

**citizens
advice**

**East
Berkshire**

Citizens Advice East Berkshire Limited Annual Report & Unaudited Financial Statements for the Year Ended 31st March 2024



Charity registration number 1065672
Company registration number 03433043 (England and Wales)
CITIZENS ADVICE EAST BERKSHIRE LIMITED

Contents

1. TRUSTEES’ REPORT 3

Introduction and how we deliver our services..... 3

Who we helped in 2023 / 2024 6

How we helped people in 2023 / 2024..... 7

Our mission, aims and strategic objectives..... 8

Influencing change10

2. STRATEGIC REPORT 12

Structure, governance and management.....12

Risk and internal controls17

Financial review18

3. FINANCIAL STATEMENTS..... 22

Independent examiners report.....22

Statement of financial accounts.....23

Balance sheet.....25

Cash flow26

Notes to financial statements..... 28-46

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's desk

Rising costs and interest rates continued to push many people into hardship this year which was reflected in the rise of calls to Adviceline. We continued to see 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 **51%** of our client base and people from Black, Asian and Minority Ethnic backgrounds made up **32%**. In these challenging times I have been immensely proud of the contribution that our highly skilled and dedicated team of staff and volunteers have made.

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, we increased our research and campaigning, we 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.

Our biggest challenge continues to be finding the capacity to help more people, with more complex problems, running on empty. 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



51% of client base are people with disabilities



32% of client base have BAME backgrounds

Message from the Chair's desk

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.

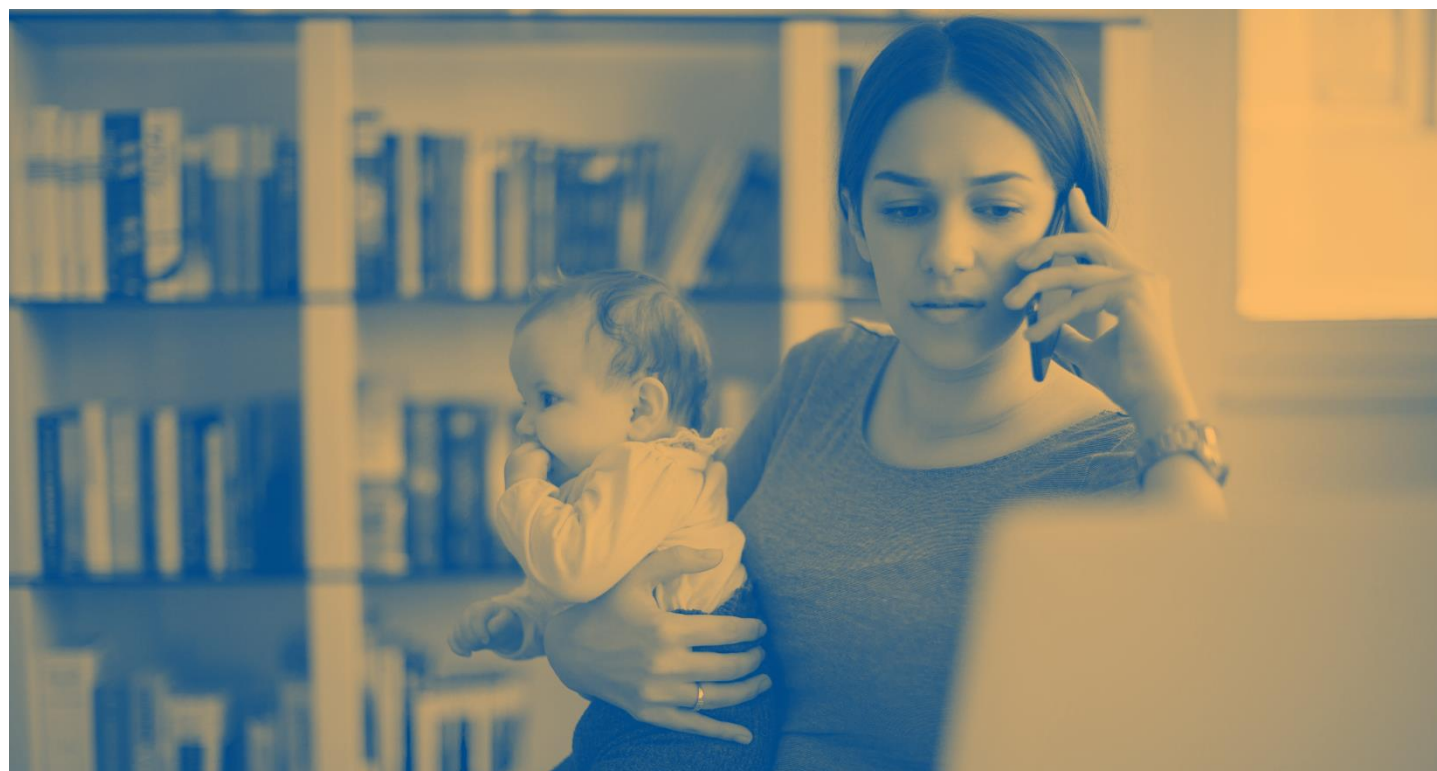
We help people according to their need. At one end of the spectrum, we can share knowledge to allow clients to help themselves; many clients need more practical assistance with their challenges while some need very substantial assistance over a number of months to deal with a range of interrelated issues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


