

Company no. 4389411
Charity no. 1096398

**Citizens Advice Stroud & Cotswold
Districts Limited
Report and Unaudited Financial
Statements
31 March 2024**

Citizens Advice Stroud & Cotswold Districts Limited

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Citizens Advice Stroud & Cotswold Districts Limited

Reference and administrative details

For the year ended 31 March 2024

Company number 4389411

Charity number 1096398

Registered office and operational address Unit 8 1st Floor
Brunel Mall
London Road
Stroud
Gloucestershire
GL5 2BP

Trustees Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

Martin Cook	from 6 October 2021
Claire Feehily	resigned 1 January 2024
Edward Fitter	from 17 October 2023 to 28 June 2024
John Hammond	from 5 June 2019
Juliet Kilty	from 5 October 2017
Andrew Lindsay	from 17 October 2023
Barry O'Driscoll	from 6 October 2021
Rachel Penney	from 17 October 2023 to 25 March 2024
Beatrix Pitel	resigned 17 October 2023
Martyn Price	resigned 13 May 2024
Christopher William Underhill	from 17 October 2023
Jane Whaley	from 6 October 2021
Paul Blacker	from 25 July 2024
Ian Buswell	from 25 July 2024

Chief executive officer and company secretary Elizabeth Hall

Bankers

Unity Trust Bank PO Box 7193 Planetary Road Willenhall WV1 9DG	NatWest Bank Buildings, George Street Stroud Gloucester GL5 3DT
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Scottish Widows Bank
PO Box 883
Leeds
LS1 9TY

Independent examiners Burnside
Chartered accountants and statutory auditors
61 Queen Square
Bristol
BS1 4JZ

Citizens Advice Stroud & Cotswold Districts Limited

Report of the trustees

For the year ended 31 March 2024

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice - Accounting and Reporting by Charities (effective from January 2019).

Structure, governance and management

Governing document

The organisation is a registered charity. It became incorporated on 7 March 2002 as a company limited by guarantee with charitable status and is governed by its Memorandum and Articles of Association. The name of the organisation was changed, on 13th September 2016, to Citizens Advice Stroud & Cotswold Districts Limited and the Articles of Association were amended accordingly. The Articles of Association were further amended on 21 December 2020 to permit and regulate remote meetings, and on 17 October 2023, to change the limit on the term of office of chair, vice-chair and treasurer to nine consecutive years. This change provided greater flexibility in managing succession of those key roles.

Recruitment and appointment of Trustees

Trustees are primarily recruited from the community served by the charity, with particular individuals and groups targeted depending on the skills and knowledge gaps identified. Interested individuals are required to submit a statement of their experience and qualifications and go through a selection process and are then formally elected by the charity's membership at the annual general meeting. Additional Trustees may be co-opted by the Board of Trustees during the year.

Four new trustees were elected at the Annual General Meeting in October 2023. Claire Feehily resigned on 1 January 2024. Claire became a Trustee in January 2017 and was appointed Chair in January 2022. We are grateful to Claire for her significant contribution and in particular her leadership during some challenging times for the organisation. Juliet Kilty was appointed Chair on an interim basis to replace Claire and she was replaced as treasurer by William Underhill. On 1 May 2024, Juliet was replaced as Chair by John Hammond, again on an interim basis. On 30 September 2024, William Underhill was appointed Chair and Juliet Kilty resumed her role as treasurer. The Board is conscious that repeated governance changes of this kind are undesirable and is actively developing succession plans which should allow a smoother transition in future, when changes become necessary.

Unfortunately, one of the new trustees appointed in October resigned in March 2024 for personal and work related reasons. Since then, two trustees have resigned due to work and personal commitments. We are grateful to Edward Fitter, Rachel Penney and Martyn Price for their contributions. Two new trustees have been appointed in July 2024.

Trustee induction and training

There are induction procedures for new Trustees to make them aware of their role and training is offered throughout their term of office.

Citizens Advice Stroud & Cotswold Districts Limited

Report of the trustees

For the year ended 31 March 2024

Trustees must undertake mandatory training on data protection (UK GDPR) and also the Senior Managers and Certification Regime (SMCR) which is learning required to meet Financial Conduct Authority Rules. In addition the CA-SCD Board have agreed to undertake all the Citizens Advice online training courses recommended by national Citizens Advice. This includes training on safeguarding; health and safety; cyber security; equity, diversity and inclusion and financial governance. Compliance with mandatory and recommended training is undertaken by the Training and Development Officer and the CEO and is also monitored by the HR Sub Group.

Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

Organisational structure

Citizens Advice Stroud & Cotswold Districts Limited is an independent member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Citizens Advice appoints a representative who is invited to attend the Board as a non-voting member.

The charity is governed through a Trustee Board. Trustees who have held office during the year are listed on page 1. The Articles of Association provide for a minimum of three and a maximum of twenty-one Trustees.

The Board of Trustees governs the charity and defines overall policy and future strategy. It also monitors performance, risk and the quality of service. The Board is ultimately responsible for the financial control of the organisation and for financial reporting to its members and others.

All Trustees have a responsibility to safeguard the resources of the organisation, and to use them in an economical and effective way furthering the work of the charity. The Trustee Board meets every two months, in addition to holding its Annual General Meeting.

The Board now has three sub-committees, the Finance and Risk sub-committee, the Human Resources sub-committee and the Operational Performance sub-committee which meet regularly throughout the year. These sub-committees discuss and work on issues in more detail and make recommendations to the Board. In general decisions are taken by the full Board but the Board may from time to time delegate authority to a sub-committee to make a decision on a specific issue. In addition, from time to time the Board may establish ad hoc sub-committees to consider specific issues.

The Trustee Board discusses the finances regularly. Financial reports are circulated in advance of Board meetings and are scrutinised in detail by the Finance and Risk sub-committee.

Day to day management of the charity is delegated to the Chief Executive Officer.

The Senior Leadership Team meet to review progress against targets and the Charity's financial position and to discuss issues referred to them by the Trustee Board. Reports and recommendations are then taken to the full Board for approval, and their implementation is organised by the Chief Executive Officer and the staff team. There are regular staff, volunteer and Senior Leadership Team meetings which ensure that progress is being made against targets. There is an Annual General Meeting, which involves the staff team, Trustee Board, members, and other stakeholders.

Citizens Advice Stroud & Cotswold Districts Limited

Report of the trustees

For the year ended 31 March 2024

The day-to-day service is delivered by a team of 53 volunteers assisted by a small team of paid staff. In addition, the service is supported by a number of volunteer fundraisers and dedicated research and campaign group members. In the Cotswold District, the charity operates under the name of Citizens Advice Cotswold District from its main office in Cirencester and from two outreach outlets in Tetbury and Moreton-in-Marsh. The Cirencester and North Cotswold Foodbank advisers also operate from Foodbank outlets in the district. In the Stroud District, the charity operates under the name of Citizens Advice Stroud District from its main office in Stroud and outreach outlets at: Dursley; Stonehouse All Pulling Together; Stonehouse Town Council and Wotton-under-Edge (at the Keepers Community Hub). The Stroud Foodbank Adviser operates from Foodbank outlets in the Stroud district.

Key risks and uncertainties

The organisation actively monitors its risk profile by way of a risk register, which identifies the principal risks, the likelihood of occurrence and their potential impact on the work of the charity. The register, together with the wider risk landscape and environment is regularly considered by the Finance and Risk sub-committee, which meets at least quarterly, and thereafter by the Board.

Key risks and issues currently being actively managed are:

- The recruitment and retention of staff and volunteers;
- The financial landscape and need to secure funding for the service in the longer term, especially for our core service; and
- Managing the increased demand for our service as a result of the cost of living crisis.

Objectives and activities

Objects

The Charity's objects 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 the Districts of Stroud, Cotswold, Gloucestershire and surrounding areas.

In furtherance of these objectives, the company provides advice and information via a variety of communication channels. Our aims are focused on:

- To provide the advice people need for the problems they face; and
- To improve the policies and practices that affect people's lives.

Our service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

We have developed our own vision statement to reflect our ambition to become the leading advice service across Stroud and Cotswold Districts:

*A caring, dynamic and skilful organisation reaching out to every corner of the community to supply quality advice and support... **The advice service of choice!***

Citizens Advice Stroud & Cotswold Districts Limited

Report of the trustees

For the year ended 31 March 2024

Ensuring our work delivers our aims

The business plan for 2024-27 seeks to tailor the four strategic themes of the National Citizens Advice Living Strategy, namely advice, advocacy, inclusive access and organisational health to fit with the needs of the two Districts we serve.

