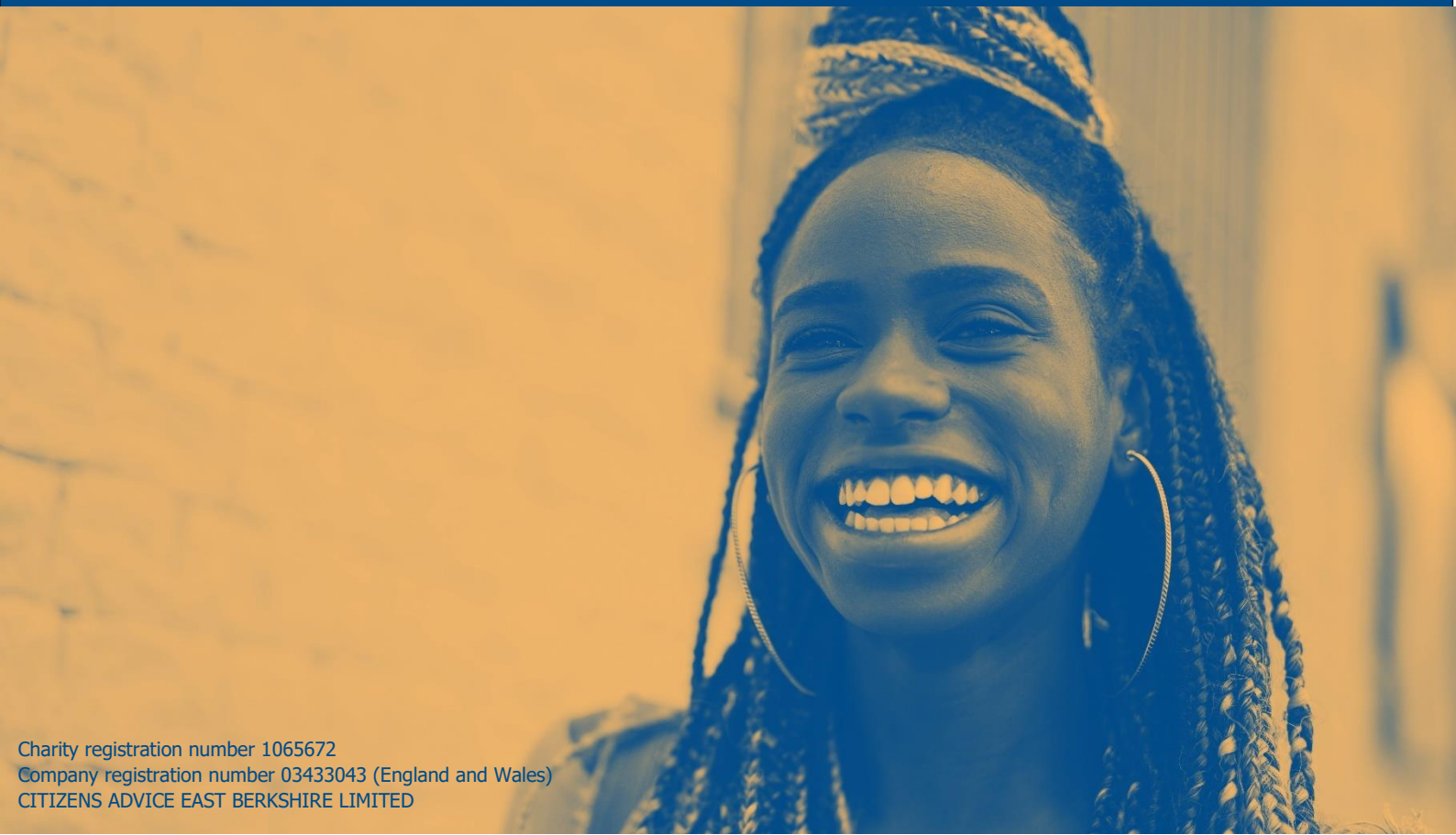




East
Berkshire

Citizens Advice East Berkshire Limited Annual Report & Unaudited Financial Statements for the Year Ended 31st March 2023



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Introduction and how we deliver our services

Citizens Advice East Berkshire is a local charity offering advice services to people living in Bracknell Forest, Windsor and Maidenhead and Slough.

Whoever you are, whatever the issue, we're here to help solve life's problems. We offer free, impartial, confidential and independent advice and information to everyone on their rights and responsibilities.

Message from the CEO – Jeremy Sandell



Rising costs and interest rates pushed many people into hardship this year which was reflected in the rise of calls to Adviceline that we received between April 2022 and March 2023. We have seen the effects of the cost of living crisis hit some parts of society more than others. People with disabilities and long-term health conditions made up 46% of our client base and people from Black, Asian and Minority Ethnic backgrounds made up 30%.

In such challenging times I have been immensely proud of the contribution that our highly skilled and dedicated team of staff and volunteers have made. You will see the impact of this elsewhere in this report; for me, the month-on-month growth in the number of people we advised showed the commitment of colleagues to support people in Bracknell, Maidenhead and Windsor and Slough. They saw more people face to face and answered more calls, they recruited and trained new colleagues, they made a genuine difference to the lives of so many.

We measure a lot of that by the financial outcomes the team achieves, we can only report what we know, so this is always an under-representation of what is achieved.

In the course of the year I have lost count of the number of times people have told me that the work of our advisers has meant so much more; homelessness, debt, unemployment, losing benefits, family break-ups and so many more issues have caused people suffering and despair. Our team members have been there for people when they have needed us the most.

It is already clear that the cost-of living crisis isn't going away anytime soon. Our biggest single challenge continues to be finding the capacity to help more people. Our success in growing the team so far is underpinned by the support of our partners and funders – without them it really couldn't happen.



Rising costs are pushing people into hardship



46% of client base are people with disabilities



30% of client base have BAME backgrounds

Message from the Chair – Cheryl Coppel

We are proud that our dedicated volunteers and staff have been able to help so many people at a time when they need it most. Though we live in a relatively affluent area, local people are still facing enormous challenges with their fuel bills, housing and benefits.

We help people according to their need. At one end of the spectrum, we can share knowledge to allow clients to help themselves; many clients need more practical assistance with their challenges while some need very substantial assistance over a number of months to deal with a range of interrelated issues and challenges.

Most of our advice is given by our highly trained and dedicated volunteers and we are now in full swing recruiting and training new volunteers in order to be able to help as many clients as possible.



Our volunteers do fantastic work, giving so much of their own time to help others and we and our clients are eternally grateful to them.

We are proud to have won contracts to serve the most disadvantaged in our community, such as those struggling with mental health challenges and with fuel poverty. We will continue to champion those who need assistance because of ill health, discrimination and poverty.

