

**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**

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**for the Year Ended 31 March 2024**

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**Cambridge and District Citizens Bureau**

**Reference and Administrative Details**  
**for the Year Ended 31 March 2024**

<b>TRUSTEES</b>	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)
<b>COMPANY SECRETARY</b>	Miss H Jones
<b>REGISTERED OFFICE</b>	66 Devonshire Road Cambridge Cambridgeshire CB1 2BL
<b>REGISTERED COMPANY NUMBER</b>	03191085 (England and Wales)
<b>REGISTERED CHARITY NUMBER</b>	1056102
<b>AUDITORS</b>	Knights Lowe Limited Eldo House Kempson Way Suffolk Business Park Bury St Edmunds Suffolk IP32 7AR
<b>SOLICITORS</b>	Tees Laws Titan House Castle Park Cambridge CB3 0AY
<b>BANKERS</b>	Barclays Bank Plc 11 St Andrews Street Cambridge CB2 3AA
<b>PATRONS</b>	Lady Cass Lady Chadwyck-Healey

**Cambridge and District Citizens Bureau**

**Reference and Administrative Details**  
**for the Year Ended 31 March 2024**

**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.

## Cambridge and District Citizens Bureau

### Report of the Trustees for the Year Ended 31 March 2024

#### **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).



Report of the Trustees  
for the Year Ended 31 March 2024

**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.

## Cambridge and District Citizens Bureau

### Report of the Trustees for the Year Ended 31 March 2024

#### **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).

## **Cambridge and District Citizens Bureau**

### **Report of the Trustees** **for the Year Ended 31 March 2024**

#### **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.

## Cambridge and District Citizens Bureau

### Report of the Trustees for the Year Ended 31 March 2024

#### **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

## **Cambridge and District Citizens Bureau**

### **Report of the Trustees** **for the Year Ended 31 March 2024**

#### **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

Report of the Trustees  
for the Year Ended 31 March 2024

**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

## Cambridge and District Citizens Bureau

### Report of the Trustees for the Year Ended 31 March 2024

#### **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).

**Cambridge and District Citizens Bureau**

**Report of the Trustees**  
**for the Year Ended 31 March 2024**

**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.

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

**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.

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

**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.

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

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](http://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**

		Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
	Notes				
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	136,561	1,297,394	1,433,955	1,176,850
<b>Charitable activities</b>	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		-	-	-	-
<b>Total</b>		<b>209,519</b>	<b>1,433,795</b>	<b>1,643,314</b>	<b>1,362,802</b>
<b>EXPENDITURE ON</b>					
Raising funds	6	26,955	2,209	29,164	13,870
<b>Charitable activities</b>	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
<b>Total</b>		<b>119,768</b>	<b>1,377,511</b>	<b>1,497,279</b>	<b>1,328,739</b>
Net gains/(losses) on investments		-	-	-	(59,000)
<b>NET INCOME/(EXPENDITURE)</b>		<b>89,751</b>	<b>56,284</b>	<b>146,035</b>	<b>(24,937)</b>
Transfers between funds	22	91,392	(91,392)	-	-
Other recognised gains/(losses)					
Gains/(losses) on revaluation of fixed assets		(663)	-	(663)	-
<b>Net movement in funds</b>		<b>180,480</b>	<b>(35,108)</b>	<b>145,372</b>	<b>(24,937)</b>
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		845,973	188,726	1,034,699	1,059,636
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>1,026,453</b>	<b>153,618</b>	<b>1,180,071</b>	<b>1,034,699</b>