How our activities deliver public benefit

Our main activities and who we try to help are described below. All our charitable activities focus on providing the advice people need for the problems they face and by doing this we provide public benefit. The Board of Trustees has had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

Achievements and performance

Advice and Information Services

Our main areas of charitable activity are:

- the provision of general advice and information services
- the provision of specialist advice and casework services in the debt and welfare benefits categories of social welfare law

During 2023-24, we offered advice and information in the following ways:

- Telephone – we continued to offer our freephone telephone helplines. The lines were covered on a rota basis between the hours of 10am and 4pm on Mondays and Tuesdays and from 10am to 12.30pm on Wednesdays and Thursdays. Our call handlers assess the situation and take the appropriate action – this may be a booked telephone ring back, a face to face appointment or signposting to a national Citizens advice helpline or another organisation.
- At our first contact with clients, a full exploration of their situation is undertaken. Where possible we aim to resolve their issues at this first contact. If this is not possible, clients are contacted again or given an appointment, as appropriate.
- Clients who needed debt or benefit casework services have been dealt with via telephone and email advice as well as face to face in our main offices and outreach venues.
- Email advice – clients could ask for email advice via our website.
- Face to face – we have prioritised face to face appointments for clients who cannot access telephone or email advice due to one or more of the following:
 - A lack of telephone or email access including mobile phone reception and capability issues;
 - A vulnerability that made remote advice difficult;
 - The client's case was so complex that telephone advice would lead to a slower resolution of the case or a potential negative impact on the outcome for client; and
 - The client needed to be seen face to face for an adviser to assess capability or give full advice.
- Clients who drop into an office or outreach are triaged and the appropriate way forward ascertained and arranged.

Citizens Advice Stroud & Cotswold Districts Limited

Report of the trustees

For the year ended 31 March 2024

In addition to general advice, the following specialist services were provided in 2023-24:

- Specialist debt and financial capability advice funded by St James's Place and the Multiply project in partnership with North and West Gloucestershire Citizens Advice.
- We were funded for homelessness prevention money advice for Stroud residents by Stroud District Council;
- Specialist welfare benefits advice was funded through a Thriving Communities Grant from the County Council, funding from St James's Place and a generous donation from an anonymous donor;
- Specialist advice on the EU Settlement Scheme was funded by the Home Office through a partnership with Gloucestershire County Council, North and West Gloucestershire Citizens Advice and GARAS;
- Energy advice (we had three specialist energy advisers during this year) was funded by National Citizens Advice energy projects and a Smart Meter GB project with North and West Gloucestershire Citizens Advice;
- We had 3 dedicated foodbank advisers who gave generalist advice to clients referred by the Stroud, North Cotswold and Cirencester Foodbanks. In March 2024, a dedicated Foodbank specialist debt caseworker joined the team – this caseworker takes referrals from the Cirencester and North Cotswold foodbank advisers for clients who need specialist debt advice. These advisers were funded by the Foodbanks themselves.

Whilst we endeavour to resolve a client's issue as quickly as possible, we do not limit clients to a set number of appointments or to a limited timescale that they can access our help. Some clients will need appointments over several weeks or months with multiple specialists within the organisation. For example, a client with debt issues may need not only debt advice, but specialist benefits advice and support to maximise their income and ensure that their income will be sufficient to avoid further debt issues in the future, and specialist energy advice to help them reduce their living costs.

Whilst we aim to empower clients to resolve their problems using the advice we give, many of our clients need additional support in order to achieve a solution. This may be due to the vulnerability of the client, the complexity of the problems or a combination of the two.

Advocating for clients is a key part of what we do – on an individual basis and through our local and national research and campaigns work.

Individual clients often need us to advocate for them – for example by contacting third parties by telephone and in writing to resolve debt problems; by drafting submissions for benefits appeals and speaking to the councils and DWP about benefit claims; by contacting organisations to make formal complaints; contacting energy suppliers to resolve problems etc.

The information that we gather is also used in our research and campaigns work – both locally and feeds into the national Citizens Advice data. This information is then used to raise awareness and campaign on local and national issues – for example, our joint work on housing in Gloucestershire with North and West Gloucestershire Citizens Advice and the monthly cost of living data insights briefing delivered by national Citizens Advice.

Citizens Advice Stroud & Cotswold Districts Limited

Report of the trustees

For the year ended 31 March 2024

Contribution of Volunteers and Paid Staff

Our success could not have been achieved without the hard work and dedication of volunteers and staff. The Trustee Board and senior leadership team recognise the tremendous contribution made by our volunteers in advising the public and administering the service. Without this amazing effort, given freely for no financial reward, the service could not operate. Throughout 2023/24 the service employed 20 paid workers and 71 volunteers (including fundraisers) together delivering projects in addition to the core service.