“ Thanks to our funders and sponsors in the local authorities we serve in East Berkshire, we hope to continue the good work and to help more people in the future. ”




How we Deliver our Services


Citizens Advice’s unique offer is the ability to deal with a wide range of issues and to be able to deal with multiple issues facing some clients.

Our first point of contact continues to be mainly through our phone service – Advice Line. In addition, face to face drop-in sessions and outreach were re-established as planned in 22/23 and will continue to be available on some days in each of the council areas served in 2023/24. Partner referral can be made by key partners and stakeholders and for specific contract referrals. Going forward webchat will be explored.





For the number of clients needing more in-depth advice and casework, face to face, telephone, email and home visits are all available.



Moving forward, we will put plans in place to find the right balance between channels for initial contact and more complex work with clients.



Quality of advice is always a top priority for our clients. External quality checkers are retained as well as internal review. Our QAA rating for 2022/23 was Green, which means we met the quality standards required by Citizens Advice.

Citizens Advice East Berkshire advised a cumulative monthly total of 9,346 clients



The major issues clients faced were similar to previous years with the largest proportion of clients coming to us with benefits issues.



Debt and housing also remain significant challenges for our clients. There have been very slight rises in the numbers seeking help from both housing and debt over the numbers in 2022/23.



Clients in RBWM, Bracknell Forest and Slough are over-represented from potentially disadvantaged groups. BAME clients exceed the population demography.



Clients with long term health conditions and disabilities account for a far higher proportion of our clients (44%) than the population average of 24%. This ties in with the top benefits issues for clients being Personal Independence Payments.



In terms of age reach, younger people (15-19) are under-represented in each area we serve. Older people are slightly under-represented in RBWM and Bracknell Forest but not in Slough.

In addition to our core advice services described above, separate additional contracts and grants enable us to reach specific vulnerable groups.

Debt Counselling

For Maidenhead, Windsor and Bracknell to provide a dedicated debt advisory service.

Better Care Funding

For Maidenhead and Windsor to support older residents and residents with disabilities and respond to social prescribing referrals.

Silva Homes

Silva Homes outreach support for Bracknell residents living in Silva Home accommodation.

Mental Health Support

Services commissioned by the NHS to provide support to clients with mental health challenges on referral from local NHS services.

Outreach Services

Outreach services in Ascot, Sunningdale and Bracknell Children's Centre.

Fuel Poverty

A new contract to assist referrals from social prescribers, targeted at older people in Bracknell – six-month pilot scheme.

Foodbanks

Foodbank clients in Slough.

The Better Care Fund



silva



Case Studies

1. Successful benefit tribunals

A client had been turned down for both elements of their Personal Independence Payment (PIP) application. We represented them at a tribunal which overturned the decision, and our client was awarded the enhanced rates for both care and mobility. This resulted in a backdated award of £6,000 plus £152.15 per week going forward.

£6,000 Backdated
£152.15 Going Forward

We also represented another client at a tribunal hearing, who had been turned down for both elements of their PIP application. Again, the tribunal overturned the decision, and our client was awarded the enhanced rates for both care and mobility, along with a backdated award of £10,000 plus £152.15 per week going forward.

£10,000 Backdated
£152.15 Going Forward

2. Preventing homelessness

We supported a client about to be made homeless with five children, some of whom have disabilities. Our adviser helped the client in talks with the council to find the family suitable housing. Our client was re-housed into a home next door to her children's school.

3. Supporting carers with energy costs

Our client lived with and was caring for his mother until she died in 2020. For more than a year the client had been trying to sort out an issue with their energy supplier who refused to give the client their promised credit of £989, raised a debt on his account of over £380 and were deducting a weekly amount from a prepaid meter to recover this. During this time our client suffered a severely fractured leg and had been in a frame for the last six months, in pain, immobile and under ever-increasing stress because of this energy bill issue.

When we got involved the client could not afford to heat his home. Via a three-way call we negotiated an agreement with the energy supplier that our client would receive the credits due to him, that he did not have the £380 debt and that he had also overpaid by £55. The client was provided with a link to access a code to go to the pay zone to get a refund. This meant a gain for him of over **£1,300** and confirmation of no outstanding debt. The client no longer has the added stress of trying to sort out this situation, as well as receiving a financial gain and reduced outgoings.



Financial Gain



Reduced Outgoings



Stress Relief

Our mission, aims and strategic objectives

MISSION



We empower people with the knowledge and confidence they need to find their way forward, whoever they are and whatever their problem, recognising and supporting those who find it most difficult to help themselves without some additional assistance.

AIMS



- Serve as many clients as possible through offering high quality information and advice, particularly targeting and assisting the most vulnerable
- Invest in front line services in order to be as efficient as possible
- Increase volunteer capacity to serve more clients
- Create a more sustainable organisation, growing our funding opportunities and reach
- Create a more robust organisation through learning and sharing expertise and resources

STRATEGIC OBJECTIVES 2022/23 TO 2024/25



After consultation our trustee board agreed 5 key strategic objectives, to achieve our aims. Delivery was regularly monitored by the board.

1. Retain and develop a strong and effective board
2. Maximise client numbers, impact and quality of service
3. Retain and develop effective staff and volunteer capacity
4. Deliver an effective funding strategy
5. Maintain and develop stakeholder engagement and collaboration, becoming a positive strength and influencer in the local community

Citizens Advice East Berkshire Progress in 2022/23 and Requirements for 2023/24

Trustee Board



The trustee board has seen a number of changes in 2022/23 as long-serving trustees from the legacy organisations have stood down. Succession planning has been in place to recruit and assimilate new board members, particularly a new treasurer.

Some trustee vacancies will allow the recruitment of trustees for the Slough area in 2023/24.

Advice Service for Clients



Due to the work of our staff and volunteers we were able to maintain the same number of clients supported in 2022/23 as 2021/22. It is still our aim for 2023/24 to help more clients to meet the increasing growth in demand for help with rising fuel bills and inflation. We will be investing throughout 2023/24 to significantly uplift volunteer capacity to advise more clients.



Our service quality remained good throughout 2022/23, as evidenced by external quality checks. This good service quality will be maintained in 2023/24 through high levels of supervision and regular quality checks.



Some drop-in sessions are now taking place in each area as planned. The balance between drop-in, outreach and telephone, email and webchat access needs to be reviewed during 2023/24.



A low offer of webchat and other forms of social media connectivity may be suppressing demand for the under 24s. This will be investigated in 2023/24.

Our Staff and Volunteers



Volunteer numbers require replenishing and augmenting in order to meet more demand. Our new training scheme set up in 2022/23 is working well and moving as fast as possible given the need to ensure the quality of client response for new volunteer assessors. It will take most of 2023/24 to rebuild the volunteer capacity lost during the Covid period. While new volunteers are being brought on board it will be necessary to retain some paid telephone staff.



