – Deputy CEO
Julie Cornwell - Observer from Cambridge City Council
Carla Melvin – Relationship Manager from Citizens Advice

Organisational Structure

Governance
The organisation has role descriptions for the trustees, the chairman, the vice chairmen, the honorary treasurer and the company secretary and these are reviewed from time to time.

Good governance is achieved through the following subcommittee and group structure. The organisation has an Operations Committee, a Staff/Personnel Committee, an Appeals Committee and a Research and Campaigns Group. Each of these report to the trustee board. The Chief Executive attends all meetings of the sub committees and some of the working groups. (A review of the committee structure has been underway and some of these committees have not been meeting)

1 Operations Committee
Functions: Monitoring, challenging and approval of all budgets/end of year accounts/projects/contracts, strategic and business planning/salaries.

There is a standing invitation to all Board Members to attend the meetings of this committee if they so wish.

2 Staff/Personnel Committee
Functions: Annual review of HR matters and review of changes in staff and volunteer issues as and when needed. This committee leads on salary and remuneration reviews.

3 Appeals Committee
Functions: To process disciplinary and grievance issues at the appropriate stage of the procedure.

4 Research and Campaigns Group
Functions: To determine the Research and Campaigns strategy and to oversee the quality of this work.

The Chief Executive is responsible to the Board:

- for management, development and strategic planning
- to show vision and leadership in the continuing development of CCAB
- to serve and advise the trustee board of Directors in carrying out their responsibilities, in maintaining an overview of the organisation and in making appropriate strategic, policy and financial decisions.

Remuneration Policy
Salaries follow the NJC guidelines and this sets the cost of living rises each year. The CEO salary is reviewed by a sub group of the board which is led by the Chair of the Personnel committee and consists of the Chair of the Board, the 2 Vice Chair and the Treasurer.

Regulation
CCAB is regulated by the Financial Conduct Authority FRN: 617537 CCAB is a qualified Living Wage employer CCAB is regulated under the Advice Quality Standard and the Money Advice Service quality framework

Induction and Training of New Trustees
New trustees are provided with an 'Induction Pack' covering such topics as legal status and governance, structure, organisation and staffing, finances, policy and strategy. They are invited to attend the bureau and observe service delivery. In addition, to familiarise themselves with the charity and the context within which it operates, new trustees are invited and encouraged to attend training courses organised by Citizens Advice and to attend specialised training where it is considered to be appropriate.

Citizens Advice
The charity is a member of Citizens Advice (CA) and is regulated by its membership requirements and its aims, principles and policies.

Risk management
The Trustee Board has approved the risk management strategy and reviews the risk assessment regularly. CCAB has identified high and medium level operational level risks in IT, HR and Finance.

Risks are identified and evaluated in the following ways:
Regular reviews are performed by the Trustee Board in order to assess the likelihood and impact, relevance of risks, current strategies applied and the strength of the strategies. The residual risk is identified and action plans are created to further mitigate risk.

The Trustee Board is responsible for monitoring external developments that may impact on the organisation.

Comprehensive budgeting systems and financial reporting, which indicate financial performance against the budget, and forecasts are reviewed and agreed by the Operations Committee and the Trustee Board.

The most significant risks faced by CCAB have been identified by the Trustee Board and relate to the following:

- CEO on long term sickness or dies
- Cuts to Local Authority funding
- Lack of the right quality of volunteers to fill advice rotas
- Information breach

These risks are mitigated by:

- a Deputy CEO Post
- diversifying our funding streams
- changing our selection and training system
- rigorous training, new policies, spot checking under GDPR.

PLANS FOR THE FUTURE

- To continue to develop advice in the community via outreaches by opening 3 new outreaches each year.
- To train 40 frontline workers
- To fully introduce local webchat to make service more accessible.
- Reach more young people and marginalised communities by working on making what we do more accessible to them and helping them to understand that what we do is relevant
- Extend our research and campaigning work to involve more people and generate more evidence to support our endeavours to influence policy and decision makers.

GOING CONCERN

The Trustees consider that there are no material uncertainties about Cambridge and District Citizens Advice Bureau's ability to continue as a going concern despite the net current liabilities position of £254,738 which has occurred due to the reclassification of the loan as at 31 March 2023 to creditors due within one year. Since the year end Unity Bank have confirmed they will issue a reservation of rights and would only seek repayment if arrears were present. All payments are up to date and income and expenditure are being closely monitored on a monthly basis such that costs will be reduced if income is not sufficient to cover them and that restricted funding is closely monitored to ensure that budgets are met. Additionally, there is no unplanned expenditure from reserves. With regard the following year (and most years), the most significant areas of uncertainty are the level of grant funding which needs to be raised each and every year due to very few grants and contracts being agreed for more than 1 year.

TRUSTEES' RESPONSIBILITY STATEMENT

The Trustees (who are also directors of Cambridge & District Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the directors are required to:

1. select suitable accounting policies and then apply them consistently;
2. observe the methods and principles in the Charities SORP FRS102;
3. make judgments and accounting estimates that are reasonable and prudent;
4. state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
5. 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 responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. Insofar as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware.

- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is themselves aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The Trustees are responsible for overseeing any significant fundraising activities including those involving members of the public to ensure that robust processes are adopted and adhered to. Since Covid, the charity has not undertaken any significant public fundraising activities. A new trustee finance sub-committee will oversee all significant fundraising activities from January 2024 onwards.

APPOINTMENT OF AUDITORS

In accordance with the Financial Procedures of the charity, the bureau's Trustee Board is responsible for recommending the appointment of an auditor at the annual general meeting prior to the year end, with the Treasurer and CEO responsible for reviewing this appointment.

A full review of auditors should be carried out at least once every 7 years. This process was last concluded in October 2016, with Price Bailey appointed, and will be carried out again this year with a comprehensive tender process.

Approved by order of the members of the board of Trustees and signed on their behalf by:

Ms A P Jackson
Chair

Mr A H Bridges
Honorary Treasurer

Date:

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CAMBRIDGE AND DISTRICT CITIZENS ADVICE BUREAU

OPINION

We have audited the financial statements of Cambridge and District Citizens Advice Bureau (the 'charity') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

BASIS FOR OPINION

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

CONCLUSIONS RELATING TO GOING CONCERN

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

OTHER INFORMATION

The other information comprises the information included in the Annual Report other than the financial statements and our Auditors' Report thereon. The Trustees are responsible for the other information contained within the Annual Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

OPINION ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CAMBRIDGE AND DISTRICT CITIZENS ADVICE BUREAU (CONTINUED)

RESPONSIBILITIES OF TRUSTEES

As explained more fully in the Trustees' Responsibilities Statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

AUDITORS' RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' Report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We gained an understanding of the legal and regulatory framework applicable to the charity and how it operates and considered the risk of the charity not complying with the applicable laws and regulations including fraud in particular those that could have a material impact on the financial statements. This included those regulations directly related to the financial statements. In relation to the charity this included employment law, financial reporting and health & safety.

The risks were discussed with the audit team and we remained alert to any indications of non-compliance throughout the audit. We carried out specific procedures to address the risks identified. These included the following:

- We reviewed systems and procedures to identify potential areas of management override risk. In particular, we carried out testing of journal entries and other adjustments for appropriateness, and evaluating the business rationale of significant transactions to identify large or unusual transactions.

- We reviewed key authorisation procedures and decision-making processes for any unusual or one-off transactions.

- We reviewed minutes of Trustee Board meetings and agreed the financial statement disclosures to underlying supporting documentation.

- We have made enquiries of management and officers of the charitable company regarding laws and regulations applicable to the organisation.

- We reviewed the risk management processes and procedures in place including a review of the Risk Register and Board reporting in this regard.

- We have reviewed any correspondence with the Charity Commission and reviewed the procedures in place for the reporting of incidents to the Trustee Board including serious incident reporting of any such matters, if necessary.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditors' Report.

USE OF OUR REPORT

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditors' Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Suzanne Goldsmith (Senior Statutory Auditor)
for and on behalf of
Price Bailey LLP
Chartered Accountants
Statutory Auditors
Cambridge Business Park
Cambridge
CB4 0WZ

Date:

CAMBRIDGE AND DISTRICT CITIZENS ADVICE BUREAU
(A Company Limited by Guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2023

	Note	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
INCOME FROM:					
Donations and grants	4	**1,113,787**	**40,916**	**1,154,703**	805,557
Charitable activities	5	**65,340**	**90,465**	**155,805**	110,732
Investments:	6				
Property rent & hires		**-**	**50,769**	**50,769**	24,171
Bank interest		**-**	**1,522**	**1,522**	294
TOTAL INCOME		**1,179,127**	**183,672**	**1,362,799**	940,754
EXPENDITURE ON:					
Raising funds:	7,8				
Investment property		**-**	**12,805**	**12,805**	11,418
Other fundraising		**60,543**	**299**	**60,842**	51,291
Charitable activities:	9				
Advice provision		**981,124**	**244,216**	**1,225,340**	890,198
Partner funding		**29,750**	**-**	**29,750**	29,750
TOTAL EXPENDITURE		**1,071,417**	**257,320**	**1,328,737**	982,657
NET INCOME/(EXPENDITURE) BEFORE NET (LOSSES) GAINS ON INVESTMENTS		**107,710**	**(73,648)**	**(34,062)**	(41,903)
Net (losses)/gains on investments	16	**-**	**(59,000)**	**(59,000)**	7,000
NET INCOME/(EXPENDITURE)		**107,710**	**(132,648)**	**(24,938)**	(34,903)
Transfers between funds	21	**810**	**(810)**	**-**	-
NET MOVEMENT IN FUNDS		**108,520**	**(133,458)**	**(24,938)**	(34,903)
RECONCILIATION OF FUNDS:					
Total funds brought forward		**80,207**	**979,430**	**1,059,637**	1,094,540
Net movement in funds		**108,520**	**(133,458)**	**(24,938)**	(34,903)
TOTAL FUNDS CARRIED FORWARD		**188,727**	**845,972**	**1,034,699**	1,059,637

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

The notes on pages 22 to 49 form part of these financial statements.

CAMBRIDGE AND DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)
REGISTERED NUMBER: 03191085

BALANCE SHEET
AS AT 31 MARCH 2023

	Note		2023 £		2022 £
FIXED ASSETS					
Tangible assets	15		**573,937**		578,021
Investments	17		**500**		500
Investment property	16		**715,000**		774,000
			1,289,437		1,352,521
CURRENT ASSETS					
Debtors	18	**74,869**		35,567	
Cash at bank and in hand		**488,763**		418,859	
		563,632		454,426	
Creditors: amounts falling due within one year	19	**(818,370)**		(108,542)	
NET CURRENT (LIABILITIES) / ASSETS			**(254,738)**		345,884
TOTAL ASSETS LESS CURRENT LIABILITIES			**1,034,699**		1,698,405
Creditors: amounts falling due after more than one year	20		**-**		(638,768
TOTAL NET ASSETS			**1,034,699**		1,059,637
CHARITY FUNDS					
Restricted funds	21		**188,727**		80,207
Unrestricted funds					
Designated funds	21	**815,000**		874,000	
General funds	21	**30,972**		105,430	
Total unrestricted funds	21		**845,972**		979,430
TOTAL FUNDS			**1,034,699**		1,059,637

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2023

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Ms A P Jackson	**Mr A H Bridges**
Chair	**Honorary Treasurer**

Date:

The notes on pages 22 to 49 form part of these financial statements.

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

	Note	2023 £	2022 £
CASH FLOWS FROM OPERATING ACTIVITIES			
Net cash used in operating activities	23	**81,973**	(81,329)
CASH FLOWS FROM INVESTING ACTIVITIES			
Interest and rents from investments		**52,291**	24,465
Purchase of tangible fixed assets		**(17,389)**	-
NET CASH PROVIDED BY INVESTING ACTIVITIES		**34,902**	**24,465**
CASH FLOWS FROM FINANCING ACTIVITIES			
Repayments of borrowing		**(24,368)**	(25,927)
Interest paid		**(22,603)**	(24,915)
NET CASH USED IN FINANCING ACTIVITIES		**(46,971)**	**(50,842)**
CHANGE IN CASH AND CASH EQUIVALENTS IN THE YEAR		**69,904**	**(107,706)**
Cash and cash equivalents at the beginning of the year		**418,859**	526,565
CASH AND CASH EQUIVALENTS AT THE END OF THE YEAR	24	**488,763**	418,859

The notes on pages 22 to 49 form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

1. GENERAL INFORMATION

The Charity is a company limited by guarantee incorporated in England and Wales and has no share capital. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. There are 18 members (2022: 21 members). The registered office address is 66 Devonshire Road, Cambridge CB1 2BL.

2. ACCOUNTING POLICIES

2.1 BASIS OF PREPARATION OF FINANCIAL STATEMENTS

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Cambridge and District Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 GOING CONCERN

The Trustees consider that there are no material uncertainties about Cambridge and District Citizens Advice Bureau's ability to continue as a going concern despite the net current liabilities position of £254,738 which has occurred due to the reclassification of the loan as at 31 March 2023 to creditors due within one year. Since the year end Unity Bank have confirmed they will issue a reservation of rights and would only seek repayment if arrears were present. All payments are up to date and income and expenditure are being closely monitored on a monthly basis such that costs will be reduced if income is not sufficient to cover them and that restricted funding is closely monitored to ensure that budgets are met. Additionally, there is no unplanned expenditure from reserves. With regard the following year (and most years), the most significant areas of uncertainty are the level of grant funding which needs to be raised each and every year due to very few grants and contracts being agreed for more than 1 year.

2.3 FUND ACCOUNTING

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

Designated funds are unrestricted funds of the Charity which the trustees have decided at their discretion to set aside to use for a specific purpose. The aim and purpose of each designated fund is set out in the notes to the financial statements.

Restricted funds are for Cambridge and District Citizens Advice Bureau's work or projects being undertaken by the Charity. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each material designated and restricted fund is set out in the notes to the financial statements. Investment income, gains and losses are allocated to the appropriate fund.

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

2. ACCOUNTING POLICIES (CONTINUED)

2.4 INCOME

All income is recognised in the Statement of Financial Activities once the Charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably. Where income has related expenditure (as with fundraising or contract income and partner funding), the income and related expenditure are reported gross in the Statement of Financial Activities.

2.4 INCOME (CONTINUED)

Donations, grants and gifts are recognised when receivable. In the event that a grant is subject to fulfilling performance conditions before the Charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the reporting period. Income from Gift Aid tax reclaims is recognised for any donations with relevant Gift Aid certificates recognised in income for the year. Any amounts of Gift Aid not received by the year end are accounted for in income and accrued income in debtors.

Income received in advance for a future fundraising event or for a grant received relating to the following year are deferred until the criteria for income recognition are met.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable. Interest on deposit funds held is included when receivable and the amount can be measured reliably by the Charity which is normally upon notification of the interest paid or payable by the bank.

2.5 EXPENDITURE

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

Costs of raising funds comprise fundraising costs incurred in seeking donations, grants and legacies. This includes staff time as well as additional support and event costs.

Investment property income and expenditure relates to the first-floor tenant accommodation and meeting room available for hire. An allocation based on floor area (36%), of premises and loan interest costs is charged to this as well as direct costs associated with external bookings and hires.

Expenditure on charitable activities includes the costs of providing specialist and generalist advice to clients, and the associated support costs.

Partner funding costs relate to those parts of an award due to a project partner. In those cases, the bureau is the lead grantee.

Support costs comprise those costs which are incurred directly in support of expenditure on the objects of the Charity and include governance cost, finance, and office costs. Governance costs are those costs incurred in connection with the compliance with constitutional and statutory requirements of the Charity. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Support costs are allocated to each of the activities on one of the following bases: either floor space or staff time or staff headcount depending on the nature of the support costs, to best allocate the costs to each attributable heading.

2.6 VOLUNTEERS

The value of the services provided by volunteers is not incorporated into these financial statements.

2. ACCOUNTING POLICIES (CONTINUED)

2.7 TANGIBLE FIXED ASSETS AND DEPRECIATION

Tangible fixed assets costing £1,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

At each reporting date the Charity assesses whether there is any indication of impairment. If such indication exists, the recoverable amount of the asset is determined to be the higher of its fair value less costs to sell and its value in use. An impairment loss is recognised where the carrying amount exceeds the recoverable amount.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

Freehold property	- 2% on cost
Fixtures and fittings	- 20% on cost and 20% on reducing balance
Payments on account of fixed assets	- not provided
Computer equipment	- 20% on cost

2.8 INVESTMENTS PROPERTY

Investment property is shown at most recent valuation and re-evaluated by trustees at year end and is stated at its fair value. Any aggregate surplus or deficit arising from changes in market value is transferred to a revaluation reserve.

The investment property was valued by Kate Proctor (RICS registered valuer) of Carter Jonas, 1 Station Square, Cambridge CB1 2GA on a fair value basis as at 15th May 2023.

2.9 OPERATING LEASES

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

2.10 CASH AT BANK AND IN HAND

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

2.11 DEBTORS

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due. Accrued income and tax recoverable are included at the best estimate of the amounts receivable at the balance sheet date.

2. ACCOUNTING POLICIES (CONTINUED)

2.12 LIABILITIES AND PROVISIONS

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

2.13 FINANCIAL INSTRUMENTS

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method. Fixed assets are valued at depreciated cost and investments at fair value which is market value.

2.14 PENSIONS

The Charity contributes to employees' personal pension schemes (defined contribution scheme). Contributions are charged to the Statement of Financial Activities in the period to which they relate.

2.15 TAXATION

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

3. CRITICAL ACCOUNTING ESTIMATES AND AREAS OF JUDGMENT

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Valuation of investment property (66 Devonshire Road)
The valuation of the investment property is affected by many assumptions, including rental expectations and interest rates. Please see note 16 for further details.

4. INCOME FROM DONATIONS AND GRANTS

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £
General donations	-	10,350	**10,350**
Batterson-Chivers Foundation	-	2,500	**2,500**
Chadwyck-Healey Trust	-	20,000	**20,000**
Cambridgeshire Community Fund	3,800	-	**3,800**
Pye Foundation	-	6,000	**6,000**
Patron & Staff Fundraising Events	-	1,890	**1,890**
Total donations and charitable trusts	3,800	40,740	**44,540**
Grants	1,109,987	176	**1,110,163**
	1,113,787	40,916	**1,154,703**

4. INCOME FROM DONATIONS AND GRANTS (CONTINUED)

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
General donations	-	13,708	13,708
Batterson-Chivers Foundation	-	2,000	2,000
Chadwyck-Healey Trust	-	20,000	20,000
Pye Foundation	-	6,000	6,000
Patron & Staff Fundraising Events	-	15,634	15,634
Total donations and charitable trusts	-	57,342	57,342
Grants	747,771	444	748,215
	747,771	57,786	805,557

Included in grants above is £465,000 from local authorities (2022: £415,000). Funding from South Cambridgeshire District Council includes £29,750 paid out to other bureaux for partner projects (2022: £29,750).