The notes form part of these financial statements

**Cambridge and District Citizens Bureau**

**Balance Sheet**  
**31 March 2024**

	Notes	Unrestricted funds £	Restricted funds £	<b>2024 Total funds £</b>	<b>2023 Total funds £</b>
<b>FIXED ASSETS</b>					
Tangible assets	13	<b>562,465</b>	-	<b>562,465</b>	573,937
<b>Investments</b>					
Investments	14	<b>500</b>	-	<b>500</b>	500
Investment property	15	<b>715,000</b>	-	<b>715,000</b>	715,000
		<b>1,277,965</b>	-	<b>1,277,965</b>	1,289,437
<b>CURRENT ASSETS</b>					
Debtors	16	<b>97,665</b>	-	<b>97,665</b>	74,871
Cash at bank and in hand		<b>380,558</b>	<b>153,617</b>	<b>534,175</b>	488,764
		<b>478,223</b>	<b>153,617</b>	<b>631,840</b>	563,635
<b>CREDITORS</b>					
Amounts falling due within one year	17	<b>(104,646)</b>	<b>2</b>	<b>(104,644)</b>	(818,373)
<b>NET CURRENT ASSETS</b>		<b>373,577</b>	<b>153,619</b>	<b>527,196</b>	(254,738)
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<b>1,651,542</b>	<b>153,619</b>	<b>1,805,161</b>	1,034,699
<b>CREDITORS</b>					
Amounts falling due after more than one year	18	<b>(625,090)</b>	-	<b>(625,090)</b>	-
<b>NET ASSETS</b>		<b>1,026,452</b>	<b>153,619</b>	<b>1,180,071</b>	1,034,699
<b>FUNDS</b>	22				
Unrestricted funds				<b>1,026,452</b>	845,973
Restricted funds				<b>153,619</b>	188,726
<b>TOTAL FUNDS</b>				<b>1,180,071</b>	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 £
<b>Cash flows from operating activities</b>			
Cash generated from operations	1	93,752	80,452
Interest paid		<u>(26,672)</u>	<u>(22,603)</u>
Net cash provided by operating activities		<u>67,080</u>	<u>57,849</u>
 <b>Cash flows from investing activities</b>			
Purchase of tangible fixed assets		<u>(8,375)</u>	<u>(17,389)</u>
Interest received		7,060	53,813
Net cash (used in)/provided by investing activities		<u>(1,315)</u>	<u>36,424</u>
 <b>Cash flows from financing activities</b>			
Loan repayments in year		<u>(72,734)</u>	<u>(46,971)</u>
Interest paid		52,380	22,603
Net cash used in financing activities		<u>(20,354)</u>	<u>(24,368)</u>
 <b>Change in cash and cash equivalents in the reporting period</b>		<u>45,411</u>	69,905
<b>Cash and cash equivalents at the beginning of the reporting period</b>		<u>488,764</u>	<u>418,859</u>
 <b>Cash and cash equivalents at the end of the reporting period</b>		<u><u>534,175</u></u>	<u><u>488,764</u></u>

The notes form part of these financial statements

**Cambridge and District Citizens Bureau**

**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**

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

**2. ANALYSIS OF CHANGES IN NET DEBT**

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

The notes form part of these financial statements



Notes to the Financial Statements  
for the Year Ended 31 March 2024

**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 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.

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024

**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

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024

**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
	<u>1,433,955</u>	<u>1,176,850</u>

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

	2024	2023
	£	£
Other grants	<u>1,391,849</u>	<u>1,136,599</u>

**Cambridge and District Citizens Bureau**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2024**

**3. OTHER TRADING ACTIVITIES**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Fundraising events	<b>1,135</b>	490
Other income	<b>545</b>	-
	<b><u>1,680</u></b>	<b><u>490</u></b>

**4. INVESTMENT INCOME**

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

**5. INCOME FROM CHARITABLE ACTIVITIES**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Contracts	<b>130,764</b>	133,171
Activity Advice provision		
	<b><u>130,764</u></b>	<b><u>133,171</u></b>

**6. RAISING FUNDS**

**Raising donations and legacies**

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

**Investment management costs**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Property repairs	-	2,393
	<b><u>-</u></b>	<b><u>2,393</u></b>
Aggregate amounts	<b><u>29,164</u></b>	<b><u>13,870</u></b>

**Cambridge and District Citizens Bureau**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2024**

**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
	<u>1,324,682</u>	<u>1,567</u>	<u>1,326,249</u>

**8. SUPPORT COSTS**

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

  

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

**9. NET INCOME/(EXPENDITURE)**

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

	2024 £	2023 £
Auditors' remuneration	15,966	11,416
Depreciation - owned assets	<u>19,847</u>	<u>15,103</u>