Working from home has brought benefits in 2022/23, but also resulted in a mixed picture of remote and office working which requires extra effort to keep in touch with remote volunteers and staff. Staff and volunteers worked extremely hard in 2022/23 to ensure clients were advised. More work will be undertaken in 2023/24 to ensure staff feel listened to and valued and believe they are being given the right skills and support for their work.

Funding and Stakeholder Engagement



Our core funders, RBWM, BFC, SBC and Baylis Trust remain supportive and enable the delivery of services to local residents. Local town and parish councils also continue to support us and are very supportive of our work.



Our offer to very vulnerable clients was enhanced in 2022/23 through the delivery of a new NHS contract to support clients with very substantial mental health challenges. Funding has been agreed for a further year, as the service is valued by our partners.



We consolidated our work in Slough which led to us winning a three-year contract to provide advice to Slough residents. This achieved one of our key aims to expand to become more sustainable. Further expansion, particularly to fund assistance for those most in need remains a key aim for 2023/24.

Influencing change

We have a key role to undertake research to find out about issues that affect people in our area. In 2022/23 we regularly analysed our internal data on issues clients bring to us which we know to be:



Benefits



Housing



Debt

We also analysed detailed evidence forms for trends, government statistics to understand the level of need in our area and feedback from our advisors and stakeholders. This enabled us to understand the issues faced by people in our local area.

We then have a role to “campaign”, which describes what we do as a result of that research, to enable change. This has included in 2022/23, using our social media, especially Twitter for cost of living issues and locally engagement with local authorities, housing associations and other stakeholders to understand and resolve issues. As we are part of the National Citizens Advice network we also participated to ensure evidence for their national campaigns, where our local clients have issues such as cost of living that are faced by people elsewhere in the country.

Key for 2023/24 will be to maintain our current activity, get our advisors more involved and focusing on Slough to ensure engagement with local stakeholders and gathering evidence forms.



“

We have a role to campaign to enable change

”

Key Focus Areas 2023/24

- Improve efficiency and effectiveness to help more people with high quality advice including mobilising the Slough contract
- Extend reach through more locations and different opening hours – ensure we are socially and geographically relevant and meeting the diverse needs of our communities
- Answer more calls through new technologies and improved processes
- Increase our capacity by expanding resource
- Ramp up our pipeline of volunteers and advisors through fast-track recruitment and onboarding techniques
- Continue to develop our culture to become a fully merged organisation – including Slough – with staff who feel informed, motivated, valued and respected and able to serve our diverse communities
- Develop the long-term plan for the organisation’s operational requirements, including site facilities
- Secure further funding and develop incremental revenue opportunities particularly for currently disadvantaged groups
- Continue to explore future potential partnerships and mergers

Structure, governance and management

Governing Document

Citizens Advice East Berkshire Limited (CAEB) is a registered charity and a company limited by guarantee and without share capital. CAEB was created through a merger of Bracknell and District Citizens Advice Bureau Limited, operating as Citizens Advice Bracknell & District (CABD) and Citizens Advice Maidenhead and Windsor (CAMW). All assets and liabilities of Citizens Advice Maidenhead and Windsor were transferred to Bracknell and District Citizens Advice Bureau Limited on 1 April 2021.

CAMW was established on 1 September 1939 and incorporated as a company limited by guarantee on 13 December 2000. CABD was established in November 1961 and incorporated as a company limited by guarantee on 12 September 1997 but carried on no activities nor received any income until 1 April 1998 when it succeeded to the assets, liabilities and charitable activities of Bracknell Citizens Advice Bureau which ceased to operate on that day.

citizens
advice

East
Berkshire

Following successful transfer of assets and liabilities, CABD changed its name to CAEB on 1 April 2021. On 31 March 2023 the company had 10 trustees. CAEB is governed by its Memorandum and Articles of Association as approved on 1 April 2021.

Recruitment and Appointment of Trustees



CAEB is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The trustees carry the ultimate responsibility for the conduct of CAEB and for ensuring that the charity satisfies its legal and contractual obligations.

Trustees meet at a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of trustees' interests is maintained at the registered office and is available to the public.

Trustees were drawn from interested residents from Bracknell Forest, Maidenhead, Slough and the surrounding district. New trustees are appointed for a term of three years, at which point they must resign. Outgoing members may elect to stand for an additional three-year term, subject to Board approval. Council representatives and a committee member representing the volunteers attend Board meetings when their views are actively sought although they have no voting rights.

The Charity Commission's Governance Code recommends that if a trustee has served for more than nine years, their reappointment is subject to a particularly rigorous review taking into account the need for progressive refreshing of the board and should also be explained in the annual Trustees' Report. There are no such members currently serving.



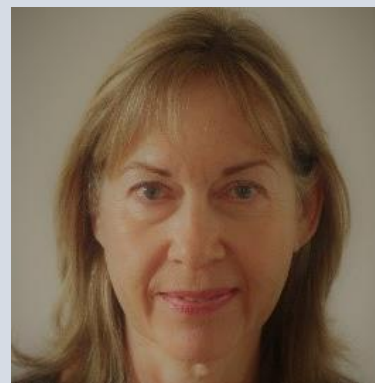
Our Trustees as of March 2023



Cheryl Coppel
Chair
Appointed 19/11/20



Ian Chambers
Treasurer
Appointed 08/01/20



Susan Branchflower
Appointed 19/11/20



Kim Broad
Appointed 18/11/21



Christine Haswell
Appointed 20/05/21



Thomas Quincey
Appointed 18/11/21



Hazel Standbridge
Appointed 06/05/21



Penny Thorpe
Vice Chair
Appointed 01/04/21



Graham Walmsley
Appointed 06/05/21

Change in Trustees

The following trustees stepped down from their roles:

- Keith Read resigned 15 September 2022
- Jason Rawling resigned January 2023
- Ilfe Kantona co-opted 15 November 2022 resigned December 2022

Senior Team



Independent Examiner: F J Wilde, Frances Wilde FCCA DChA, 4 Marigold Drive, Bisley, Surrey, GU24 9SF

Bankers: The Co-Operative Bank, 34 St Mary's Butts, Reading, RG1 2LQ

The Chief Executive was appointed on 1 April 2021. From 1 April 2021, Cheryl Coppell was appointed Chair of CAEB and Geoff Smith as Vice-Chair. Geoff Smith was previously Chair of CABD. Geoff Smith resigned on 23 June 2021. Penny Thorpe was appointed Vice-Chair from 26 August 2021. Jason Rawlings the treasurer resigned in January 2023. The new Treasurer Ian Chambers was appointed 15 September 2022.

None of the trustees has any beneficial interest in the company. All the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

Management Sub-Committees



Finance & Governance



Operations



Public Benefit

The number of sub committees was reduced from 4 to 3 in 2022, following a review, by combining Finance and Governance. All sub-committees have terms of reference approved by the Trustee Board.

Sub-committees are made up of trustees and members of senior management who meet at least quarterly and report their activities to the full Trustee Board.