The recruitment and retention of paid staff during 2023-24 continued to be challenging. The recruitment of advice session supervisors, a key role in the organisation, is a particularly niche role and therefore a difficult role to find experienced candidates locally.

The Trustee Board agreed during 2023 to use reserves to fund trainee adviser/supervisor roles for a two year period. This has been successful – the first trainee adviser has now started the supervisor training. Reserves have also been allocated to fund a paid call handler for twelve months to increase capacity on the helplines.

Our Learning and Development Officer left in January 2024 to pursue a new role with a local council. This is a key role as we are prioritising the recruitment and training of volunteer advisers in order to meet the increased demand for our services and to replace the volunteers who left in the last four years. It has taken some time to find the right candidate for this position and a new Training and Development Officer started work in July 2024.

We are very grateful to everyone for their commitment to our clients and the running of our service.

Who used and benefited from our services?

During the reporting year (2022-23 figures in brackets) the organisation:

- Advised 4,084 (4,451) clients across 23,666 (20,966) issues. Of these, Citizens Advice Stroud and Cotswold Districts advised 3,368 (3,632) clients with 16,330 (13,771) issues. The remaining clients were helped through National Citizens Advice helplines such as the Help to Claim (Universal Credit) helpline, the Help through Hardship helpline (which distributes Trussell Trust food bank vouchers and information) and the Consumer helpline;
- The number of issues rises each year and may be indicative of more complex problems being dealt with. This is representative of the experience of our advisers who manage a high number of complex cases, which cannot be resolved through our advice alone;
- Citizens Advice Stroud and Cotswold Districts generated a total of £1,399,238 (£831,663) in additional income for clients, primarily through tax credits, benefits or salaries. Welfare benefits and tax credits made up a total of 33% (31%) of the issues we have supported on;
- Citizens Advice Stroud and Cotswold Districts helped 662 (543) households with debt advice making people's lives more sustainable;
- £461,203 (£425,467) of debt was written off by Citizens Advice Stroud and Cotswold Districts negotiating with creditors, obtaining Debt Relief Orders and giving advice on budgeting and £3,004 (£8,562) worth of repayments were rescheduled;
- We delivered the Household Support Fund for both Cotswold District Council and Stroud District Council – distributing financial support with energy, wider essentials and supermarket vouchers for support with the cost of food;
- Advised 515 (536) clients on housing issues, including problems with disrepair;
- Helped 404 (442) families with relationship issues including divorce, separation and contact with children;
- Assisted 361 (384) households with utilities and communications issues, including energy issues;

Citizens Advice Stroud & Cotswold Districts Limited

Report of the trustees

For the year ended 31 March 2024

- Advised 232 (310) clients on employment issues, including issues relating to disputes, redundancy and dismissal; and
- Was a partner agency with Gloucestershire County Council, North and West Gloucestershire Citizens Advice and GARAS delivering advice to clients who needed to apply to the EU Settlement Scheme.

Our staff and volunteers assisted a wide range of clients:

- 61% of clients reported that they were disabled or had a long term health condition. (53% in 2022-23)
- We helped clients across a wide age range – with clients in all age categories from 15-19 to 100-104 (unchanged from 2022-23).

Factors affecting the achievement of objectives

The year ending 31 March 2024 was another challenging year for Citizens Advice Stroud & Cotswold District as the cost of living crisis continued. Despite the considerable efforts of our staff and volunteers, our resources were not sufficient to meet the increased demand for our services which resulted from the crisis.

We are seeing more and more clients with very complex issues and/or a much higher number of problems at first presentation, which take longer to resolve.

Financial review

The Trustees have continued to focus on delivering a cost-effective service that meets the needs of our clients. The Charity was fortunate to receive funding above that expected from a number of sources in 2022-23 resulting in a surplus for that year. The reserves of the Charity have grown in recent years with additional funding and unexpected salary savings due to vacant posts. The trustees have reviewed our reserves policy and aim to only hold reserves sufficient to cover expected funding gaps for the next 3 years.

During 2022-23 and 2023-24, the reserves allowed the Board to approve a funding programme to replace outdated IT infrastructure, increase support for volunteers and improve services to our clients.

