

OFFICE

REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024
FOR
BRIGHTON AND HOVE CITIZENS ADVICE BUREAU

F1 CRT Limited
Flat 24 Wellingtonia Court
Laine Close
Brighton
East Sussex
BN1 6TD

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

	Page
Report of the Trustees	1 to 6
Independent Examiner's Report	7
Statement of Financial Activities	8
Balance Sheet	9
Cash Flow Statement	10
Notes to the Cash Flow Statement	11
Notes to the Financial Statements	12 to 23
Detailed Statement of Financial Activities	24

BRIGHTON AND HOVE CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES **FOR THE YEAR ENDED 31 MARCH 2024**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of 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).

OBJECTIVES AND ACTIVITIES

Objectives and aims

Objectives: Citizens Advice Brighton and Hove's objectives are to offer any charitable service to benefit the public through: providing information, advice and education, helping with living healthily and well and helping with low income and poverty. This is for anyone and especially the communities of Brighton and Hove and surrounding areas.

The vision of Citizens Advice Brighton and Hove is to give people the knowledge and the confidence they need to find their way forward - whoever they are and whatever their issue.

The aims of Citizens Advice Brighton and Hove (CABH) are:

- (1) to provide the advice people need for the problems they face, and
- (2) to improve the policies and practices that affect people's lives.

Our mission: Citizens Advice Brighton and Hove works towards these aims by providing free, independent, impartial and confidential advice on any subject. We gather information about our clients' issues and the advice we provide and use that information to campaign and influence policies and other changes to improve the lives of our clients and the local community.

Our values: We value diversity, promote equality and challenge discrimination.

Our service provides advice to everyone without judgement. We offer help to all clients and anyone who needs help, regardless of their age, class, race, religion, gender, disability or sexuality.

All our advice workers, whether paid or voluntary, are professionally trained to provide a quality service to our clients. We try to have staff and teams that represent the communities we advise, support and are part of.

Citizens Advice Brighton and Hove holds the Advice Quality Standard for advice, telephone advice and advice with casework in benefits.

Public benefit - how we help our clients and communities

We follow the Charity Commission's guidance when reviewing and planning what we do. Our trustees consider how our planned activities are in line with our aims and objectives.

Our charity's purposes are set out in a document called our 'Memorandum and Articles of Association.' These purposes are 'to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Brighton & Hove and surrounding areas.'

Our aims, listed above, uphold the founding purposes of our charity. We review and plan what we do every year to make sure it always reflects our purposes. This review looks at what we achieved and the outcomes of our work in the last year. The review looks at the success of all our activities and the benefits they have brought to our clients. The review also helps make sure we are fully focussed on the purposes we have as a charity.

Research and campaigns

Our advisers collect evidence from cases they have worked on and we use this information to influence policymakers to improve services. We share anonymous information about advice issues with Citizens Advice nationally to get a picture of what's happening all over England and Wales. We work with them on national issues and campaigns. We also carry out local research and work with other charities and organisations on local policy issues.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

OBJECTIVES AND ACTIVITIES

Volunteers

Like many charities, we rely on volunteers in the day to day running of the organisation. To deliver a high quality service for clients, we are always delivering training and developing how we do things. We put lots of time into supporting volunteers who come from a range of different backgrounds to deliver the best advice and feel part of a supportive and professional organisation.

Through volunteering, we help people to develop their abilities and the way that they feel about themselves, their skills and their community. This can have a big impact on the volunteers' lives, for example:

- gaining practical skills
- increasing their employability
- increasing their sense of purpose or self esteem
- having a positive effect on their health
- being more engaged with their community

During the year 2023-24 we continued to develop clear pathways of development for volunteers who want to move into paid advice work within Citizens Advice Brighton and Hove.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

2023-24 saw the office and reception area open daily, with the continuation of drop-in advice added to phone, email and face to face appointments. This has meant that clients now have more options to use our services through our increased accessibility and our in person attendance has leapt from 899 in 22/23 to 1784 in 22/23 (98% increase).

During the year 2023-24, we helped 5,796 individual clients with 19,050 different issues. This is a 22% increase in clients on the previous year, and a 36% increase in issues.

Whilst it is great to see client numbers increase this year we know that there is more to do as we continue to receive feedback from those who are unable to access us despite the increase in adviser capacity across the year. The increase in the number of issues we advise on suggests that each client is experiencing multiple and more complex issues, needing more activity to resolve these (3.2 issues per client compared to 2.9 issues 22/23). This, in turn, takes more adviser time, affecting the amount of clients we are able to see. We will continue to strive to increase our volunteer advice capacity during 2024/25 to address this shortfall.