Trustee Induction and Training

New trustees are briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. They also meet staff, volunteers and other trustees and are offered a day to shadow a volunteer in their advisory role, with client consent.



Trustees are included in an annual training needs assessment and skills audit and are offered training in response to that and encouraged to attend appropriate external training events where these will facilitate the understanding of their role. All trustee training is logged through the training administrator.

Organisation Structure

CAEB is a member of Citizens Advice, the operating name for the National Association of Citizens Advice Bureaux (NACAB), which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of CAEB to fulfil its charitable objectives and comply with the national membership requirements.



The Chief Executive Officer (CEO) of the organisation has been appointed by the trustees to manage the day-to-day operations of the charity. In addition, there is an experienced team of paid staff and volunteers who deliver the service offered by the charity.



Trustees and the senior management team (SMT) meet to review progress against targets, the charity's financial position and to discuss issues referred to them by the Trustee Board. Their implementation is organised by the CEO and the staff team. There are regular staff, volunteer meetings and SMT meetings which ensure that progress is being made against targets. A Business Plan is reviewed by the Trustee Board at least annually and provides a three-year planning outlook. Reports and recommendations are taken to the full board for approval.



There is an Annual General Meeting (AGM) which is usually held in September. The membership and proceedings of the AGM are defined in CAEB's Memorandum and Articles of Association. The AGM is a public meeting and can involve the staff team, trustee board, members and other stakeholders although only members have voting rights.



The charity also co-operates and liaises with several other advisory services, local charities and local authority departments on behalf of clients.

Pay and Remuneration of Key Management Personnel

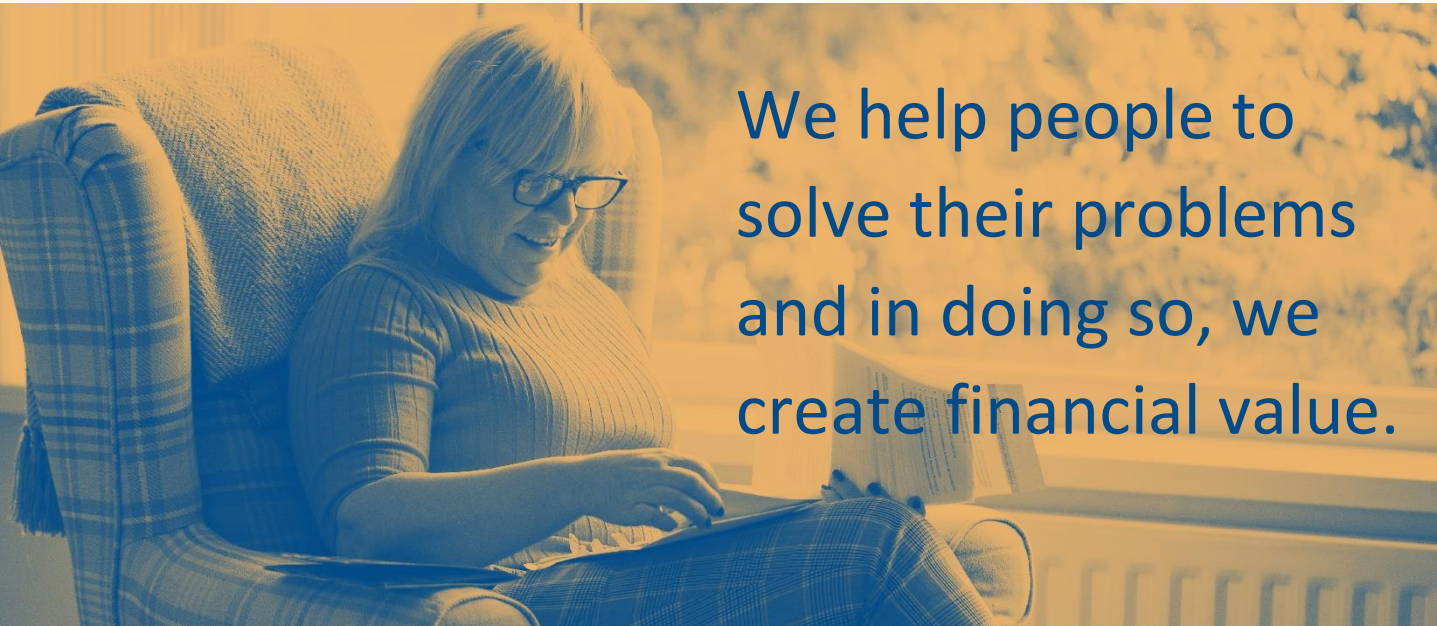
The trustees consider that the board of trustees and the senior management team (SMT) comprise the key management personnel of the charity. Trustees are unpaid but can claim reasonable out-of-pocket expenses.

Staff receive both pay and reasonable expenses. The trustees balance pay rates and pay rises according to:

- Market rate for the voluntary sector in the local area
- Affordability and sustainability
- Other benchmarked companies and sectors
- Consumer Prices Index



Public Benefit at Citizens Advice East Berkshire



This means that we save government and society money by stopping issues that are, or will become, costly to fix. Using Treasury-approved modelling tools we estimate that the value of the service we provided to our community and wider society in 2022/23 was as follows:



£ 2,893,270

Savings for government, health and other public services due to fewer payments for out-of-work benefits, costly evictions, re-housing evicted tenants and less demand on the NHS.



£ 18,070,891

Savings in wider social and economic benefits due to resolving client problems resulting in higher wellbeing, society participation and productivity.



£ 8,803,793

Value to the people we help by achieving individual financial outcomes such as back-dated benefits, writing-off debts and refunds for consumer issues.

As we are dependent on funding from local councils, corporate sponsorship and grants and donations from individuals, it is important that we demonstrate value for every £1 entrusted to us.



Using the Treasury-approved model, we can show that for every £1 invested, we return:

£3.75 in fiscal benefits for government, health and other public services.

£23.39 in wider social and economic benefits.

£11.40 value through financial outcomes for the people we serve.

Risk and internal controls

The Board regularly reviews its risk register.

The targets in this plan spell out more clearly the risks and dependencies and management reporting regimes to ensure highest risks are most closely monitored, managed and mitigated.

Account has been taken of lessons learned from 2022/23.

Staffing and volunteer capacity remain the highest risk. Mitigation is in place within this plan as described within the plan targets in terms of both training recruitment, retention and culture.

CAEB's budget plans have been set to mitigate this high risk by providing capacity within the year to grow volunteer numbers and retain paid staff in the meantime.

Other risks are managed through the committee structures and reporting to board. The board does not have an appetite for red risks and took special action as set out in the risk strategy to manage the red risk on staffing when it was identified.

CAEB's budget is set to have adequate reserves. Contingency plans are in place for emergencies.