5. INCOME FROM CHARITABLE ACTIVITIES

	Restricted funds 2023 £	**Unrestricted funds 2023 £**	**Total funds 2023 £**
Contracts	65,340	90,465	**155,805**
	65,340	90,465	**155,805**

5. INCOME FROM CHARITABLE ACTIVITIES (CONTINUED)

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
Contracts	61,785	45,002	106,787
Casework training and consultancy	-	3,945	3,945
	61,785	48,947	110,732

6. INVESTMENT INCOME

	Unrestricted funds 2023 £	**Total funds 2023 £**
Rental income	50,769	**50,769**
Bank interest	1,522	**1,522**
	52,291	**52,291**

	Unrestricted funds 2022 £	Total funds 2022 £
Rental income	24,171	24,171
Bank interest	294	294
	24,465	24,465

7. EXPENDITURE ON RAISING FUNDS

COSTS OF RAISING VOLUNTARY INCOME

	Restricted funds 2023 £	**Unrestricted funds 2023 £**	**Total funds 2023 £**
Other fundraising costs	-	299	299
Fundraising staff costs	60,543	-	60,543
	60,543	299	60,842

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
Other fundraising costs	-	1,460	1,460
Fundraising staff costs	49,356	475	49,831
	49,356	1,935	51,291

8. INVESTMENT MANAGEMENT COSTS

	Unrestricted funds 2023 £	**Total funds 2023 £**
Premises costs	2,393	**2,393**
Loan interest costs	10,412	**10,412**
	12,805	**12,805**

8. INVESTMENT MANAGEMENT COSTS (CONTINUED)

	Unrestricted funds 2022 £	Total funds 2022 £
Premises costs	2,449	2,449
Loan interest costs	8,969	8,969
	11,418	11,418

9. ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES

Summary by fund type

	Restricted funds 2023 £	**Unrestricted funds 2023 £**	**Total 2023 £**
Advice provision	981,124	244,216	**1,225,340**
Partner costs	29,750	-	**29,750**
	1,010,874	244,216	**1,255,090**

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total 2022 £
Advice provision	747,085	143,113	890,198
Partner costs	29,750	-	29,750
	776,835	143,113	919,948

10. ANALYSIS OF EXPENDITURE BY ACTIVITIES

	Activities undertaken directly 2023 £	Grant funding of activities 2023 £	Support costs 2023 £	Total funds 2023 £
Advice provision	883,722	1,601	340,017	**1,225,340**
Partner costs	29,750	-	-	**29,750**
	913,472	1,601	340,017	**1,255,090**

	Activities undertaken directly 2022 £	Support costs 2022 £	Total funds 2022 £
Advice provision	654,487	235,711	890,198
Partner costs	29,750	-	29,750
	684,237	235,711	919,948

Included above is £29,750 paid out to other partner bureaux for partner projects

ANALYSIS OF DIRECT COSTS

	Advice provision 2023 £	Partner costs 2023 £	Total funds 2023 £
Staff costs	859,325	-	**859,325**
Staff travel & training	21,159	-	**21,159**
Volunteer travel & training	2,445	-	**2,445**
Project costs	130	29,750	**29,880**
Marketing costs	663	-	**663**
	883,722	29,750	**913,472**

10. ANALYSIS OF EXPENDITURE BY ACTIVITIES (CONTINUED)

ANALYSIS OF DIRECT COSTS (continued)

Partner costs relate to joint projects where the bureau was the lead for a group of organisations. Funding received was paid out directly to partners for their own project costs. £29,750 received from South Cambridgeshire District Council went to South Cambridgeshire District Council went to Citizens Advice North Herts (£17,850), Citizens Advice Suffolk West (£5,950) and Citizens Advice Uttlesford (£5,950).

	Advice provision 2022 £	Partner costs 2022 £	Total funds 2022 £
Staff costs	634,504	-	634,504
Staff travel & training	14,978	-	14,978
Volunteer travel & training	1,007	-	1,007
Project costs	1,042	29,750	30,792
Marketing costs	2,956	-	2,956
	654,487	29,750	684,237

Partner costs relate to joint projects where the bureau was the lead for a group of organisations. Funding received was paid out directly to partners for their own project costs. £29,750 received from South Cambridgeshire District Council went to Citizens Advice North Herts (£17,850), Citizens Advice Suffolk West (£5,950) and Citizens Advice Uttlesford (£5,950).

10. ANALYSIS OF EXPENDITURE BY ACTIVITIES (CONTINUED)

ANALYSIS OF SUPPORT COSTS

	Advice provision 2023 £	**Total funds 2023 £**
Staff costs	132,299	**132,299**
Training, travel & recruitment	6,512	**6,512**
Office administration	62,366	**62,366**
Premises costs	94,824	**94,824**
Audit (governance)	10,666	**10,666**
Legal and professional fees	3,369	**3,369**
Payroll and accounting fee	9,072	**9,072**
AGM (governance)	919	**919**
Bank charges	705	**705**
Irrecoverable VAT	19,285	**19,285**
	340,017	**340,017**

	Advice provision 2022 £	Total funds 2022 £
Staff costs	79,316	79,316
Training, travel & recruitment	11,308	11,308
Office administration	51,725	51,725
Premises costs	65,636	65,636
Audit (governance)	7,040	7,040
Legal and professional fees	261	261
Payroll and accounting fee	3,370	3,370
AGM (governance)	471	471
Bank charges	595	595
Irrecoverable VAT	15,989	15,989
	235,711	235,711

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

11. ANALYSIS OF GRANTS

	Grants to Individuals 2023 £	Total funds 2023 £	Total funds 2022 £
Cambridge Community Fund: Surviving Winter	1,601	**1,601**	-

12. AUDITORS' REMUNERATION

	2023 £	2022 £
Fees payable to the Charity's auditor for the audit of the Charity's annual accounts	**8,950**	7,040

13. STAFF COSTS

	2023 £	2022 £
Wages and salaries	**913,107**	669,344
Social security costs	**76,685**	44,580
Contribution to defined contribution pension schemes	**62,375**	49,727
	1,052,167	763,651

The average number of persons employed by the Charity during the year was as follows:

	2023 No.	2022 No.
Chief Executive	**1**	1
Advisers and specialists	**11**	10
Administration and support	**8**	4
Project staff	**17**	9
	37	24

13. STAFF COSTS (CONTINUED)

No employee received remuneration amounting to more than £60,000 in either year.

Key management personnel include the Trustees, Chief Executive Officer, Deputy Chief Executive Officer, Specialist Team Development Manager, IT & Admin Leader and Finance Manager. Total remuneration (including employer's national insurance and employer's pension contributions) paid to key management personnel amounted to £234,691 (2022: £189,787).

In addition, the Charity has the use of highly trained and professional volunteers. 50 (2022: 87) gave over time valued at £294,000 (2022: £485,321). This cost has not been recognised in the accounts.

14. TRUSTEES' REMUNERATION AND EXPENSES

During the year, no Trustees received any remuneration or other benefits (2022: £NIL).

During the year ended 31 March 2023, expenses totalling £1,079 were reimbursed or paid directly to 5 Trustees in respect of meeting expenses and small gifts. In the prior year, £456 expenses were paid directly in respect of meeting expenses.

15. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Computer equipment £	Total £
COST				
At 1 April 2022	**741,770**	**142,389**	**149,517**	**1,033,676**
Additions	**-**	**17,389**	**-**	**17,389**
Disposals	**-**	**-**	**(139,399)**	**(139,399)**
At 31 March 2023	**741,770**	**159,778**	**10,118**	**911,666**
DEPRECIATION				
At 1 April 2022	**170,148**	**136,258**	**149,249**	**455,655**
Charge for the year	**14,835**	**6,370**	**268**	**21,473**
On disposals	**-**	**-**	**(139,399)**	**(139,399)**
At 31 March 2023	**184,983**	**142,628**	**10,118**	**337,729**
NET BOOK VALUE				
At 31 March 2023	**556,787**	**17,150**	**-**	**573,937**
At 31 March 2022	571,622	6,131	268	578,021

The freehold property is pledged as security for the mortgage loan disclosed in notes 19 and 20.

16. INVESTMENT PROPERTY

	Freehold investment property £
VALUATION	
At 1 April 2022	**774,000**
Unrealised loss on revaluation	**(59,000)**
At 31 March 2023	**715,000**

Investment property comprises the let part of 66 Devonshire Road, Cambridge.

16. INVESTMENT PROPERTY (CONTINUED)

The property has been valued by the Trustees with the assistance of Kate Proctor (RICS Registered Valuer) of Carter Jonas, 1 Stations Square, Cambridge CB1 2GA on a fair value basis as at 31 March 2023. The significant assumptions include interest rates and achievable rental income.

The historical cost of the investment property is £570,000 (2022: £570,000)

17. FIXED ASSET INVESTMENTS

	Unlisted investments £
COST	
At 1 April 2022	**500**
AT 31 MARCH 2023	**500**

Unlisted investments comprise 500 ordinary £1 shares in Allia Limited.

18. DEBTORS

	2023 £	2022 £
DUE WITHIN ONE YEAR		
Trade debtors	**60,524**	13,586
Other debtors	**1,333**	2,112
Prepayments and accrued income	**13,012**	19,869
	74,869	35,567

19. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Bank loans	**667,510**	53,110
Trade creditors	**13,554**	17,780
Other taxation and social security	**36,180**	19,805
Other creditors	**9,565**	3,233
Accruals and deferred income	**91,561**	14,614
	818,370	108,542

19. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR (CONTINUED)

	2023 £	2022 £

	2023 £	2022 £
Deferred income at 1 April 2022	**6,542**	54,562
Resources deferred during the year	**79,359**	6,542
Amounts released from previous periods	**(6,542)**	(54,562)
Deferred income at 31 March 2023	**79,359**	6,542

Deferred income relates to income billed in advance of the year.

20. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2023 £	2022 £
Bank loans	**-**	638,768

Included within the above are amounts falling due as follows:

	2023 £	2022 £
BETWEEN ONE AND TWO YEARS		
Bank loans	**-**	53,178
BETWEEN TWO AND FIVE YEARS		
Bank loans	**-**	159,533
OVER FIVE YEARS		
Bank loans	**-**	426,057

The aggregate amount of liabilities payable or repayable wholly or in part more than five years after the reporting date is:

	2023 £	2022 £
Payable or repayable by instalments	**547,968**	426,057
	547,968	426,057

20. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR (CONTINUED)

In accordance with FRS102, the Unity Bank loan due within more than one year was reclassified to creditors due within one year at the year end date due to a breach in loan covenants. However since the year end Unity Bank have confirmed they will issue a reservation of rights and would only seek repayment if arrears were present.

The loan is secured against the property on Devonshire Road and is repayable over 25 years, and commenced in July 2014. It was refinanced at that date from a loan from the Social Investment Business.

The mortgage is secured by a fixed charge over the property at 66 Devonshire Road, Cambridge. Repayments of capital and interest are made on a monthly basis. Interest is payable at 3.75% per annum (3.1% in previous year) calculated on a daily basis.

The carrying value of the assets secured in the accounts is £1,271,787 (2022: £1,345,521).

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

21. STATEMENT OF FUNDS

STATEMENT OF FUNDS - CURRENT YEAR

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
UNRESTRICTED FUNDS						
DESIGNATED FUNDS						
66 Devonshire Road	**570,000**	**50,769**	**(12,805)**	**(37,964)**	**-**	**570,000**
Revaluation Reserve	**204,000**	**-**	**-**	**-**	**(59,000)**	**145,000**
Development Reserve	**80,000**	**-**	**-**	**-**	**-**	**80,000**
Building Maintenance	**20,000**	**-**	**-**	**-**	**-**	**20,000**
	874,000	**50,769**	**(12,805)**	**(37,964)**	**(59,000)**	**815,000**
GENERAL FUNDS						
General Fund	**105,430**	**132,903**	**(244,515)**	**37,154**	**-**	**30,972**
TOTAL UNRESTRICTED FUNDS	**979,430**	**183,672**	**(257,320)**	**(810)**	**(59,000)**	**845,972**

21. STATEMENT OF FUNDS (CONTINUED)

STATEMENT OF FUNDS - CURRENT YEAR

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
RESTRICTED FUNDS						
Big lottery	7,057	-	(7,222)	165	-	-
National lottery - Coronavirus	-	-			-	-
Community Support Fund	1,000	-	(98)	98	-	1,000
Cambridge City Council	2,758	419,251	(323,482)	547	-	99,074
Citizens advice	7,850	644,986	(631,123)	-	-	21,713
GCP Investment in Communities	60,130	-	(1,608)	-	-	58,522
John Huntingdon Charity	-	17,569	(17,443)	-	-	126
South Cambridgeshire District Council	-	93,520	(88,841)	-	-	4,679
Cambridge Housing Society – Winter Support	877	-	-	-	-	877
Cambridge Community Fund	535	3,801	(1,600)	-	-	2,736
	80,207	1,179,127	(1,071,417)	810	-	188,727

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

21. STATEMENT OF FUNDS (CONTINUED)

STATEMENT OF FUNDS - PRIOR YEAR

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
UNRESTRICTED FUNDS						
DESIGNATED FUNDS						
66 Devonshire Road	**570,000**	**24,171**	**(27,114)**	**2,943**	**-**	**570,000**
Revaluation Reserve	**197,000**	**7,000**	**-**	**-**	**-**	**204,000**
Development Reserve	**80,000**	**-**	**-**	**-**	**-**	**80,000**
Building Maintenance	**20,000**	**-**	**-**	**-**	**-**	**20,000**
GENERAL FUNDS	**867,000**	**31,171**	**(27,114)**	**2943**	**-**	**874,000**
General fund	**130,698**	**107,027**	**(129,352)**	**(2,943)**	**-**	**105,430**
TOTAL UNRESTRICTED FUNDS	**997,698**	**138,198**	**(156,466)**	**-**	**-**	**979,430**

21. STATEMENT OF FUNDS (CONTINUED)

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
RESTRICTED FUNDS					
Big lottery	18,768	8,749	(20,460)	-	7,057
National Lottery - Coronavirus Community Support Fund	1,000	-	-	-	1,000
Cambridge City Council	3,011	369,251	(369,504)	-	2,758
Citizens advice	11,820	337,753	(341,723)	-	7,850
GCP Investment in Communities	61,708	-	(1,578)	-	60,130
John Huntingdon Charity	-	14,014	(14,014)	-	-
South Cambridgeshie District Council	-	93,520	(93,520)	-	-
Cambridge Housing Society - Winter Support	-	1,000	(123)	-	877
Cambridge Community Fund	535	-	-	-	535
	96,842	824,287	(840,922)	-	80,207
TOTAL FUNDS	1,094.540	-	(997,388)	-	1,059,637

-

21. STATEMENT OF FUNDS (CONTINUED)

Restricted funds

Big Lottery Advice Plus
All funding has been spent and the closing balance consists only of undepreciated fixed assets purchased within the funding.

Big Lottery Advice Plus
All funding has been spent on this fund.

Big Lottery Help through Crisis
Five-year fund to support individuals and key agencies via crisis casework and advocacy.

National Lottery Coronavirus Community Support Fund
To provide crisis information and advice to local people impacted by the Coronavirus pandemic.

Cambridge City Council - Core Funding
To deliver core CAB services to the people of Cambridge.

Cambridge City Council - Income Maximisation
Funding to provide income maximisation advice to Cambridgeshire residents who are over 18.

Cambridge City Council – Specialist Welfare Rights
To provide casework service 5 days a week including benefits appeals and representation, training and updates to external agencies.

Cambridge City Council - Financial Capability
To support the training of groups and individuals to help them better understand how to manage their money.

Cambridge City Council – Homelessness Prevention
Specialist independent support, advice and representation around housing and debt issues.

Cambridge City Council – Personal Budgeting Support
Money management advice to people receiving Universal Credit.

Cambridge City Council - One-off funding
Funding to support the provision of touch screen kiosks in the City. All funding has been spent.

Carbon Monoxide Advice Project (CMAP)
To support the provision of one-to-one carbon monoxide awareness and energy advice.

Citizens Advice - Energy Advice Programme
Funding to deliver 1:1 advice on energy awareness and savings.

Citizens Advice – Help to Claim
Funding to provide advice to clients on the Universal Credit scheme.

Citizens Advice – BEIS Remote Working Equipment
To fund the purchase of laptops and headsets for use by advisor staff and volunteers working remotely. Funding comes via Citizens Advice from the Department of Business, Energy and Industrial Strategy.

21. STATEMENT OF FUNDS (CONTINUED)

Citizens Advice – BEIS Softphones
To enable the service to increase capacity to respond to the immediate demand for advice arising from Covid-19 in a cost-effective manner. Funding comes via Citizens Advice from the Department of Business, Energy and Industrial Strategy.

Citizens Advice – Money and Pensions Service (MAPS)
To increase debt advice capacity by funding a full-time debt advisor.

Citizens Advice – Trussell Trust Foodbank Service
Funding provided from Trussell Trust via Citizens Advice to provide telephone helpline advice to foodbank clients or potential clients.

Greater Cambridge Partnership - Investing in Communities
Finance for capital funding towards the ICT investment of the Advicehub project. All funding has been spent and the closing balance consists only of undepreciated fixed assets purchased with the funding.

John Huntingdon Charity, Sawston
Providing specialist debt casework for the residents of Sawston and the surrounding areas.

South Cambridgeshire District Council Core Funding
Grant to deliver core CAB services to the people of South Cambridgeshire.

South Cambridgeshire District Council – Housing Debt Advice
To provide debt advice to local residents in the Cambourne area.

Cambridge Housing Society Winter Fund
To deliver grants to individuals in need on behalf of Cambridgshire County Council.

Cambridgeshire Community Fund
£1,000 Winter Appeal to provide emergency fuel payments to individuals.

Designated funds

The 66 Devonshire Road Fund
Together with the Revaluation Reserve, these funds constitute the net value of the investment part of the building owned by the Bureau. As the fund solely reflects the value of the building, it is not considered to be a liquid asset, though sale of this asset would be expected to cover the outstanding loan through which the Bureau purchased the building.

The Revaluation Reserve
Made up of the accumulated gain on value of the property at 66 Devonshire Road.

The Development Fund
Created from donations from foundations. This is being held to prepare for expenditure on projects where the bureau requires to match-fund contributions from other organisations or donors.

The Building Maintenance Fund
Created to set aside essential upgrade and replacement of building infrastructure.

22. ANALYSIS OF NET ASSETS BETWEEN FUNDS

ANALYSIS OF NET ASSETS BETWEEN FUNDS - CURRENT YEAR

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	65,827	508,110	**573,937**
Fixed asset investments	-	500	**500**
Investment property	-	715,000	**715,000**
Current assets	122,900	440,732	**563,632**
Creditors due within one year	-	(818,370)	**(818,370)**
Creditors due in more than one year	-	-	**-**
TOTAL	188,727	845,972	1,034,699

ANALYSIS OF NET ASSETS BETWEEN FUNDS - PRIOR YEAR

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
Tangible fixed assets	50,325	527,696	578,021
Fixed asset investments	-	500	500
Investment property	-	774,000	774,000
Current assets	29,882	424,544	454,426
Creditors due within one year	-	(108,542)	(108,542)
Creditors due in more than one year	-	(638,768)	(638,768)
TOTAL	80,207	979,430	1,059,637

23. RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023 £	2022 £
Net expenditure for the year (as per Statement of Financial Activities)	**(24,938)**	(34,903)
ADJUSTMENTS FOR:		
Depreciation charges	**21,473**	17,178
Losses/(gains) on investments	**59,000**	(7,000)
Dividends, interests and rents from investments	**(52,291)**	(24,465)
(Increase)/decrease in debtors	**(38,652)**	2,127
Increase/(decrease) in creditors	**94,778**	(59,181)
Interest paid	**22,603**	24,915
NET CASH PROVIDED BY/ (USED IN) OPERATING ACTIVITIES	**81,973**	(81,329)

24. ANALYSIS OF CASH AND CASH EQUIVALENTS

	2023 £	2022 £
Cash in hand	**488,763**	418,859
TOTAL CASH AND CASH EQUIVALENTS	**488,763**	418,859
	94,272	(178,747)

25. ANALYSIS OF CHANGES IN NET DEBT

	At 1 April 2022	Cash flows	Other movements	At 31 March 2023
Cash at bank and in hand	418,859	69,904	-	488,763
Debt due within 1 year	(53,110)	33,352	(647,752)	(667,510)
Debt due after 1 year	(638,768)	(8,984)	647,752	-
	273,019	94,272	-	(178,787)

26. CONTINGENT LIABILITIES

There is a potential VAT liability under the Capital Goods Scheme, due over the next 3 years estimated at a present value of £7,000 (2022: £7,000). This has arisen due to the level of taxable supplies falling in comparison to those levels made when the Devonshire Road building project was being undertaken.