Our top 4 enquiry areas during 2023-24 were: benefits and tax credits, Housing, Debt and, Utilities and communication. The biggest rise in enquiries is linked to energy advice which saw a 213% rise compared to the previous year as our new energy service grows in strength. Another very worrying increase in issues was Charitable support and food banks which saw a 171% increase from 249 people in 22/23 to 676 in 23/24. Citizens Advice Brighton and Hove also delivers specialist advice projects that help us to deliver on our aims. In the year 2023-24 these were:

- Money and Pension Service Debt Advice project: Provides debt advice and casework
- Macmillan Horizon Centre: Welfare benefits advice service for people affected by cancer in Brighton and Hove
- Major Trauma Unit: Welfare benefits advice service for patients who have suffered a recent trauma
- Moneyworks: Citizens Advice Brighton and Hove lead this partnership which provides financial support and education across the city
- Advice Matters: Citizens Advice Brighton and Hove lead this partnership which delivers person-centred, community-focused and flexible advice services with the aim of improving the health and wellbeing of Brighton and Hove residents
- Gamble Aware: Provides debt and money management advice for people in recovery from gambling harms
- Energyworks: provides advice on energy issues including warm homes and contacting energy providers
- CABH advice in Trussell Trust foodbanks: Provides key advice on the ground at 2 Trussell Trust food banks across the city, supporting clients with a range of issues to help maximise their income and reduce their need for food bank support.
- Ageing Well provides advice up to casework level for people over 55 in need to support claiming benefits in order to maximise their income and live a more comfortable and secure life
- Outreach advice and 'Advice First Aid': Training in basic advice for community and volunteer groups so enable better signposting of individuals at their first point of contact. Advice based in outreach communities across the city

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

FINANCIAL REVIEW

Financial position

During the year funds totalling £872,637 (2023: £668,558) were received, comprising grant income £848,335 (2023: £652,863) and other income £24,302 (including donations and interest). Restricted grants received in the year totalled £544,769 and unrestricted grants £303,566.

Operational expenditure in the year was £813,722 (2023: £652,846) comprising expenditure on charitable activities of £834,560 and support costs of £9,164 and a credit on pension scheme interest of £(30,000).

This represents a net surplus for the year of £20,616 on unrestricted activities (2023: surplus £18,703) and at 31 March 2024 unrestricted reserves show a balance of £332,451 before adjustments for pension asset (2023: £318,835).

There was a surplus on restricted funds of £38,297 and this has been added to the reserves brought forward of £4,728 to leave £43,025 to be carried forward.

Investment policy and objectives

Citizens Advice Brighton & Hove invests surplus funds in low risk accounts via an investment platform. This allows us to increase the interest paid on surplus funds and improve our financial position.

Reserves policy

The trustees aim to hold free liquid reserves equal to three months unrestricted expenditure at any one time. In addition, as a result of the decision to fully adopt FRS102, there is a surplus on the defined benefit pension scheme of £726,000 (2023: surplus £624,000).

The trustees are determined to ensure the financial sustainability of the organisation and to that end the three-year strategic Business and Development Plan has been developed.

The trustees have a reserves policy which states that the bureau should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising.

The trustees consider that it would be prudent to set aside an amount equivalent to three months' expenditure of fixed and core costs, which amounts to £203,430 (2023/24).

FUTURE PLANS

The Board reviews the three year Business and Development Plan annually with interim performance reports made to the board quarterly.

Our focus for 2024/25 is on securing a stable financial future for the organisation through a targeted funding strategy, by securing funding for our core delivery and continuing to ensure a face to face service for those less able to engage with us digitally. We also aim to focus on the training, development and wellbeing of our staff and volunteer teams as our most valuable asset:

The Business Plan for 2024 - 2027 identifies the following objectives:

1. Meeting needs - Meeting unmet need through widening our reach and extending access
2. Stability and sustainability - Increase the diversity of our income to support growth, and nurture a stable and well staffed team
3. Quality - High performing so clients get a great service
4. Influence - Influential so we can help improve lives of more people
5. Culture - Ensure an innovative and high performing service, with equality, diversity and inclusion at its heart

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Company was incorporated as a Company Limited by Guarantee on the 24 June 1999 and is governed by its Memorandum and Articles of Association (as amended by special resolutions on 29 May 2002 and 17 February 2016).

It took over the assets and undertaking of Citizens Advice Brighton & Hove (an unincorporated charity) on 11 December 2002.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

The Charity is governed by a Board of Trustees that oversees the strategic development of the Charity including the adoption of the three-year business plan. The Board has the following standing sub-committees: Human Resources, Finance & Risk and Fundraising. Each of these committees contains a mixture of Trustees and senior paid staff, and each sub-committee produces reports for consideration by the Board. The Board also oversees the work of the Chief Executive Officer who is responsible for the day-to-day management of the charity, which includes the delivery of the business plan. In addition to this general role the Board may delegate specific responsibilities to the Chief Executive Officer in order to progress "one off" items of work.