Income for the year was £754,783. We spent £735,158 giving a surplus of £19,625. This includes the Household Support Fund which we have administered for Cotswold District Council and Stroud District Council.

The charity has total reserves of £707,909 – please see the breakdown on page 26 for further details. This includes £111,807 from the Household Support Fund which will be paid to clients to assist with energy and wider essentials.

We are very grateful to everyone who has contributed to the organisation, be that from donations, legacies, grants and voluntary effort. During the year we received funding from Citizens Advice, Stroud District Council, Cotswold District Council, Gloucestershire County Council, the Home Office, the Julia and Hans Rausing Trust, St James's Place, the Kinsella Foundation, National Energy Action, North Cotswolds Foodbank, Cirencester Foodbank, Stroud District Foodbank, Stroud Town Council, Cirencester Town Council, Stonehouse Town Council, Moreton in Marsh Town Council and other Town and Parish Councils.

Citizens Advice Stroud & Cotswold Districts Limited

Report of the trustees

For the year ended 31 March 2024

We are grateful to the Cirencester Choral Society for selecting us as one of the beneficiaries of their Christmas Charity Concert in Cirencester Parish Church.

In addition, we are grateful to the local businesses who have supported our work, whether indirectly through the provision of reduced-rate services or premises, or through donations.

In May 2024, the Trustee Board approved the funding and expenditure budgets for 2024-25.

Stroud PR and Fundraising Committee

Sadly, the Stroud Fundraising Group disbanded after many years of hard work in 2022-23. We are very grateful to those volunteers who have continued to help us - with publicity, awareness and the administration linked with donations.

Friends of Cotswold Citizens Advice

In June 2023, they arranged a "thank you " tea party for CASCD volunteers , with staff also invited, in the delightful North Cerney House gardens, which was much enjoyed by all who attended.

The Friends had a promotional stand at the ever popular Phoenix Festival in August 2023. They gave away books in return for donations and many people could not resist the challenge of our "Climb the wall" game – just under £150 was raised. The Friends were able to speak to people about how to access advice and also deal with enquiries about volunteering with us.

Cirencester Choral Society again held their Christmas Concert in aid (partly) of Cotswold Citizens Advice, and the Friends arranged this and helped with the "front of house" and collection at the end. They also helped with the Advent Festival in Cirencester Parish Church.

During the year the Friends said goodbye to their long time former Chair, John Kendall. He had given many years of service to the former Cirencester CAB and the Friends, and was instrumental in setting up the Friends, and arranging the linking of the Cotswold and Stroud advice services.

Reserves policy

The reserves policy for Citizens Advice Stroud & Cotswold Districts is reviewed annually by the Board. We maintain free reserves at such a level as: (i) to provide adequate working capital in the event of potential changes of funding from major funders, (ii) to meet staff redundancy costs and premises costs should the organisation have to severely reduce in size, (iii) to provide for settlement of The Pension Trust Employer Debt, in the event that the organisation is forced to close and has no active employees in The Pension Trust, (iv) to mitigate some key risks facing the charity. In particular, the target level for free reserves aims to give a reasonable chance of survival should one of these risks occur: it is recognised that it is not possible, nor it is intended, to protect against every risk. The Board assesses the Charity's target and actual reserves annually. When the level of reserves is materially different from the target level, the Board will determine what action should be taken.

Citizens Advice Stroud & Cotswold Districts Limited

Report of the trustees

For the year ended 31 March 2024

Our reserves target is £171,963. We measure free reserves as total assets less endowments, restricted funds, designated reserves, undepreciated fixed assets and any approved budget deficits. Our free reserves at 31 March 2024 were £489,967.

Trustees acknowledge that this is more than our target but does give the organisation the ability to plan the service in the longer term because this amount just covers the known deficit until 2027 based on known core funding levels (which have remained static for many years). Trustees will address the issue of reserves and keep finances under review to ensure the sustainability of the service.

Future plans

The Business plan for 2024-27 is based on the Citizens Advice Living Strategy and their Business Plan for 2024-27.

The plan is based on the four key strategic priorities: Advice, Advocacy, Inclusive Access and Organisational Health.

