

Report of the Trustees and  
Financial Statements for the Year Ended 31 March 2025  
for  
Cambridge & District Citizens Advice  
Bureau

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

Cambridge & District Citizens Advice  
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for the Year Ended 31 March 2025

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Reference and Administrative Details  
for the Year Ended 31 March 2025

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

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Reference and Administrative Details  
for the Year Ended 31 March 2025

PATRONS

Dr Pamela Raspe  
Cazzy Walshe

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Chairman's Report  
for the Year Ended 31 March 2025

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

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

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

Other local advice projects in 2024/25 included:

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

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

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

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

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

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Chairman's Report  
for the Year Ended 31 March 2025

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

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

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

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

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

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

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

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Chairman's Report  
for the Year Ended 31 March 2025

We look forward with confidence and optimism to the year ahead. Among our key aims are plans to:

- o Review the future of our current building on Devonshire Road and consider where we may need to be located in future years
- o Review, and where required, overhaul our current service delivery model to ensure our charity continues to meet the needs of our clients, partner agencies and supporters
- o Undertake a workforce development review to ensure we are future-proofing our organisation and providing opportunities for progression
- o Consider the environmental impact of our charity and explore ways to reduce our carbon footprint

We shall seize the opportunity for innovation and improvement in order to offer the best possible service to our clients; to build stronger partnerships; to explore new funding streams; and support, encourage and celebrate the achievements of our staff and volunteers.

Heather DuQuesnay CBE  
Chair

Date

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Report of the Trustees  
for the Year Ended 31 March 2025

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

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



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Report of the Trustees  
for the Year Ended 31 March 2025

OBJECTIVES AND ACTIVITIES

Objectives and aims

OBJECTIVES AND ACTIVITIES

Objectives and aims

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

Our Aims:

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

Our values:

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

Citizens Advice has 4 principles:

- o Independence
- o Impartiality
- o Free
- o Confidentiality

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

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

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

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

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

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

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Report of the Trustees  
for the Year Ended 31 March 2025

## OBJECTIVES AND ACTIVITIES

Business plan 24-25 Cambridge and District Citizens Advice Strategic Objectives:

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

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

During 2024/25, these included:

- o To continue to develop advice in the community via outreaches.
- o To continue to develop partnership projects which, among other things, will enable and empower groups in the community to deliver basic information locally.
- o To help people to use ICT effectively - to bridge the digital divide and enhance the delivery of advice, training and initiatives by providing or helping people to utilise free access to these services in community locations.
- o Reach more young people and marginalised communities by working on making what we do more accessible to them and helping them to understand that what we do is relevant.
- o Extend our research and campaigning work to involve more people and generate more evidence to support our endeavours to influence policy and decision makers.

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Report of the Trustees  
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## OBJECTIVES AND ACTIVITIES

### Significant activities

#### Overview

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

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

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

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

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

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

#### Public benefit

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

#### Volunteers

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

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Report of the Trustees  
for the Year Ended 31 March 2025

## OBJECTIVES AND ACTIVITIES

### Charitable activities

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

### Quality

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

### Internal and External Factors

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

### Complaints

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

## FINANCIAL REVIEW

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

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

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

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

### Reserves Policy

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

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

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

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Report of the Trustees  
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## OBJECTIVES AND ACTIVITIES

Unrestricted reserves consist as follows:

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

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

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

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

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

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

### Restricted Reserves

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

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

### Principal Funding Sources

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

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

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

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

In the year ended 31 March 2025 no fundraising complaints were received (2024: nil).

### Investment Policy and Objectives

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

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Report of the Trustees  
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STRATEGIC REPORT

Future plans

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

Underpinned by and interconnected with two longer term cross-cutting strategic priorities:

- o To improve equity, enhance diversity and increase inclusion through our policies and practices as an employer & volunteer agent, as a service and as an organisation and sector leader.
- o To systematically explore and implement changes which increase our positive environmental impact.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

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

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

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

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

Recruitment and appointment of new trustees

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

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

Helen Jones - CEO

Jolene Jordan - Contracts and Compliance Manager

Julie Cornwell - Observer from Cambridge City Council

Councillor Sunita Hansraj - Observer from South Cambridgeshire District Council

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Report of the Trustees  
for the Year Ended 31 March 2025

## STRUCTURE, GOVERNANCE AND MANAGEMENT

### Organisational structure

#### Governance

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

#### Finance Committee

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

#### HR Committee

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

#### Appeals Committee

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

#### Fundraising and Business Development Committee

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

#### Research and Campaigns Committee

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

The Chief Executive is responsible to the Board:

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

#### Remuneration Policy

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

#### Regulation

CDCA is regulated by the Financial Conduct Authority FRN: 617537

CDCA is a qualified Living Wage employer

CDCA is regulated under the Advice Quality Standard and the Money Advice Service quality framework

#### Induction and Training of New Trustees

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

#### Citizens Advice

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

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Report of the Trustees  
for the Year Ended 31 March 2025

## STRUCTURE, GOVERNANCE AND MANAGEMENT

### Risk management

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

## STRUCTURE, GOVERNANCE AND MANAGEMENT

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

Risks are identified and evaluated in the following ways:

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

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

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

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

These risks are mitigated by:

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

## PLANS FOR THE FUTURE

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

## GOING CONCERN

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

## STATEMENT OF TRUSTEES' RESPONSIBILITIES

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



Cambridge & District Citizens Advice  
Bureau

Report of the Trustees  
for the Year Ended 31 March 2025

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

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

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

In so far as the trustees are aware:

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

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

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

AUDITORS

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

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

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

.....  
R A L French - Trustee

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

#### Opinion

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

In our opinion the financial statements:

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

#### Basis for opinion

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

#### Conclusions relating to going concern

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

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

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

#### Other information

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

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

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

#### Opinions on other matters prescribed by the Companies Act 2006

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

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

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

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

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

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

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims;
- reviewing correspondence with HMRC, relevant regulators [Scania for franchise purposes] and the company's legal advisors.

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

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

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

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

Use of our report

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

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

Date: .....

Cambridge & District Citizens Advice  
Bureau

Statement of Financial Activities  
for the Year Ended 31 March 2025

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

The notes form part of these financial statements

Cambridge & District Citizens Advice  
Bureau

Balance Sheet  
31 March 2025

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

The notes form part of these financial statements

Cambridge & District Citizens Advice  
Bureau

Balance Sheet - continued  
31 March 2025

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

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

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

.....  
R A L French - Trustee



Cambridge & District Citizens Advice  
Bureau

Cash Flow Statement  
for the Year Ended 31 March 2025

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

The notes form part of these financial statements

Cambridge & District Citizens Advice  
Bureau

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

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

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

2. ANALYSIS OF CHANGES IN NET DEBT

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

The notes form part of these financial statements

Notes to the Financial Statements  
for the Year Ended 31 March 2025

1. ACCOUNTING POLICIES

**Basis of preparing the financial statements**

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

**Going concern**

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

**Income**

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

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

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

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

**Expenditure**

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

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

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

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2025

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.

Cambridge & District Citizens Advice  
Bureau

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2025

1. ACCOUNTING POLICIES - continued

OPERATING LEASES

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

CASH AT BANK AND IN HAND

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

DEBTORS

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

LIABILITIES AND PROVISIONS

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

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

FINANCIAL INSTRUMENTS

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

PENSIONS

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

2. DONATIONS AND LEGACIES

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

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

	2025	2024
	£	£
Other grants	<u>1,071,913</u>	<u>1,391,849</u>

Cambridge & District Citizens Advice  
Bureau

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2025

3.	OTHER TRADING ACTIVITIES		2025	2024
			£	£
	Fundraising events		-	1,135
	Other income		2,975	545
			<u>2,975</u>	<u>1,680</u>
4.	INVESTMENT INCOME		2025	2024
			£	£
	Rents received		72,478	68,666
	Meeting room hire		645	1,189
	Deposit account interest		8,059	7,060
	HMRC interest		273	-
			<u>81,455</u>	<u>76,915</u>
5.	INCOME FROM CHARITABLE ACTIVITIES		2025	2024
			£	£
	Contracts	Activity Advice provision	160,798	130,764
6.	RAISING FUNDS			
	Raising donations and legacies		2025	2024
			£	£
	Sundries		5,617	3,456
	Loan interest		23,177	25,708
			<u>28,794</u>	<u>29,164</u>
7.	CHARITABLE ACTIVITIES COSTS			
				Direct Costs
				£
	Advice provision			1,250,805
	Partner funding			81,520
				<u>1,332,325</u>

Cambridge & District Citizens Advice  
Bureau

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2025

8. SUPPORT COSTS

	Management £	Finance £	Human resources £
Other resources expended	3,210	41,097	5,070
	<u>          </u>	<u>          </u>	<u>          </u>
	Communications £	Administration £	Governance costs £
Other resources expended	46,425	7,383	44,328
	<u>          </u>	<u>          </u>	<u>          </u>
			Totals £
			147,513
			<u>          </u>

9. NET INCOME/(EXPENDITURE)

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

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

10. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

	2025 £	2024 £
Trustees' expenses	662	405
	<u>          </u>	<u>          </u>

11. STAFF COSTS

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

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

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

Cambridge & District Citizens Advice  
Bureau

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2025

11. STAFF COSTS - continued

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

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

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

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

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

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



Cambridge & District Citizens Advice  
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Notes to the Financial Statements - continued  
for the Year Ended 31 March 2025

13. TANGIBLE FIXED ASSETS

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

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

14. FIXED ASSET INVESTMENTS

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

There were no investment assets outside the UK.