CABH has 50 plus volunteers and 23 paid staff (including managers) all offering advice on a wide range of advice matters. The Chief Executive Officer line manages the Operations Manager, the Partnerships Manager and the Projects Manager. The Projects Manager oversees the delivery of the specialist advice projects including Debt, Benefits and Health advice. The Operations Manager oversees the General Help Unit, including line managing the Advice Session Supervisors and ensuring volunteer welfare and training. The Operations Manager also oversees the premises, utilities and IT services. The Partnerships Manager coordinates Moneyworks and Advice Matters and attends network meetings across the city and also leads on our Research and Campaigns activity.

The Chief Executive Officer produces management and performance reports for the Board.

The Trustees are appointed in accordance with Clause 37 of the Memorandum and Articles of Association. The Trustee Board undertakes an annual skills and training audit to identify any potential skills gaps.

Key management remuneration

Citizens Advice Brighton & Hove has a Human Resources sub-group of the trustee board. This group is responsible for reviewing and setting levels of pay using national scales and market rates.

Wider network

CABH is a member of Citizens Advice, the national body for all local Citizens Advice offices (LCAs). Citizens Advice provides all LCAs with policies and procedures for the recruitment, induction and training of Trustees. These policies are regularly updated to take account of changes in legislation and best practice. It is a requirement of being a Local Citizens Advice that these policies be followed. These policies are accessed via Citizens Advice's intranet.

Citizens Advice Brighton & Hove is a completely independent local charity but must adhere to the Citizen's Advice principles of service and pass a regular membership and quality of advice audit. The organisational audit and quality of advice assessment took place in Dec 2023. The outcome showed that we had achieved a green score for equality leadership, and a green for leadership. We will revisit these scores annually with a clear plan for continuous improvement.

We are a leading member of the local Advice Partnership which is a group of local advice providers and stakeholders who work toward the aim of the city's Sustainable Communities Strategy.

CABH is also a member of the local Advice Services Network, the Welfare Reform group, the Fuel Poverty Affordable Warmth steering group, the Community Works Reps Council and Food Partnership meetings as well as the new VCSE alliance working to enable connectivity and connections between health and care partners across Sussex.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. CABH undertakes strategic risk assessment each quarter. This is done by the Finance & Risk sub group of the Trustee Board and in accordance with Citizens Advice guidance. The results are used to inform financial and business planning and contingency planning.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

03794933 (England and Wales)

Registered Charity number

1094620

BRIGHTON AND HOVE CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES **FOR THE YEAR ENDED 31 MARCH 2024**

Registered office

Hove Town Hall
Tisbury Road Offices
Tisbury Road
Hove
East Sussex
BN3 3BQ

Trustees

M Clark
M I Green
Mrs F S Harrison
G Longfoot
N Meager
R M Priestman (resigned 11.5.23)
Ms H Gamper
S W F Blakeney
Ms B Tatton (appointed 21.3.24)
Ms A Howard-Macey (appointed 21.3.24)
Ms K Stipala (appointed 21.3.24)
F Woodward (appointed 21.3.24)

Independent Examiner

Christopher Robert Tyler FCA DChA FCIE
F1 CRT Limited
Flat 24 Wellingtonia Court
Laine Close
Brighton
East Sussex
BN1 6TD

Bankers

Charities Aid Foundation
PO Box 289
West Malling
Kent
ME19 4TA

Chief Executive Officer

Ms J Carden

FUNDS HELD AS CUSTODIAN FOR OTHERS

As at 31 March 2024 the Bureau held £25,664 on behalf of others.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Brighton and Hove Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Report of the Trustees 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 which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

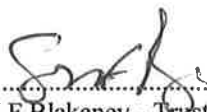
BRIGHTON AND HOVE CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

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

Approved by order of the board of trustees on5/8/24..... and signed on its behalf by:


.....
S W F Blakeney - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
BRIGHTON AND HOVE CITIZENS ADVICE BUREAU**

Independent examiner's report to the trustees of Brighton and Hove 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 charity's trustees of the Company (and also 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 your charity's accounts as 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 your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, 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.

Christopher Robert Tyler FCA DChA FCIE

F1 CRT Limited
Flat 24 Wellingtonia Court
Laine Close
Brighton
East Sussex
BN1 6TD

Date:

BRIGHTON AND HOVE CITIZENS ADVICE BUREAU**STATEMENT OF FINANCIAL ACTIVITIES**
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	6,540	-	6,540	9,425
Charitable activities	5				
Advice		303,566	544,769	848,335	652,863
Other trading activities	3	1,557	-	1,557	2,092
Investment income	4	<u>16,205</u>	<u>-</u>	<u>16,205</u>	<u>4,178</u>
Total		<u>327,868</u>	<u>544,769</u>	<u>872,637</u>	<u>668,558</u>
EXPENDITURE ON					
Charitable activities	6				
Advice		<u>307,252</u>	<u>506,472</u>	<u>813,724</u>	<u>652,846</u>
NET INCOME		20,616	38,297	58,913	15,712
Other recognised gains/(losses)					
Actuarial gains on defined benefit schemes		<u>95,000</u>	<u>-</u>	<u>95,000</u>	<u>276,000</u>
Net movement in funds		115,616	38,297	153,913	291,712
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>942,835</u>	<u>4,728</u>	<u>947,563</u>	<u>655,851</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>1,058,451</u></u>	<u><u>43,025</u></u>	<u><u>1,101,476</u></u>	<u><u>947,563</u></u>