Our first point of contact continues to be mainly through our phone service – Advice Line. In addition to this, in 2023/24 we offered face to face drop-in sessions and outreach service on some days in each of the council areas served. Partner referral can be made by key partners and stakeholders and for specific contract referrals. Work is ongoing to explore webchat.



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.

We are for everyone.
Whoever you are,
Whatever your issue.

2023 / 2024 Impact Stats



6,013

People helped



30,996

Issues



£2,582,654

Compensation



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 with similar numbers seeking help as 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 (51%) 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.

Bracknell Innovation	Assisting clients in Bracknell with their Personal Independence Payment (PIP) applications.
Debt Counselling	For Maidenhead, Windsor and Bracknell to provide a dedicated debt advisory service.
Better Care	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	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 tribunal and debt write off

A client with significant mental health issues 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 £10,000 plus £128.65 per week going forward. The award will be in place until July 2027.

Additionally, since working with this client, they have been awarded the Limited Capability for Work and Work Related Activity (LCWRA) element in their Universal credit award, as they are unable to work due to ill health, (May 2022) which is worth another £390/mth to the client. They also had a DRO, writing off £28,000 of Debt (Dec 2023).

£10,000 Backdated PIP
£128.65 Weekly PIP

£390 Monthly LCWRA
£28,000 Debt Write Off

2. Preventing homelessness and domestic abuse

We supported a client who was receiving emotional, financial and physical abuse from family members, being threatened to transfer their property out of their name. The client was in financial difficulties, missing mortgage payments and in Council Tax arrears. We supported the client to contact FLOWS to apply for a non-molestation order and the family are now getting support from the National Centre for Domestic Violence. We advised the client on their legal rights regarding home ownership and liaised with the Council Tax enforcement team to pause action. The client is now receiving support from Debt and Welfare team at Slough Borough Council.

3. Supporting victim of scam

An elderly client was scammed out of their life savings of £50,000 in a fraudulent, online investment company. The broker gained the client's trust, opened new bank accounts in their name and persuaded the transfer of savings. The scam was reported to Action Fraud who worked to freeze all the client's bank accounts. We supported them in making a formal complaint to the banks withholding their remaining funds and gave guidance on escalating a complaint to the financial Ombudsman to resolve the case. We gave advice on maximising income, investigating the client's eligibility for Pension Credit and support for living costs from Slough Borough Council. The full amount of money was recovered and awarded back. The client was thankful for the support received from Citizens Advice during this stressful time.



£50,000
Recovered



Income
Maximisation



Stress
Relief

4.

"I just wanted to say thank you from the bottom of my heart for all the help you have given me. I have truly felt heard and cared about and I really appreciate your hard work."

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 2023/24 and Requirements for 2024/25

Trustee Board



The trustee board has seen a number of changes in 2023/24 due to trustees' other commitments. Succession planning has been in place to recruit and assimilate new board members, especially for the Slough area. Some trustee vacancies will allow the recruitment of another trustee for the Slough area in 2024/25.

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 2023/24 as 2022/23. It is still our aim for 2024/25 to assist more clients to meet the increasing demand for help with rising fuel bills and inflation. We will continue to invest throughout 2024/25 to significantly uplift volunteer capacity to advise more clients and have introduced new recruitment campaigns to support this.



Quality of Advice is always a top priority for our clients. 2023/24 saw a period of change in Quality of Advice personnel. A new advice template ensures the work of assessors and advisers is comprehensively presented, regular quality updates now feature in our weekly newsletter and we will be running training workshops for our teams. We are offering additional training and support as required and external quality checkers are used as well as internal review.



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 have ongoing review during 2024/25.



A low offer of webchat and other forms of social media connectivity may be suppressing demand for the under 24s. This was investigated in 2023/24 and plans developed for potential funding for 2024/25.

