

Company registration number: 03466059
Charity number: 1068411

TRUSTEES' REPORT AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2024

LUTON CITIZENS ADVICE
BUREAU
(A company limited by
guarantee)

LUTON CITIZENS ADVICE BUREAU

(A company limited by guarantee)

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LUTON CITIZENS ADVICE BUREAU

(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS

FOR THE YEAR ENDED 31 MARCH 2024

Trustees

M Neale, Chair
H A Rashid, Vice Chair
P Sutton, Treasurer
K Dale, Trustee
D Olney, Trustee
A Nicholls, Trustee
A B Mckenzie, Trustee
U Ali, Trustee
F Begum, Trustee
G Daswani, Trustee
S Jones, Trustee (appointed 25 January 2024)
E A Alam, Trustee (appointed 10 May 2024)

Company registered number 03466059

Charity registered number 1068411

Registered office 15 New Bedford Road
Luton
LU1 1SA

Chief executive officer S Simeon

Accountants Menzies LLP
Chartered Accountants
Richmond House
Walkern Road
Stevenage
SG1 3QP

Bankers National Westminster Bank
31 George Street
Luton
LU1 2YN

United Trust Bank Limited
One Ropemaker Street
London
EC2Y 9AW

Cambridge & Counties Bank Limited
Charnwood Court
Leicester
LE1 6TB

Independent Examiner Stuart Cuzner
Menzies LLP
Richmond House
Walkern Road
Stevenage
SG1 3QP

LUTON CITIZENS ADVICE BUREAU

(A company limited by guarantee)

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2024

The Trustees (who are also the Directors for the purpose of Company Law) have pleasure in presenting their annual report and the audited financial statements for the year ended 31 March 2024. They are prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association and accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1st January 2019).

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

Objectives and activities

a. Policies and objectives

The objectives of the charity are to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. We have been providing support and advice to people in Luton for over 30 years. Over that time, we have grown significantly to support the high and current needs in the community.

Citizens Advice Luton provides free, independent, confidential and impartial advice to the people of the Borough of Luton on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

Achievements and performance

a. Main achievements of the Company

Luton is an ethnically diverse town with an estimated 150 languages and dialects spoken with a population of over 225,300 where over half are not White British. Luton is also comparatively deprived with some wards in the most deprived areas in the country and also high levels of child poverty. Luton replicates the problems and issues of inner city boroughs without the necessary infrastructure to support the needs. Luton is densely populated, and all these factors contribute to the health and social care needs in the town.

LUTON CITIZENS ADVICE BUREAU

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance (continued)

b. Review of activities

Demand for our service increased 26.6% from 22/23 (9,193 clients) to 23/24 (11,637 clients). Face to face enquiries are now at pre-covid levels as clients continue to feel the effects of the cost of living crisis. The impact has been widespread with issues affecting people's finances, housing, employment, mental and physical health.

We recognised that we needed to continue to improve access to the service and respond to trends and have ensured this has been closely monitored throughout the year.

We have worked closely with our existing key partners in the statutory and VCSE sectors, and have expanded this work developing new partnerships with Sight Concern and Luton Womens Aid.

The main problems people face are: poverty, debt, homelessness, risk of eviction, and mental health. 55% of clients have a mental health disability and many are single men with significant debt. Last year the top five issues our clients wanted advice and support on were:

- Debt
- Benefits
- Financial services
- Housing
- Immigration

Through our advice and support we aim to empower individuals to take important, difficult and often life changing decisions, by providing clear independent advice, which helps them to understand their situation better and improve their long-term prospects. Our support services greatly help to reduce certain aspects of poverty and disadvantage, as well as advancing education and skills, helping people to become more financially resilient. Our advice also helps improve people's mental health and wellbeing by relieving the distress and anxiety caused by their personal situation and problems.

Our free support and advice services are provided, face-to-face at our office in Luton Town Centre (drop in and by appointment), by email and telephone support, which ensures it is accessible to anyone who needs our help. We are trialling the provision of support in outreach hubs to further increase our reach in the community of Luton. This is particularly important for those people who have become isolated due to the pandemic.