27. PENSION COMMITMENTS

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the Charity to the fund and amounted to £62,375 (2022: £49,727). At the year-end, £7,217 (2022: 94) was due to the pension scheme.

28. OPERATING LEASE COMMITMENTS

At 31 March 2023 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2023	2022
	£	£
Equipment		
Not later than 1 year	**8,101**	10,576
Later than 1 year and not later than 5 years	**12,947**	22,390
	21,048	32,966

The following lease payments have been recognised as an expense in the Statement of Financial Activities:

	2023	2022
	£	£
Operating lease rentals	**10,576**	11,300

The Charity was committed to receive the following amount under licence to occupy agreements.

28. OPERATING LEASE COMMITMENTS (CONTINUED)

	2023 £	2022 £
Lessor		
Not later than 1 year	**15,179**	42,763
	15,179	42,763

29. RELATED PARTY TRANSACTIONS

The Charity has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Charity at 31 March 2023 (prior year: nothing to disclose).

CAMBRIDGE AND DISTRICT CITIZENS ADVICE BUREAU

England & Wales - Charity number 1056102

Accounts

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU ANNUAL REPORT & ACCOUNTS

FOR THE YEAR ENDING 31 MARCH 2022

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

66 Devonshire Road, Cambridge CB1 2BL

www.cambridgecab.org.uk

Registered Company Number: 03191085 (England & Wales)

Registered Charity No: 1056102

Authorised and regulated by the Financial Conduct Authority FRN 617537

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Executive Summary

This report presents the activities of Cambridge & District Citizens Advice Bureau for the financial year ended 31 March 2022, covering the Bureau's work in aid of its clients, its adaptations to changes arising from the COVID-19 pandemic, and the Bureau's own financial activities. An introduction is provided by the new Chair of Trustees, Antoinette Jackson in the following section.

During the financial year, the report shows that the Bureau assisted 20,564 clients, with a milestone income gain of £11,169,307 for them, reflecting an increase of 64% on the prior year. Analysis of the clients' changing needs and demographic make-up reveals an increased need for benefits advice, along with increases in younger clients and clients with long-term disabilities. The report hypothesises that the changes in clientele may arise from the Bureau's improved resources for online advice.

The Bureau is reported to have maintained and improved its Quality of Advice score, as well as satisfying the standards of the Financial Conduct Authority, Advice Quality Standard mark and Living Wage Foundation.

Details are provided regarding initiatives that had begun during the prior financial year, including the resumption of outreach delivery and face-to-face meetings, along with developing client IT hubs. The report relates the Bureau's future plans for providing video chat consultations, expanding the web chat service, opening up further outreaches at the Foodhubs and local Mosque, and adapting the building to suit the organisation's changed requirements.

In the financial sections, the report shows a net loss of £34,903 through the year, however, the Trustees present the Bureau as a going concern, and demonstrate that the Bureau satisfies the public benefit requirement of its charitable status. Full details of the Bureau's restricted funds and their sources are provided. In conclusion the Auditor, Price Bailey, has issued an unqualified audit report.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Statement from the Chair of Trustees

I was delighted to take over as Chair of the Board of Trustees in December 2021. I would like to pay tribute to the contribution made by long term Chair Nigel Brown OBE and by George Reid, who stepped in as interim Chair following Nigel's departure.

The financial year 2021-22 continued to be dominated by Covid and its after effects.
The Bureau had been challenged to adapt rapidly when the country first went into lockdown in March 2020, making fundamental changes to the way clients could contact us and how we provided services to them. The challenge in 2021-22 was maintaining that momentum and focus, at a time of national uncertainty about how the pandemic would play out.

We continued to offer telephone consultations, email, webchat and video to our clients. As we started to bring back face to face working with clients, we focused our resources on outreach in the community and offering planned appointments, and some traditional drop-in at a few locations.

We helped 20,564 clients during the year and achieved just under £11.2m in income gain for them. This compares to £6.8m in 2020/21.

Benefits advice outstripped debt advice again during this year with 17,045 enquiries, of which 4,040 were for Personal Independence Payments. There were 6,843 Debt enquiries, with the majority being enquiries about Council Tax Arrears and Fuel debts. The critical importance of our work is plain to see in these statistics

We continued to face financial challenges with rental income on our office space still under pressure, although were beginning to attract new tenants by year end. We are extremely grateful for the support we have received from Cambridge City Council, South Cambridge District Council, and grants via Citizens Advice to help deliver national contracts on behalf of the DWP and the Trussell trust amongst others.

We received extremely good news in early 2022 when our bid to run the regional Help to Claim contract from April 22 was successful. The bid's success was the result of significant work by the senior management team. Once the bid was confirmed, there was then some very concentrated work required to plan for the new service. This included the TUPE transfer of 10 new staff from other CAB offices into Cambridge so that we were ready to go from 1 April. This is initially a one-year contract and underlines the short-term nature of much of our funding arrangements. As we provide more services under contract this also has an impact on our resource planning and staffing needs and the need to balance these across the range of services we provide.

In the year ahead in addition to delivering advice and support to those who need it most we hope to

- adapt the reception area to enable larger/safer interview spaces and to accommodate our new tenants
- open more outreach sessions offering both drop-in and appointments, including new ones that are being explored at the Foodhubs and Cambridge Central Mosque
- continue to look at how we work with other partners to signpost services effectively
- modernise our service delivery and organisational structure to meet the changing demands on the charity.

We have a very dedicated trustee board, but we will have had a large turnover of long-standing trustees by the 2022 AGM. The Board will be reviewing some of our governance structures and ensuring we have the right range of skills around the board table for the challenges we face going forward.

I am immensely proud of how our staff and volunteers have continued to rise to the challenges they faced in 2021/22 despite the pressures that the pandemic created for them, both at work and in their personal lives. I would like to thank them all very much for all they have achieved this year.

Antoinette Jackson
Chair of Trustees

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Trustees' Report

AIMS AND OBJECTIVES

The principal activities of the bureau are to provide free, confidential and independent advice.

The principal aims of the organisation are twofold:

1. To provide the advice people need for the problems they face
2. To improve the policies and practices that affect peoples' lives.

The main objectives and activities for the year continued to focus on the provision of advice and guidance to the local population. The strategies in place to assist the charity to meet these objectives included the following:

- providing access to the charity's resource through a variety of mechanisms, including (during the pandemic), telephone, email response and other virtual resources including a website, webchat and video (Face to face advice has been very limited but starting to open up).
- working in partnership with other agencies to ensure that the widest range of services is available that best matches the needs of the clients.
- achieving financial stability through the generation of our own income e.g. renting space at 66 Devonshire Road now that we were able to start using the building again.

The majority of the work of the bureau is generalist advice work. The generalist work consists of 'one off' advice in the 14 key areas of benefits, consumer issues, debt, education, employment, finance, health, housing, immigration and nationality, legal, relationships, tax, travel and utilities.

Additional services include casework up to representation at court or tribunal in debt, welfare rights, and housing plus financial capability education work and despite the lockdown our specialists have found ways of making sure that we have continued to deliver this level of complex advice – often needing to spend a great deal more time preparing and supporting clients through the trauma of 3-way phone tribunals for example. A lot of our debt work slowed down because of the hold on various actions like evictions but we are readying ourselves for an onslaught now these have all "unlocked". The Financial Conduct Authority have warned that the current economic climate will bring a large demand for money and debt advice.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Our advisers logged 20,564 clients, 48,446 enquiries and 24,625 contacts. All slightly down on the year before. This reflects the fact that we have taken paid staff off generalist phone and web advice because we have had to deploy them to more contract work.

- Average age group helped, has reduced again, possibly reflecting on-line advice.
- Benefits advice outstripped debt advice again during the year with 17,045 enquiries of which 4,040 were for Personal Independence Payments (often very time consuming and complicated interviews). Debt stood at 6,843 with the majority being enquiries about Council Tax Arrears and Fuel debts.
- The number of long-term disabled clients has increased since last year from 22% declaring a long-term disability to 38%. This is obviously reflected in the number of enquiries about PIP.
- Our balance of male to female clients is roughly the same as before with slightly more female clients.
- Ethnicity remains much the same which hopefully reflects that they were not disadvantaged by all our advice being remote.

Milestones:

The staff have collectively hit £11,169,307 in income gain for clients (last year £6,825,570).

3 of our specialists have each individually hit (for the first time) over £1million in benefits, debt and money reassignment over the last year.

Debts/overpayments/reimbursements £3,039,904 (last year £2,328,824) Debt work has not taken off at the rate anticipated but is starting to gather pace with recent energy hikes and mounting inflation.

Notable events:

- New Chairman – appointed December 2021.
- Virtual Royal visit – Princess Anne (organised by the Lord Lieutenant – Julie Spence) May 2021.
- Virtual visit by the Mayor – June 2021.
- Successful bid for Help To Claim contract (does not start until 1st April 2022 but all the work done in the year reported) to provide Universal Credit advice. Ours was the only contract awarded in the region.
- Help through Hardship – Foodbank contract extended and doubled. We are only one a of a handful in the country delivering this via Citizens Advice for the Trussell Trust.
- IT was successfully deployed to everyone working for us – staff and volunteers - to enable them to work from home safely and easily. This work and achievements by the IT team have been essential to keeping our services open and they have worked tirelessly to introduce systems to help us, in the most economical and effective way possible. The on-going development of our ICT included the introduction of softphones and a new entry system for the building. New software has also been introduced to support our HR processes.
  It was important that we made sure everyone understood how critical cyber security is and we introduced various guides, policies and training to ensure this.
- 4 specialist members of staff left for maternity leave out of a paid staffing of 24 – a huge indent to our capacity - which has made the results achieved by the service delivery teams even more remarkable. Big thanks to everyone for turning their hands to everything we have asked them to.

Quality

During the year we maintained and improved our Quality of Advice score. We continue to work to the Advice Quality Standard mark and the Financial Conduct Authority. We retained our status as a Travel for Work employer, and Living Wage Foundation accreditation. All our money advisers are members of the Institute of Money Advisers, are qualified Debt Relief Order Intermediaries and all our advisors are fully trained to the appropriate levels of GGDA (Giving Good Debt Advice) as required by the Money Advice Service Quality Framework.

Internal and External Factors

The Board has identified external factors affecting the charity which are outside of its control such as the pandemic and issued various policies to everyone as to how the organisation is responding and changing to adapt, based on Government guidelines, changes to the welfare rights system and changes in funding streams

Factors within control have been: effective cost management; high levels of satisfaction with the service provided; good partnership working and income generation despite the external factors having a negative impact on income from rent and Patrons fundraising.

Complaints

The CCAB complies with the formal complaints procedure as set out by the Citizens Advice membership standards. We can report that there were:

- 2 formal complaints brought against the bureau during the period. None upheld. (4 the year before with one upheld)

Progress on future plans from 2021 report:

- Continuing to deliver an enhanced service offer more channels during the pandemic. This has been achieved.
- Return to outreach delivery and gradually open up Face to Face offer. This has been achieved.
- Develop and deploy our client IT hubs. Two hubs have been set up, but their use is patchy.
- Partnership developments. We continue to identify and have developed a “trusted partner” referral mechanism.
- Renew our website and better develop our social media presence. Website completed and social media is being developed.

Plans for the future:

- Local Web chat now set up and being tested on admin questions but will open up to advice when we have the resources.
- Video advice is taking off slowly.
- Outreaches are being opened up offering both drop-in and appointments and new ones being planned e.g. at the Foodhubs and the Mosque.
- Building: Adapt the reception area to enable larger/safer interview spaces and to accommodate our new tenants.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Trustees' Report - Financial Review

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Reserves Policy

The trustees believe that the bureau should hold sufficient financial reserves to allow for the following:

- To ensure that the charity can continue to operate and meet the needs of its clients in the event of unforeseen and potentially damaging circumstances, including a lapse in funding.
- To ensure that the charity can fulfil its contractual commitments.
- To permit the charity to undertake projects that require initial funding from the charity before funds will be provided from external bodies.

The trustees review the level of necessary reserves on at least an annual basis.

Unrestricted reserves consist as follows:

- General Fund - To maintain a healthy cashflow for the day-to-day operations of the bureau. It is desirable that this should be sufficient to cover around 6 months of typical unrestricted expenditure in a scenario where external funding has lapsed. Fund balance is £105,430 (2021: £130,698) including £100,122 liquid assets (2021: £124,383). The target for liquid assets is £165,000.
- 66 Devonshire Road - The net value of the investment part of the property purchased by the bureau. The 25 year loan for the purchase of this property should be met by the sale of this asset. As the fund consists solely of the value of the building, it is not considered to be a liquid asset. Fund balance: £570,000 (2021: £570,000).
- Revaluation Reserve – This holds the accumulated gain on the investment proportion of the property above. Fund balance: £204,000 (2021: £197,000).
- Development Reserve - This fund was created to provide cashflow for development opportunities where funding might be delayed or held back by funders until completion of a project. Fund balance: £80,000 (2021: £80,000).
- Building Maintenance – This fund is designated for the ongoing maintenance and renewal of the bureau's property at 66 Devonshire Road and its contents, including plant and ICU-related equipment. Fund balance: £20,000 (2021: £20,000).

In addition to the funds described above, the bureau aims to achieve a surplus (on property) of £50,000 each year for capital repayment of the mortgage. This was not achieved this year, as rental income remained well below historic levels due to Covid-19 impacts.

The total funds held by the charity at the year-end were £1,059,637 (2021: £1,094,540). Of these funds £774,000 (2021: £767,000) is related to the investment part of the property and £80,207 in respect of restricted funds not available for general use (2021: £96,842).

Restricted Reserves

Any funds that are restricted by the donor or funder cannot be used for the general purposes of the bureau. Their existence, and the sums of money therein, do not imply that there has been an underspend but may result from a variety of circumstances including timing differences between the bureau's financial year and the funding year of the project concerned.

We currently hold restricted fixed assets which are being depreciated annually. We expect all non fixed-asset restricted funds to be expended by the end of the financial year. Total funds: £80,207 (2021: £96,842).

Principal Funding Sources

The charity primarily seeks funds in the form of grants from local government organisations, philanthropic institutions and other corporate charitable initiatives. The principal sources of our core funding were Cambridge City Council 39% (37% in 2021) and Citizens Advice 34% (22% in 2021).

In addition to these activities, fundraising is carried out by the charity's patrons, volunteers and staff through events such as parties, raffles and sponsored walks, in addition to the placement of donation links on our website. Clients are not directly approached for donations, though collection boxes are made available in interview rooms. General donations and fundraising campaigns raised 4% of total donation income (2021: 3%).

The charity does not make use of professional fundraisers or commercial participators to raise funds, other than bid-writing services to assist in the preparation of grant applications, nor does the charity have fundraising carried out on its behalf by third parties other than basic payment conduit services provided by CAF Donate.

The charity is aware of its obligations under the Charities (Protection and Social Investment) Bill to ensure that any future written agreements mandate adequate fundraising standards, as required under the Bill, with appropriate safeguarding for vulnerable members of the public from intrusive or persistent approaches.

In the year ended 31 March 2022 no fundraising complaints were received (2021: nil).

Investment Policy and Objectives

The charity has no long term funds to invest, but ensures that any surplus funds are either invested in interest-bearing deposit accounts or used to make early repayments on our mortgage, thereby reducing associated interest charged. Detailed targets for rental income are set and agreed by the trustees in advance of the financial year and results monitored on a quarterly basis.

The structure, governance and management of the Trustees' Report are continued on pages 32 to 35.

The Trustees (who are also directors of Cambridge & District Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the directors are required to:

1. select suitable accounting policies and then apply them consistently;
2. observe the methods and principles in the Charities SORP FRS102;
3. make judgments and accounting estimates that are reasonable and prudent;

4. state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
5. 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 responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. Insofar as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware.
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is themselves aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

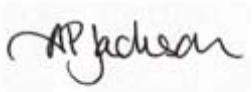
Auditors

In accordance with the Financial Procedures of the charity, the bureau Trustee Board is responsible for recommending the appointment of an auditor at the annual general meeting in the November prior to the year end, with the Treasurer and CEO responsible for reviewing this appointment. A full review of auditors should be carried out at least once every 7 years.

This process was last concluded in October 2016, with Price Bailey appointed.

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

Approved by the trustees on 8th August 2022 and signed on its behalf by:



…….. ……

Ms A Jackson – Chair of Trustees Mr A H Bridges - Honorary Treasurer

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Independent Auditor's Report to the Members of the Cambridge & District Citizens Advice Bureau

Opinion

We have audited the financial statements of Cambridge & District Citizen's Advice Bureau (the 'charity') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows, and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).
In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2022, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.
Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.
Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.
Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.
We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Independent Auditor's Report to the Members of the Cambridge & District Citizens Advice Bureau (continued)

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

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

- adequate and proper accounting records have not been kept for the charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees' were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

We gained an understanding of the legal and regulatory framework applicable to the charity and how it operates and considered the risk of the charity not complying with the applicable laws and regulations including fraud in particular those that could have a material impact on the financial statements. This included those regulations directly related to the financial statements. In relation to the charity this included employment law, financial reporting and health & safety.

The risks were discussed with the audit team and we remained alert to any indications of non-compliance throughout the audit. We carried out specific procedures to address the risks identified. These included the following:

- We reviewed systems and procedures to identify potential areas of management override risk. In particular, we carried out testing of journal entries and other adjustments for appropriateness, and evaluating the business rationale of significant transactions to identify large or unusual transactions.