Our Staff and Volunteers



Volunteer numbers require replenishing and augmenting in order to meet more demand. We have been rebuilding the volunteer capacity lost during the Covid period and further personnel changes in 2023/24. While new volunteers are being brought on board it will be necessary to retain some paid telephone staff.



The trustee board thank all of the staff for their valued contributions and commitment throughout 2023/24. Work was undertaken to ensure staff feel listened to, valued and supported in terms of training and development. Staff-only meetings were reinstated to provide a platform for feedback and suggestions.



Working from home has brought benefits in 2023/24, but also resulted in a mix of hybrid working which requires extra effort to keep in touch with remote volunteers and staff.

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 champion our work. We worked with RBWM to deliver the Household Support Fund.



Our offer to very vulnerable clients continued to be enhanced in 2023/24 through the delivery of our NHS contract to support clients with significant mental health challenges. The client financial outcome for this period was £198,500. Funding has been agreed for a further year, as the service is highly valued by our partners and clients.



2023/24 saw the launch of an advice service at Slough Foodbank to further help those in crisis. The client financial outcome for this period was £86,500. The service is in association with Slough Foodbank, funded by the Trussell Trust and will continue into 2024/25.



Discussion and planning began to develop a similar Foodbank advice service for the Crowthorne and Bracknell area in 2024/25.



We successfully implemented the first year of 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 2024/25.

Influencing change

We have a key role to undertake research to find out about issues that affect people in our area. In 2023/24 we recruited 3 volunteers dedicated to Research and Campaign activity. 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 and feedback from our advisors and stakeholders. This enabled us to not only understand the issues faced by people in our local area, but compare with national themes and trends. Increasing the volume of submitted evidence forms was a key target for the year and the CAEB team completed 63% more in the last quarter of 2022/23 in comparison to the previous quarter.

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 2023/24, using our social media, especially Twitter for cost of living issues and engagement with local authorities, housing associations and other stakeholders to understand and resolve issues. As part of the National Citizens Advice network, we responded to calls for evidence for national campaigns, where our local clients have issues such as cost of living, and digital exclusion that are faced by people elsewhere in the country.

Key for 2024/25 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 2024/25

- Improve efficiency to help more people with high quality advice including the exploration and submission of funding bids to support targeted activity such as webchat.
- 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 whilst maintaining consistently high-quality scores for our advice
- Consolidate capacity to steady the existing service and enable development of service, targeting vulnerable groups and developing new styles of service delivery
- Ramp up our pipeline of volunteers and advisors through targeted recruitment campaigns, refined onboarding techniques and fast-track training
- Improve alignment of processes with improved staff and volunteer feedback, improved morale and one team spirit. Ensure CAEB team feels informed, motivated and valued.
- 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
- Ensure we have strong relationships with funders, partners and stakeholders. Specifically develop partnerships and joint work in Slough

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.



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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

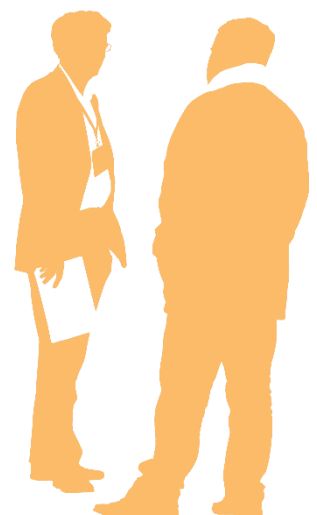


CAEB is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The trustees carry the ultimate responsibility for the conduct of CAEB and for ensuring that the charity satisfies its legal and contractual obligations.

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 2024



Cheryl Coppel
Chair
Appointed 19/11/20



Ian Chambers
Treasurer
Appointed 15/09/22



Susan Branchflower
Appointed 19/11/20



Penny Thorpe
Vice Chair
Appointed 01/04/21



Hazel Standbridge
Appointed 06/05/21



Thomas Quincey
Appointed 18/11/21



Graham Walmsley
Appointed 06/05/21



Shabnam Ali
Appointed 28/09/23



Tonderai Mugabe
Appointed 07/12/23

Change in Trustees

The following trustees stepped down from their roles:

- Kim Broad resigned 30 October 2023
- Christine Haswell resigned 16 January 2024

The following trustees joined CAEB as trustees:

- Shabnam Ali elected 28 September 2023
- Tonderai Mugabe co-opted 7 December 2023

Senior Team





Pippa Banham
Chief Executive Officer



Paul Nash
Deputy CEO



David Adam
Advice Services Manager



Neil Parker
Service Development Manager

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 Coppel 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