Notable Achievements

- Secured funding to tackle Health Inequalities in partnership with Luton Borough Council (with BLMK ICB funding). We employed 2 FTE staff to provide face to face and phone advice to the patients of 6 Luton based Primary Care Networks.
- Secured funding from HMPPS to recruit 1.2 FTE staff to deliver Finance, Benefit and Debt advice to Male People on Probation - this project runs to January 2025.
- Working with the National Databank, we secured free SIM cards to give out to our clients who do not have access to phone data or minutes. This has proved invaluable for many of our clients who need their phones to meet Universal Credit claimant commitments.
- With funding from National Citizens Advice and core funding we were able to increase advice capacity (and email advice) by 2.5 FTE.
- With funding from Luton Borough Council, we continued our outreach advice sessions creating a weekly advice hub in Marsh Farm which included Luton Borough Council's housing department, the Luton Access partners and Total Wellbeing.
- Development of our Equity, Diversity and Inclusion work group - reviewed and adopted a new employment contract which gives additional holiday and sickness pay to a majority of staff.
- We are working with Luton Borough Council on a new website: Luton Supporting You. Bringing the Luton Access partner office together in one space.
- Continually reviewed our service delivery to meet the needs of our clients.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance (continued)

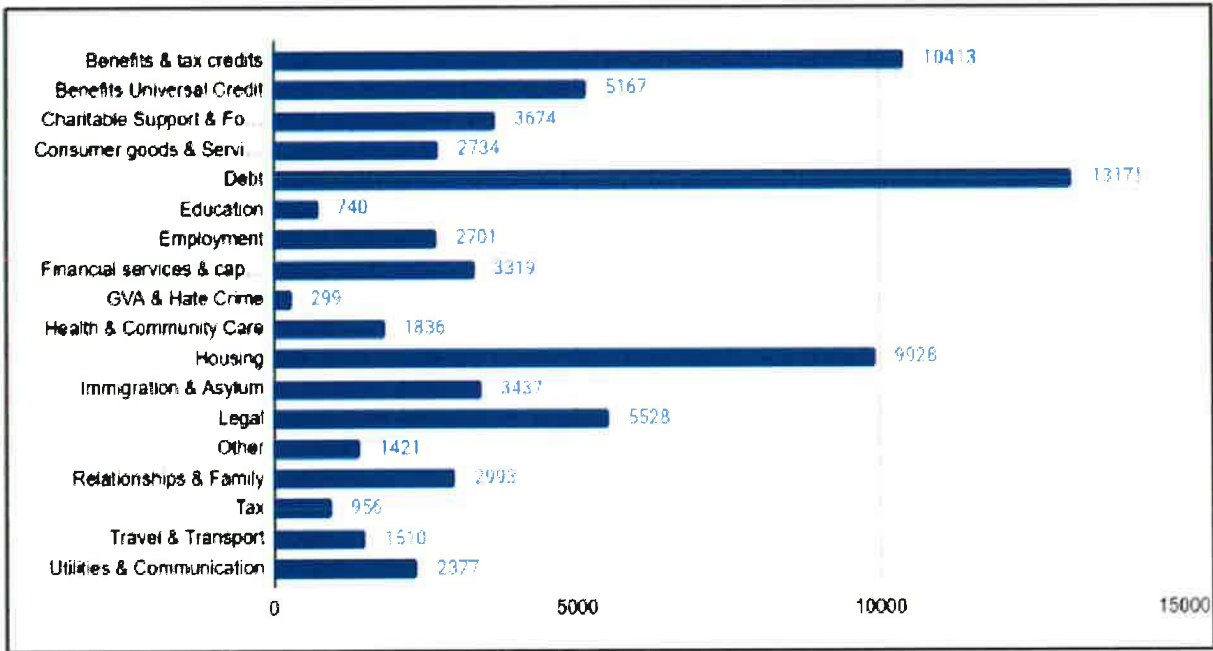
We know our services provide enormous value to society – for every £1 invested in 2023/4, we generated:

- £2.52 in savings to government and public services (fiscal benefits) - total: £1,881,340
- £40.26 in wider economic and social benefit (public value) - total: £30,066,333
- £10.72 in financial value to the people we help (specific outcomes for individuals) - total: £8,009,057

Our service supported the community as follows:

- Savings to local authority £237,155
- Reducing use of health services: £658,513
- Total savings to NHS: £680,584
- Saving to Department of Work and Pensions (by keeping people in work): £620,838
- Saving to House Providers (preventing evictions): £593,551
- Total value of debt advice: £959,410
- Public value of improving clients' wellbeing: £25,358,401
- Value of volunteering: £219,898

Volunteer support has been the heart of Citizens Advice since the beginning, and we encourage their involvement which in turn gives a significant cost reduction to the services we provide.