Independent Auditor's Report to the Members of the Cambridge & District Citizens Advice Bureau (continued)

- We reviewed key authorisation procedures and decision making processes for any unusual or one-off transactions.
- We reviewed minutes of Trustee Board meetings and agreed the financial statement disclosures to underlying supporting documentation.
- We have made enquiries of management and officers of the charitable company regarding laws and regulations applicable to the organisation.
- We reviewed the risk management processes and procedures in place including a review of the Risk Register and Board reporting in this regard.
- We have reviewed any correspondence with the Charity Commission and reviewed the procedures in place for the reporting of incidents to the Trustee Board including serious incident reporting of any such matters, if necessary.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/Our-Work/Audit/Audit-and-assurance/Standards-and-guidance/Standards-and-guidance-for-auditors/Auditors-responsibilities-for-audit/Description-of-auditors-responsibilities-for-audit.aspx. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

HJWilkinson

Helena Wilkinson BSc FCA DChA (Senior Statutory Auditor)
for and on behalf of
PRICE BAILEY LLP
Chartered Accountants
Statutory Auditors
Tennyson House
Cambridge Business Park
Cambridge
CB4 0WZ

Date: 4 November 2022

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Statement of Financial Activities (including Income and Expenditure Account)
For the Year Ended 31st March 2022

	Note	Unrestricted Funds General £	Unrestricted Funds Designated £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM						
Donations, Grants & Legacies	2	57,786	-	747,771	805,557	*852,134*
Charitable Activities	3	48,947	-	61,785	110,732	*133,772*
Other Trading	3	-	-	-	-	-
Investment Income						
Property Rent & Hires	4	-	24,171	-	24,171	*25,933*
Bank Interest	4	294	-	-	294	*480*
Other Income	5	-	-	-	-	*2,848*
Total income		**107,027**	**24,171**	**809,556**	**940,754**	***1,015,167***
EXPENDITURE ON						
Raising funds	6					
Investment Property		-	11,418	-	11,418	*10,395*
Other Fundraising		1,935	-	49,356	51,291	*35,361*
Charitable activities	7					
Advice Provision		127,417	15,696	747,085	890,198	*871,674*
Partner Funding		-	-	29,750	29,750	*29,750*
Total expenditure		**129,352**	**27,114**	**826,191**	**982,657**	***947,180***
Other Recognised Gains/(Losses)						
Gains/(losses) on revaluation of Investment property	4	-	7,000	-	7,000	-
Transfer between Funds		(2,943)	2,943	-	-	-
NET (EXPENDITURE)/INCOME FOR THE YEAR BEING NET MOVEMENT IN FUNDS		**(25,268)**	**7,000**	**(16,635)**	**(34,903)**	***67,987***
RECONCILIATION OF FUNDS						
Total funds brought forward		130,698	867,000	96,842	1,094,540	*1,026,553*
TOTAL FUNDS CARRIED FORWARD		**105,430**	**874,000**	**80,207**	**1,059,637**	***1,094,540***

All income and expenditure has arisen from continuing activities.

The notes to the accounts are shown on pages 16 - 31.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

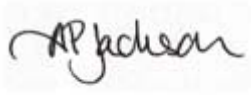
Balance Sheet As at 31 March 2022

	Notes	2022 Total funds £	2021 Total funds £
FIXED ASSETS			
Tangible fixed assets	10	578,021	*595,198*
Investments	11	774,500	*767,500*
TOTAL FIXED ASSETS		**1,352,521**	***1,362,698***
CURRENT ASSETS			
Debtors	12	35,567	*37,692*
Cash at bank and in hand		418,859	*526,565*
TOTAL CURRENT ASSETS		**454,426**	***564,257***
LIABILITIES			
Creditors: amounts falling due within one year	13	(108,542)	*(165,452)*
NET CURRENT ASSETS		345,884	*398,805*
TOTAL NET ASSETS		**1,698,405**	***1,761,503***
Creditors: amounts falling due after more than one year	14	(638,768)	*(666,963)*
NET ASSETS		**1,059,637**	***1,094,540***
FUNDS			
Restricted Funds	16a	80,207	*96,842*
Unrestricted funds	16b		
General Funds		105,430	*130,698*
Designated Funds		874,000	*867,000*
TOTAL FUNDS		**1,059,637**	***1,094,540***

The notes to the accounts are shown on pages 16 – 31.

These financial statements have been prepared in accordance with special provisions of part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Board of Trustees on 8th August 2022 and signed on their behalf by:



…….. ……..

A Jackson – Chair of Trustees A H Bridges - Honorary Treasurer

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Cashflow Statement As at 31 March 2022

	2022 Total funds £	2021 Total funds £
Cash flows from operating activities:		
Cash used in operations	(81,329)	*121,342*
Interest paid	(24,915)	*(25,542)*
Net cash provided by/(used in) operating activities	(106,244)	*95,800*
Cash flows from investing activities:		
Purchase of tangible fixed assets	-	*(6,189)*
Interest received and rent from investments	24,465	*26,413*
Net cash used in investing activities:	24,465	*20,224*
Cash flows from financing activities:		
Loan repayments in year	(25,927)	*(19,333)*
Net cash used in financing activities	(25,927)	*(19,333)*
Change in cash and cash equivalents in the reporting period	(107,706)	*96,691*
Cash and cash equivalents at the beginning of the reporting period	526,565	*429,874*
Cash and cash equivalents at the end of the reporting period	**418,859**	***526,565***

Reconciliation of net income to net cash flow from operating activities

	2022 £	2021 £
Net income/(expenditure) for reporting period (as per the statement of financial activities)	(34,903)	*67,987*
Adjustments for:		
Depreciation charges	17,178	*19,814*
(Gains)/losses on investments	(7,000)	-
Interest received and rent from investments	(24,465)	*(26,413)*
Interest paid	24,915	*25,542*
Decrease(increase) in debtors	2,127	*27,072*
Increase in creditors	(59,181)	*7,340*
Net cash provided by operating activities	**(81,329)**	***121,342***

1 Accounting policies

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

a) Basis of preparation
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Cambridge and District Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

b) Legal status of the Charity
The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. There are 21 members (2020: 21 members). The registered office address is 66 Devonshire Road, Cambridge CB1 2BL.

c) Going concern
The trustees consider that there are no material uncertainties about Cambridge and District Citizens Advice Bureau's ability to continue as a going concern. With regard the following year, the most significant areas of uncertainty of Cambridge and District Citizens Advice Bureau are the level of grant funding which needs to be raised each and every year and is covered in more detail in the performance and risk sections of the trustees' annual report for more information.

d) Fund accounting
Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. The aim and purpose of each designated fund is set out in the notes to the financial statements. Restricted funds are for Cambridge and District Citizens Advice Bureau's work or projects being undertaken by the charity. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each material designated and restricted fund is set out in the notes to the financial statements. Investment income, gains and losses are allocated to the appropriate fund.

e) Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably. Where income has related expenditure (as with fundraising or contract income and partner funding), the income and related expenditure are reported gross in the Statement of Financial Activities.

Donations, grants and gifts are recognised when receivable. In the event that a grant is subject to fulfilling performance conditions before the charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the reporting period. Income from Gift Aid tax reclaims is recognised for any donations with relevant Gift Aid certificates recognised in income for the year. Any amounts of Gift Aid not received by the year end are accounted for in income and accrued income in debtors.

Income received in advance for a future fundraising event or for a grant received relating to the following year are deferred until the criteria for income recognition are met.

Interest on deposit funds held is included when receivable and the amount can be measured reliably by the charity which is normally upon notification of the interest paid or payable by the bank. Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

This is normally upon notification by our investment advisor of the dividend yield of the investment portfolio. Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

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

Costs of raising funds comprise fundraising costs incurred in seeking donations, grants and legacies. This includes staff time as well as additional support and event costs.

Investment property income and expenditure relates to the first floor tenant accommodation and meeting room available for hire. An allocation based on floor area (36%), of premises and loan interest costs is charged to this as well as direct costs associated with external bookings and hires.

Expenditure on charitable activities includes the costs of providing specialist and generalist advice to clients, and the associated support costs.

Partner funding costs relate to those parts of an award due to a project partner. In those cases the bureau is the lead grantee.

Support costs comprise those costs which are incurred directly in support of expenditure on the objects of the charity and include governance cost, finance, and office costs. Governance costs are those costs incurred in connection with the compliance with constitutional and statutory requirements of the charity. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Support costs are allocated to each of the activities on one of the following the basis: either floor space or staff time or staff headcount depending on the nature of the support costs, to best allocate the costs to each attributable heading.

g) Volunteers
The value of the services provided by volunteers is not incorporated into these financial statements. Further details of their contribution are provided in note 8 of the notes to the financial statements.

h) Fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	- 2% on cost
Fixtures and fittings	- 20% on cost and 20% on reducing balance
Payments on account of fixed assets	- not provided
Computer equipment	- 20% on cost

Any tangible fixed asset or software costing £1,000 or less is written off in the financial statements in the year it is acquired. For any such asset costing more than £1,000 depreciation is provided to write off the costs over its estimated economic life.

The need for any impairment of a fixed asset write-down is considered if there is concern over the carrying value of an asset and is assessed by comparing that carrying value against the value in use or realisable value of the asset when appropriate.

i) Investment property
Investment property is shown at most recent valuation and re-evaluated by trustees at year end and is stated at its fair value. Any aggregate surplus or deficit arising from changes in market value is transferred to a revaluation reserve.

The investment property was valued by Kate Proctor (RICS registered valuer) of Carter Jonas, 1 Station Square, Cambridge CB1 2GA on a fair value basis as at 20th May 2022.

j) Operating Leases
Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

k) Debtors
Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due. Accrued income and tax recoverable is included at the nest estimate of the amounts receivable at the balance sheet date.

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

m) Creditors
Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimate reliably. Creditors are normally recognised at their settlement amount after allowing any trade discounts due.

n) Financial instruments
The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method. Fixed assets are valued at depreciated cost and investments at fair value which is market value. The historical cost and gains/losses are separately disclosed within note 11.

o) Pensions
The charitable company contributes to employees' personal pension schemes (defined contribution scheme). Contributions are charged to the Statement of Financial Activities in the period to which they relate.

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

Notes to the Financial Statements (continued)
For the Year Ended 31 March 2022

q) Property Fund
The most significant areas of adjustment and key assumptions that affect items in the accounts are to do with a reallocation of assets into the property fund and the valuation of the investment property as disclosed within note 10.

r) Estimates and Judgements
Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. Although these estimates are based on the trustee's best knowledge of the amount, events or actions, actual results ultimately differ from these estimates. The trustees do not consider there to be any material estimates and judgements except for the valuation of the investment property as disclosed within note 10.

s) Redundancy and Termination
Redundancy and termination costs are recognised as an expense in the Statement of Financial Activities and a liability on the Balance Sheet immediately at the point the charity is demonstrably committed to either: a) Terminate the employment of an employee or group of employees before normal retirement date; or b) Provide termination benefits as a result of an offer made in order to encourage voluntary redundancy. The charity is considered to be demonstrably committed only when it has a detailed formal plan for the termination and is without realistic possibility of withdrawal from the plan. The charity will account for termination payments at the point at which the offer is accepted by the employee.

		Unrestricted General Funds	Designated Funds	Restricted Funds	TOTAL	2021 Total
		£	£	£	£	£
2	**Donations, Grants & Legacies**					
	Donations & Charitable Trusts					
	General donations	13,708	-	-	13,708	*11,227*
	Charitable Trusts					
	Batterson-Chivers Foundation	2,000	-	-	2,000	*1,500*
	Chadwyck-Healey Trust	20,000	-	-	20,000	*20,000*
	Cambridgeshire Community Fund	-	-	-	-	*10,000*
	Pye Foundation	6,000	-	-	6,000	*6,000*
	Patron & Staff Fundraising Events	15,634	-	-	15,634	*13,065*
	Grants	444	-	747,771	748,215	*790,342*
		57,786	**-**	**747,771**	**805,557**	*852,134*
	Prior year					
	Donations & Charitable Trusts					
	General donations	*11,140*	*-*	*87*	*11,227*	
	Charitable Trusts					
	Batterson-Chivers Foundation	*1,500*	*-*	*-*	*1,500*	
	Chadwyck-Healey Trust	*20,000*	*-*	*-*	*20,000*	
	Cambridgeshire Community Fund	*-*	*-*	*10,000*	*10,000*	
	Pye Foundation	*6,000*	*-*	*-*	*6,000*	
	Patron & Staff Fundraising Events	*13,065*	*-*	*-*	*13,065*	
	Grants	*10,000*	*-*	*780,342*	*790,342*	
	Prior year	*61,705*	*-*	*790,429*	*852,134*	

Included in grants above is £415,000 from local authorities (see note 14a for further details) (2021: £479,771). Funding received from South Cambridgeshire District Council includes £29,750 paid out to other bureaux for partner projects (2021: £29,750) (see also Note 7). Also included above is £2,758 in funding from Cambridge City Council carried forward to spend in future years in accordance with grant conditions as shown in note 16a.

3	**Charitable Activities**	2022 General	2022 Designated	2022 Restricted	TOTAL	2021
		£	£	£	£	£
	Contracts	45,002	-	61,785	106,787	133,698
	Casework training and consultancy	3,945	-	-	3,945	74
	Other trading	-	-	-	-	-
	Net income arising from charitable activities	**48,947**	**-**	**61,785**	**110,732**	133,772
	Prior year					
	Contracts	*60,253*	*-*	*73,445*	*133,698*	
	Casework training and consultancy	*-*	*-*	*74*	*74*	
	Other trading	*-*	*-*	*-*	*-*	
	Net income arising from charitable activities	***60,253***	***-***	***73,519***	***133,772***	

4 Investment income

	2022 General £	Designated £	Restricted £	TOTAL £	2021 £
Rental Income:					
Tenant rental	-	24,099	-	24,099	*25,858*
Room hire	-	72	-	72	*75*
Catering and other charges	-	-	-	-	-
Total income from rental income	**-**	**24,171**	**-**	**24,171**	*25,933*
Gain on investment property	-	7,000	-	7,000	-
Bank interest	294	-	-	294	*480*
Total income from gains on investment	**294**	**31,171**	**-**	**31,465**	***26,413***

Prior Year	General £	Designated £	Restricted £	Total £
Investment income				
Rental Income:				
Tenant rental	*-*	*25,858*	*-*	*25,858*
Room hire	*-*	*75*	*-*	*75*
Catering and other charges	*-*	*-*	*-*	*-*
Total income from rental income	***-***	***25,933***	***-***	***25,933***
Gain on investment property	*-*	*-*	*-*	*-*
Bank interest	*480*	*-*	*-*	*480*
Total income from gains on investment	***480***	***25,933***	***-***	***26,413***

5 Other Income

	2022 General £	Designated £	Restricted £	TOTAL £	2021 £
Coronavirus Job Retention Scheme	-	-	-	-	*2,848*

During the prior year, the Bureau claimed against the CJRS scheme for furloughed employees during the Covid-19 pandemic.

Analysis of Total Expenditure – Current Year

	Direct Staffing	Other Direct Costs	Support Costs	2022 Total
6 **Cost of raising funds**				
Investment property	-	-	11,418	11,418
Other fundraising	49,831	1,460	-	51,291
	49,831	**1,460**	**11,418**	**62,709**
7 **Charitable activities**				
Advice provision	634,504	19,983	235,711	890,198
Partner costs	-	29,750	-	29,750
	634,504	**49,733**	**235,711**	**919,948**
Total expenditure	**684,335**	**51,193**	**247,129**	**982,657**

Analysis of Total Expenditure – Prior Year

	Direct Staffing	*Other Direct Costs*	*Support Costs*	*2021 Total*
Cost of raising funds				
Investment property	*-*	*-*	*10,395*	*10,395*
Other fundraising	*32,678*	*2,683*	*-*	*35,361*
	32,678	***2,683***	***10,395***	***45,756***
Charitable activities				
Advice provision	*587,712*	*20,522*	*263,440*	*871,674*
Partner costs	*-*	*29,750*	*-*	*29,750*
	587,712	***50,272***	***263,440***	***901,424***
Total expenditure	***620,390***	***52,955***	***273,835***	***947,180***

Support costs include:

	2022	**2021**
Cost of Raising Funds		
Investment Property	11,418	*10,395*
Charitable Activities		
Salaries	79,316	*85,680*
Training, travel, recruitment	11,308	*18,514*
Office administration	51,725	*66,969*
Premises costs	65,636	*64,611*
Audit	7,040	*6,120*
Legal and professional fees	261	*1,798*
Property valuation fees	-	-
Payroll and accounting fees	3,370	*3,189*
AGM	471	*146*
Bank charges	595	*534*
Irrecoverable VAT	15,989	*15,878*
	247,129	*273,835*

Included within support costs are governance costs as follows:

Audit	7,040	6,120
AGM	471	146
	7,511	**6,266**

The basis of support costs allocation is set out in accounting policy 1f.

Partner costs relate to joint projects where the bureau was lead for a group of organisations. Funding received was paid out directly to partners for their own project costs. £29,750 received from South Cambridgeshire District Council went to Citizens Advice North Herts (£17,850), Citizens Advice Suffolk West (£5,950) and Citizens Advice Uttlesford (£5,950).

Prior Year: Partner costs relate to joint projects where the bureau was lead for a group of organisations. Funding received was paid out directly to partners for their own project costs. £29,750 received from South Cambridgeshire District Council went to Citizens Advice North Herts (£17,850), Citizens Advice Suffolk West (£5,950) and Citizens Advice Uttlesford (£5,950).

8 Analysis of staff costs and key management personnel

	2022	2021
Wages and salaries	669,345	615,778
Social security costs	44,580	46,298
Pension costs	49,727	43,995
	763,652	706,071

The charity trustees were not paid or received any other benefits from employment with the bureau (2021: £nil). Social security costs above exclude the annual employment allowance of £4,000 from HMRC (2021: £4,000). The bureau pays a 7% contribution to all pension-holders (4% over the minimum required under auto-enrolment scheme rules). The average monthly number of employees during the year was as follows:

	2022	2021
Chief executive	1	1
Advisers and specialists	10	11
Administration and support	4	5
Project staff	9	9
	24	**26**

No employees whose total employee benefits excluding pension contributions earned over £60,000 (2020: No employees). In addition to the paid staff, the charity has the use of highly trained and professional volunteers. 87 volunteers (2021: 83) gave over time valued at £485,321 (2021: £462,005). This cost has not been recognised in the accounts.
Total remuneration paid, including employers' National Insurance contributions, to five Key Management personnel in the year, including pension contributions, was £189,787 (2021: Three Key Management personnel £142,411).

9 Net income

	2022	2021
Net income is stated after charging:		
Depreciation	17,178	19,814
Auditor's remuneration:		
- For audit services	7,040	6,120
- For accountancy services	-	1,385
Operating lease rentals - equipment	10,576	8,556
	34,794	35,875

10 Tangible Fixed Assets

	Freehold Property £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 April 2021	741,770	142,389	149,517	1,033,676
Additions	-	-	-	-
As at 31 March 2022	741,770	142,389	149,517	1,033,676
DEPRECIATION				
At 1 April 2021	155,941	133,694	148,842	438,477
Charge for year	14,207	2,564	407	17,178
Eliminated on disposal	-	-	-	-
As at 31 March 2022	170,148	136,258	149,249	455,655
NET BOOK VALUE				
As at 31 March 2022	**571,622**	**6,131**	**268**	**578,021**
As at 31 March 2021	*585,829*	*8,695*	*674*	*595,198*

11 Investments

		2022 £	2021 £
a)	At start of the year	767,500	*767,500*
	Unrealised gain on revaluation	7,000	-
	At the end of the year	774,500	*767,500*

Historical cost £570,000 (2021: £570,000). The property has been valued by Kate Proctor (RICS Registered Valuer) of Carter Jonas, 1 Stations Square, Cambridge CB1 2GA on a fair value basis as at 20th May 2022.

b) Analysis of investments	2022 £	2021 £
Investment property	774,000	767,000
Unlisted investments	500	500
Total	774,500	767,500

There were no investment assets outside the UK. The investment comprises 500 Ordinary £1 shares in Allia Limited. Investment property comprises the let part of 66 Devonshire Road (see also accounting policy i).