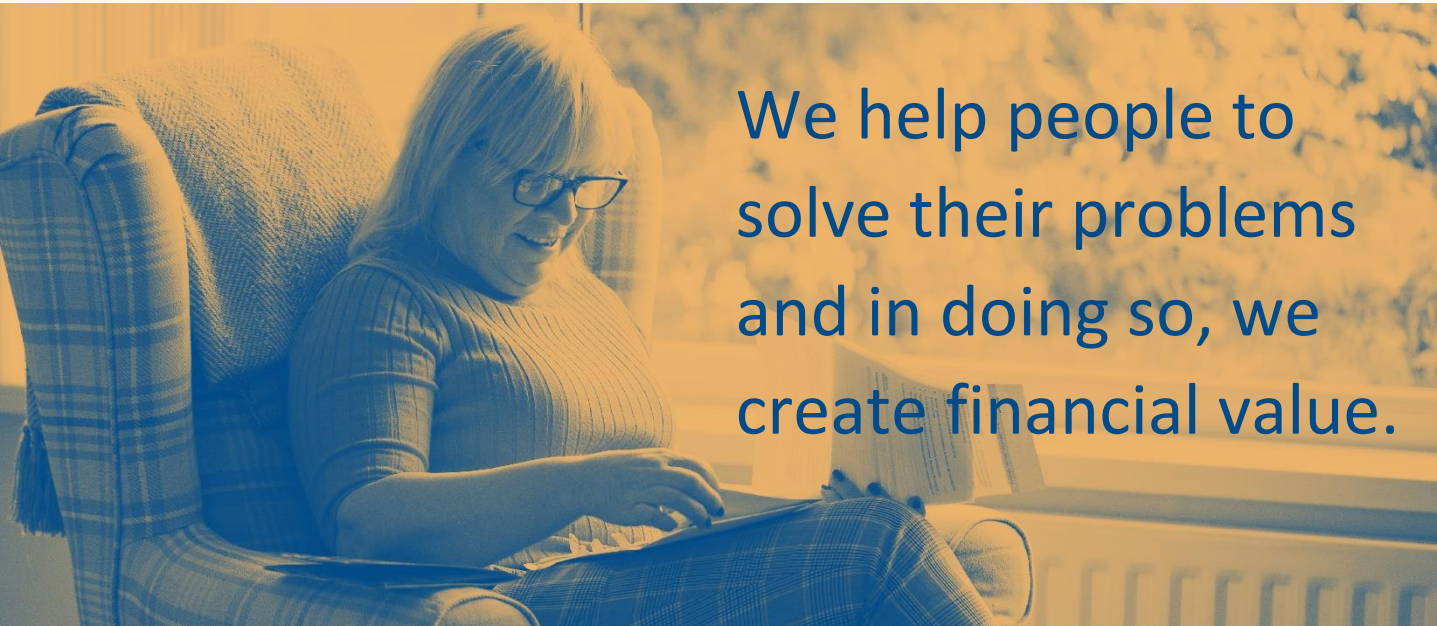
The trustees consider that the board of trustees and the senior management team (SMT) comprise the key management personnel of the charity. Trustees are unpaid but can claim reasonable out-of-pocket expenses.

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 2023/24 was as follows:



£ 2,962,983

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.



£ 18,136,972

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



£ 10,166,555

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:

£3.99 in fiscal benefits for government, health and other public services.

£24.45 in wider social and economic benefits.

£13.70 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 2023/24.

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.



Deficit

£60,012

Our deficit in 2023/24 was £60,012 (£76,243 surplus in 2022/23) of which £8,762 were restricted funds (nil in 2022/23).

The Charity budgeted to operate with a deficit in 2023/24 primarily to provide additional support to the residents of East Berkshire during the cost of living crisis.

The 2024/25 budget is predicting a deficit although the intention is to move back to a balanced budget from 2025/26 onwards.



Income

£801,615

CAEB saw a fall in income of £15,430 from £817,045 in 2022/23 to £801,615 in 2023/24.

Of the total income, the split was as follows:

- Unrestricted fund income was £334,965 (£315,583 in 2022/23)
- Restricted fund income was £482,080 (£501,462 in 2022/23)



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.

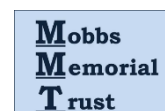


**COX GREEN
PARISH
COUNCIL**



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, Silva Homes, The Sunninghill Trust, National Citizens Advice, The Volant Charitable Trust, Bentley, Mobbs Memorial Trust, Waitrose.