The main advice areas this year continue to be for Debt and Welfare Benefits advice with a sharp increase in the number of housing enquiries.

- Increased client income of £6,021,451
- £1,851,503 of client debts written off
- Helping our clients to manage £6.82 million of personal debt

National Citizens has a Performance Quality Framework that we adhere to. We achieved an excellent Quality of Advice score which is testament to the hard work and dedication of our staff who worked tirelessly to support our clients.

LUTON CITIZENS ADVICE BUREAU

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance (continued)

Public benefit

The trustees have complied with the duty in section 4 of the Charities Act 2011 and have regard to the public benefit guidance as issued by the Charity Commission as shown in the objectives above.

We have referred to the guidance on public benefit when reviewing our aims and objectives and in planning our future activities in particular, the Trustees consider how planned activities will contribute to the aims and objectives that they have set.

The public benefit statement forms the basis for all judgments regarding operational reports to the Board meetings, in order to be reassured that the facilities and services currently managed by the charity continue to meet these criteria. At these meetings, the treasurer also presents the financial position including taking account of any restricted funds and the Charity's status as a going concern.

Financial review

a. Financial position

Income for the year was £766,155 (2022/23: £635,601). Of this £729,137 (2022/23: £552,745) related to restricted project activities.

A surplus of £90,235 was made in the year (2022/23 deficit of £17,861). At 31 March 2024 total reserves were £691,019 of which £558,202 represented unrestricted funds (2023 total reserves £600,784).

Our principal funders for 2023/24:

- Bedfordshire and Luton Community Foundation (BLCF) who administer the Community Investment Fund grant on behalf of London Luton Airport Ltd. The grant application was submitted by CAL on behalf of the Luton Access IAG partnership (Citizens Advice, Luton Irish Forum, Luton Law Centre and Luton Rights). CAL is the lead partner for the project. We received a total of £313,569, a reduction on the prior year representing the continuing pressures for the BLCF due to the reduced income from Luton Airport due to Covid and the increased demand from competing charities for a slice of that available grant. These funds allow us to deliver our general advice service to our clients.
- Citizens Advice: Money and Pensions Service Debt Advice project. To deliver specialist debt advice to our clients.
- Home Office: EU Settled Status project. To provide advice and support to clients applying to the EUSS scheme.
- Energy Redress: Providing vouchers to help the most vulnerable in the community with their energy bills.
- Luton Borough Council - To provide advice and support to clients referred into the CAL service by Primary Care Networks across the town. Helping combat Health Inequalities.
- National Lottery Community Fund - monies from the Cost of Living Fund to expand our core service, supporting clients that are in crisis.

b. Reserves policy

Unrestricted funds reserves are maintained at not less than 4 months expected cash outflow. This policy is reviewed by the Trustees in accordance with Citizens Advice recommendations and with a view of expected expenditure in the forthcoming years. Free reserves are currently slightly above this level.

c. Material investments policy

The organisation invests at least the amount equivalent to its reserves plus provisions in low risk bank accounts separate from its other core accounts. This is to ensure that, at all times, the Bureau can call on its reserves should it need to. No other income is generated from investments.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

d. Future Developments

Our service is needed now more than ever. The cost of living crisis has severely impacted our clients.

Our 2024-2026 Strategic Business and Development Plan is the basis for our work plans throughout the coming year. The main focus for developments in the next year are to:

- Launch our Advice First Aid project
- Provide a multi-channel advice service with an aim to join webchat and embed WhatsApp advice
- Create a new website with partner referral portal
- Maintain good access to advice - rated green
- Maintain good quality of advice - rated green
- Review client access and aim to improve PQF rating from red/amber to green
- Ensure CA Luton is at the forefront of work carried out under Luton's 2040 initiative
- Seek funding to work in partnership with the new Luton Family Hub and ELFT CAMHS teams to create a Healthy Wealthy Families advice program. Outcomes linked to financial stability and reducing unmanageable debt.
- Seek funding to provide enhanced casework support to the most vulnerable and marginalised members of our community.
- Keep the service and structure under review to ensure we understand pressures and opportunities as they arise.

In order to build on and deliver an enhanced service, we need to increase our volunteer base - we have started an enhanced recruitment campaign to attract more volunteers (for advice and Trustees).