12 Debtors

	2022 £	2021 £
Trade debtors	13,586	24,061
Other debtors	2,112	-
Prepayments	16,052	1,206
Accrued income	3,817	12,424
	35,567	37,692

Notes to the Financial Statements (continued)
For the Year Ended 31 March 2022

13 Creditors: Amounts Falling Due Within One Year

	2022 £	2021 £
Trade creditors	17,780	*28,149*
Social security and other taxes	19,805	*11,512*
Other creditors	3,233	*2,887*
Other loans (see note 13)	53,110	*53,178*
Accruals	8,072	*15,165*
Deferred income	6,542	*54,562*
	108,542	165,452

Accruals are payable within the credit terms of the associated invoices, when received. Deferred income relates to rental income billed in advance of the year. Movements are as follows:

	2022 £	2021 £
Balance brought forward at 1 April 2021	54,562	28,542
Amount released to the Statement of Financial Activity	(54,562)	(28,542)
Amount deferred in the year	6,542	54,562
Balance carried forward at 31 March 2022	6,542	54,562

14 Creditors: Amounts Falling After More Than One Year

	2022 £	2021 £
Due in 1-2 years	53,178	53,178
Due in 2-5 years	159,533	159,533
Due in greater than 5 years	426,057	454,252
	638,768	666,963

15 Operating Lease Commitments

Equipment
The following total operating lease commitments are committed to be paid:

	2022 £	2021 £
Expiring in 1 year	10,576	11,300
Expiring in 2-5 years	22,390	25,327
	32,966	**36,628**

Lessor
The following total operating lease commitments are committed to be received:

	2022 £	2021 £
Expiring in 1 year	(42,763)	(37,377)
	(42,763)	**(37,277)**

Notes to the Financial Statements (continued)
For the Year Ended 31 March 2022

Secured Debts
The following secured debts are included within creditors:

	2022	2021
	£	£
Other loans	691,946	720,141
	691,946	720,141

The loans due in more than one year are owed to Unity Trust Bank. All is secured against the property on Devonshire Road and is repayable over 25 years, and commenced in July 2014. It was refinanced at that date from a loan from the Social Investment Business.

The mortgage is secured by a fixed charge over the property at 66 Devonshire Road, Cambridge. Repayments of capital and interest are made on a monthly basis. Interest is payable at 3.75% per annum (3.1% in previous year) calculated on a daily basis.

The carrying value of the assets secured in the accounts is £1,345,521 (2021: £1,362,698).

16 Movement in Funds

16a Restricted Funds– current year

	At 1 April 2021	Income	Expenditure	Transfers	At 31 March 2022
	£	£	£	£	£
Restricted funds					
Big Lottery:					
Advice Plus	128	-	(25)	-	103
Awards for All	554	-	(554)	-	-
Help Through Crisis	18,086	8,749	(19,881)	-	6,954
National Lottery – Coronavirus					
Community Support Fund	1,000	-	-	-	1,000
Cambridge City Council:					
Core Funding	1,744	240,000	(240,000)	-	1,744
Specialist Welfare Rights	-	35,000	(35,000)	-	-
Financial Capability	-	20,000	(20,000)	-	-
Homelessness Prevention	-	35,000	(35,000)	-	-
Personal Budgeting Support	-	39,251	(39,251)	-	-
One-off Funding	1,267	-	(253)	-	1,014
Citizens Advice:					
Energy Advice Programme	-	6,713	(6,713)	-	-
Help to Claim	-	106,183	(106,183)	-	-
BEIS Remote Working Equipment	-	13,730	(13,730)	-	-
BEIS Softphones	11,820	-	(3,970)	-	7,850
Money & Pensions Service (MAPS)	-	45,436	(45,436)	-	-
Phone & Webchat	-	16,000	(16,000)	-	-
Trussell Trust Foodbank Helpline	-	149,691	(149,691)	-	-
GCP Investing in Communities	61,708	-	(1,578)	-	60,130
John Huntingdon Charity	-	14,014	(14,014)	-	-
South Cambridgeshire District Council:					
Core Funding	-	85,000	(85,000)	-	-
Housing Debt Advice	-	8,520	(8,520)	-	-
Cambridge Housing Society – Winter Support	-	1,000	(123)	-	877
Cambridge Community Fund	535	-	-	-	535
Total	**96,842**	**824,287**	**(840,922)**	**-**	**80,207**

Restricted Funds–prior year

	At 1 April 2020	*Income*	*Expenditure*	*Transfers*	*At 31 March 2021*
	£	£	£	£	£
Restricted funds					
Evelyn Trust	-	11,218	(11,218)	-	-
Big Lottery:					
Advice Plus	171	-	(42)	-	129
Awards for All	2,617	-	(2,063)	-	554
Help Through Crisis	8,749	95,293	(85,956)	-	18,086
National Lottery – Coronavirus					
Community Support Fund	-	21,969	(20,969)	-	1,000
Cambridge City Council:					
Core Funding	1,789	200,000	(200,045)	-	1,744
Outreach Work	-	50,000	(50,000)	-	-
Specialist Welfare Rights	-	30,000	(30,000)	-	-
Financial Capability	-	20,000	(20,000)	-	-
Homelessness Prevention	-	35,000	(35,000)	-	-
Personal Budgeting Support	-	39,251	(39,251)	-	-
One-off Funding	1,689	-	(422)	-	1,267
Citizens Advice:					
Energy Advice Programme	-	8,545	(8,545)	-	-
Help to Claim	-	105,675	(105,675)	-	-
BEIS Remote Working Equipment	-	13,730	(13,730)	-	-
BEIS Softphones	-	13,975	(2,155)	-	11,820
Money & Pensions Service (MAPS)	-	21,955	(21,955)	-	-
Phone & Webchat	-	8,000	(8,000)	-	-
Trussell Trust Foodbank Helpline	-	47,806	(47,806)	-	-
Girton Town Charity – Outreach	-	1,500	(1,500)	-	-
GCP Investing in Communities	63,293	-	(1,584)	-	61,708
John Huntingdon Charity	-	10,804	(10,804)	-	-
South Cambridgeshire District Council:					
Core Funding	-	85,000	(85,000)	-	-
Housing Debt Advice	-	13,730	(13,730)	-	-
GP Outreach	-	2,000	(2,000)	-	-
Cambridge Housing Society – Winter Support	-	12,787	(12,787)	-	-
Cambridge Community Fund	408	10,087	(9,959)	-	535
Cambridge City Foodbank	-	2,083	(2,083)	-	-
Anglia Ruskin University	-	8,750	(8,750)	-	-
Total	***78,716***	***869,159***	***(851,032)***	***-***	***96,842***

The Evelyn Trust – An initial two year project to support GP outreach work which finished in July 2018 followed by a further extension grant for two years.

Big Lottery Advice Plus – All funding has been spent and the closing balance consists only of undepreciated fixed assets purchased within the funding.

Big Lottery Awards for All – to provide audio-visual equipment in the training facilities at Devonshire Road for the purpose of generating further income for the bureau.

Big Lottery Help through Crisis – Five year fund to support individuals and key agencies via crisis casework and advocacy. Funding instalments span across the bureau's financial year.

National Lottery Coronavirus Community Support Fund – to provide crisis information and advice to local people impacted by the Coronavirus pandemic.

Cambridge City Council - Core Funding - To deliver core CAB services to the people of Cambridge. The closing fund balance consists only of undepreciated fixed assets purchased with the funding.

Cambridge City Council – Outreach – To provide specialist workshops to community groups on topics such as housing and employment.

Cambridge City Council – Specialist Welfare Rights – To provide casework service 5 days a week including benefits appeals and representation, training and updates to external agencies.

Cambridge City Council - Financial Capability - To support the training of groups and individuals to help them better understand how to manage their money.

Cambridge City Council – Homelessness Prevention – Specialist independent support, advice and representation around housing and debt issues.

Cambridge City Council – Personal Budgeting Support – Money management advice to people receiving Universal Credit.

Cambridge City Council - One-off funding - Funding to support the provision of touch screen kiosks in the City. All funding has been spent and the closing balance consists only of undepreciated fixed assets purchased with the funding.

Citizens Advice - Energy Advice Programme - Funding to deliver 1:1 advice on energy awareness and savings.

Citizens Advice – Help to Claim –grant awarded for 3 year project funding to provide advice to clients on the Universal Credit scheme.

Citizens Advice – BEIS Remote Working Equipment – To fund the purchase of laptops and headsets for use by advisor staff and volunteers working remotely. Funding comes via Citizens Advice from the Department of Business, Energy and Industrial Strategy.

Citizens Advice – BEIS Softphones – To enable the service to increase capacity to respond to the immediate demand for advice arising from Covid-19 in a cost-effective manner. Funding comes via Citizens Advice from the Department of Business, Energy and Industrial Strategy.

Citizens Advice – Money and Pensions Service (MAPS) – To increase debt advice capacity by funding a full time debt advisor.

Citizens Advice – Trussell Trust Foodbank Service – Funding provided from Trussell Trust via Citizens Advice to provide telephone helpline advice to foodbank clients or potential clients.

Greater Cambridge Partnership - Investing in Communities - Finance for capital funding towards the ICT investment of the Advicehub project. All funding has been spent and the closing balance consists only of undepreciated fixed assets purchased with the funding.

John Huntingdon Charity, Sawston - Providing specialist debt casework for the residents of Sawston and the surrounding areas.

South Cambridgeshire District Council Core Funding - Grant to deliver core CAB services to the people of South Cambridgeshire.

South Cambridgeshire District Council – Housing Debt Advice – To provide debt advice to local residents in the Cambourne area.

South Cambridgeshire District Council GP Outreach – Funding to deliver an outreach generalist service at Longstanton and Willingham GP surgeries.

Cambridge Housing Society Winter Fund – To deliver grants to individuals in need on behalf of Cambridgshire County Council.

Cambridgeshire Community Fund – £1,000 Winter Appeal to provide emergency fuel payments to individuals.

Cambridge City Foodbank – To provide training and support to Foodbank volunteers to engage effectively with their clients to April 2020.

Anglia Ruskin University – To support businesses in the Covid-19 pandemic with support for placement of one student from the University.

16b Unrestricted Funds – current year

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
General Fund	130,698	107,027	(129,351)	(2,943)	105,430
Designated funds					
66 Devonshire Road	570,000	24,171	(27,114)	2,943	570,000
Revaluation Reserve	197,000	7,000	-	-	204,000
Development Reserve	80,000	-	-	-	80,000
Building Maintenance	20,000	-	-	-	20,000
Total Designated Funds	**867,000**	**31,171**	**(27,114)**	**2,943**	**874,000**
Total Unrestricted funds	**997,698**	**138,198**	**(156,465)**	**-**	**979,430**

Unrestricted Funds – prior year

	At 1 April 2020 £	*Income £*	*Expenditure £*	*Transfers £*	*At 31 March 2021 £*
General Fund	*80,837*	*125,286*	*(75,123)*	*(302)*	*130,698*
Designated funds					
66 Devonshire Road	*570,000*	*25,933*	*(26,235)*	*302*	*570,000*
Revaluation Reserve	*197,000*	*-*	*-*	*-*	*197,000*
Development Reserve	*80,000*	*-*	*-*	*-*	*80,000*
Building Maintenance	*20,000*	*-*	*-*	*-*	*20,000*
Total Designated Funds	***867,000***	***25,933***	***(26,235)***	***302***	***867,000***
Total Unrestricted funds	***947,837***	***151,219***	***(101,358)***	***-***	***997,698***

The 66 Devonshire Road Fund relates to the property purchased by the bureau when they moved out of rented premises. The fund transfers reflect the updated net book value of the property, including investment part, less mortgage outstanding. The aim is to achieve surpluses on the investment property element to pay off the capital element of the annual mortgage until it is paid off.

The Revaluation Reserve is made up of the accumulated gain on value of the property at 66 Devonshire Road.

The Development Fund was created from an award from the JP Getty Foundation. This is being held to prepare for expenditure on projects where the bureau requires to match-fund contributions from other organisations or donors.

The Building Maintenance Fund was created to set aside essential upgrade and replacement of building infrastructure.

17 Analysis of net assets between funds

	General £	Designated £	Restricted £	Total £
As at 31 March 2022				
Fixed Assets – Tangible Assets	-	527,695	50,325	578,020
Fixed Assets - Investments	500	774,000	-	774,500
Net Current Assets	104,930	211,073	29,882	345,885
Long Term Liabilities	-	(638,768)	-	(638,768)
	105,430	874,000	80,207	1,059,637
As at 31 March 2021				
Fixed Assets – Tangible Assets	*2,101*	*527,695*	*65,401*	*595,198*
Fixed Assets - Investments	*500*	*767,000*	*-*	*767,500*
Net Current Assets	*128,097*	*239,268*	*31,441*	*398,805*
Long Term Liabilities	*-*	*(666,963)*	*-*	*(666,963)*
	130,698	*867,000*	*96,842*	*1,094,540*

18 Related Party Transactions

During the year, there were no other related party transactions (2021: £nil).

19 Contingent Liabilities

There is a potential VAT liability under the Capital Goods Scheme, due over the next 3 years estimated at a present value of £7,000 (2021: £7,000). This has arisen due to the level of taxable supplies falling in comparison to those levels made when the Devonshire Road building project was being undertaken.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Trustees' Report – Structure, Governance & Management

Governing Document

The bureau was originally set up as a charity in September 1939 but subsequently changed its status to a charitable company limited by guarantee by incorporation on 26 April 1996 and was registered under a new charity number on 13 June 1996. The company is established under a Memorandum of Association which identifies its objects and powers and is governed under its Articles of Association. In the event of the company being wound up every member (including members who ceased to be members within one year prior to such winding up) would be required to contribute to the company's assets an amount not exceeding £1.

The Charity's objects are to promote any charitable purpose for the benefit of the community in the area of the City of Cambridge, South Cambridgeshire District Council and elsewhere ("the area of benefit") by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Recruitment and Appointment of New Trustees

The maximum number of trustees is 21 and the minimum is 4. Trustees are either elected at the annual general meeting, or nominated by member organisations or co-opted by the trustee board (provided that the number of co-opted trustees does not exceed one third of the total number of trustees). All elected and nominated trustees shall retire from office at the third annual general meeting following their election or appointment respectively but may be re-elected or reappointed for a further term.

In addition to the above trustees, the following attend the board meetings as non-voting members:

Rachel Talbot - Chief Executive
Richard Curtis, Morice Mendoza - representing the staff
Stephen Thornton, Robin Young – representing the volunteers
Cllr Jose Hales - representing South Cambridgeshire District Council
Jackie Hanson - observer from Cambridge City Council
Rachid El Ouaret – Business Support Manager from Citizens Advice

Organisational Structure

Governance

The organisation has role descriptions for the trustees, the chairman, the vice chairmen, the honorary treasurer and the company secretary and these are reviewed from time to time.

Good governance is achieved through the following subcommittee and group structure. The organisation has an Operations Committee, a Staff/Personnel Committee, an Appeals Committee and a Research and Campaigns Group. Each of these report to the trustee board. The Chief Executive attends all meetings of the sub committees and some of the working groups.

1 Operations Committee
Functions: Monitoring, challenging and approval of all budgets/end of year accounts/projects/contracts, strategic and business planning/salaries.

There is a standing invitation to all Board Members to attend the meetings of this committee if they so wish.

2 Staff/Personnel Committee
Functions: Annual review of HR matters and review of changes in staff and volunteer issues as and when needed. This committee leads on salary and remuneration reviews.

3 Appeals Committee
Functions: To process disciplinary and grievance issues at the appropriate stage of the procedure.

4 Research and Campaigns Group
Functions: To determine the Research and Campaigns strategy and to oversee the quality of this work.

The Chief Executive is responsible to the Board:

- for management, development and strategic planning
- to show vision and leadership in the continuing development of CCAB
- to serve and advise the trustee board of Directors in carrying out their responsibilities, in maintaining an overview of the organisation and in making appropriate strategic, policy and financial decisions.

Remuneration Policy.
Salaries follow the NJC guidelines and this sets the cost of living rises each year. The CEO salary is reviewed by a sub group of the board which is led by the Chair of the Personnel committee and consists of the Chair of the Board, the 2 Vice Chair and the Treasurer.

Regulation
CCAB is regulated by the Financial Conduct Authority FRN: 617537
CCAB is a qualified Living Wage employer
CCAB is regulated under the Advice Quality Standard and the Money Advice Service quality framework

Induction and Training of New Trustees
New trustees are provided with an 'Induction Pack' covering such topics as legal status and governance, structure, organisation and staffing, finances, policy and strategy. They are invited to attend the bureau and observe service delivery. In addition, to familiarise themselves with the charity and the context within which it operates, new trustees are invited and encouraged to attend training courses organised by Citizens Advice and to attend specialised training where it is considered to be appropriate.

Citizens Advice
The charity is a member of Citizens Advice (CA) and is regulated by its membership requirements and its aims, principles and policies.

Risk management
The Trustee Board has approved the risk management strategy and reviews the risk assessment regularly. CCAB has identified high and medium level operational level risks in IT, HR and Finance.

Risks are identified and evaluated in the following ways:
Regular reviews are performed by the Trustee Board in order to assess the likelihood and impact, relevance of risks, current strategies applied and the strength of the strategies. The residual risk is identified and action plans are created to further mitigate risk.

The Trustee Board is responsible for monitoring external developments that may impact on the organisation.

Comprehensive budgeting systems and financial reporting, which indicate financial performance against the budget, and forecasts are reviewed and agreed by the Operations Committee and the Trustee Board.

The most significant risks faced by CCAB have been identified by the Trustee Board and relate to the following:

- CEO on long term sickness or dies
- Cuts to Local Authority funding
- Lack of the right quality of volunteers to fill advice rotas
- Information breach

These risks are mitigated by:

- a Deputy CEO Post
- diversifying our funding streams
- changing our selection and training system
- rigorous training, new policies, spot checking under GDPR.

Information assurance

An Information Assurance Accounting Officer at Board level has been identified as Dr George Reid to ensure that the confidentiality, integrity and availability of all our sensitive data assets are maintained to a level which is consistent with the requirements of our clients and our funding/strategic partners.

In addition to the internal risk analysis, CCAB has taken an active part in the CA membership scheme review which has involved new Financial Health Monitoring, Leadership Self-Assessment and Quality of Advice Assessment.

Public Benefit

The Trustees have complied with the duty in Section 4 of the 2006 Charities Act to have due regard to guidance published by ·the Charity Commission when exercising any powers or duties to which the guidance is relevant. CCAB provides free advice services to the general public of Cambridge and surrounding areas by the means of face- to-face, phone, email and remote (web based) systems. The issue of public benefit was reviewed at the trustees meeting on 2nd November 2020. During this and the previous year a qualifying third party indemnity provision was in force for the benefit of the Trustees.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Reference & Administrative Details

COMPANY NUMBER	03191085 (England & Wales)	
CHARITY NUMBER	1056102	
TRUSTEES	Mr A K Arain	(appointed 19.07.21)
	Ms J C Belman	
	Mr A Bridges	Hon Treasurer
	Dr N W Brown OBE	Chairman (resigned 1.11.21)
	Ms Marion Cable	(appointed 19.07.21)
	Mr C Claxton-Shirley	
	Dr P M Gray	
	Mr B Humphrey	Vice Chairman
	Mr R Hunting-Jones	(resigned 24.09.21)
	Ms A Jackson	Chair (appointed 6.1.22)
	Mr R Johnson	(appointed 9.08.21)
	Ms Linda Jones	(appointed 17.5.21)
	Dr D A Livesey	
	Mrs C Lloyd-Evans	
	Dr C Powell	(appointed 14.03.22)
	Dr G A Reid	Vice Chairman
	Mr K Stonell	
	Mr G E D Wilson	

Dr Mia Gray is nominated by the University of Cambridge.