The notes form part of these financial statements

BRIGHTON AND HOVE CITIZENS ADVICE BUREAU**BALANCE SHEET****31 MARCH 2024**

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
CURRENT ASSETS					
Debtors	13	102,586	-	102,586	45,378
Cash at bank and in hand		<u>469,482</u>	<u>43,025</u>	<u>512,507</u>	<u>482,186</u>
		572,068	43,025	615,093	527,564
CREDITORS					
Amounts falling due within one year	14	(239,617)	-	(239,617)	(204,001)
		<u>332,451</u>	<u>43,025</u>	<u>375,476</u>	<u>323,563</u>
NET CURRENT ASSETS					
		<u>332,451</u>	<u>43,025</u>	<u>375,476</u>	<u>323,563</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		332,451	43,025	375,476	323,563
PENSION ASSET	16	726,000	-	726,000	624,000
		<u>1,058,451</u>	<u>43,025</u>	<u>1,101,476</u>	<u>947,563</u>
NET ASSETS					
		<u>1,058,451</u>	<u>43,025</u>	<u>1,101,476</u>	<u>947,563</u>
FUNDS	15				
Unrestricted funds				1,058,451	942,835
Restricted funds				<u>43,025</u>	<u>4,728</u>
TOTAL FUNDS				<u>1,101,476</u>	<u>947,563</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

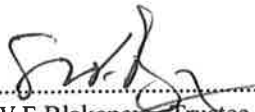
The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 8/8/24 and were signed on its behalf by:


S W F Blakeney - Trustee

The notes form part of these financial statements

BRIGHTON AND HOVE CITIZENS ADVICE BUREAU**CASH FLOW STATEMENT**
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from operations	1	<u>18,310</u>	<u>67,278</u>
Net cash provided by operating activities		<u>18,310</u>	<u>67,278</u>
Cash flows from investing activities			
Interest received		<u>12,011</u>	<u>3,362</u>
Net cash provided by investing activities		<u>12,011</u>	<u>3,362</u>
		<u> </u>	<u> </u>
Change in cash and cash equivalents in the reporting period		30,321	70,640
Cash and cash equivalents at the beginning of the reporting period		<u>482,186</u>	<u>411,546</u>
Cash and cash equivalents at the end of the reporting period		<u>512,507</u>	<u>482,186</u>

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024	2023
	£	£
Net income for the reporting period (as per the Statement of Financial Activities)	58,913	15,712
Adjustments for:		
Interest received	(12,011)	(3,362)
Increase in debtors	(57,208)	(18,735)
Increase/(decrease) in creditors	35,616	(5,337)
Difference between pension charge and cash contributions	<u>(7,000)</u>	<u>79,000</u>
Net cash provided by operations	<u>18,310</u>	<u>67,278</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23	Cash flow	At 31.3.24
	£	£	£
Net cash			
Cash at bank and in hand	<u>482,186</u>	<u>30,321</u>	<u>512,507</u>
	<u>482,186</u>	<u>30,321</u>	<u>512,507</u>
Total	<u>482,186</u>	<u>30,321</u>	<u>512,507</u>

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

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS102, have been prepared in accordance with the Charities SORP (FRS102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019)', Financial Reporting Standard FRS102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

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

The trustees/directors consider that there are no material uncertainties about the company's ability to continue as a going concern.

Income

Income is recognised on a receivable basis except for income from the Legal Services Franchise (LSF). The LSF changed their funding arrangement last year from paying on an hourly rate basis to paying only cases cleared. Due to the fact that measurement of the amount due to Brighton and Hove Citizens Advice Bureau cannot be readily assessed until cases are closed this income has been included on a receipts basis.

Grants are recognised on an accruals basis, accounted for in relation to the period to which they relate. Where grants have been received for capital projects the costs have been capitalized on the Balance Sheet and depreciation, in accordance with the accounting policies, has been charged against that income.

Income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Donated assets are recorded as both Incoming Resources and additions to Fixed Assets where a market value can be estimated at the date the donation is made. Donated services are not recognised.

Expenditure

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

Resources expended are accounted for on an accruals basis and include attributable VAT which cannot be recovered.

- i) Charitable Activities comprises all expenditure directly relating to the running of the bureau and includes support costs relating to project management.
- ii) Support Costs include those incurred in the governance of the charity and its assets and are primarily associated with constitutional and statutory requirements.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Office equipment and furniture	- 25% on cost
Computer equipment	- 33% on cost

Only assets over £500 are capitalised.