CAEB's Trustee Board has adopted the National Citizens Advice Information Assurance policy and oversaw the information security of all personal information of our clients, staff, funders and strategic partners that is processed.

CAEB holds joint responsibility for client data that is held in our case management system, with the national Citizens Advice Service. The Board has appointed a Senior Information Risk Officer (SIRO) and an Information Asset Owner (IAO) to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of the General Data Protection Regulations and Data Protection Act 2018 (GDPR).

To ensure compliance with the GDPR we have a proactive and organised approach to data protection and we can evidence the steps we take to comply including:

- Ensuring a good level of understanding and awareness of data protection amongst our staff.
- Implementation of comprehensive, risk based, proportionate policies and procedures for handling personal data.
- Maintenance of records of what we do in relation to data protection and why.



Financial review



Citizens Advice East Berkshire works hard to deliver a cost-effective service that genuinely meets the needs of our clients.

MISSION



CAEB is focused on providing added value to its funders from a base of sound financial management and ensuring that our services remain relevant to the strategic objectives of stakeholders at local and national level. We work hard to deliver a cost-effective service that genuinely meets the needs of our clients. It remains a challenging prospect to meet the ever-increasing demand with funding sources not growing at the same rate. We continue to review alternative funding routes to diversify our funding sources.



£76,243

Our total surplus in 2022/23 was £76,243 (£56,699 in 2021/22 before adding in Maidenhead and Windsor reserves of £158,298 following the merger of the charities), which was entirely unrestricted funds.

The total surplus was significantly higher than originally budgeted as a consequence primarily of recruitment challenges. Having gained a number of additional contracts, core training, supervision and case worker posts required filling and due to a tight recruitment market, these had to be advertised several times before a full complement of staff was in place leading to a significant underspend of salaries.

The intention is to move to a balanced budget from 2024/25 and onwards.



£817,045

Total income for the year was £817,045 a decrease of £167,861 from £984,906 in 2021/22.

It should be noted that the 2021/22 income included £158,298 of Citizens Advice Maidenhead and Windsor reserves following the merger of the charities, so the underlying change in income was £10,422 rather than £168,720.

Of the total income, the split was as follows:

- Unrestricted fund income was £315,583 (£483,308 in 2021/22)
- Restricted fund income was £501,462 (£1,500 in 2021/22)

In addition to the increase in funds due to the unified services, funding continued in the following areas:



Debt Counselling (money & Pension Service)
extended to January 2023



Slough Advice Service
started November 2021

The funding awards helped offset the income of the contracts that expired during the year.

Our Sponsors

Local Authority Funding

CAEB is significantly dependent upon funding from local authorities, mainly Bracknell Forest Council, Royal Borough of Windsor and Maidenhead and Slough Borough Council to enable it to provide services to clients.



THE ROYAL BOROUGH OF
**WINDSOR AND
MAIDENHEAD**



Slough
Borough Council

Public Sector Funding

We acknowledge and offer our thanks to our public sector funders during the year, including Bracknell Town Council, Bray Parish Council, Binfield Parish Council, Cox Green Parish Council, Crowthorne Parish Council, Sandhurst Town Council, Sunninghill and Ascot Parish Council, Sunningdale Parish Council, Warfield Parish Council and Winkfield Parish Council and the NHS.



**COX GREEN
PARISH
COUNCIL**



Trusts, Foundations, National Citizens Advice and Others

We have also been grateful for the support of individual contractors, companies and trusts during the year, including Ascot Fire Brigade Trust, Berkshire Community Foundation, The Louis Baylis Charitable Trust, National Lottery Awards for All, Shanly Foundation, Silva Homes, The Sunninghill Trust, National Citizens Advice, Involve Community Services', The Volant Charitable Trust and The Prince Philip Trust Fund.



The Prince Philip Trust Fund

Additional Fundraising

We also raised funds via the Bracknell Forest Lottery, Maidenhead Swimathon (Maidenhead Lions), and the Bracknell Together Walk/ Community Christmas Draw and received a donation from the Maidenhead United Community Trust. Finally, we had individual donations from clients and supporters via our Just Giving page.



Reserves Policy

RESERVES



CAEB maintains a level of reserves to ensure it remains financially viable for the foreseeable future. In setting the level of reserves Trustees have regard to Charity Commission guidance and the national Citizens Advice Membership Agreement. Reserves are held to cover:

- The unexpected withdrawal of grant funding
- Unforeseen or emergency expenditure
- The cost of moving to new premises
- The costs associated with modernising operations e.g. redundancy
- Liabilities arising from past pension commitments

RANGE



Trustees review the Reserves Policy annually to reflect current circumstances on actual and target reserve levels. In 2022/23, trustees have agreed that the target range for reserves should be between £170,935 and £528,291. General unrestricted reserves and designated funds, excluding the negative pension reserve of £2,530 on 31 March 2023 were £442,013 (£365,770 as of 31 March 2022).

GOING CONCERN



After making further appropriate enquiries, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going-concern basis in preparing the financial statements.

Signed on behalf of the Board by

A handwritten signature in black ink, appearing to read "Cheryl Coppel".

Cheryl Coppel,
Chair of Trustees
Date: 17th August 2023

CITIZENS ADVICE EAST BERKSHIRE LIMITED

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF CITIZENS ADVICE EAST BERKSHIRE LIMITED

I report to the trustees on my examination of the financial statements of Citizens Advice East Berkshire Limited (the charity) for the year ended 31 March 2023.

Responsibilities and basis of report

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

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

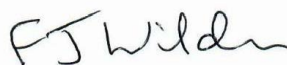
Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of , which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
- 4 the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.



F J Wilde FCCA MBA DChA

Warner Wilde
4 Marigold Drive
Bisley
Surrey
GU24 9SF

Dated: .25th August 2023

CITIZENS ADVICE EAST BERKSHIRE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

Current financial year

		Unrestricted funds general 2023 £	Unrestricted funds designated 2023 £	Restricted funds 2023 £	Total 2023 £	Total 2022 £
	Notes					
<u>Income and endowments from:</u>						
Donations and legacies	3	309,758	-	483,727	793,485	484,808
Charitable activities	4	-	-	17,735	17,735	326,696
Other trading activities	5	1,673	-	-	1,673	14,013
Investments	6	4,099	-	-	4,099	894
Other income	7	53	-	-	53	158,495
Total income		315,583	-	501,462	817,045	984,906
<u>Expenditure on:</u>						
Charitable activities	8	238,393	-	501,462	739,855	779,508
Other	12	7	-	-	7	(9,796)
Total expenditure		238,400	-	501,462	739,862	769,712
Net gains/(losses) on investments	13	(940)	-	-	(940)	-
Net incoming resources		76,243	-	-	76,243	215,194
<u>Other recognised gains and losses</u>						
Actuarial gain on defined benefit pension schemes		1,439	-	-	1,439	-
Net movement in funds		77,682	-	-	77,682	215,194
Fund balances at 1 April 2022		257,283	104,518	-	361,801	146,607
Fund balances at 31 March 2023		334,965	104,518	-	439,483	361,801