We will continue to work closely with our Luton Access partners - building our digital offer to include access to our partners' advice offer. This will ensure our clients can obtain the advice that they need in a setting that best suits their requirements.

Research and Campaigns: is at the heart of what we do. Our Research and Campaigns Focus Group continues to work with our local MP's to focus on local campaigns and work on National CitA campaigns.

Equity, Diversity and Inclusion: Our EDI focus group reviews changing trends of inequality, intercepting them and acting to ensure that they are addressed. The group reviews the needs of our clients ensuring our service reaches every client that needs our help.

Structure, governance and management

a. Constitution

The Company is constituted and is a registered charity number 1068411.

The organisation is a Charitable Company limited by guarantee with no share capital. The organisation was run under a Trust deed without limited Company status until Company status was adopted. The Company was established under a Memorandum and Articles of Association, detailing the objects and powers of the company. The last amendment to the Memorandum and Articles was in 2022. In the event of the company being wound up, members are required to contribute an amount not exceeding £1. Luton Citizens Advice Bureau is a member of the national framework of Citizens Advice and is supported and audited accordingly.

LUTON CITIZENS ADVICE BUREAU

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Structure, governance and management (continued)

b. Methods of appointment or election of Trustees

The Directors of the company are also charity Trustees for the purposes of charity law and sit as a Board on a quarterly basis. Under the requirements of the Memorandum and Articles of Association, the members of the Board are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

The number of Trustees is limited to a maximum of 15 and a minimum of 4. Trustees are either elected at the Annual General Meeting, nominated by local organisations, elected from within staff and/or volunteers or co-opted by the Trustee Board.

The Board seeks to use the knowledge and skills of those involved in the local area, as well as specialists in the field of advice to assist in their duties. The composition of the Board reflects both the established links with Luton Council, as well as the links with local business. In the last year the Board has successfully recruited new trustees to better reflect the diversity of the community we are supporting and add to the depth of specialist support available.

c. Organisational structure and decision-making policies

The Board meets every quarter. The Board hears reports from the Finance Committee, Risk Committee and General Purposes Committee. The Board discusses strategic risks and risks operating outside the current tolerance of the organisation. Members of the Board sit on both the Finance, Risk and the General Purposes Committees. Other meetings are arranged as and when required.

The Finance Committee meets at least 4 times per year. It includes the Treasurer, members of the Board and the Chief Executive. It reviews the financial position, cash flow and financial risks and opportunities with a view to maximising income generation and cost savings where appropriate.

The Risk Committee meets at least 4 times a year to review the risk register and makes recommendations to the Board regarding the most significant risks and actions in place to reduce, manage and monitor them. The Risk Register is informed by strategic and operational reviews of CAL and its environment.

The General Purposes Committee has been established to prepare and monitor the strategy for volunteer recruitment, the health, safety and wellbeing of staff, volunteers and clients and to deal with premises issues. It meets 4 times a year and its membership includes Trustees, Staff and volunteers.

The Board and Senior Management team created an Emergency Management Team group during the Covid pandemic and it still meets fortnightly to consider operational risks facing the organisation.

In accordance with the Memorandum and Articles of Association, the Board delegates the day to day running of the organisation to the Chief Executive, who relies upon finance and administrative staff within the organisation to carry out the strategic direction agreed with the Board.

d. Policies adopted for the induction and training of Trustees

All new Trustees are provided with a comprehensive induction on their legal obligations under charity and company law. The induction includes review of our Memorandum and Articles of Association and the Office Manual (including business plan). We also provide access to the National Citizens Advice Intranet for additional support and information.

e. Key management remuneration policy

The Trustees regularly benchmark the pay of Senior Management in similar sized Charity organisations in the locality and also across similar sized Citizens Advice Offices. This was last done in 2023/24.

LUTON CITIZENS ADVICE BUREAU

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Structure, governance and management (continued)

f. Related party relationships

Citizens Advice Luton is a member of Citizens Advice, the National Association of Citizens Advice Bureaux, having passed regular audits of its quality of advice and membership standards.

g. Principal risks and uncertainties

There is a risk management framework in the organisation. The main Board has reviewed the strategic risks facing the organisation; the Risk Committee regularly reviews these risks.

Regular reporting is to the Board at its quarterly meetings.

The trustees have identified the following key risks for the organisation along with the mitigating actions to be undertaken:

- **Funding:** CAL is reliant on a single source of funding for its core general advice activities in the shape of a restricted grant awarded by Bedfordshire and Luton Community Foundation (BLCF) as part of the Luton Rising- Community Investment Fund. CAL continues to apply for additional grants and funds to increase the diversity of our funding source.