The Louis Baylis
CHARITABLE TRUST

silva

Additional Fundraising

We also raised funds via the Bracknell Forest Lottery, Easy Fundraising, Maidenhead Swimathon (Maidenhead Lions), the Bracknell Together Walk and Christmas raffle draw. Finally, we had individual donations from clients and supporters via our Just Giving page and donation boxes at drop-in centers.



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 2024/25, trustees have agreed that the target range for reserves should be between **£73,776 and £337,082**. General unrestricted reserves and designated funds, **excluding the negative pension reserve of £373,239 (£442,013 as of 31st March 2023)**.

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 blue ink, appearing to read "Cheryl Coppel".

Cheryl Coppel,
Chair of Trustees
Date: 5th September 2024

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 2024.

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 the Association of Chartered Certified Accountants, 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: 10 September 2024

CITIZENS ADVICE EAST BERKSHIRE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

Current financial year		Unrestricted funds general 2024 £	Unrestricted funds designated 2024 £	Restricted funds 2024 £	Total 2024 £	Total 2023 £
	Notes					
Income and endowments from:						
Donations and legacies	3	584,007	-	210,435	794,442	793,485
Charitable activities	4	-	-	-	-	17,735
Other trading activities	5	595	-	-	595	1,673
Investments	6	6,578	-	-	6,578	4,099
Other income	7	-	-	-	-	53
Total income		<u>591,180</u>	<u>-</u>	<u>210,435</u>	<u>801,615</u>	<u>817,045</u>
Expenditure on:						
Charitable activities	8	656,967	-	205,626	862,593	739,855
Other expenditure	13	98	-	-	98	7
Total expenditure		<u>657,065</u>	<u>-</u>	<u>205,626</u>	<u>862,691</u>	<u>739,862</u>
Net gains/(losses) on investments	14	<u>1,064</u>	<u>-</u>	<u>-</u>	<u>1,064</u>	<u>(940)</u>
Net income/(expenditure)		(64,821)	-	4,809	(60,012)	76,243
Transfers between funds		(3,953)	-	3,953	-	-
Other recognised gains and losses:						
Actuarial gains on defined benefit pension schemes		<u>1,348</u>	<u>-</u>	<u>-</u>	<u>1,348</u>	<u>1,439</u>
Net movement in funds	10	(67,426)	-	8,762	(58,664)	77,682
Reconciliation of funds:						
Fund balances at 1 April 2023		<u>334,965</u>	<u>104,518</u>	<u>-</u>	<u>439,483</u>	<u>361,801</u>
Fund balances at 31 March 2024		<u>267,539</u>	<u>104,518</u>	<u>8,762</u>	<u>380,819</u>	<u>439,483</u>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

CITIZENS ADVICE EAST BERKSHIRE LIMITED

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

FOR THE YEAR ENDED 31 MARCH 2024

Prior financial year		Unrestricted funds general 2023 £	Unrestricted funds designated 2023 £	Restricted funds 2023 £	Total 2023 £
	Notes				
Income and endowments from:					
Donations and legacies	3	309,758	-	483,727	793,485
Charitable activities	4	-	-	17,735	17,735
Other trading activities	5	1,673	-	-	1,673
Investments	6	4,099	-	-	4,099
Other income	7	53	-	-	53
Total income		315,583	-	501,462	817,045
Expenditure on:					
Charitable activities	8	238,393	-	501,462	739,855
Other expenditure	13	7	-	-	7
Total expenditure		238,400	-	501,462	739,862
Net gains/(losses) on investments	14	(940)	-	-	(940)
Net income		76,243	-	-	76,243
Other recognised gains and losses:					
Actuarial gains on defined benefit pension schemes		1,439	-	-	1,439
Net movement in funds	10	77,682	-	-	77,682
Reconciliation of funds:					
Fund balances at 1 April 2022		257,283	104,518	-	361,801
Fund balances at 31 March 2023		334,965	104,518	-	439,483

CITIZENS ADVICE EAST BERKSHIRE LIMITED

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Fixed assets					
Tangible assets	16		18,713		28,212
Current assets					
Debtors	18	13,594		17,985	
Investments	19	25,125		24,060	
Cash at bank and in hand		378,873		482,992	
		417,592		525,037	
Creditors: amounts falling due within one year	20	(25,909)		(81,719)	
Net current assets			391,683		443,318
Total assets less current liabilities			410,396		471,530
Creditors: amounts falling due after more than one year	21		(1,077)		(1,077)
Provision for other liabilities	22		(28,500)		(30,970)
Net assets			380,819		439,483
The funds of the charity					
Restricted income funds	25		8,762		-
Unrestricted funds - general	26		268,721		337,495
Unrestricted funds - designated	24		104,518		104,518
Pension reserve			(1,182)		(2,530)
			380,819		439,483

CITIZENS ADVICE EAST BERKSHIRE LIMITED

BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2024

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 2024.