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

CITIZENS ADVICE EAST BERKSHIRE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

Prior financial year

		Unrestricted funds general 2022 £	Unrestricted funds designated 2022 £	Restricted funds 2022 £	Total 2022 £
	Notes				
<u>Income and endowments from:</u>					
Donations and legacies	3	483,308	-	1,500	484,808
Charitable activities	4	-	-	326,696	326,696
Other trading activities	5	14,013	-	-	14,013
Investments	6	894	-	-	894
Other income	7	158,495	-	-	158,495
Total income		656,710	-	328,196	984,906
<u>Expenditure on:</u>					
Charitable activities	8	420,506	-	359,002	779,508
Other	12	(9,796)	-	-	(9,796)
Total expenditure		410,710	-	359,002	769,712
Net gains/(losses) on investments	13	-	-	-	-
Gross transfers between funds		(30,806)	-	30,806	-
Net incoming resources		215,194	-	-	215,194
Other recognised gains and losses					
Net movement in funds		215,194	-	-	215,194
Fund balances at 1 April 2021		49,141	97,466	-	146,607
Fund balances at 31 March 2022		264,335	97,466	-	361,801

CITIZENS ADVICE EAST BERKSHIRE LIMITED

BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Fixed assets					
Tangible assets	14		28,212		48,831
Current assets					
Debtors	16	17,985		31,578	
Investments	17	24,060		-	
Cash at bank and in hand		482,992		470,526	
		<u>525,037</u>		<u>502,104</u>	
Creditors: amounts falling due within one year	18	<u>(81,719)</u>		<u>(143,553)</u>	
Net current assets			443,318		358,551
Total assets less current liabilities			<u>471,530</u>		<u>407,382</u>
Creditors: amounts falling due after more than one year	19		(1,077)		(30,081)
Provisions for liabilities			<u>(30,970)</u>		<u>(15,500)</u>
Net assets			<u><u>439,483</u></u>		<u><u>361,801</u></u>
Income funds					
<u>Unrestricted funds</u>					
Designated funds	23	104,518		104,518	
General unrestricted funds		337,495		261,252	
Pension reserve		<u>(2,530)</u>		<u>(3,969)</u>	
			439,483		361,801
			<u><u>439,483</u></u>		<u><u>361,801</u></u>

CITIZENS ADVICE EAST BERKSHIRE LIMITED

BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2023

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023.

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

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 17th August 2023.

Ian Chambers

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I Chambers

Trustee

Company registration number 03433043

CITIZENS ADVICE EAST BERKSHIRE LIMITED

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Cash flows from operating activities					
Cash generated from operations	27		33,374		192,693
Investing activities					
Proceeds on disposal of intangibles		(7)		9,796	
Purchase of tangible fixed assets		-		(64,507)	
Purchase of investments		(25,000)		-	
Investment income received		4,099		894	
Net cash used in investing activities			(20,908)		(53,817)
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			12,466		138,876
Cash and cash equivalents at beginning of year			470,526		331,650
Cash and cash equivalents at end of year			482,992		470,526

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

Charity information

Citizens Advice East Berkshire Limited is a private company limited by guarantee incorporated in England and Wales. The registered office is The Columbia Centre, Lower Ground Floor, Market Street, Bracknell, Berkshire, RG12 1JG.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

(Continued)

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, 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 classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold improvements	5 years straight line
IT equipment	3 years straight line
Fixtures and fittings	5 years straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

(Continued)

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Provisions

Provisions are recognised when the charity has a legal or constructive present obligation as a result of a past event, it is probable that the charity will be required to settle that obligation and a reliable estimate can be made of the amount of the obligation.

The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the reporting end date, taking into account the risks and uncertainties surrounding the obligation. Where the effect of the time value of money is material, the amount expected to be required to settle the obligation is recognised at present value. When a provision is measured at present value, the unwinding of the discount is recognised as a finance cost in net income/(expenditure) in the period in which it arises.

1.11 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.12 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	Unrestricted funds general 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds general 2022 £	Restricted funds 2022 £	Total 2022 £
Donations and gifts	645	-	645	776	-	776
Grants receivable for core activities	259,803	483,727	743,530	433,222	1,500	434,722
Donated goods and services	49,310	-	49,310	49,310	-	49,310
	<u>309,758</u>	<u>483,727</u>	<u>793,485</u>	<u>483,308</u>	<u>1,500</u>	<u>484,808</u>

The building situated in Maidenhead is provided to CAEB free of charge. The value to the charity has been estimated as £49,310 (2022: £49,310) for the year and this has been recognised as income with an equivalent amount recognised as an expense in the year.

Grants receivable for core activities	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
Bracknell Forest Borough Council	-	167,250	167,250	194,547	-	194,547
Sandhurst Town Council	2,815	-	2,815	2,815	-	2,815
Sunninghill & Ascot	1,419	-	1,419	1,000	-	1,000
Berkshire Community Foundation	-	4,999	4,999	35,000	-	35,000
Citizens Advice	-	-	-	199,860	-	199,860
Crowthorne Town Council	1,500	-	1,500	-	1,500	1,500
Royal Borough of Windsor & Maidenhead	158,500	128,000	286,500	-	-	-
Slough Borough Council	-	100,000	100,000	-	-	-
Baylis Trust	-	26,000	26,000	-	-	-
Slough Covid Recovery Service	-	30,000	30,000	-	-	-
Other	95,569	27,478	123,047	-	-	-
	<u>259,803</u>	<u>483,727</u>	<u>743,530</u>	<u>433,222</u>	<u>1,500</u>	<u>434,722</u>

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

3 Donations and legacies

(Continued)

4 Charitable activities

	Charitable Income 2023 £	Charitable Income 2022 £
Performance related grants	17,735	326,696
Performance related grants		
Silva Homes	-	17,826
Children Centre Outreach	-	4,575
Universal Credit Best Practice LEad	-	39,980
Universal Credit Help to Claim	-	116,266
Ascot Outreach	-	10,500
Friday Opening	-	5,000
Department for Business, Energy & Industrial Strategy	-	50,666
Money and Pension Service	-	44,717
Sunningdale Parish Council	4,235	37,166
Alta	7,500	-
Shanley Foundation	1,000	-
Volante Charitable Trust	5,000	-
	17,735	326,696

5 Other trading activities

	Unrestricted funds general 2023 £	Unrestricted funds general 2022 £
Fundraising events	1,673	14,013

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

6 Investments

	Unrestricted funds general 2023 £	Unrestricted funds general 2022 £
Interest receivable	4,099	894

7 Other income

	Unrestricted funds general 2023 £	Unrestricted funds general 2022 £
Miscellaneous income	53	197
Transfer in Citizens Advice Maidenhead & Windsor reserves	-	158,298
	<u>53</u>	<u>158,495</u>