COMPANY SECRETARY	A Abraham
SENIOR STATUTORY AUDITOR	Helena Wilkinson
PRINCIPAL OFFICE	66 Devonshire Road Cambridge Cambridgeshire CB1 2BL
AUDITORS	Price Bailey LLP Tennyson House Cambridge Business Park Cambridge CB4 0WZ
BANKERS	Barclays Bank plc 11 St Andrews Street Cambridge CB2 3AA
SOLICITORS	Tees Law Titan House Castle Park Cambridge CB3 0AY
PATRONS	Lady Cass Lady Chadwyck-Healey Dr Pamela Raspe Cazzy Walshe

CAMBRIDGE AND DISTRICT CITIZENS ADVICE BUREAU

England & Wales - Charity number 1056102

Accounts

Cambridge & District citizens advice

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU ANNUAL REPORT & ACCOUNTS 2021

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

66 Devonshire Road, Cambridge CB1 2BL

www.cambridgecab.org.uk

Registered Company Number: 03191085 (England & Wales)

Registered Charity No: 1056102

Authorised and regulated by the Financial Conduct Authority FRN 617537

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Chairman's Statement

The 2020-21 financial year has, unsurprisingly, been dominated by the effects of COVID. Pressure accelerates evolution, and under the unprecedented pressures of the pandemic, our Bureau has been challenged to adapt extremely rapidly – affecting how clients can contact us, how we can provide services to them, and how we work with our colleagues. And I am immensely proud of how our staff and volunteers have risen to these challenges.

For our clients, we now offer telephone consultations, email, webchat and video. Clients without internet or phone credit are accommodated too, via sending us their details in writing so that our advisors can call them back. These new options are allowing us to assist far more clients than before – at times we have experienced over 50% increase on the prior year – and even to reach clients who would have struggled to visit our office for an appointment prior to the pandemic. We were worried that we might be excluding some vulnerable people by being "virtual" – far from it, the feedback both locally and nationally indicates that lots of these people felt better able to access our services than they did before when our emphasis was to prioritise drop in at the main building. This does not mean that we will not return to face to face in the future and indeed we are testing this out.

It is, nevertheless, sad to note that the pandemic has put so many people in a position where they needed our assistance. At times like these, the critical importance of our work is plain to see.

This level of adaptation has not come easily. The trustees and I are very grateful to the tireless and creative work carried out by the staff and volunteers to make it all possible. The work has included moving our technical infrastructure into the Cloud so that advisors can work securely from their homes, inventing ways to distribute tasks and monitor response quality without the face-to-face contact that we could previously take for granted, investing in encrypted laptops to better protect our clients' data, and much more besides. We would like to acknowledge especially the work of our IT officer, Tessa Crook and her small team in leading the technological improvements and also Richard Curtis in keeping all the advisers "on track" at home and developing ways of still helping clients with very complicated issues like advising (remotely) at tribunals – nothing stopped despite the barriers.

The challenges have been financial too. Projects based in hospitals and clinics had to be put on hold because it would have been unsafe for our advisors to operate on those premises. Our rental income from office space has dropped by around 67% because tenants could not safely use the building, and we face an ongoing challenge over the next year to build up that business again.

We are extremely grateful for the support we have received from the City Council, South Cambridge DC, National Lottery and grants via Citizens Advice to help deliver national contracts on behalf of the DWP, Trussell trust amongst others. We were also very grateful for local support such as Anglia Ruskin University and the Cambridgeshire Community Fund, to name a few, who have been able to help us through such a difficult financial year. The contract with the Trussell Trust has enabled us to recruit 3 more advisors, so that we can better meet the needs of people needing one off help. One particularly noteworthy project was a crowdsourced appeal, via Aviva, organised solely through the initiative of our staff, which raised over £10,000 for the Bureau via a beautifully made video and some effective social media activity.

While the road out of the pandemic measures is still uncertain at the time of writing, the trustees and managerial staff will ensure that the Bureau complies with the evolving government guidance, so that our staff, volunteers and clients can be confident of their safety. In the fullness of time, we particularly look forward to being able to make full use of our building again, allowing us to augment the remote options we have offered in the last year, so that we can provide a fully approachable as well as accessible service to the citizens of Cambridge and its District.

Dr N W Brown OBE - Chairman

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Trustees' Report

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

The report of the Trustees incorporates a Directors' Report as required by Company Law.

AIMS AND OBJECTIVES

The principal activities of the bureau are to provide free, confidential and independent advice.

The principal aims of the organisation are twofold:

1. To provide the advice people need for the problems they face
2. To improve the policies and practices that affect peoples' lives.

The main objectives and activities for the year continued to focus on the provision of advice and guidance to the local population. The strategies in place to assist the charity to meet these objectives included the following:

- providing access to the charity's resource through a variety of mechanisms, including (during the pandemic), telephone, email response and other virtual resources including a website, webchat and video (Face to face advice has been on hold).
- working in partnership with other agencies to ensure that the widest range of services is available that best matches the needs of the clients.
- achieving financial stability through the generation of our own income e.g. renting space at 66 Devonshire Road

The majority of the work of the bureau is generalist advice work. The majority of the work is usually carried out by volunteers but during this unusual period the paid staff have helped out in light of the unprecedented spike in demand – sometimes 50% more than equivalent times the year before. The generalist work consists of 'one off' advice in the 14 key areas of benefits, consumer issues, debt, education, employment, finance, health, housing, immigration and nationality, legal, relationships, tax, travel and utilities.

Additional services include casework up to representation at court or tribunal in debt, welfare rights, and housing plus financial capability education work and despite the lockdown our specialists have found ways of making sure that we have continued to deliver this level or complex advice – often needing to spend a great deal more time preparing and supporting clients through the trauma of 3-way phone tribunals for example. A lot of our debt work slowed down because of the hold on various actions like evictions but we are readying ourselves for an onslaught once all these "unlock" – the Money and Advise Pensions Service predicts there will be a need for 6million debt advice appointments by the autumn of 2021.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Our advisers logged 28,288 clients (18,261 the year before) and enquiries 52,420 (46,440 in 2020) and 29,137 contacts (25,036 in 2020).

For the first time benefit enquiries way out-stripped debt advice – mostly around questions about claiming

Universal Credit and people asking about the benefits system in general, who have never had to even consider this support and have no knowledge how to work their way round it.

During the period gained income for clients was worth £6,825,570. The number of debts and overpayments dealt with had a value of £2,328,824. We helped to prevent 1003 individuals and families from being made homeless (677 in 2017).

During the winter we helped the County Council via the Cambridge local Assistance Scheme (CLAS) process an unprecedented number of vouchers to help families cope with the need for food, white goods, and other essentials. We continue to be a key partner in delivering this vital service to individuals and families. We also set up a client account so that we are able at access other grants services for clients. We continue to work closely with Cambridge Aid and thank them for all the help they provider to our clients in need of urgent help.

One key aim that we have had on our agenda for many years is to engage with a younger group of clients. The pandemic oddly has helped to achieve that. Our age profile has significantly dropped but that maybe that they prefer "virtual" advice services and are more comfortable with them or more likely – according to citizens Advice national research- younger age groups have been disproportionally affected by the pandemic.

IT. As mentioned in the Chairman's introduction we have made massive strides in upgrading our IT and systems. Without the need to move to almost 100% home working it is doubtful that we would have progressed as quickly as we have and indeed at the beginning, there was some resistance – many thinking that the pandemic would be a short-lived thing. Compared with some other similar services we have not only taken on new ways of working but in the process improved our offer to the public and helped a great many more by our increased "virtual" offer.

Quality

During the year we maintained and improved our Quality of Advice score. We continue to work to the Advice Quality Standard mark and the Financial Conduct Authority. We retained our status as a Travel for Work employer, and Living Wage Foundation accreditation. All our money advisers are members of the Institute of Money Advisers, are qualified Debt Relief Order Intermediaries and all our advisors are fully trained to the appropriate levels of GGDA (Giving Good Debt Advice) as required by the Money Advice Service Quality Framework.

We passed our Citizens Advice 3-year audit with full marks in all 9 categories: governance; strategic business planning; risk management; Financial management; People management; Operational performance management; Partnership working; research and campaigns; Equality and diversity.

Internal and External Factors

The Board has identified external factors affecting the charity which are outside of its control such as the pandemic and issued various policies to everyone as to how the organisation is responding and changing to adapt, based on Government guidelines, changes to the welfare rights system and changes in funding streams

Factors within control have been: effective cost management; high levels of satisfaction with the service provided; good partnership working and income generation despite the external factors having a very negative impact on income from rent and Patrons fundraising. We have taken all opportunities to access one off "Covid" funds both locally and nationally.

Complaints

The CCAB complies with the formal complaints procedure as set out by the Citizens Advice membership standards. We can report that there were four formal complaints brought against the bureau during the period. One upheld.

FUTURE PLANS

The bureau aims to continue meeting the following objectives:

1) Continuing to deliver an enhanced service offer via more channels that we have "turned on" during the pandemic;
2) Return to outreach delivery and gradually open face to face offer;
3) Develop and deploy our Client IT hubs;
4) Partnership development;
5) Renew our website and better develop our social media presence.

Trustees' Report - Financial Review

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Reserves Policy

The trustees believe that the bureau should hold sufficient financial reserves to allow for the following:

- To ensure that the charity can continue to operate and meet the needs of its clients in the event of unforeseen and potentially damaging circumstances, including a lapse in funding.
- To ensure that the charity can fulfil its contractual commitments.
- To permit the charity to undertake projects that require initial funding from the charity before funds will be provided from external bodies.

The trustees review the level of necessary reserves on at least an annual basis.

Unrestricted reserves consist as follows:

- General Fund - To maintain a healthy cashflow for the day-to-day operations of the bureau. It is desirable that this should be sufficient to cover around 6 months of typical unrestricted expenditure in a scenario where external funding has lapsed. Fund balance is £130,698 including £124,383 liquid assets (2020: £80,837 incl. £76,290 liquid assets). The target for liquid assets of £165,000;
- 66 Devonshire Road - The net value of the investment part of the property purchased by the bureau. The 25 year loan for the purchase of this property should be met by the sale of this asset. As the fund consists solely of the value of the building, it is not considered to be a liquid asset. Fund balance £570,000 (2020: £570,000);
- Revaluation Reserve – This holds the accumulated gain on the investment proportion of the property above. Newly created this year from a reallocation of such funds previously held in the 66 Devonshire Road fund. Fund balance £197,000 (2020: £197,000);
- Development Reserve - This fund was created to provide cashflow for development opportunities where funding might be delayed or held back by funders until completion of a project. Fund balance £80,000 (2020: £80,000);
- Building Maintenance – This fund is designated for the ongoing maintenance and renewal of the bureau's property at 66 Devonshire Road and its contents, including plant and ICU-related equipment. Fund balance £20,000 (2020: £20,000).

In addition to the funds described above, the bureau aims to achieve a surplus (on property) of £50,000 each year for capital repayment of the mortgage. This was not achieved this year due to loss of rental income during the Covid-19 lockdown restrictions.

The total funds held by the charity at the year-end were £1,094,540 (£1,026,553 in 2020). Of these funds £767,000 is related to the investment part of the property (£767,000 in 2020) and £96,842 in respect of restricted funds not available for general use (£78,716 in 2020).

Trustees' Report – Financial Review (continued)

Restricted Reserves

Any funds that are restricted by the donor or funder cannot be used for the general purposes of the bureau. Their existence, and the sums of money therein, do not imply that there has been an underspend but may result from a variety of circumstances including timing differences between the bureau's financial year and the funding year of the project concerned.

We currently hold restricted fixed assets which are being depreciated annually. We expect all non fixed-asset restricted funds to be expended by the end of the financial year. Total funds £96,842 (2020: 78,716).

Principal Funding Sources

The charity primarily seeks funds in the form of grants from local government organisations, philanthropic institutions and other corporate charitable initiatives. The principal sources of our core funding were Cambridge City Council 37% (37% in 2020) and earned income 3% (8% in 2020). Grant funding from the BIG Lottery made up a further 9% (11% in 2020).

In addition to these activities, fundraising is carried out by the charity's patrons, volunteers and staff through events such as parties, raffles and sponsored walks, in addition to the placement of donation links on our website. Clients are not directly approached for donations, though collection boxes are made available in interview rooms. General donations and fundraising campaigns raised 3% of total donation income (6% in 2020).

The charity does not make use of professional fundraisers or commercial participators to raise funds, other than bid-writing services to assist in the preparation of grant applications, nor does the charity have fundraising carried out on its behalf by third parties other than basic payment conduit services provided by CAF Donate.

The charity is aware of its obligations under the Charities (Protection and Social Investment) Bill to ensure that any future written agreements mandate adequate fundraising standards, as required under the Bill, with appropriate safeguarding for vulnerable members of the public from intrusive or persistent approaches. We are not registered with a fundraising regulator and we have no commercial participation agreements.

In the year ended 31 March 2021 no fundraising complaints were received (2020: nil).

Investment Policy and Objectives

The charity has no long-term funds to invest, but ensures that any surplus funds are either invested in interest-bearing deposit accounts or used to make early repayments on our mortgage, thereby reducing associated interest charged.

Detailed targets for rental income are set and agreed by the trustees in advance of the financial year and results monitored on a quarterly basis.

The structure, governance and management and the reference and administration pages of the Trustees' Report are continued on pages 31 - 34.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Trustees' Report – Statement of Trustees' Responsibilities

The Trustees (who are also directors of Cambridge & District Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the directors are required to:

1. select suitable accounting policies and then apply them consistently;
2. observe the methods and principles in the Charities SORP FRS102(2019);
3. make judgments and accounting estimates that are reasonable and prudent;
4. state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
5. 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 responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is themselves aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

AUDITORS

In line with due diligence, the Trustees decided to tender the audit process after 7 years with the same auditor. This process was concluded in October 2016 and a new auditor – Price Bailey – was appointed.

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

Approved by the trustees on 9th August 2021 and signed on its behalf by:

Dr G A Reid – Vice Chairman

Mr A H Bridges - Honorary Treasurer

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Independent Auditor's Report to the Members of the Cambridge & District Citizens Advice Bureau

Opinion

We have audited the financial statements of Cambridge & District Citizen's Advice Bureau (the 'charity') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows, and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).
In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2021, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion
We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern
In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.
Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.
Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information
The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.
Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.
We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Independent Auditor's Report to the Members of the Cambridge & District Citizens Advice Bureau (continued)

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

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

- adequate and proper accounting records have not been kept for the charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees' were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

We gained an understanding of the legal and regulatory framework applicable to the charity and how it operates and considered the risk of the charity not complying with the applicable laws and regulations including fraud in particular those that could have a material impact on the financial statements. This included those regulations directly related to the financial statements. In relation to the charity this included employment law, financial reporting and health & safety.

The risks were discussed with the audit team and we remained alert to any indications of non-compliance throughout the audit. We carried out specific procedures to address the risks identified. These included the following:

- We reviewed systems and procedures to identify potential areas of management override risk. In particular, we carried out testing of journal entries and other adjustments for appropriateness, and evaluating the business rationale of significant transactions to identify large or unusual transactions.

Independent Auditor's Report to the Members of the Cambridge & District Citizens Advice Bureau (continued)

- We reviewed key authorisation procedures and decision making processes for any unusual or one-off transactions.
- We reviewed minutes of Trustee Board meetings and agreed the financial statement disclosures to underlying supporting documentation.
- We have made enquiries of management and officers of the charitable company regarding laws and regulations applicable to the organisation.
- We reviewed the risk management processes and procedures in place including a review of the Risk Register and Board reporting in this regard.
- We have reviewed any correspondence with the Charity Commission and reviewed the procedures in place for the reporting of incidents to the Trustee Board including serious incident reporting of any such matters, if necessary.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/Our-Work/Audit/Audit-and-assurance/Standards-and-guidance/Standards-and-guidance-for-auditors/Auditors-responsibilities-for-audit/Description-of-auditors-responsibilities-for-audit.aspx. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

HJWilkinson

Helena Wilkinson BSc FCA DChA (Senior Statutory Auditor)
for and on behalf of
PRICE BAILEY LLP
Chartered Accountants
Statutory Auditors
Tennyson House
Cambridge Business Park
Cambridge
CB4 0WZ

Date: 18 October 2021

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Statement of Financial Activities (including Income and Expenditure Account)
For the Year Ended 31st March 2021

	Note	Unrestricted Funds General £	Unrestricted Funds Designated £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM						
Donations, Grants & Legacies	2	61,705	-	790,429	852,135	*757,878*
Charitable Activities	3	60,253	-	73,519	133,772	*177,472*
Other Trading	3	-	-	-	-	*85*
Investment Income						
Property Rent & Hires	4	-	25,933	-	25,933	*77,972*
Bank Interest	4	480	-	-	480	*1,276*
Other Income	5	2,848	-	-	2,848	-
Total income		**125,286**	**25,933**	**863,949**	**1,015,167**	***1,014,683***
EXPENDITURE ON						
Raising funds	6					
Investment Property		-	10,395	-	10,395	*12,761*
Other Fundraising		2,156	-	33,205	35,361	*47,804*
Charitable activities	7					
Advice Provision		72,967	15,840	782,868	871,674	*876,983*
Partner Funding		-	-	29,750	29,750	*33,396*
Total expenditure		**75,123**	**26,235**	**845,822**	**947,180**	***970,944***
Other Recognised Gains/(Losses)						
Gains/(losses) on revaluation of Investment property	4	-	-	-	-	*41,000*
Transfer between Funds		(302)	302	-	-	-
NET (EXPENDITURE)/INCOME FOR THE YEAR BEING NET MOVEMENT IN FUNDS		**49,861**	-	**18,126**	**67,987**	***84,740***
RECONCILIATION OF FUNDS						
Total funds brought forward		80,837	867,000	78,716	1,026,553	*941,813*
TOTAL FUNDS CARRIED FORWARD		**130,698**	**867,000**	**96,842**	**1,094,540**	***1,026,553***

All income and expenditure has arisen from continuing activities.

The notes to the accounts are shown on pages 15 - 30.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Balance Sheet As at 31 March 2021

	Notes	2021 Total funds £	2020 Total funds £
FIXED ASSETS			
Tangible fixed assets	10	595,198	*615,012*
Investments	11	767,500	*767,500*
TOTAL FIXED ASSETS		**1,362,698**	***1,382,512***
CURRENT ASSETS			
Debtors	12	37,692	*64,763*
Cash at bank and in hand		526,566	*429,874*
TOTAL CURRENT ASSETS		**564,257**	***494,637***
LIABILITIES			
Creditors: amounts falling due within one year	13	(165,452)	*(163,173)*
NET CURRENT ASSETS		398,805	*331,464*
TOTAL NET ASSETS		**1,761,503**	***1,713,975***
Creditors: amounts falling due after more than one year	14	(666,963)	*(687,423)*
NET ASSETS		**1,094,540**	***1,026,552***
FUNDS			
Restricted Funds	16a	96,842	*78,716*
Unrestricted funds	16b		
General Funds		130,698	*80,837*
Designated Funds		867,000	*867,000*
TOTAL FUNDS		**1,094,540**	***1,026,553***

The notes to the accounts are shown on pages 15 – 30.