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

Ian Chambers

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I Chambers

Trustee

Date: 5th September 2024

Company registration number 03433043 (England and Wales)

CITIZENS ADVICE EAST BERKSHIRE LIMITED

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	31		(100,303)		33,374
Investing activities					
Proceeds from disposal of intangibles		(98)		(7)	
Purchase of tangible fixed assets		(10,296)		-	
Purchase of investments		-		(25,000)	
Investment income received		6,578		4,099	
Net cash used in investing activities			(3,816)		(20,908)
Net cash used in financing activities			-		-
Net (decrease)/increase in cash and cash equivalents			(104,119)		12,466
Cash and cash equivalents at beginning of year			482,992		470,526
Cash and cash equivalents at end of year			378,873		482,992

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

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 or grantors 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 2024

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 2024

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 2024

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 Income from donations and legacies

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Donations and gifts	7,481	-	7,481	645	-	645
Grants	523,216	210,435	733,651	259,803	483,727	743,530
Donated goods and services	53,310	-	53,310	49,310	-	49,310
	<u>584,007</u>	<u>210,435</u>	<u>794,442</u>	<u>309,758</u>	<u>483,727</u>	<u>793,485</u>
Grants						
Bracknell Forest Borough Council	167,500	-	167,500	-	167,250	167,250
Sandhurst Town Council	2,900	-	2,900	2,815	-	2,815
Sunninghill & Ascot	4,750	-	4,750	1,419	-	1,419
Berkshire Community Foundation	2,000	2,500	4,500	-	4,999	4,999
Citizens Advice	2,000	7,500	9,500	-	-	-
Crowthorne Town Council	-	-	-	1,500	-	1,500
Royal Borough of Windsor & Maidenhead	128,000	2,000	130,000	158,500	128,000	286,500
Slough Borough Council	-	110,000	110,000	-	100,000	100,000
Baylis Trust	-	25,000	25,000	-	26,000	26,000
Slough Covid Recovery Service	-	-	-	-	30,000	30,000
Other	216,066	63,435	279,501	95,569	27,478	123,047
	<u>523,216</u>	<u>210,435</u>	<u>733,651</u>	<u>259,803</u>	<u>483,727</u>	<u>743,530</u>

The building situated in Maidenhead is provided to CAEB free of charge. The value to the charity has been estimated as £49,310 (2023: £49,310) for the year and this has been recognised as income with an equivalent amount recognised as an expense in the year.

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

4 Income from charitable activities

	Restricted funds 2024 £	Restricted funds 2023 £
Charitable Activities		
Performance related grants	-	17,735

Performance related grants analysis

	Charitable Activities 2023 £
Sunningdale Parish Council	4,235
Alta	7,500
Shanley Foundation	1,000
Volante Charitable Trust	5,000
	17,735

5 Income from other trading activities

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Fundraising events	-	1,673
Sponsorships and social lotteries	595	-
Other trading activities	595	1,673

6 Income from investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Interest receivable	6,578	4,099

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

7 Other income

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Other income	-	53

8 Expenditure on charitable activities

	Charitable Activities 2024 £	Charitable Activities 2023 £
Direct costs		
Staff costs	665,313	542,482
Depreciation and impairment	19,794	(6,939)
Staff and volunteer costs	24,150	19,224
	<u>709,257</u>	<u>554,767</u>
Share of support and governance costs (see note 9)		
Support	147,578	181,119
Governance	5,758	3,969
	<u>862,593</u>	<u>739,855</u>
Analysis by fund		
Unrestricted funds - general	656,967	238,393
Restricted funds	205,626	501,462
	<u>862,593</u>	<u>739,855</u>

9 Support costs allocated to activities

	2024 £	2023 £
Management, admin and premises	115,768	131,809
Donated premises	49,310	49,310
Bad debt provision released	(17,500)	-
Governance costs	5,758	3,969
	<u>153,336</u>	<u>185,088</u>
Analysed between:		
Charitable Activities	<u>153,336</u>	<u>185,088</u>

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

9 Support costs allocated to activities (Continued)

	2024 £	2023 £
Governance costs comprise:		
Independent Examiner fee	3,300	3,680
Other governance costs	2,458	289
	<u>5,758</u>	<u>3,969</u>

10 Net movement in funds

	2024 £	2023 £
--	-----------	-----------

The net movement in funds is stated after charging/(crediting):

Depreciation of owned tangible fixed assets	19,794	20,619
Loss on disposal of intangible assets	98	7
	<u>19,892</u>	<u>20,626</u>

11 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.