8 Charitable activities

	Charitable Expenditure 2023 £	Charitable Expenditure 2022 £
Staff costs	542,482	505,528
Depreciation and impairment	(6,939)	15,676
Staff and volunteer expenses	19,224	4,690
	<u>554,767</u>	<u>525,894</u>
Share of support costs (see note 9)	181,119	249,812
Share of governance costs (see note 9)	3,969	3,802
	<u>739,855</u>	<u>779,508</u>
Analysis by fund		
Unrestricted funds - general	238,393	420,506
Restricted funds	501,462	359,002
	<u>739,855</u>	<u>779,508</u>

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

9 Support costs

	Support costs £	Governance costs £	2023 £	Support costs £	Governance costs £	2022 £
Staff costs	-	-	-	80,594	-	80,594
Management, admin and premises - restricted fund	131,809	-	131,809	169,218	-	169,218
Donated premises	49,310	-	49,310	-	-	-
Trustee expenses	-	100	100	-	8	8
Independent Examination of the Financial Statements	-	3,680	3,680	-	3,794	3,794
Other governance costs	-	189	189	-	-	-
	<u>181,119</u>	<u>3,969</u>	<u>185,088</u>	<u>249,812</u>	<u>3,802</u>	<u>253,614</u>
Analysed between Charitable activities	<u>181,119</u>	<u>3,969</u>	<u>185,088</u>	<u>249,812</u>	<u>3,802</u>	<u>253,614</u>

Governance costs includes payments to the independent examiner of £3000 (2022- £3794) for accounts preparation and independent examination.

10 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year. £nil (2022: £8) was reimbursed to trustees during the year.

11 Employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
Full Time Equivalent number of employees	<u>20</u>	<u>16</u>
Employment costs	2023 £	2022 £
Wages and salaries	482,617	531,895
Social security costs	32,804	29,401
Other pension costs	27,061	24,826
	<u>542,482</u>	<u>586,122</u>

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

11 Employees

(Continued)

Staff numbers represent the full time equivalent including part-time staff, but excluding contractors and volunteers. There were 28 (2022: 29) part-time employees making up 20 (2022: 16) full time equivalents.

The total cost of Key Management Personnel defined as the CEO, including employer's national insurance and pension contributions was £67,082.

Wages and salaries includes contract staff, the amount of which varies year to year.

Redundancy payments of £7278 were made during the year.

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2023 Number	2022 Number
£60,001 to £70,000	1	-

Contributions totalling £2,833 were made to defined contribution pension schemes on behalf of employees whose emoluments exceed £60,000.

12 Other

	Unrestricted funds general 2023	Unrestricted funds general 2022
Financing costs	7	(9,796)
	7	(9,796)

Financing costs relate to the unwinding of the discount factor used to value the present value of the deficit reduction contributions payable under the agreement with TPT Retirement Solutions that relates to the deficit.

13 Net gains/(losses) on investments

	Unrestricted funds general 2023 £	Total 2022 £
Revaluation of investments	(940)	-

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

14 Tangible fixed assets

	Leasehold improvements	IT equipment	Fixtures and fittings	Total
	£	£	£	£
Cost				
At 1 April 2022	31,037	72,310	11,355	114,702
Disposals	-	(10,453)	-	(10,453)
At 31 March 2023	31,037	61,857	11,355	104,249
Depreciation and impairment				
At 1 April 2022	31,037	23,479	11,355	65,871
Depreciation charged in the year	-	20,619	-	20,619
Eliminated in respect of disposals	-	(10,453)	-	(10,453)
At 31 March 2023	31,037	33,645	11,355	76,037
Carrying amount				
At 31 March 2023	-	28,212	-	28,212
At 31 March 2022	-	48,831	-	48,831

15 Financial instruments

	2023	2022
	£	£
Carrying amount of financial assets		
Instruments measured at fair value through profit or loss	24,060	-

16 Debtors

	2023	2022
	£	£
Amounts falling due within one year:		
Prepayments and accrued income	17,985	31,578

17 Current asset investments

	2023	2022
	£	£
Unlisted investments - CCLA	24,060	-

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

18 Creditors: amounts falling due within one year

	2023 £	2022 £
Other creditors	4,970	2,590
Accruals and deferred income	76,749	140,963
	<u>81,719</u>	<u>143,553</u>

19 Creditors: amounts falling due after more than one year

	2023 £	2022 £
Other creditors	-	27,558
Accruals and deferred income	1,077	2,523
	<u>1,077</u>	<u>30,081</u>

Provisions for liabilities

2023 £	2022 £
<u>30,970</u>	<u>15,500</u>

Movements on provisions:

	£
Additional provisions in the year	<u>30,970</u>

21 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charge to profit or loss in respect of defined contribution schemes was £25,622 (2022 - £24,826).

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

21 Retirement benefit schemes

(Continued)

Defined benefit schemes

The company participates in the scheme, a multi-employer scheme which provides benefits to some 638 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

Valuation

A full actuarial valuation for the scheme was carried out at 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2022 to 31 January 2025:	£3,312,000 per annum	(payable monthly)
---------------------------------------	----------------------	-------------------

Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2019 to 30 September 2025:	£11,243,000 per annum	(payable monthly and increasing by 3% each on 1st April)
---	-----------------------	--

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Key assumptions

	2023 %	2022 %
Discount rate	5.52	2.35

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

21 Retirement benefit schemes

(Continued)

	31 March 2023 (£s)	31 March 2022 (£s)	31 March 2021 (£s)
Present value of provision	2,530	3,969	18,428
PRESENT VALUES OF PROVISION			

RECONCILIATION OF OPENING AND CLOSING PROVISIONS

	Period Ending 31 March 2023 (£s)	Period Ending 31 March 2022 (£s)
Provision at start of period	3,969	18,428
Unwinding of the discount factor (interest expense)	75	106
Deficit contribution paid	(1,446)	(4,663)
Remeasurements - impact of any change in assumptions	(68)	(91)
Remeasurements - amendments to the contribution schedule	-	(9,811)
Provision at end of period	2,530	3,969

INCOME AND EXPENDITURE IMPACT

	Period Ending 31 March 2023 (£s)	Period Ending 31 March 2022 (£s)
Interest expense	75	106
Remeasurements – impact of any change in assumptions	(68)	(91)
Remeasurements – amendments to the contribution schedule	-	(9,811)
Contributions paid in respect of future service*	*	*
Costs recognised in income and expenditure account	*	*

*includes defined contribution schemes and future service contributions (i.e. excluding any deficit reduction payments) to defined benefit schemes which are treated as defined contribution schemes. To be completed by the company.