1. ACCOUNTING POLICIES - continued

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK Corporation Tax purposes. Accordingly the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Fund accounting

The charity has various funds for which it is responsible:

Unrestricted funds - these funds are for use on the general charitable objectives of the charity.

Restricted funds - these funds are for use as directed by the donor.

Designated funds - these funds are unrestricted funds that the Trustees have to set aside for a specific purpose

Pension schemes

The charity operates two pension schemes :

a).Defined Benefit Scheme.

Eligible employees may participate in the East Sussex County Council Pension Fund, part of the Local Government Pensions Scheme, a defined benefit statutory scheme. The fund is administered by East Sussex County Council and details of the scheme can be found in note 15.

For defined benefit schemes the amounts charged in resources expended are the current service costs and gains and losses on settlements and curtailments. They are included as part of staff costs. Past service costs are recognised immediately in the profit and loss account if the benefits have vested. If the benefits have not vested immediately, the costs are recognised over the period until vesting occurs. The interest cost and the expected return on assets are shown as a net amount of other finance costs or credits adjacent to interest. Actuarial gains and losses are recognised immediately in the 'Other recognised gains and losses'.

Defined benefit schemes are funded, with the assets of the scheme held separately from those of the group, in separate trustee-administered funds. Pension scheme assets are measured at fair value and liabilities are measured on an actuarial basis using the projected unit method and discounted at a rate equivalent to the current rate on return on a high-quality corporate bond of equivalent currency and term to the scheme liabilities. The actuarial valuations are obtained annually and are updated at each balance sheet date. The resulting defined benefit asset or liability, net of the related deferred tax, is presented separately after other net assets on the face of the balance sheet.

b).Defined Contribution Scheme.

The charity contributes to a group personal pension scheme administered by Scottish Widows. The assets of the scheme are held separately from those of the charity. The annual contribution payments are charged to the statement of financial activities.

For defined contribution schemes the amount charged to the statement of financial activities in respect of pension costs and other post-retirement benefits is the contributions payable in the year. Differences between contributions payable in the year and contributions actually paid are shown as either accruals or prepayments in the balance sheet. In the year under review the employer contribution was 3%.

BRIGHTON AND HOVE CITIZENS ADVICE BUREAU**NOTES TO THE FINANCIAL STATEMENTS - continued**
FOR THE YEAR ENDED 31 MARCH 2024**2. DONATIONS AND LEGACIES**

	2024	2023
	£	£
Donations	1,390	1,762
Employment allowance	5,000	5,000
Miscellaneous income	150	2,663
	<u>6,540</u>	<u>9,425</u>

3. OTHER TRADING ACTIVITIES

	2024	2023
	£	£
Fundraising events	<u>1,557</u>	<u>2,092</u>

4. INVESTMENT INCOME

	2024	2023
	£	£
Rents received	4,194	816
Deposit account interest	<u>12,011</u>	<u>3,362</u>
	<u>16,205</u>	<u>4,178</u>

5. INCOME FROM CHARITABLE ACTIVITIES

	2024	2023
	£	£
Grants	<u>848,335</u>	<u>652,863</u>

In addition the following amounts have been deferred to 2024/25:

	2024	2023
	£	£
Gamble Awareness	22,343	-
Brighton and Hove City Council - Energy Works	461	-
Money Advice Service	6,983	-
Citizens Advice Bureau - Cost of Living Crisis	-	15,000

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

	2024	2023
	£	£
Aging Well	27,933	-
Arun and Chichester Citizens Advice Bureau	-	3,431
Brighton and Hove City Council - Advice Matters	133,136	133,306
Brighton and Hove City Council - Digital Innovation	-	45,000
Brighton and Hove City Council - Energy Works	103,631	-
Brighton and Hove City Council - EUSS Immigration	-	41,022
Brighton and Hove City Council - Fixed Costs	-	48,812
Brighton and Hove City Council - Moneyworks	57,395	54,830
Brighton and Hove Citizens Bureau - Warmth for Wellbeing	-	87,000
Cardinal Management	21,059	21,023
Citizens Advice Bureau - Cost of Living Crisis	15,000	-
Citizens Advice Bureau - Debt Modernisation	<u>4,251</u>	<u>-</u>
Carried forward	362,405	434,424

BRIGHTON AND HOVE CITIZENS ADVICE BUREAU**NOTES TO THE FINANCIAL STATEMENTS - continued**
FOR THE YEAR ENDED 31 MARCH 2024**5. INCOME FROM CHARITABLE ACTIVITIES - continued**