12 Employees

The average monthly number of employees during the year was:

	2024 Number	2023 Number
Full Time Equivalent number of employees	<u>20</u>	<u>20</u>

	2024 £	2023 £
Employment costs		
Wages and salaries	597,163	482,617
Social security costs	38,085	32,804
Other pension costs	30,065	27,061
	<u>665,313</u>	<u>542,482</u>

Staff numbers represent the full time equivalent including part-time staff, but excluding contractors and volunteers. There were 31 (2023: 28) part-time employees making up 9 (2023: 20) full time equivalents.

The total cost of Key Management Personnel defined as the CEO, including employer's national insurance and pension contributions was 2024 (this comprised more than one appointment during the year) £70,429 (2023: £67,082).

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

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

12 Employees

(Continued)

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

	2024 Number	2023 Number
£60,001 to £70,000	1	1

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

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

13 Other

	Unrestricted funds general 2024	Unrestricted funds general 2023
Financing costs	98	7
	98	7

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.

14 Gains and losses on investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Gains/(losses) arising on:		
Revaluation of investments	1,064	(940)

15 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

16 Tangible fixed assets

	IT equipment	Fixtures and fittings	Total
	£	£	£
Cost			
At 1 April 2023	61,857	11,355	73,212
Additions	10,296	-	10,296
	<u>72,153</u>	<u>11,355</u>	<u>83,508</u>
At 31 March 2024	72,153	11,355	83,508
Depreciation and impairment			
At 1 April 2023	33,646	11,355	45,001
Depreciation charged in the year	19,794	-	19,794
	<u>53,440</u>	<u>11,355</u>	<u>64,795</u>
At 31 March 2024	53,440	11,355	64,795
Carrying amount			
At 31 March 2024	18,713	-	18,713
	<u>18,713</u>	<u>-</u>	<u>18,713</u>
At 31 March 2023	28,212	-	28,212
	<u>28,212</u>	<u>-</u>	<u>28,212</u>

17 Financial instruments

	2024	2023
	£	£
Carrying amount of financial assets		
Instruments measured at fair value through profit or loss	25,125	24,060
	<u>25,125</u>	<u>24,060</u>

18 Debtors

	2024	2023
	£	£
Amounts falling due within one year:		
Other debtors	4,388	-
Prepayments and accrued income	9,206	17,985
	<u>13,594</u>	<u>17,985</u>

19 Current asset investments

	2024	2023
	£	£
Unlisted investments - CCLA	25,125	24,060
	<u>25,125</u>	<u>24,060</u>

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

20 Creditors: amounts falling due within one year

	2024 £	2023 £
Other creditors	8,139	4,970
Accruals and deferred income	17,770	76,749
	<u>25,909</u>	<u>81,719</u>

21 Creditors: amounts falling due after more than one year

	2024 £	2023 £
Accruals and deferred income	1,077	1,077
	<u>1,077</u>	<u>1,077</u>

22 Provisions for liabilities

	2024 £	2023 £
	28,500	30,970
	<u>28,500</u>	<u>30,970</u>

Movements on provisions:

	£
Additional provisions in the year	<u>28,500</u>

23 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 £28,815 (2023 - £25,622).

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.

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

23 Retirement benefit schemes

(Continued)

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 by 3% each on 1st April)	(payable monthly and increasing)
---	---	----------------------------------

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

	2024	2023
	%	%
Discount rate	5.31	2.35

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

23 Retirement benefit schemes

(Continued)

	31 March 2024 (£s)	31 March 2022 (£s)	31 March 2022 (£s)
Present value of provision	1,182	2,530	3,969
PRESENT VALUES OF PROVISION			

RECONCILIATION OF OPENING AND CLOSING PROVISIONS

	Period Ending 31 March 2024 (£s)	Period Ending 31 March 2023 (£s)
Provision at start of period	2,530	3,969
Unwinding of the discount factor (interest expense)	97	75
Deficit contribution paid	(1,446)	(1,446)
Remeasurements - impact of any change in assumptions	1	(68)
Remeasurements - amendments to the contribution schedule	-	(-)
Provision at end of period	1,182	2,530

INCOME AND EXPENDITURE IMPACT

	Period Ending 31 March 2024 (£s)	Period Ending 31 March 2023 (£s)
Interest expense	97	75
Remeasurements – impact of any change in assumptions	1	(68)
Remeasurements – amendments to the contribution schedule	-	-
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 2024

24 Unrestricted funds - designated

These are unrestricted funds which are material to the charity's activities.