**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	<u>405</u>	<u>920</u>

**Cambridge and District Citizens Bureau**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2024**

**11. STAFF COSTS**

	<b>2024</b>	2023
	£	£
Wages and salaries	<b>886,046</b>	859,324
Social security costs	<b>298,988</b>	192,842
	<hr/> <b>1,185,034</b> <hr/>	<hr/> 1,052,166 <hr/>

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

	<b>2024</b>	2023
Chief Executive	<b>1</b>	1
Advisers and specialists	<b>10</b>	11
Administration and support	<b>9</b>	8
Project staff	<b>14</b>	17
	<hr/> <b>34</b> <hr/>	<hr/> 37 <hr/>

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

**Cambridge and District Citizens Bureau**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2024**

**12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued**

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

**13. TANGIBLE FIXED ASSETS**

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

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

Cambridge and District Citizens Bureau

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024

**14. FIXED ASSET INVESTMENTS**

	Unlisted investments £
<b>MARKET VALUE</b>	
At 1 April 2023 and 31 March 2024	<b>500</b>
	<hr/>
<b>NET BOOK VALUE</b>	
At 31 March 2024	<b>500</b>
	<hr/>
At 31 March 2023	500
	<hr/>

There were no investment assets outside the UK.

**15. INVESTMENT PROPERTY**

	£
<b>FAIR VALUE</b>	
At 1 April 2023 and 31 March 2024	<b>715,000</b>
	<hr/>
<b>NET BOOK VALUE</b>	
At 31 March 2024	<b>715,000</b>
	<hr/>
At 31 March 2023	715,000
	<hr/>
Fair value at 31 March 2024 is represented by:	
	£
Valuation in 2023	<b>145,000</b>
Cost	<b>570,000</b>
	<hr/>
	<b>715,000</b>
	<hr/>

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

	<b>2024</b>	2023
	£	£
Cost	<b>570,000</b>	570,000
	<hr/>	<hr/>

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



**Cambridge and District Citizens Bureau**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2024**

**16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

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

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

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

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

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Bank loans (see note 19)	<b>625,090</b>	-
	<hr/> <b>625,090</b> <hr/>	<hr/> - <hr/>

**19. LOANS**

An analysis of the maturity of loans is given below:

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

**Cambridge and District Citizens Bureau**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2024**

**20. LEASING AGREEMENTS**

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

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

**21. SECURED DEBTS**

The following secured debts are included within creditors:

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Bank loans	<b>647,155</b>	-

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).

**Cambridge and District Citizens Bureau**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2024**

**22. MOVEMENT IN FUNDS**

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
<b>Unrestricted funds</b>				
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	-
	<u>845,973</u>	<u>89,087</u>	<u>91,392</u>	<u>1,026,452</u>
<b>Restricted funds</b>				
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
	<u>188,726</u>	<u>56,285</u>	<u>(91,392)</u>	<u>153,619</u>
<b>TOTAL FUNDS</b>	<u><u>1,034,699</u></u>	<u><u>145,372</u></u>	<u><u>-</u></u>	<u><u>1,180,071</u></u>

**Cambridge and District Citizens Bureau**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2024**

**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 £
<b>Unrestricted funds</b>				
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)
	<u>209,518</u>	<u>(119,768)</u>	<u>(663)</u>	<u>89,087</u>
<b>Restricted funds</b>				
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
	<u>1,433,796</u>	<u>(1,377,511)</u>	<u>-</u>	<u>56,285</u>
<b>TOTAL FUNDS</b>	<u><u>1,643,314</u></u>	<u><u>(1,497,279)</u></u>	<u><u>(663)</u></u>	<u><u>145,372</u></u>

**Cambridge and District Citizens Bureau**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2024**

**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 £
<b>Unrestricted funds</b>				
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
	<u>979,430</u>	<u>(170,163)</u>	<u>36,706</u>	<u>845,973</u>
<b>Restricted funds</b>				
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)	-
liC	-	(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
	<u>80,206</u>	<u>145,226</u>	<u>(36,706)</u>	<u>188,726</u>
<b>TOTAL FUNDS</b>	<u>1,059,636</u>	<u>(24,937)</u>	<u>-</u>	<u>1,034,699</u>