	2024	2023
	£	£
Brought forward	362,405	434,424
Citizens Advice Bureau - Outreach Advice	40,806	-
Citizens Advice Bureau - Warmth for Wellbeing	-	9,210
Gamble Awareness	35,187	-
Hastings Citizens Advice Bureau	13,820	-
Macmillan	82,498	67,137
Money Advice Service	111,441	124,389
Redress	167,890	-
Trussell Trust	30,988	14,203
University of Sussex	3,300	3,500
	<u>848,335</u>	<u>652,863</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 7)	Support costs (see note 8)	Totals
	£	£	£
Advice	<u>834,560</u>	<u>(20,836)</u>	<u>813,724</u>

7. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2024	2023
	£	£
Salary costs	636,582	544,784
Staff costs	15,333	11,487
Office costs	153,736	56,068
Premises costs	<u>28,909</u>	<u>42,157</u>
	<u>834,560</u>	<u>654,496</u>

8. SUPPORT COSTS

	Finance	Governance costs	Totals
	£	£	£
Advice	<u>(30,000)</u>	<u>9,164</u>	<u>(20,836)</u>

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024****8. SUPPORT COSTS - continued**

Support costs, included in the above, are as follows:

	2024 Total activities £	2023 Total activities £
Expected return on pension scheme assets	(97,000)	(57,000)
Interest on pension scheme liabilities	<u>67,000</u>	<u>47,000</u>
Interest payable and similar charges	(30,000)	(10,000)
Independent examiners fee	2,000	1,800
Accountancy	<u>7,164</u>	<u>6,550</u>
	<u>(20,836)</u>	<u>(1,650)</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

10. STAFF COSTS

The total emoluments of all employees during the year were as follows:

	2024 £	2023 £
Salaries and Wages	549,756	411,429
Social Security Costs	44,413	36,162
Pension Costs	14,295	8,447
FRS17 Pension Scheme Adjustment	21,000	87,000

The number of employees during the year was 26 (2023 19).

No employee received remuneration (gross pay) in excess of £60,000 (2023 none).

The key management personnel of the charity comprise the trustees and the chief executive officer. The total employee benefits (gross pay plus employers national insurance and pension contributions) of the key management personnel were £52,071 (2023 £52,072).

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES 2023

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	6,762	2,663	9,425
Charitable activities			
Advice	360,025	292,838	652,863
Other trading activities	2,092	-	2,092
Investment income	<u>4,178</u>	<u>-</u>	<u>4,178</u>
Total	373,057	295,501	668,558

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

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES 2023 - continued

	Unrestricted funds £	Restricted funds £	Total funds £
EXPENDITURE ON			
Charitable activities			
Advice	<u>354,354</u>	<u>298,492</u>	<u>652,846</u>
NET INCOME/(EXPENDITURE)	18,703	(2,991)	15,712
Other recognised gains/(losses)			
Actuarial gains on defined benefit schemes	<u>276,000</u>	<u>-</u>	<u>276,000</u>
Net movement in funds	294,703	(2,991)	291,712
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>648,132</u>	<u>7,719</u>	<u>655,851</u>
TOTAL FUNDS CARRIED FORWARD	<u><u>942,835</u></u>	<u><u>4,728</u></u>	<u><u>947,563</u></u>

12. TANGIBLE FIXED ASSETS

	Office equipment and furniture £	Computer equipment £	Totals £
COST			
At 1 April 2023 and 31 March 2024	<u>4,545</u>	<u>31,882</u>	<u>36,427</u>
DEPRECIATION			
At 1 April 2023 and 31 March 2024	<u>4,545</u>	<u>31,882</u>	<u>36,427</u>
NET BOOK VALUE			
At 31 March 2024	<u>-</u>	<u>-</u>	<u>-</u>
At 31 March 2023	<u>-</u>	<u>-</u>	<u>-</u>

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Trade debtors	95,285	38,138
Prepayments	<u>7,301</u>	<u>7,240</u>
	<u><u>102,586</u></u>	<u><u>45,378</u></u>

BRIGHTON AND HOVE CITIZENS ADVICE BUREAU**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024****14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2024	2023
	£	£
Trade creditors	173,050	138,693
VAT	829	-
Accruals	10,287	14,279
Deferred income	29,787	15,000
Amounts held on behalf of others	<u>25,664</u>	<u>36,029</u>
	<u>239,617</u>	<u>204,001</u>

15. MOVEMENT IN FUNDS

	At 1.4.23	Net movement in funds	Transfers between funds	At 31.3.24
	£	£	£	£
Unrestricted funds				
General fund	896,214	134,732	(4,110)	1,026,836
Designated Fund - IT Equipment	3,000	-	710	3,710
Designated Fund - Pension	10,000	-	6,537	16,537
Designated Fund - Training	12,000	-	(3,137)	8,863
Designated Fund - Digital	<u>21,621</u>	<u>(19,116)</u>	<u>-</u>	<u>2,505</u>
	942,835	115,616	-	1,058,451
Restricted funds				
Aging Well	-	9,744	-	9,744
Brighton and Hove City Council - Moneyworks	797	-	-	797
Brighton and Hove City Council - Warmth for Wellbeing	3,786	(3,786)	-	-
Citizens Advice Bureau - BEIS	145	(145)	-	-
Gamble Awareness	-	8,918	-	8,918
Outreach Advice	<u>-</u>	<u>23,566</u>	<u>-</u>	<u>23,566</u>
	<u>4,728</u>	<u>38,297</u>	<u>-</u>	<u>43,025</u>
TOTAL FUNDS	<u>947,563</u>	<u>153,913</u>	<u>-</u>	<u>1,101,476</u>