	At 1 April 2023 £	Incoming resources £	At 31 March 2024 £
Future Provision Fund	104,518	-	104,518
	<u> </u>	<u> </u>	<u> </u>

Previous year:

	At 1 April 2022 £	Incoming resources £	At 31 March 2023 £
Future Provision Fund	97,466	7,052	104,518
	<u> </u>	<u> </u>	<u> </u>

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

25 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	Movement in funds			Movement in funds			
	Balance at 1 April 2022	Incoming resources	Resources expended	Balance at 1 April 2023	Incoming resources	Resources expended	Transfers
	£	£	£	£	£	£	Balance at 31 March 2024 £
Silva homes	-	-	-	-	17,826	(21,779)	3,953
Trussell Trust	-	-	-	-	23,064	(16,243)	-
Childrens Centres	-	-	-	-	1,941	-	-
Grant for Home Visiting	-	-	-	-	6,990	(6,990)	-
CAB COL sub grant	-	-	-	-	7,500	(7,500)	-
Bracknell Forest Council (Innovation fund)	-	167,250	(167,250)	-	13,614	(13,614)	-
Slough	-	100,000	(100,000)	-	110,000	(110,000)	-
Royal Borough of Windsor and Maidenhead	-	128,000	(128,000)	-	2,000	(2,000)	-
Covid Recovery Service	-	30,000	(30,000)	-	-	-	-
Baylis Trust	-	26,000	(26,000)	-	25,000	(25,000)	-
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)	-	-	-	-
Volante Charitable Trust	-	5,000	(5,000)	-	-	-	-
	-	506,462	(506,462)	-	210,435	(205,626)	3,953
							8,762

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

25 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 2024

25 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 2024

26 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Gains and losses £	At 31 March 2024 £
General funds	336,147	591,180	(657,065)	(3,953)	1,064	267,373
Pension fund	(1,182)	-	-	-	-	(1,182)
	<u>334,965</u>	<u>591,180</u>	<u>(657,065)</u>	<u>(3,953)</u>	<u>1,064</u>	<u>266,191</u>
General funds	259,813	315,583	(238,400)	-	499	337,495
Pension fund	(2,530)	-	-	-	-	(2,530)
	<u>257,283</u>	<u>315,583</u>	<u>238,400</u>	<u>-</u>	<u>499</u>	<u>334,965</u>

27 Analysis of net assets between funds

	Unrestricted funds general 2024 £	Unrestricted funds designated 2024 £	Restricted funds 2024 £	Total 2024 £
At 31 March 2024:				
Tangible assets	18,713	-	-	18,713
Current assets/(liabilities)	278,403	104,518	8,762	391,683
Long term liabilities	(1,077)	-	-	(1,077)
Provisions	(28,500)	-	-	(28,500)
	<u>267,539</u>	<u>104,518</u>	<u>8,762</u>	<u>380,819</u>

	Unrestricted funds general 2023 £	Unrestricted funds designated 2023 £	Restricted funds 2023 £	Total 2023 £
At 31 March 2023:				
Tangible assets	28,212	-	-	28,212
Current assets/(liabilities)	338,800	104,518	-	443,318
Long term liabilities	(1,077)	-	-	(1,077)
Provisions	(30,970)	-	-	(30,970)
	<u>334,965</u>	<u>104,518</u>	<u>-</u>	<u>439,483</u>

CITIZENS ADVICE EAST BERKSHIRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

28 Operating lease commitments

Lessee

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.

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:

	2024 £	2023 £
Within one year	-	34,110
Between two and five years	-	8,528
	<u>-</u>	<u>42,638</u>

29 Related party transactions

There were no disclosable related party transactions during the year (2023 - none).

30 Analysis of changes in net funds

The charity had no material debt during the year.

31 Cash generated from operations

	2024 £	2023 £
(Deficit)/surplus for the year	(60,012)	76,243
Adjustments for:		
Investment income recognised in statement of financial activities	(6,578)	(4,099)
Loss on disposal of intangible assets	98	7
Fair value gains and losses on investments	(1,064)	940
Depreciation and impairment of tangible fixed assets	19,794	20,619
Difference between pension charge and cash contributions	1,250	2,885
Movements in working capital:		
Decrease in debtors	4,391	13,593
(Decrease) in creditors	(55,712)	(92,284)
Increase/(decrease) in provisions	(2,470)	15,470
Cash (absorbed by)/generated from operations	<u>(100,303)</u>	<u>33,374</u>