15. INVESTMENT PROPERTY

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

Cambridge & District Citizens Advice  
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Notes to the Financial Statements - continued  
for the Year Ended 31 March 2025

15. INVESTMENT PROPERTY - continued

Fair value at 31 March 2025 is represented by:

	£
Valuation in 2023	145,000
Valuation in 2024	65,000
Cost	570,000
	<hr/>
	780,000
	<hr/>

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

	2025	2024
	£	£
Cost	570,000	570,000
	<hr/>	<hr/>

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

16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

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

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

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

Cambridge & District Citizens Advice  
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Notes to the Financial Statements - continued  
for the Year Ended 31 March 2025

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

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

19. LOANS

An analysis of the maturity of loans is given below:

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

20. LEASING AGREEMENTS

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

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

21. SECURED DEBTS

The following secured debts are included within creditors:

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

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

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

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

Cambridge & District Citizens Advice  
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Notes to the Financial Statements - continued  
for the Year Ended 31 March 2025

22. MOVEMENT IN FUNDS

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

Cambridge & District Citizens Advice  
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Notes to the Financial Statements - continued  
for the Year Ended 31 March 2025

22. MOVEMENT IN FUNDS - continued

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

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

Cambridge & District Citizens Advice  
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Notes to the Financial Statements - continued  
for the Year Ended 31 March 2025

22. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

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

Cambridge & District Citizens Advice  
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Notes to the Financial Statements - continued  
for the Year Ended 31 March 2025

22. MOVEMENT IN FUNDS - continued

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

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

Cambridge & District Citizens Advice  
Bureau

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2025

22. MOVEMENT IN FUNDS - continued

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

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



Cambridge & District Citizens Advice  
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Notes to the Financial Statements - continued  
for the Year Ended 31 March 2025

22.	MOVEMENT IN FUNDS - continued				
	TOTAL FUNDS	1,034,699	57,281	-	1,091,980
		<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>

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

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

Cambridge & District Citizens Advice  
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Notes to the Financial Statements - continued  
for the Year Ended 31 March 2025

22. MOVEMENT IN FUNDS - continued

Restricted funds

Citizens Advice - Energy Advice Programme

Funding to deliver 1:1 advice on energy awareness and savings.

Citizens Advice - Energy Outreach Programme

Funding to deliver community advice on energy awareness and savings.

Cambridge City Council - Core Funding

To deliver core services to the people of Cambridge.

Cambridge City Council - Financial Capability

To support the training of groups and individuals to help them better understand how to manage their money.

Cambridge City Council - Homelessness Prevention

Specialist independent support, advice and representation around housing and debt issues.

Cambridge City Council - Specialist Welfare Rights

To provide casework service 5 days a week including benefits appeals and representation, training and updates to external agencies.

Citizens Advice - Trussell Trust Foodbank Service

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

John Huntingdon Charity, Sawston

Providing specialist debt casework for the residents of Sawston and the surrounding areas.

South Cambridgeshire District Council Core Funding

Grant to deliver core CAB services to the people of South Cambridgeshire.

South Cambridgeshire District Council - Housing Debt Advice

To provide debt advice to local residents in the Cambourne area.

Cardinal Contract

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

CHS Contract

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

Cambridgeshire County Council - Income Maximisation

Funding to provide income maximisation advice to Cambridgeshire residents who are over 18.

Work and Health Employment Hubs

Funded to provide advice and support to vulnerable people wanting to seek paid employment.

Change Grow Live

Funding to support clients undergoing drug and alcohol recovery programmes by dealing with underlying advice issues

Quakers

Funding to provide energy grants to low income individuals and families in fuel poverty

Designated funds

The 66 Devonshire Road Fund

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

The Revaluation Reserve

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

The Development Fund

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

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2025

22. MOVEMENT IN FUNDS - continued

The Building Maintenance Fund

Created to set aside essential upgrade and replacement of building infrastructure

23. EMPLOYEE BENEFIT OBLIGATIONS

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

24. CONTINGENT LIABILITIES

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

25. RELATED PARTY DISCLOSURES

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

Cambridge & District Citizens Advice  
Bureau

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

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

This page does not form part of the statutory financial statements

Cambridge & District Citizens Advice  
Bureau

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

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

This page does not form part of the statutory financial statements

Cambridge & District Citizens Advice  
Bureau

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

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

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