BRIGHTON AND HOVE CITIZENS ADVICE BUREAU**NOTES TO THE FINANCIAL STATEMENTS - continued**
FOR THE YEAR ENDED 31 MARCH 2024**15. MOVEMENT IN FUNDS - continued**

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	327,866	(288,134)	95,000	134,732
Designated Fund - Digital	<u>1</u>	<u>(19,117)</u>	<u>-</u>	<u>(19,116)</u>
	327,867	(307,251)	95,000	115,616
Restricted funds				
Aging Well	27,933	(18,189)	-	9,744
Brighton and Hove City Council - Advice Matters	133,136	(133,136)	-	-
Brighton and Hove City Council - Energy Works	103,631	(103,631)	-	-
Brighton and Hove City Council - Moneyworks	57,396	(57,396)	-	-
Brighton and Hove City Council - Warmth for Wellbeing	-	(3,786)	-	(3,786)
Citizens Advice Bureau - BEIS	-	(145)	-	(145)
Citizens Advice Bureau - Debt Modernisation	4,251	(4,251)	-	-
Gamble Awareness	35,188	(26,270)	-	8,918
Money Advice Service	111,441	(111,441)	-	-
Outreach Advice	40,806	(17,240)	-	23,566
Trussell Trust	<u>30,988</u>	<u>(30,988)</u>	<u>-</u>	<u>-</u>
	<u>544,770</u>	<u>(506,473)</u>	<u>-</u>	<u>38,297</u>
TOTAL FUNDS	<u>872,637</u>	<u>(813,724)</u>	<u>95,000</u>	<u>153,913</u>

BRIGHTON AND HOVE CITIZENS ADVICE BUREAU**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024****15. MOVEMENT IN FUNDS - continued****Comparatives for movement in funds**

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	645,132	294,703	(43,621)	896,214
Designated Fund - IT Equipment	3,000	-	-	3,000
Designated Fund - Pension	-	-	10,000	10,000
Designated Fund - Training	-	-	12,000	12,000
Designated Fund - Digital	-	-	21,621	21,621
	648,132	294,703	-	942,835
Restricted funds				
Brighton and Hove City Council - Moneyworks	5,243	(4,446)	-	797
Brighton and Hove City Council - Warmth for Wellbeing	-	3,786	-	3,786
Citizens Advice Bureau - BEIS	2,476	(2,331)	-	145
	7,719	(2,991)	-	4,728
TOTAL FUNDS	<u>655,851</u>	<u>291,712</u>	<u>-</u>	<u>947,563</u>

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	373,056	(354,353)	276,000	294,703
Restricted funds				
Brighton and Hove City Council - Advice Matters	136,806	(136,806)	-	-
Brighton and Hove City Council - Moneyworks	54,830	(59,276)	-	(4,446)
Brighton and Hove City Council - Warmth for Wellbeing	87,000	(83,214)	-	3,786
Citizens Advice Bureau - BEIS	-	(2,331)	-	(2,331)
Cost of Living Crisis	2,663	(2,663)	-	-
Trussell Trust	14,203	(14,203)	-	-
	295,502	(298,493)	-	(2,991)
TOTAL FUNDS	<u>668,558</u>	<u>(652,846)</u>	<u>276,000</u>	<u>291,712</u>

The income funds of the Brighton and Hove Citizens Advice Bureau include the following funds where grants are for specific purposes :

- 1.Ageing well - Advice for older people in the city
- 2.BHCC Moneyworks - Debt and money advice

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**15. MOVEMENT IN FUNDS - continued**

3.BHCC Warmth for wellbeing - Energy advice

4.CAB BEIS - Improving digital capacity

5.Gamble Aware - Debt and general advice for those affected by gambling and affected others

6.Outreach advice - Advise and advice training in the community for those who find us hard to reach.

16. EMPLOYEE BENEFIT OBLIGATIONS

Some employees may participate in the East Sussex County Council Pension Fund, part of the Local Government Pensions Scheme, a defined benefit statutory scheme. The fund is administered by East Sussex County Council in accordance with the Local Government Pensions Regulations 1997 as amended.

The estimated Net Pension Asset of the scheme at 31 March 2024 revealed a surplus of £726,000 (2023: surplus £624,000).