- **Impact of Cost Of Living:** CAL's cost base has been adversely impacted by higher utility bills, rent and other sundry costs. CAL is aware of the impact the cost of living has on its staff and volunteers who may be forced to seek higher paid employment. The rising cost of living is pushing more clients into debt and so we are seeing an increase in the number of clients who are seeking our support and advice.

- **Community House Lease:** CAL undertook a review to assess options on the Community House lease. Although it has been decided to remain in the current premises, the fixed costs associated with the rental agreement do represent a risk should funding be cut in the future. Current levels of reserves are adequate to meet this shortfall.

LUTON CITIZENS ADVICE BUREAU

(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Statement of Trustees' responsibilities

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

Company law requires the trustees to prepare financial statements for each financial year. Under company law, the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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



Date: 8/11/24

LUTON CITIZENS ADVICE BUREAU

(A company limited by guarantee)

MENZIES
BRIGHTER THINKING

INDEPENDENT EXAMINERS' REPORT

Independent examiner's report to the Trustees of Luton Citizens Advice Bureau ('the Company')

I report to the charity Trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

Responsibilities and basis of report

As the Trustees of the Company (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company 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 Company's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the Company'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 ICAEW, 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:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts 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 accounts 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 accounts to be reached.

This report is made solely to the Company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Company's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Company and the Company's Trustees as a body, for my work or for this report.

Signed:

DocuSigned by:

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Dated:

06-Dec-2024

Stuart Cuzner

Menzies LLP, Chartered Accountants
Richmond House, Walkern Road
Stevenage, SG1 3QP

LUTON CITIZENS ADVICE BUREAU

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STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2024

	Note	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Income from:					
Charitable activities	3	729,137	-	729,137	592,845
Investments	4	-	14,190	14,190	3,544
Other income	5	-	22,828	22,828	39,212
Total income		729,137	37,018	766,155	635,601
Expenditure on:					
Charitable activities		660,784	15,136	675,920	653,462
Total expenditure		660,784	15,136	675,920	653,462
Net income/(expenditure)		68,353	21,882	90,235	(17,861)
Transfers between funds	13	15,091	(15,091)	-	-
Net movement in funds		83,444	6,791	90,235	(17,861)
Reconciliation of funds:					
Total funds brought forward		49,373	551,411	600,784	618,645
Net movement in funds		83,444	6,791	90,235	(17,861)
Total funds carried forward		132,817	558,202	691,019	600,784

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

The notes on pages 14 to 23 form part of these financial statements.

LUTON CITIZENS ADVICE BUREAU
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REGISTERED NUMBER: 03466059

BALANCE SHEET
AS AT 31 MARCH 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible fixed assets	10	-	-
Current assets			
Debtors	11	156,210	32,827
Cash at bank and in hand		638,131	596,769
		794,341	629,596
Creditors: amounts falling due within one year	12	(103,322)	(28,812)
Net current assets		691,019	600,784
Total assets less current liabilities		691,019	600,784
Total net assets		691,019	600,784
Charity funds			
Restricted funds	13	132,817	49,373
Unrestricted funds	13	558,202	551,411
Total funds		691,019	600,784

LUTON CITIZENS ADVICE BUREAU

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BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2024

The Company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

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

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

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



Date: 8/11/24

The notes on pages 14 to 23 form part of these financial statements.

LUTON CITIZENS ADVICE BUREAU

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

1. General information

Luton Citizens Advice Bureau is a registered charity and company limited by guarantee, both registered in England and Wales. The charity and company registration numbers, along with the registered office address, can be found within the reference and administrative details on page 1.

The presentation currency of the financial statements is the Pound Sterling (£).

2. Accounting policies

2.1 Basis of preparation of financial statements

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

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

2.2 Income

All income is recognised once the Company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

2.3 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 allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Company's objectives, as well as any associated support costs.

LUTON CITIZENS ADVICE BUREAU

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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

2. Accounting policies (continued)

2.4 Tangible fixed assets and depreciation

- Tangible fixed assets costing £500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

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

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following basis:

Improvements to property	-	20%
Fixtures and fittings	-	33%

2.5 Liabilities and provisions

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

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

2.6 Financial instruments

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

2.7 Pensions

The Company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Company to the fund in respect of the year.