These financial statements have been prepared in accordance with special provisions of part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Board of Trustees on 9th August 2021 and signed on their behalf by:

.....
Dr G A Reid – Vice Chairman

.....
Mr A H Bridges - Honorary Treasurer

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Cashflow Statement As at 31 March 2021

	2021 Total funds £	2020 Total funds £
Cash flows from operating activities:		
Cash used in operations	121,342	*79,507*
Interest paid	(25,542)	*(28,145)*
Net cash provided by/(used in) operating activities	95,800	*53,162*
Cash flows from investing activities:		
Purchase of tangible fixed assets	(6,189)	*(8,189)*
Interest received and rent from investments	26,413	*79,248*
Net cash used in investing activities:	20,224	*71,059*
Cash flows from financing activities:		
Loan repayments in year	(19,333)	*(25,612)*
Net cash used in financing activities	(19,333)	*(25,612)*
Change in cash and cash equivalents in the reporting period	96,691	*96,809*
Cash and cash equivalents at the beginning of the reporting period	429,874	*333,065*
Cash and cash equivalents at the end of the reporting period	**526,566**	***429,874***

Reconciliation of net income to net cash flow from operating activities

	2021 £	2020 £
Net income/(expenditure) for reporting period (as per the statement of financial activities)	67,987	*84,740*
Adjustments for:		
Depreciation charges	19,814	*20,545*
(Gains)/losses on investments	-	*(41,000)*
Interest received and rent from investments	(26,413)	*(79,248)*
Interest paid	25,542	*28,145*
Decrease(increase) in debtors	27,072	*(5,415)*
Increase in creditors	7,340	*71,740*
Net cash provided by operating activities	**121,342**	***79,507***

Net Debt Reconciliation	**At start of year**	**Cash flows**	**Other non-cash changes**	**Transfers**	**Total**
Cash	429,874	96,691	-	-	526,566
Loans falling due within one year	(53,856)	19,333	(18,655)	-	(53,178)
Loans falling due after more than one year	(687,423)	-	18,655	1,805	(666,963)
Total	**(311,405)**	**116,024**	**-**	**1,805**	**(193,575)**

Notes to the Financial Statements
For the Year Ended 31 March 2021

1 Accounting policies

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

a) Basis of preparation
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Cambridge and District Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

b) Legal status of the Charity
The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. There are 21 members (2020: 21 members). The registered office address is 66 Devonshire Road, Cambridge CB1 2BL.

c) Going concern
The trustees consider that there are no material uncertainties about Cambridge and District Citizens Advice Bureau's ability to continue as a going concern. With regard the following year, the most significant areas of uncertainty of Cambridge and District Citizens Advice Bureau are the level of grant funding which needs to be raised each and every year and is covered in more detail in the performance and risk sections of the trustees' annual report for more information.

Since 31 March 2020, the spread of COVID-19 has severely impacted many local economies around the globe. In many countries, businesses are being forced to cease or limit operations for long or indefinite periods of time. Measures taken to contain the spread of the virus, including travel bans, quarantines, social distancing, and closures of non-essential services have triggered significant disruptions to businesses worldwide, resulting in an economic slowdown. Global stock markets have also experienced great volatility and a significant weakening. Governments and central banks have responded with monetary and fiscal interventions to stabilise economic conditions. Service delivery has been adapted as detailed more fully in the Trustees' Report and the Charity has determined that there are no adjusting subsequent events as an effect of COVID-19. Accordingly, the financial position and results of operations as of and for the year ended 31 March 2021 have not been adjusted to reflect any impact of changes. The duration and impact of the COVID-19 pandemic, as well as the effectiveness of government and central bank responses, remains unclear at this time. It is not possible to reliably estimate the duration and severity of these consequences, as well as their impact on the financial position and results of the Charity for future periods.

d) Fund accounting
Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. The aim and purpose of each designated fund is set out in the notes to the financial statements. Restricted funds are for Cambridge and District Citizens Advice Bureau's work or projects being undertaken by the charity. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each material designated and restricted fund is set out in the notes to the financial statements. Investment income, gains and losses are allocated to the appropriate fund.

e) Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably. Where income has related expenditure (as with fundraising or contract income and partner funding), the income and related expenditure are reported gross in the Statement of Financial Activities.

Donations, grants and gifts are recognised when receivable. In the event that a grant is subject to fulfilling performance conditions before the charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the reporting period. Income from Gift Aid tax reclaims is recognised for any donations with relevant Gift Aid certificates recognised in income for the year. Any amounts of Gift Aid not received by the year end are accounted for in income and accrued income in debtors.

Income received in advance for a future fundraising event or for a grant received relating to the following year are deferred until the criteria for income recognition are met.

Interest on deposit funds held is included when receivable and the amount can be measured reliably by the charity which is normally upon notification of the interest paid or payable by the bank. Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

This is normally upon notification by our investment advisor of the dividend yield of the investment portfolio. Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

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

Costs of raising funds comprise fundraising costs incurred in seeking donations, grants and legacies. This includes staff time as well as additional support and event costs.

Investment property income and expenditure relates to the first floor tenant accommodation and meeting room available for hire. An allocation based on floor area (36%), of premises and loan interest costs is charged to this as well as direct costs associated with external bookings and hires.

Expenditure on charitable activities includes the costs of providing specialist and generalist advice to clients, and the associated support costs.

Partner funding costs relate to those parts of an award due to a project partner. In those cases the bureau is the lead grantee.

Support costs comprise those costs which are incurred directly in support of expenditure on the objects of the charity and include governance cost, finance, and office costs. Governance costs are those costs incurred in connection with the compliance with constitutional and statutory requirements of the charity. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Support costs are allocated to each of the activities on one of the following the basis: either floor space or staff time or staff headcount depending on the nature of the support costs, to best allocate the costs to each attributable heading.

g) Volunteers
The value of the services provided by volunteers is not incorporated into these financial statements. Further details of their contribution are provided in the Trustees' report.

h) Fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	- 2% on cost
Fixtures and fittings	- 33% on cost and 25% on reducing balance
Payments on account of fixed assets	- not provided
Computer equipment	- 33% on cost

Any tangible fixed asset or software costing £1,000 or less is written off in the financial statements in the year it is acquired. For any such asset costing more than £1,000 depreciation is provided to write off the costs over its estimated economic life.

The need for any impairment of a fixed asset write-down is considered if there is concern over the carrying value of an asset and is assessed by comparing that carrying value against the value in use or realisable value of the asset when appropriate.

i) Investment property
Investment property is shown at most recent valuation and re-evaluated by trustees at year end and is stated at its fair value. Any aggregate surplus or deficit arising from changes in market value is transferred to a revaluation reserve.

The investment property was valued by Kate Proctor (RICS registered valuer) of Carter Jonas, 1 Station Square, Cambridge CB1 2GA on a fair value basis as at 23 April 2020. At that time the valuation reflected the most recent relevant evidence available but, due to uncertainty associated with the impact of the Covid pandemic on property values, this had been issued subject to a "Valuation Uncertainty" clause which is the approach recommended by the RICS where the valuer concludes there is material uncertainty. This clause has since been removed. Trustees have agreed, after consultation with Carter Jonas, that the current valuation reflects the local property market.

j) Operating Leases
Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

k) Debtors
Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due. Accrued income and tax recoverable is included at the nest estimate of the amounts receivable at the balance sheet date.

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

m) Creditors
Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimate reliably. Creditors are normally recognised at their settlement amount after allowing any trade discounts due.

n) Financial instruments
The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method. Fixed assets are valued at depreciated cost and investments at fair value which is market value. The historical cost and gains/losses are separately disclosed within note 11.

o) Pensions
The charitable company contributes to employees' personal pension schemes (defined contribution scheme). Contributions are charged to the Statement of Financial Activities in the period to which they relate.

p) Taxation
The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

q) Property Fund
The most significant areas of adjustment and key assumptions that affect items in the accounts are to do with a reallocation of assets into the property fund and the valuation of the investment property as disclosed within note 10.

r) Estimates and Judgements
Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. Although these estimates are based on the trustee's best knowledge of the amount, events or actions, actual results ultimately differ from these estimates. The trustees do not consider there to be any material estimates and judgements except for the valuation of the investment property as disclosed within note 10.

S) Redundancy and Termination
Redundancy and termination costs are recognised as an expense in the Statement of Financial Activities and a liability on the Balance Sheet immediately at the point the charity is demonstrably committed to either: a) Terminate the employment of an employee or group of employees before normal retirement date; or b) Provide termination benefits as a result of an offer made in order to encourage voluntary redundancy. The charity is considered to be demonstrably committed only when it has a detailed formal plan for the termination and is without realistic possibility of withdrawal from the plan. The charity will account for termination payments at the point at which the offer is accepted by the employee.

Notes to the Financial Statements (continued)
For the Year Ended 31 March 2021

		Unrestricted General Funds £	Designated Funds £	Restricted Funds £	TOTAL £	2020 Total £
2	**Donations, Grants & Legacies**					
	Donations & Charitable Trusts					
	General donations	11,140	-	87	11,227	*8,388*
	Charitable Trusts					
	Batterson-Chivers Foundation	1,500	-	-	1,500	*2,000*
	Chadwyck-Healey Trust	20,000	-	-	20,000	*20,000*
	Cambridgeshire Community Fund	-	-	10,000	10,000	-
	Pye Foundation	6,000	-	-	6,000	*6,000*
	Patron & Staff Fundraising Events	13,065	-	-	13,065	*8,876*
	Grants	10,000	-	780,342	790,342	*712,615*
		61,705	**-**	**790,429**	**852,135**	*757,878*
	Prior year					
	Donations & Charitable Trusts					
	General donations	*7,758*	-	*630*	*8,388*	
	Charitable Trusts					
	Batterson-Chivers Foundation	*2,000*	-	-	*2,000*	
	Chadwyck-Healey Trust	*20,000*	-	-	*20,000*	
	Pye Foundation	*6,000*	-	-	*6,000*	
	Patron & Staff Fundraising Events	*8,875*	-	-	*8,875*	
	Grants	*646*	-	*711,969*	*712,615*	
	Prior year	*45,279*	**-**	*712,599*	*757,878*	

Included in grants above is £479,771 from local authorities (see note 14a for further details) (2020: 475,593). Funding received from South Cambridgeshire District Council includes £29,750 paid out to other bureaux for partner projects (2020: £29,750) (see also Note 7). Also included above is £3,010 in funding from Cambridge City Council carried forward to spend in future years in accordance with grant conditions as shown in note 15a.

		2021			TOTAL	2020
3	**Charitable Activities**	General £	Designated £	Restricted £	£	£
	Contracts	60,253	-	73,445	133,698	176,480
	Casework training and consultancy	-	-	74	74	991
	Other trading	-	-	-	-	85
	Net income arising from charitable activities	**60,253**	**-**	**73,519**	**133,772**	177,557
	Prior year					
	Contracts	-	-	*176,480*	*176,480*	
	Casework training and consultancy	*400*	-	*592*	*992*	
	Other trading	*85*	-	-	*85*	
	Net income arising from charitable activities	***485***	**-**	***177,072***	***177,557***	

Notes to the Financial Statements (continued)
For the Year Ended 31 March 2021

4 Investment income

	General £	2021 Designated £	Restricted £	TOTAL £	2020 £
Rental Income:					
Tenant rental	-	25,858	-	25,858	*72,486*
Room hire	-	75	-	75	*4,337*
Catering and other charges	-	-	-	-	*1,149*
Total income from rental income	**-**	**25,933**	**-**	**25,933**	*77,972*
Gain on investment property	-	-	-	-	*41,000*
Bank interest	480	-	-	480	*1,276*
Total income from gains on investment	**480**	**25,933**	**-**	**26,413**	***120,248***

Prior Year	General £	Designated £	Restricted £	Total £
Investment income				
Rental Income:				
Tenant rental	-	*72,486*	-	*72,486*
Room hire	-	*4,337*	-	*4,337*
Catering and other charges	-	*1,149*	-	*1,149*
Total income from rental income	**-**	***77,972***	**-**	***77,972***
Gain on investment property	-	*41,000*	-	*41,000*
Bank interest	*1,276*	-	-	*1,276*
Total income from gains on investment	***1,276***	***118,972***	**-**	***120,248***

5 Other Income

	General £	2021 Designated £	Restricted £	TOTAL £	2020 £
Coronavirus Job Retention Scheme	2,848	-	-	2,848	-
	2,848	-	-	2,848	-

Analysis of Total Expenditure – Current Year

		Direct Staffing	Other Direct Costs	Support Costs	2021 Total
6	**Cost of raising funds**				
	Investment property	-	-	10,395	10,395
	Other fundraising	32,678	2,683	-	35,361
		32,678	**2,683**	**10,395**	**45,757**
7	**Charitable activities**				
	Advice provision	587,712	20,522	263,440	871,674
	Partner costs	-	29,750	-	29,750
		587,712	**50,272**	**263,440**	**901,424**
	Total expenditure	**620,390**	**52,955**	**273,835**	**947,180**

Notes to the Financial Statements (continued)
For the Year Ended 31 March 2021

Analysis of Total Expenditure -- Prior Year

	Direct Staffing	*Other Direct Costs*	*Support Costs*	*2020 Total*
Cost of raising funds				
Investment property	*-*	*394*	*12,366*	*12,761*
Other fundraising	*36,717*	*11,087*	*-*	*47,804*
	36,717	***11,482***	***12,366***	***60,565***
Charitable activities				
Advice provision	*561,681*	*52,922*	*262,380*	*876,983*
Partner costs	*-*	*33,396*	*-*	*33,396*
	561,681	***86,318***	***262,380***	***910,379***
Total expenditure	***598,398***	***97,799***	***274,746***	***970,944***

Support costs include:

	2021	2020
Cost of Raising Funds		
Investment Property	10.395	12,761
Charitable Activities		
Salaries	85,680	*77,452*
Training, travel, recruitment	18,514	*31,355*
Office administration	66,969	*49,279*
Premises costs	64,611	*74,332*
Audit	6,120	*6,000*
Legal and professional fees	1,798	*475*
Property valuation fees	-	*1,500*
Payroll and accounting fees	3,189	*4,306*
AGM	146	*1,795*
Bank charges	534	*759*
Irrecoverable VAT	15,878	*15,127*
	273,835	*274,746*

Included within support costs are governance costs as follows:

Audit	6,120	6,000
AGM	146	1,795
	6,266	**7,795**

The basis of support costs allocation is set out in accounting policy 1f.

Partner costs relate to joint projects where the bureau was lead for a group of organisations. Funding received was paid out directly to partners for their own project costs. £29,750 received from South Cambridgeshire District Council went to Citizens Advice North Herts (£17,850), Citizens Advice Suffolk West (£5,950) and Citizens Advice Uttlesford (£5,950).

Prior Year: Partner costs relate to joint projects where the bureau was lead for a group of organisations. Funding received was paid out directly to partners for their own project costs. £29,750 received from South Cambridgeshire District Council went to Citizens Advice North Herts (£17,850), Citizens Advice Suffolk West (£5,950) and Citizens Advice Uttlesford (£5,950). £3,646 from Big Lottery (Help through Crisis) went to James Baddeley Consulting working with Young Persons partners.

Notes to the Financial Statements (continued)
For the Year Ended 31 March 2021

8 Analysis of staff costs and key management personnel

	2021	2020
Wages and salaries	615,778	588,658
Social security costs	46,298	46,917
Pension costs	43,995	40,275
	706,071	675,850

The charity trustees were not paid or received any other benefits from employment with the bureau (2020: £nil). Social security costs above exclude the annual employment allowance of £4,000 from HMRC (2020: £3,000). The bureau pays a 7% contribution to all pension-holders (4% over the minimum required under auto-enrolment scheme rules). The average monthly number of employees during the year was as follows:

	2021	2020
Chief executive	1	1
Advisers and specialists	11	11
Administration and support	5	5
Project staff	9	10
	26	**27**

No employees whose total employee benefits excluding pension contributions earned over £60,000 (2020: No employees). In addition to the paid staff, the charity has the use of highly trained and professional volunteers. 83 volunteers (2020: 113) gave over time valued at £462,005 (2020: £446,124). This cost has not been recognised in the accounts.
Total remuneration paid, including employers' National Insurance contributions, to three Key Management personnel in the year, including pension contributions, was £142,411 (2020: Three Key Management personnel £125,452).

During the year a number of redundancies took place after full consultation and agreement by the Board of Trustees. The total payments made were £4,552 (2020: £nil). The policy is to account for termination payments at the point at which the offer is accepted by the employee.

9 Net income

	2021	2020
Net income is stated after charging:		
Depreciation	19,814	20,545
Auditor's remuneration:		
- For audit services	6,120	6,000
- For accountancy services	1,385	1,975
Operating lease rentals - equipment	8,556	9,307
	35,875	37,827

10 Tangible Fixed Assets

	Freehold Property £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 April 2020	741,770	142,389	149,516	1,033,674
Additions	-	-	-	-
As at 31 March 2021	741,770	142,389	149,516	1,033,674
DEPRECIATION				
At 1 April 2020	141,734	129,420	147,509	418,663
Charge for year	14,207	4,274	1,333	19,814
Eliminated on disposal	-	-	-	-
As at 31 March 2021	155,941	133,694	148,842	438,477
NET BOOK VALUE				
As at 31 March 2021	**585,829**	**8,695**	**673**	**595,198**
As at 31 March 2020	*600,036*	*12,969*	*2,007*	*615,012*

11 Investments

		2021 £	2020 £
a)	At start of the year	767,500	*726,500*
	Unrealised gain on revaluation	-	*41,000*
	At the end of the year	767,500	*767,500*

Historical cost £570,000 (2020: £570,000). The property has been valued by the Trustees following consultation during the year with Kate Proctor (RICS Registered Valuer) of Carter Jonas, 1 Stations Square, Cambridge CB1 2GA.

b) Analysis of investments	2021 £	2020 £
Investment property	767,000	726,000
Unlisted investments	500	500
Total	767,500	726,500

There were no investment assets outside the UK. The investment comprises 500 Ordinary £1 shares in Allia Limited. Investment property comprises the let part of 66 Devonshire Road. See also accounting policy i).

12 Debtors

	2021 £	2020 £
Trade debtors	24,061	55,724
Other debtors	-	330
Prepayments	1,206	775
Accrued income	12,424	7,934
	37,692	64,763

13 Creditors: Amounts Falling Due Within One Year

	2021 £	2020 £
Trade creditors	28,149	*34,864*
Social security and other taxes	11,512	*27,833*
Other creditors	2,887	*2,300*
Other loans (see note 13)	53,178	*53,856*
Accruals	15,165	*15,777*
Deferred income	54,562	*28,542*
	165,452	*163,173*

Accruals are payable within the credit terms of the associated invoices, when received. Deferred income relates to rental income billed in advance of the year. Movements are as follows:

	2021 £	2020 £
Balance brought forward at 1 April 2020	28,542	8,461
Amount released to the Statement of Financial Activity	(28,542)	(8,461)
Amount deferred in the year	54,562	28,542
Balance carried forward at 31 March 2021	54,562	28,542

14 Creditors: Amounts Falling After More Than One Year

	2021 £	2020 £
Due in 1-2 years	53,178	53,856
Due in 2-5 years	159,533	161,568
Due in greater than 5 years	454,252	471,999
	666,963	687,423

15 Operating Lease Commitments

Equipment
The following total operating lease commitments are committed to be paid:

	2021 £	2020 £
Expiring in 1 year	11,300	9,307
Expiring in 2-5 years	25,327	14,691
	36,628	**23,999**

Lessor
The following total operating lease commitments are committed to be received:

	2021 £	2020 £
Expiring in 1 year	(37,377)	(9,775)
	(37,377	**(9,775)**

Notes to the Financial Statements (continued)
For the Year Ended 31 March 2021

Secured Debts
The following secured debts are included within creditors:

	2021	2020
	£	£
Other loans	720,141	741,280
	720,141	741,280

The loans due in more than one year are owed to Unity Trust Bank. All is secured against the property on Devonshire Road and is repayable over 25 years, and commenced in July 2014. It was refinanced at that date from a loan from the Social Investment Business.