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

22 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			Balance at 1 April 2022	Movement in funds			Balance at 31 March 2023
	Incoming resources	Resources expended	Transfers		Incoming resources	Resources expended		
	£	£	£		£	£		
Crowtorne Town Council	1,500	(2,783)	1,283	-	-	-	-	
Ascot Outreach	10,500	(10,607)	107	-	-	-	-	
Silva Homes	17,826	(21,751)	3,925	-	-	-	-	
Children's Centres	4,575	(4,782)	207	-	-	-	-	
Friday Opening	5,000	(7,195)	2,195	-	-	-	-	
Universal Credit BPL	39,980	(39,987)	7	-	-	-	-	
Universal Credit H2C	116,266	(122,410)	6,144	-	-	-	-	
Department for Business, Energy & Industrial Strategy	50,666	(55,627)	4,961	-	-	-	-	
Money and Pension Service	44,717	(52,871)	8,154	-	-	-	-	
Bracknell Forest Council Settled Status	16,833	(17,780)	947	-	-	-	-	
Bracknell Forest Council Financial Inclusion	20,333	(20,833)	500	-	-	-	-	
Windsor and Maidenhead Mental Health	-	(2,376)	2,376	-	-	-	-	
Bracknell Forest Council	-	-	-	-	167,250	(167,250)	-	
Slough	-	-	-	-	100,000	(100,000)	-	
Royal Borough of Windsor and Maidenhead	-	-	-	-	128,000	(128,000)	-	
Covid Recovery Service	-	-	-	-	30,000	(30,000)	-	
Baylis Trust	-	-	-	-	26,000	(26,000)	-	
Involve	-	-	-	-	15,003	(15,003)	-	
National Lottery Awards	-	-	-	-	9,975	(9,975)	-	
Berkshire Community Foundation	-	-	-	-	4,999	(4,999)	-	
Household Support Fund	-	-	-	-	2,500	(2,500)	-	
Sunningdale Parish Council	-	-	-	-	4,235	(4,235)	-	
Alta	-	-	-	-	7,500	(7,500)	-	
Shanley Fiuondation	-	-	-	-	1,000	(1,000)	-	

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

22	Restricted funds	(Continued)						
	Volante Charitable Trust	-	-	-	-	5,000	(5,000)	-
		<u>328,196</u>	<u>(359,002)</u>	<u>30,806</u>	<u>-</u>	<u>501,462</u>	<u>(501,462)</u>	<u>-</u>

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

22 Restricted funds

(Continued)

Bracknell Forest Council – monies to provide Citizens Advice Services within the borough of Bracknell Forest

Slough monies to provide Citizens Advice Services within the Borough of Slough

Royal Borough of Windsor and Maidenhead monies to provide Citizens Advice Services within the Royal Borough of Windsor and Maidenhead

Covid Recovery Service monies to assist clients particularly struggling due to COVID

Baylis Trust monies to provide Citizens Advice Services within the Royal Borough of Windsor and Maidenhead

Involve monies to assist clients following COVID

National Lottery Awards Monies to improve core advice skills

Berkshire Community Foundation to provide access to advice for very vulnerable people

Household Support Fund monies to process Household support fund grants within the Royal Borough of Windsor and Maidenhead

Sunningdale Parish Council monies to provide Citizens Advice outreach service in the Royal Borough of Windsor and Maidenhead

Alta One off donation to help local people with advice following COVID

Shanley Foundation for repairs to the Maidenhead office

Volante Charitable Trust monies to assist clients access to the COVID Relief Fund

Crowthorne Town Council monies given to further the supply of Citizens Advice services within the borough of Bracknell Forest

Ascot Outreach monies to provide an outreach service in Ascot

Silva Homes monies to provide support to the residents of Silva Homes

Children's Centres monies to provide an outreach service to children's centre in Bracknell Forest

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

22 Restricted funds

(Continued)

Friday Opening – monies to allow the Citizens Advice Service to open in Bracknell Town Centre on a Friday

Universal Credit BPL -Contract to supply advice for Help to Claim applicants

Universal Credit H2C Contract to supply advice to Help to Claim applicants

Department for Business, Energy & Industrial Strategy One off funding to boost resources to improve response to clients on Adviceline – primarily used to upgrade telephony services

Money and Pension Service Contract to provide debt advice to clients within Royal Borough of Windsor and Maidenhead and Borough of Bracknell Forest

Bracknell Forest Council Settled Status monies to assist applicants for settled status claims following UK leaving the EU Bracknell Forest Council Financial Inclusion monies to boost assistance to provide advice particularly targeted on older people in Bracknell Forest

Windsor and Maidenhead Mental Health – set up costs in advance of award of contract to provide advice to clients with severe mental health challenges on referral from local NHS partners.

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

23 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds		Movement in funds		Balance at 31 March 2023 £
	Balance at 1 April 2021 £	Incoming resources £	Balance at 1 April 2022 £	Incoming resources £	
Future Provisions Fund	97,466	7,052	104,518	-	104,518
	<u>97,466</u>	<u>7,052</u>	<u>104,518</u>	<u>-</u>	<u>104,518</u>

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

24 Analysis of net assets between funds

	Unrestricted funds 2023 £	Designated funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Designated funds 2022 £	Restricted funds 2022 £	Total 2022 £
Fund balances at 31 March 2023 are represented by:								
Tangible assets	28,212	-	-	28,212	48,831	-	-	48,831
Current assets/(liabilities)	338,800	104,518	-	443,318	358,551	-	-	358,551
Long term liabilities	(1,077)	-	-	(1,077)	(30,081)	-	-	(30,081)
Provisions	(30,970)	-	-	(30,970)	(15,500)	-	-	(15,500)
	<u>334,965</u>	<u>104,518</u>	<u>-</u>	<u>439,483</u>	<u>361,801</u>	<u>-</u>	<u>-</u>	<u>361,801</u>

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

25 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2023 £	2022 £
Within one year	34,110	34,110
Between two and five years	8,528	42,638
	<u>42,638</u>	<u>76,748</u>

Operating lease payments represent rent payable by the charity for one of its properties. The lease term is 5 years and commenced on 4th July 2019.

26 Related party transactions

There were no disclosable related party transactions during the year (2022 - none).

27 Cash generated from operations

	2023 £	2022 £
Surplus for the year	76,243	215,194
Adjustments for:		
Investment income recognised in statement of financial activities	(4,099)	(894)
Loss/(gain) on disposal of intangible assets	7	(9,796)
Fair value gains and losses on investments	940	-
Depreciation and impairment of tangible fixed assets	20,619	15,676
Difference between pension charge and cash contributions	2,885	-
Movements in working capital:		
Decrease/(increase) in debtors	13,593	(23,231)
(Decrease) in creditors	(92,284)	(19,756)
(Decrease) in provisions	15,470	15,500
Cash generated from operations	<u><u>33,374</u></u>	<u><u>192,693</u></u>

28 Analysis of changes in net funds

The charity had no debt during the year.