2.8 Fund accounting

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

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

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

LUTON CITIZENS ADVICE BUREAU

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

2. Accounting policies (continued)

2.9 Taxation

As a charity, Luton Citizen Advice Bureau is exempt from tax on income and gains falling within section 478 of the Corporation Tax Act 2010 or S256 of the Taxation of Chargeable Gains Act.

3. Income from charitable activities

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Income from charitable activities	729,137	-	729,137	592,845
Total 2023	552,745	40,100	592,845	

4. Investment income

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Deposit account interest	14,190	14,190	3,544
Total 2023	3,544	3,544	

5. Other incoming resources

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Other incoming resources	22,828	22,828	39,212
Total 2023	39,212	39,212	

LUTON CITIZENS ADVICE BUREAU

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

6. Analysis of expenditure by activities

	Activities undertaken directly 2024 £	Support costs 2024 £	Total funds 2024 £	Total funds 2023 £
Wages	477,946	-	477,946	428,022
Rent	-	65,940	65,940	66,769
Premises expenses	-	47,959	47,959	43,142
Staff expenses	-	8,786	8,786	6,650
Communications	-	8,749	8,749	7,992
Printing	-	3,958	3,958	5,342
Accountancy fees	-	2,060	2,060	5,500
Legal and professional	-	3,674	3,674	5,693
Other administration	-	39,650	39,650	28,458
Bank charges	-	563	563	612
Grants to service providers	16,635	-	16,635	55,282
	494,581	181,339	675,920	653,462
<i>Total 2023</i>	483,304	170,158	653,462	

7. Independent examiner's remuneration

The independent examiner's remuneration amounts to an independent examiner fee of £1,500 (2023 - £1,350), and preparation of Charity accounts of £2,100 (2023 - £1,600).

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

8. Staff costs

	2024 £	2023 £
Wages and salaries	421,410	369,957
Social security costs	33,207	32,350
Contribution to defined contribution pension schemes	23,329	25,715
	<u>477,946</u>	<u>428,022</u>

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

	2024 No.	2023 No.
Employees	<u>21</u>	<u>18</u>

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

Key management personnel cost amounted to £134,567 (inc NI& Pension) (2023: £115,441).

9. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2023 - £NIL).

During the year ended 31 March 2024, no Trustee expenses have been incurred (2023 - £NIL).

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

10. Tangible fixed assets

	Improvements to property £	Fixtures and fittings £	Total £
Cost or valuation			
At 1 April 2023	159,798	41,906	201,704
At 31 March 2024	159,798	41,906	201,704
Depreciation			
At 1 April 2023	159,798	41,906	201,704
At 31 March 2024	159,798	41,906	201,704
Net book value			
At 31 March 2024	-	-	-
At 31 March 2023	-	-	-

11. Debtors

	2024 £	2023 £
Due within one year		
Trade debtors	93,390	1,381
Prepayments and accrued income	62,820	31,446
	156,210	32,827

12. Creditors: Amounts falling due within one year

	2024 £	2023 £
Trade creditors	308	1,207
Other taxation and social security	8,981	6,837
Accruals and deferred income	94,033	20,768
	103,322	28,812

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

13. Statement of funds

Statement of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Unrestricted funds					
Designated funds					
Fundraising Designated Fund	50,000	-	-	-	50,000
Restructuring Designated Fund	30,000	-	-	-	30,000
Building Designated Fund	135,000	-	-	-	135,000
	<u>215,000</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>215,000</u>
General funds					
General Fund	336,411	37,018	(15,136)	(15,091)	343,202
Total Unrestricted funds	<u>551,411</u>	<u>37,018</u>	<u>(15,136)</u>	<u>(15,091)</u>	<u>558,202</u>
Restricted funds					
Money Advice Service- Face to Face	27,815	139,650	(136,506)	-	30,959
The Steel Charitable Trust	17,358	-	-	-	17,358
Energy Advice Programme	4,200	22,421	(21,634)	-	4,987
BLCF	-	313,569	(312,755)	-	814
BLCF Collaboration Fund	-	37,500	(44,952)	7,452	-
CitA CSDF2	-	41,500	(31,112)	-	10,388
HMPPS FBD	-	35,138	(35,127)	-	11
National Lottery Community Fund	-	74,998	(49,349)	-	25,649
EU Settled Status	-	6,861	(14,500)	7,639	-
LBC Core20Plus5	-	57,500	(14,849)	-	42,651
	<u>49,373</u>	<u>729,137</u>	<u>(660,784)</u>	<u>15,091</u>	<u>132,817</u>
Total of funds	<u>600,784</u>	<u>766,155</u>	<u>(675,920)</u>	<u>-</u>	<u>691,019</u>