A full actuarial valuation was carried out at 31 March 2024 by a qualified independent actuary. An outline of the most recent formal actuarial valuation is given in these accounts.

The amounts recognised in the Statement of Financial Activities are as follows:

	Defined benefit pension plans	
	2024	2023
	£	£
Current service cost	20,000	36,000
Net interest from net defined benefit asset/liability	(30,000)	(10,000)
Past service cost	—	—
	<u>(10,000)</u>	<u>26,000</u>
Actual return on plan assets	<u>161,000</u>	<u>(109,000)</u>

Changes in the present value of the defined benefit obligation are as follows:

	Defined benefit pension plans	
	2024	2023
	£	£
Opening defined benefit obligation	1,408,000	1,823,000
Current service cost	20,000	36,000
Contributions by scheme participants	5,000	5,000
Interest cost	67,000	47,000
Actuarial losses/(gains)	5,000	248,000
Benefits paid	(45,000)	(61,000)
Remeasurements:		
Actuarial (gains)/losses from changes in demographic assumptions	(16,000)	48,000
Actuarial (gains)/losses from changes in financial assumptions	<u>(20,000)</u>	<u>(738,000)</u>
	<u>1,424,000</u>	<u>1,408,000</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**16. EMPLOYEE BENEFIT OBLIGATIONS - continued**

Changes in the fair value of scheme assets are as follows:

	Defined benefit pension plans	
	2024	2023
	£	£
Opening fair value of scheme assets	2,032,000	2,250,000
Contributions by employer	(1,000)	(51,000)
Contributions by scheme participants	5,000	5,000
Administration expenses	(2,000)	(2,000)
Expected return	97,000	57,000
Actuarial gains/(losses)	64,000	(166,000)
Benefits paid	(45,000)	(61,000)
	<u>2,150,000</u>	<u>2,032,000</u>

The amounts recognised in other recognised gains and losses are as follows:

	Defined benefit pension plans	
	2024	2023
	£	£
Actuarial (gains)/losses from changes in demographic assumptions	16,000	(48,000)
Actuarial (gains)/losses from changes in financial assumptions	20,000	738,000
Actuarial gains/(losses)	<u>59,000</u>	<u>(414,000)</u>
	<u>95,000</u>	<u>276,000</u>

The major categories of scheme assets as a percentage of total scheme assets are as follows:

	Defined benefit pension plans	
	2024	2023
Equities	69%	71%
Bonds	15%	12%
Property	15%	16%
Cash	<u>1%</u>	<u>1%</u>
	<u>100%</u>	<u>100%</u>

Principal actuarial assumptions at the Balance Sheet date (expressed as weighted averages):

	2024	2023
Discount rate	4.90%	4.80%
Future salary increases	2.90%	2.90%
Future pension increases	2.90%	2.90%
RPI inflation	3.25%	3.30%

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

17. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024.

18. STATUTORY INFORMATION

The charity is a company limited by guarantee, registered in England and Wales, and has no share capital. No one member has overall control of the charity.

Every member of the Charity undertakes to contribute such amount as may be required, not exceeding £1, to the Charity Assets if it should be wound up while they are a member or within one year after they cease to be a member.

On the event of the Charity being wound up or dissolved, any property that remains after all debts and liabilities have been satisfied shall be given or transferred to some other charitable institution or institutions having similar objects.

The company's registered number and registered office address can be found in the 'Legal and Administrative Information' section of the accounts.

BRIGHTON AND HOVE CITIZENS ADVICE BUREAU**DETAILED STATEMENT OF FINANCIAL ACTIVITIES**
FOR THE YEAR ENDED 31 MARCH 2024

	2024 £	2023 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	1,390	1,762
Employment allowance	5,000	5,000
Miscellaneous income	<u>150</u>	<u>2,663</u>
	6,540	9,425
Other trading activities		
Fundraising events	1,557	2,092
Investment income		
Rents received	4,194	816
Deposit account interest	<u>12,011</u>	<u>3,362</u>
	16,205	4,178
Charitable activities		
Grants	<u>848,335</u>	<u>652,863</u>
Total incoming resources	872,637	668,558
EXPENDITURE		
Charitable activities		
Salary costs	636,582	544,784
Staff costs	15,333	11,487
Office costs	153,736	56,068
Premises costs	<u>28,909</u>	<u>42,157</u>
	834,560	654,496
Support costs		
Finance		
Expected return on pension scheme assets	(97,000)	(57,000)
Interest on pension scheme liabilities	<u>67,000</u>	<u>47,000</u>
	(30,000)	(10,000)
Governance costs		
Independent examiners fee	2,000	1,800
Accountancy	<u>7,164</u>	<u>6,550</u>
	<u>9,164</u>	<u>8,350</u>
Total resources expended	<u>813,724</u>	<u>652,846</u>
Net income	<u><u>58,913</u></u>	<u><u>15,712</u></u>

This page does not form part of the statutory financial statements