**Cambridge and District Citizens Bureau**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2024**

**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 £
<b>Unrestricted funds</b>				
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)
	<u>117,444</u>	<u>(228,607)</u>	<u>(59,000)</u>	<u>(170,163)</u>
<b>Restricted funds</b>				
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
liC	-	(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
	<u>1,245,358</u>	<u>(1,100,132)</u>	<u>-</u>	<u>145,226</u>
<b>TOTAL FUNDS</b>	<u>1,362,802</u>	<u>(1,328,739)</u>	<u>(59,000)</u>	<u>(24,937)</u>

**Cambridge and District Citizens Bureau**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2024**

**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 £
<b>Unrestricted funds</b>				
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	-
	<u>979,430</u>	<u>(81,076)</u>	<u>128,098</u>	<u>1,026,452</u>
<b>Restricted funds</b>				
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
liC	-	(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 MAs	-	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
	<u>80,206</u>	<u>201,511</u>	<u>(128,098)</u>	<u>153,619</u>

Cambridge and District Citizens Bureau

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024

22.	MOVEMENT IN FUNDS - continued				
	TOTAL FUNDS	1,059,636	120,435	-	1,180,071
		<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>



**Cambridge and District Citizens Bureau**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2024**

**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 £
<b>Unrestricted funds</b>				
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)
	<u>326,962</u>	<u>(348,375)</u>	<u>(59,663)</u>	<u>(81,076)</u>
<b>Restricted funds</b>				
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
	<u>2,679,154</u>	<u>(2,477,643)</u>	<u>-</u>	<u>201,511</u>
<b>TOTAL FUNDS</b>	<u>3,006,116</u>	<u>(2,826,018)</u>	<u>(59,663)</u>	<u>120,435</u>

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024

**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 reclassified 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 Cambridgeshire 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**

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024

**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 £
<b>INCOME AND ENDOWMENTS</b>		
<b>Donations and legacies</b>		
Donations	42,106	40,251
Grants	1,391,849	1,136,599
	<hr/>	<hr/>
	1,433,955	1,176,850
<b>Other trading activities</b>		
Fundraising events	1,135	490
Other income	545	-
	<hr/>	<hr/>
	1,680	490
<b>Investment income</b>		
Rents received	68,666	50,769
Meeting room hire	1,189	-
Deposit account interest	7,060	1,522
	<hr/>	<hr/>
	76,915	52,291
<b>Charitable activities</b>		
Contracts	130,764	133,171
	<hr/>	<hr/>
<b>Total incoming resources</b>	1,643,314	1,362,802
<b>EXPENDITURE</b>		
<b>Raising donations and legacies</b>		
Sundries	3,456	828
Project costs	-	237
Loan interest	25,708	10,412
	<hr/>	<hr/>
	29,164	11,477
<b>Investment management costs</b>		
Property repairs	-	2,393
<b>Charitable activities</b>		
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

This page does not form part of the statutory financial statements

**Cambridge and District Citizens Bureau**

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

	2024 £	2023 £
<b>Charitable activities</b>		
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
	<hr/>	<hr/>
	1,324,682	1,184,528
 <b>Support costs</b>		
<b>Management</b>		
Health & safety	586	837
Security systems	4,940	1,817
	<hr/>	<hr/>
	5,526	2,654
 <b>Finance</b>		
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	-
	<hr/>	<hr/>
	36,808	44,120
 <b>Human resources</b>		
Postage and stationery	1,185	60
Office equipment (non IT)	4,799	6,206
	<hr/>	<hr/>
	5,984	6,266
 <b>Communications</b>		
Telephone	31,060	21,888
Postage and stationery	3,069	8,358
IT costs	8,868	20,416
	<hr/>	<hr/>
	42,997	50,662
 <b>Administration</b>		
Recruitment, training & travel	14,103	6,162

This page does not form part of the statutory financial statements

**Cambridge and District Citizens Bureau**

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

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

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## Signature 1

Signed by Antoinette Jackson using authentication code NTxXTGICLGhGOD5u 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"