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

14. Summary of funds

Summary of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Designated funds	215,000	-	-	-	215,000
General funds	336,411	37,018	(15,136)	(15,091)	343,202
Restricted funds	49,373	729,137	(660,784)	15,091	132,817
	600,784	766,155	(675,920)	-	691,019

15. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £
Current assets	132,817	661,524	794,341
Creditors due within one year	-	(103,322)	(103,322)
Total	132,817	558,202	691,019

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

16. Purposes of funds

Unrestricted funds

Fundraising fund- This is an amount held in reserve to cover the cost of additional fundraising activities which aim to diversify the funding sources of Citizens Advice Luton.

Restructuring fund- This is an amount held in reserve to cover the cost of potential re-structure of the organisation in the event of cuts to funding/income.

Building fund- This is a fund held for potential dilapidations at the charity's offices.

Fixed asset fund- This fund represents the investment in fixed assets.

Restricted funds

Beds and Luton Community Foundation (BLCF): Grant funding from BLCF who administer Luton Rising's Community Investment Fund. The grant was awarded to the Luton Access IAG collaboration for which CAL is the lead organisation working with our partner organisations Luton Irish Forum, Luton Law Centre and Luton Rights. The grant allows CAL to deliver its frontline general advice service to the citizens of Luton working with our partners to provide clients with a seamless advice journey.

Beds and Luton Community Foundation (BLCF) - Collaboration Fund: This funding was awarded by BLCF as part of the Luton Fairness Task Force Collaboration Fund. Grant funding awarded to provide outreach advice at warm hubs located in the most deprived areas of Luton, to address the Cost of Living crisis and impact of covid.

Core20Plus5: Grant funding from Luton Borough Council's Public Health team to support the delivery of the Core20Plus5 Neighbourhood. Project funding for Citizens Advice to provide its services through an outreach model working with local Primary Care Networks providing a referral pathway for their clients to access our service.

CSDF2 - Cost of Living Funding: Citizens Advice Sub-Grant in relation to Core Service donation funding Phase 2. The funding is to enable the additional remote delivery of advice to more clients via phone, chat, email and/or video.

Energy Advice Programme: Citizens Advice Sub-Grant in relation to EAP delivery. The EAP provides one to one energy advice appointments to clients who are in or at risk of fuel poverty, often vulnerable and may be struggling to pay their bills. EAP is funded by the Energy Supplier Warm Home Discount ('WHD') initiative.

Home Office: EU Settlement Scheme grant funding to deliver practical support to vulnerable EU, EEA and Swiss citizens to help make their EU Settlement application. This fund is delivered in partnership with Luton Law Centre (our partner in the Luton Access project).

MAPSDAP: Citizens Advice Sub-Grant in relation to the Money and Pensions Service funded debt advice project. To provide debt advice sessions across multiple channels to members of the public requiring help with their debt problems.

Ministry of Justice HMPPS: Grant funding for the provision of Finance, Benefit and Debt services for men on probation referred to the Citizens Advice service by Luton and Bedford Probation offices.

The National Lottery Community Fund: funding from the Community Organisations Cost of Living Fund to expand our core advice service and to contribute to overheads.

The Steel Charitable Trust: Grant purpose: to support the salary of a dedicated adviser for families with children suffering from the impact of increased cost of living.

LUTON CITIZENS ADVICE BUREAU

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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

17. Operating lease commitments

At 31 March 2024 the Company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2024 £	2023 £
Not later than 1 year	61,303	44,000
Later than 1 year and not later than 5 years	86,846	106,333
	148,149	150,333

18. Members' liability

The company is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

19. Related party transactions

Luton Citizens Advice Bureau is a member of Citizens Advice, the National Association of Citizens Advice Bureau. Income of £139,650 (2023: £148,711) was received from Citizens advice to assist client with money advice.

20. Employee Benefit Obligations

The scheme is a defined contribution scheme where the company contributes 6% and the employee contributes 2%-6% of gross salary. In the year the company made payments of £23,329 (2023: £22,715). At 31 March 2024 the organisation owed contributions of £nil (2023: £nil).