The mortgage is secured by a fixed charge over the property at 66 Devonshire Road, Cambridge. Repayments of capital and interest are made on a monthly basis. Interest is payable at 3.1% per annum (3.5% in previous year) calculated on a daily basis. This year we received a three month capital repayment holiday to assist with any impact on cashflow that might have arisen from the Covid-19 lockdown in 2020.

The carrying value of the assets secured in the accounts is £1,362,698 (2020: £1,341,512).

16 Movement in Funds

16a Restricted Funds– current year

	At 1 April 2020	Income	Expenditure	Transfers	At 31 March 2021
	£	£	£	£	£
Restricted funds					
Evelyn Trust	-	11,218	(11,218)	-	-
Big Lottery:					
Advice Plus	171	-	(42)	-	129
Awards for All	2,617	-	(2,063)	-	554
Help Through Crisis	8,749	95,293	(85,956)	-	18,086
National Lottery – Coronavirus Community Support Fund	-	21,969	(20,969)	-	1,000
Cambridge City Council:					
Core Funding	1,789	200,000	(200,045)	-	1,744
Outreach Work	-	50,000	(50,000)	-	-
Specialist Welfare Rights	-	30,000	(30,000)	-	-
Financial Capability	-	20,000	(20,000)	-	-
Homelessness Prevention	-	35,000	(35,000)	-	-
Personal Budgeting Support	-	39,251	(39,251)	-	-
One-off Funding	1,689	-	(422)	-	1,267
Citizens Advice:					
Energy Advice Programme	-	8,545	(8,545)	-	-
Help to Claim	-	105,675	(105,675)	-	-
BEIS Remote Working Equipment	-	13,730	(13,730)	-	-
BEIS Softphones	-	13,975	(2,155)	-	11,820
Money & Pensions Service (MAPS)	-	21,955	(21,955)	-	-
Phone & Webchat	-	8,000	(8,000)	-	-
Trussell Trust Foodbank Helpline	-	47,806	(47,806)	-	-
Girton Town Charity – Outreach	-	1,500	(1,500)	-	-
GCP Investing in Communities	63,293	-	(1,584)	-	61,708
John Huntingdon Charity	-	10,804	(10,804)	-	-
South Cambridgeshire District Council:					
Core Funding	-	85,000	(85,000)	-	-
Housing Debt Advice	-	13,730	(13,730)	-	-
GP Outreach	-	2,000	(2,000)	-	-
Cambridge Housing Society - Winter	-	12,787	(12,787)	-	-
Cambridge Community Fund	408	10,087	(9,959)	-	535
Cambridge City Foodbank	-	2,083	(2,083)	-	-
Anglia Ruskin University	-	8,750	(8,750)	-	-
Total	**78,716**	**869,159**	**(851,032)**	**-**	**96,842**

Restricted Funds – prior year

	At 1 April 2019	Income	Expenditure	Transfers	At 31 March 2020
	£	£	£	£	£
Restricted funds					
Evelyn Trust	-	*18,659*	*(18,659)*	-	-
Big Lottery:					
Advice Plus	*277*	-	*(56)*	-	*171*
Awards for All	-	*10,000*	*(7,383)*	-	*2,617*
Help Through Crisis	*8,749*	*101,570*	*(101,570)*	-	*8,749*
Cambridge City Council:					
Core Funding	*1,850*	*200,000*	*(200,061)*	-	*1,789*
Outreach Work	-	*50,000*	*(50,000)*	-	-
Specialist Welfare Rights	-	*30,000*	*(30,000)*	-	-
Financial Capability	-	*20,000*	*(20,000)*	-	-
Homelessness Prevention	-	*35,000*	*(35,000)*	-	-
Personal Budgeting Support	-	*39,073*	*(39,073)*	-	-
One-off Funding	*2,252*	-	*(563)*	-	*1,689*
Citizens Advice:					
Energy Best Deal Extra	*836*	-	*(836)*	-	-
Energy Advice Programme	-	*11,400*	*(11,400)*	-	-
Help to Claim (set up)	-	*3,277*	*(3,277)*	-	-
Help to Claim	-	*102,552*	*(102,552)*	-	-
Casebook	-	*250*	*(250)*	-	-
Girton Town Charity – Outreach	-	*20,852*	*(20,852)*	-	-
GCP Investing in Communities	*64,883*	-	*(1,590)*	-	*63,293*
John Huntingdon Charity	-	*17,287*	*(17,287)*	-	-
South Cambridgeshire District Council:					
Core Funding	-	*85,000*	*(85,000)*	-	-
Housing Debt Advice	-	*8,520*	*(8,520)*	-	-
GP Outreach	-	*8,000*	*(8,000)*	-	-
Cambridge Housing Society	-	*38,360*	*(38,360)*	-	-
Cardinal Management (Addenbrookes)	-	*48,240*	*(48,240)*	-	-
Cambridge Community Fund	-	*1,102*	*(694)*	-	*408*
Cambridge City Foodbank	-	*25,000*	*(25,000)*	-	-
Project North East	-	*15,000*	*(15,000)*	-	-
Addenbrookes Charitable Trust	-	*528*	*(528)*	-	-
Total	***78,797***	***889,671***	***(889,753)***	-	***78,715***

The Evelyn Trust – An initial two year project to support GP outreach work which finished in July 2018 followed by a further extension grant for two years.

Big Lottery Advice Plus – All funding has been spent and the closing balance consists only of undepreciated fixed assets purchased within the funding.

Big Lottery Awards for All – to provide audio-visual equipment in the training facilities at Devonshire Road for the purpose of generating further income for the bureau.

Big Lottery Help through Crisis – Five year fund to support individuals and key agencies via crisis casework and advocacy. Funding instalments span across the bureau's financial year.

National Lottery Coronavirus Community Support Fund – to provide crisis information and advice to local people impacted by the Coronavirus pandemic.

Cambridge City Council - Core Funding - To deliver core CAB services to the people of Cambridge. The closing fund balance consists only of undepreciated fixed assets purchased with the funding.

Cambridge City Council – Outreach – To provide specialist workshops to community groups on topics such as housing and employment.

Cambridge City Council – Specialist Welfare Rights – To provide casework service 5 days a week including benefits appeals and representation, training and updates to external agencies.

Cambridge City Council - Financial Capability - To support the training of groups and individuals to help them better understand how to manage their money.

Cambridge City Council – Homelessness Prevention – Specialist independent support, advice and representation around housing and debt issues.

Cambridge City Council – Personal Budgeting Support – Money management advice to people receiving Universal Credit.

Cambridge City Council - One-off funding - Funding to support the provision of touch screen kiosks in the City. All funding has been spent and the closing balance consists only of undepreciated fixed assets purchased with the funding.

Citizens Advice - Energy Advice Programme - Funding to deliver 1:1 advice on energy awareness and savings.

Citizens Advice – Help to Claim –grant awarded for 3 year project funding to provide advice to clients on the Universal Credit scheme.

Citizens Advice – BEIS Remote Working Equipment – To fund the purchase of laptops and headsets for use by advisor staff and volunteers working remotely. Funding comes via Citizens Advice from the Department of Business, Energy and Industrial Strategy.

Citizens Advice – BEIS Softphones – To enable the service to increase capacity to respond to the immediate demand for advice arising from Covid-19 in a cost-effective manner. Funding comes via Citizens Advice from the Department of Business, Energy and Industrial Strategy.

Citizens Advice – Money and Pensions Service (MAPS) – To increase debt advice capacity by funding a full time debt advisor.

Citizens Advice – Trussell Trust Foodbank Service – Funding provided from Trussell Trust via Citizens Advice to provide telephone helpline advice to foodbank clients or potential clients.

Girton Outreach - Service funded by Girton Town Charity one day a week in Girton until April 2020.

Greater Cambridge Partnership - Investing in Communities - Finance for capital funding towards the ICT investment of the Advicehub project. All funding has been spent and the closing balance consists only of undepreciated fixed assets purchased with the funding.

John Huntingdon Charity, Sawston - Providing specialist debt casework for the residents of Sawston and the surrounding areas.

South Cambridgeshire District Council Core Funding - Grant to deliver core CAB services to the people of South Cambridgeshire.

South Cambridgeshire District Council – Housing Debt Advice – To provide debt advice to local residents in the Cambourne area.

South Cambridgeshire District Council GP Outreach – Funding to deliver an outreach generalist service at Longstanton and Willingham GP surgeries.

Cambridge Housing Society Winter Fund – To deliver grants to individuals in need on behalf of Cambridgshire County Council.

Cambridgeshire Community Fund – £1,000 Winter Appeal to provide emergency fuel payments to individuals.

Cambridge City Foodbank – To provide training and support to Foodbank volunteers to engage effectively with their clients to April 2020.

Anglia Ruskin University – To support businesses in the Covid-19 pandemic with support for placement of one student from the University.

16b Unrestricted Funds – current year

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
General Fund	80,837	125,286	(75,123)	(302)	130,698
Designated funds					
66 Devonshire Road	570,000	25,933	(26,235)	302	570,000
Revaluation Reserve	197,000	-	-	-	197,000
Development Reserve	80,000	-	-	-	80,000
Building Maintenance	20,000	-	-	-	20,000
Total Designated Funds	**867,000**	**25,933**	**(26,235)**	**302**	**867,000**
Total Unrestricted funds	**947,837**	**151,219**	**(101,358)**	**-**	**997,698**

Unrestricted Funds – prior year

	At 1 April 2019 £	*Income £*	*Expenditure £*	*Transfers £*	*At 31 March 2020 £*
General Fund	*82,016*	*47,040*	*(50,269)*	*2,050*	*80,838*
Designated funds					
66 Devonshire Road	*570,000*	*77,972*	*(26,213)*	*(51,760)*	*570,000*
Revaluation Reserve	*156,000*	*41,000*	*-*	*-*	*197,000*
Development Reserve	*35,000*	*-*	*-*	*45,000*	*80,000*
Building Maintenance	*20,000*	*-*	*(4,710)*	*4,710*	*20,000*
Total Designated Funds	***781,000***	***118,972***	***(30,923)***	***(47,050)***	***867,000***
Total Unrestricted funds	***863,016***	***166,013***	***(81,191)***	***-***	***947,838***

The 66 Devonshire Road Fund relates to the property purchased by the bureau when they moved out of rented premises. The fund transfers reflect the updated net book value of the property, including investment part, less mortgage outstanding. The aim is to achieve surpluses on the investment property element to pay off the capital element of the annual mortgage until it is paid off. This year the net deficit, due to a drop in rental income during the Covid-19 lockdown restrictions, has been topped up by a transfer of £302 from the General Fund.

The Revaluation Reserve is made up of the accumulated gain on value of the property at 66 Devonshire Road.

The Development Fund was created from an award from the JP Getty Foundation. This is being held to prepare for expenditure on projects where the bureau requires to match-fund contributions from other organisations or donors. This year the fund has been topped up from a transfer from the 66 Devonshire Road Fund to provide additional monies required in absence of funding in future years.

The Building Maintenance Fund was created to set aside essential upgrade and replacement of building infrastructure.

17 Analysis of net assets between funds

	General £	Designated £	Restricted £	Total £
As at 31 March 2021				
Fixed Assets – Tangible Assets	2,101	527,695	65,401	595,198
Fixed Assets - Investments	500	767,000	-	767,500
Net Current Assets	128,097	239,268	31,441	398,805
Long Term Liabilities	-	(666,963)	-	(666,963)
	130,698	867,000	96,842	1,094,540
As at 31 March 2020				
Fixed Assets – Tangible Assets	*4,047*	*541,405*	*69,559*	*615,012*
Fixed Assets - Investments	*500*	*767,000*	-	*767,500*
Net Current Assets	*76,290*	*246,018*	*9,157*	*331,464*
Long Term Liabilities	-	*(687,423)*	-	*(687,423)*
	80,837	*867,000*	*78,716*	*1,026,553*

18 Related Party Transactions

During the year, there were no other related party transactions (2020: £nil).

19 Contingent Liabilities

There is a potential VAT liability under the Capital Goods Scheme, due over the next 3 years estimated at a present value of £7,000 (2020: £7,000). This has arisen due to the level of taxable supplies falling in comparison to those levels made when the Devonshire Road building project was being undertaken.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Trustees' Report – Structure, Governance & Management

Governing Document

The bureau was originally set up as a charity in September 1939 but subsequently changed its status to a charitable company limited by guarantee by incorporation on 26 April 1996 and was registered under a new charity number on 13 June 1996. The company is established under a Memorandum of Association which identifies its objects and powers and is governed under its Articles of Association. In the event of the company being wound up every member (including members who ceased to be members within one year prior to such winding up) would be required to contribute to the company's assets an amount not exceeding £1.

The Charity's objects are to promote any charitable purpose for the benefit of the community in the area of the City of Cambridge, South Cambridgeshire District Council and elsewhere ("the area of benefit") by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Recruitment and Appointment of New Trustees

The maximum number of trustees is 21 and the minimum is 4. Trustees are either elected at the annual general meeting, or nominated by member organisations or co-opted by the trustee board (provided that the number of co-opted trustees does not exceed one third of the total number of trustees). All elected and nominated trustees shall retire from office at the third annual general meeting following their election or appointment respectively but may be re-elected or reappointed for a further term.

In addition to the above trustees, the following attend the board meetings as non-voting members:

Rachel Talbot - Chief Executive
Richard Curtis, Morice Mendoza - representing the staff
Stephen Thornton, Robin Young – representing the volunteers
Cllr Jose Hales - representing South Cambridgeshire District Council
Cllr Linda Jones – representing Cambridgeshire County Council
Jackie Hanson - observer from Cambridge City Council
Rachid El Ouaret – Business Support Manager from Citizens Advice

Organisational Structure

Governance
The organisation has role descriptions for the trustees, the chairman, the vice chairmen, the honorary treasurer and the company secretary and these are reviewed from time to time.

Good governance is achieved through the following subcommittee and group structure. The organisation has an Operations Committee, a Staff/Personnel Committee, an Appeals Committee and a Research and Campaigns Group. Each of these report to the trustee board. The Chief Executive attends all meetings of the sub committees and some of the working groups.

1 Operations Committee
Functions: Monitoring, challenging and approval of all budgets/end of year accounts/projects/contracts, strategic and business planning/salaries.

There is a standing invitation to all Board Members to attend the meetings of this committee if they so wish.

2 Staff/Personnel Committee
Functions: Annual review of HR matters and review of changes in staff and volunteer issues as and when needed. This committee leads on salary and remuneration reviews.

3 Appeals Committee
Functions: To process disciplinary and grievance issues at the appropriate stage of the procedure.

4 Research and Campaigns Group
Functions: To determine the Research and Campaigns strategy and to oversee the quality of this work.

Trustees' Report – Structure, Governance & Management (continued)

The Chief Executive is responsible to the Board:

- for management, development and strategic planning
- to show vision and leadership in the continuing development of CCAB
- to serve and advise the trustee board of Directors in carrying out their responsibilities, in maintaining an overview of the organisation and in making appropriate strategic, policy and financial decisions.

Remuneration Policy.
Salaries follow the NJC guidelines and this sets the cost of living rises each year. The CEO salary is reviewed by a sub group of the board which is led by the Chair of the Personnel committee and consists of the Chair of the Board, the 2 Vice Chair and the Treasurer.

Regulation
CCAB is regulated by the Financial Conduct Authority FRN: 617537
CCAB is a qualified Living Wage employer
CCAB is regulated under the Advice Quality Standard and the Money Advice Service quality framework

Induction and Training of New Trustees
New trustees are provided with an 'Induction Pack' covering such topics as legal status and governance, structure, organisation and staffing, finances, policy and strategy. They are invited to attend the bureau and observe service delivery. In addition, to familiarise themselves with the charity and the context within which it operates, new trustees are invited and encouraged to attend training courses organised by Citizens Advice and to attend specialised training where it is considered to be appropriate.

Citizens Advice
The charity is a member of Citizens Advice (CA) and is regulated by its membership requirements and its aims, principles and policies.

Risk management
The Trustee Board has approved the risk management strategy and reviews the risk assessment regularly. CCAB has identified high and medium level operational level risks in IT, HR and Finance.

Risks are identified and evaluated in the following ways:
Regular reviews are performed by the Trustee Board in order to assess the likelihood and impact, relevance of risks, current strategies applied and the strength of the strategies. The residual risk is identified and action plans are created to further mitigate risk.

The Trustee Board is responsible for monitoring external developments that may impact on the organisation.

Comprehensive budgeting systems and financial reporting, which indicate financial performance against the budget, and forecasts are reviewed and agreed by the Operations Committee and the Trustee Board.

The most significant risks faced by CCAB have been identified by the Trustee Board and relate to the following:

- CEO on long term sickness or dies
- Cuts to Local Authority funding
- Lack of the right quality of volunteers to fill advice rotas
- Information breach

These risks are mitigated by:

- the introduction of a Deputy CEO Post and second senior management post (Head of Projects and casework)
- diversifying our funding streams
- changing our selection and training system
- rigorous training, new policies, spot checking under GDPR.

Trustees' Report – Structure, Governance & Management (continued)

Information assurance

An Information Assurance Accounting Officer at Board level has been identified as Dr George Reid to ensure that the confidentiality, integrity and availability of all our sensitive data assets are maintained to a level which is consistent with the requirements of our clients and our funding/strategic partners.

In addition to the internal risk analysis, CCAB has taken an active part in the CA membership scheme review which has involved new Financial Health Monitoring, Leadership Self-Assessment and Quality of Advice Assessment.

Public Benefit

The Trustees have complied with the duty in Section 4 of the 2006 Charities Act to have due regard to guidance published by ·the Charity Commission when exercising any powers or duties to which the guidance is relevant. CCAB provides free advice services to the general public of Cambridge and surrounding areas by the means of face- to-face, phone, email and remote (web based) systems. The issue of public benefit was reviewed at the trustees meeting on 2nd November 2020. During this and the previous year a qualifying third party indemnity provision was in force for the benefit of the Trustees.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Reference & Administrative Details

COMPANY NUMBER	03191085 (England & Wales)	
CHARITY NUMBER	1056102	
TRUSTEES	Ms J C Belman	
	Mr A Bridges	Hon Treasurer
	Dr N W Brown OBE	Chairman
	Mr C Claxton-Shirley	(appointed 16.11.20)
	Ms I H Foenander	(resigned 25.11.20)
	Dr P M Gray	
	Mr B Humphrey	Vice Chairman
	Mr R Hunting-Jones	(appointed 15.02.21)
	Ms Linda Jones	(appointed 17.05.21)
	Dr D A Livesey	
	Mrs C Lloyd-Evans	
	Dr G A Reid	Vice Chairman
	Mr K Stonell	
	Mr G E D Wilson	

Dr Mia Gray is nominated by the University of Cambridge.

COMPANY SECRETARY	Mrs R Talbot
SENIOR STATUTORY AUDITOR	Helena Wilkinson
PRINCIPAL OFFICE	66 Devonshire Road Cambridge Cambridgeshire CB1 2BL
AUDITORS	Price Bailey LLP Tennyson House Cambridge Business Park Cambridge CB4 0WZ
BANKERS	Barclays Bank plc 11 St Andrews Street Cambridge CB2 3AA
SOLICITORS	Tees Law Titan House Castle Park Cambridge CB3 0AY
PATRONS	Lady Cass Lady Chadwyck-Healey Dr Pamela Raspe Cazzy Walshe