Over the next 12 months we will:

- Improve the client offer and experience by undertaking a comprehensive service delivery model review; increasing the number of clients we inform, advise and advocate for; removing blocks in the client journey to achieve quicker resolution of problems whilst maintaining our focus on providing good quality advice and information.
- Be a stronger voice for our clients by increasing our campaigning using the research undertaken and data provided by our Research and Campaigns group and national Citizens Advice; working with other individuals and organisations to achieve a greater impact for our clients and by resourcing Research and Campaigns effectively.
- Improve the service accessibility for marginalised clients by identifying barriers to advice in our districts and working hard to remove those barriers and by working with clients and partner agencies to tackle any barriers identified.
- Improve the experience of staff and volunteers by ensuring that our organisation is a great place to work and volunteer.
- Increase our financial resilience by reducing our reliance on local authority funding and securing new funding to increase our longer term sustainability.
- Ensure that our technology meets the needs of our staff, volunteers and clients by ensuring that our IT strategy is up to date and forward looking, our IT is secure and resilient; hardware and software needs are reviewed and met where possible; and that staff and volunteers are confident using our IT equipment and software programs.

Citizens Advice Stroud & Cotswold Districts Limited

Report of the trustees

For the year ended 31 March 2024

Statement of responsibilities of the trustees

The trustees (who are also directors of the charity 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, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (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 charity and of the income and expenditure of the charity 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 Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

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

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

Independent examiners

Burnside Chartered Accountants were appointed as independent examiners to the charitable company during the year and have expressed their willingness to continue in that capacity.

Approved by the trustees on 21 November 2024 and signed on their behalf by



C. William Underhill
Trustee - Chair



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Date

Independent examiner's report

To the trustees of

Citizens Advice Stroud & Cotswold Districts Limited

I report to the trustees on my examination of the accounts of Citizens Advice Stroud & Cotswold Districts Limited (the charitable company) for the year ended 31 March 2024, which are set out on pages 12 to 31.

Responsibilities and basis of report

As the trustees of the charitable 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 charitable 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 charitable company'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.

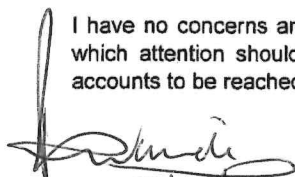
Independent examiner's statement

Since the charitable 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 the Institute of Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

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

- (1) accounting records were not kept in respect of the charitable 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.



Date: 3/12/24
Stephen Burnside FCA
Member of the ICAEW

For and on behalf of:
Burnside Chartered Accountants
61 Queen Square
Bristol
BS1 4JZ

Citizens Advice Stroud & Cotswold Districts Limited

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2024

	Note	Restricted £	Unrestricted £	2024 Total £	2023 Total £
Income from:					
Donations and legacies	3	22,000	38,147	60,147	41,042
Charitable activities	4	496,114	197,566	693,680	652,689
Other trading activities		-	-	-	-
Investments		-	956	956	245
Total income		<u>518,114</u>	<u>236,669</u>	<u>754,783</u>	<u>693,976</u>
Expenditure on:					
Raising funds		-	45,450	45,450	45,242
Charitable activities		599,091	90,617	689,708	508,995
Total expenditure	5	<u>599,091</u>	<u>136,067</u>	<u>735,158</u>	<u>554,237</u>
Net income		(80,977)	100,602	19,625	139,739
Transfers between funds		93,971	(93,971)	-	-
Other recognised gains					
Gains on remeasurement of defined benefit pension scheme		-	1,107	1,107	1,181
Net movement in funds	7	<u>12,994</u>	<u>7,738</u>	<u>20,732</u>	<u>140,920</u>
Reconciliation of funds:					
Total funds brought forward		<u>141,940</u>	<u>545,237</u>	<u>687,177</u>	<u>546,257</u>
Total funds carried forward		<u>154,934</u>	<u>552,975</u>	<u>707,909</u>	<u>687,177</u>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in note 16 to the accounts.

Citizens Advice Stroud & Cotswold Districts Limited

Balance sheet

As at 31 March 2024

Company no.: 4389411

	Note	£	2024 £	2023 £
Fixed assets				
Tangible assets	10		133	166
Current assets				
Debtors	11	81,156		70,456
Cash at bank and in hand		<u>679,188</u>		<u>732,173</u>
		760,344		802,629
Liabilities				
Creditors: amounts falling due within 1 year	12	<u>(51,597)</u>		<u>(113,540)</u>
Net current assets			<u>708,747</u>	<u>689,089</u>
Total assets less current liabilities			708,880	689,255
Provisions for liabilities	14		<u>(971)</u>	<u>(2,078)</u>
Net assets	15		<u>707,909</u>	<u>687,177</u>
Funds	16			
Restricted funds			154,934	141,940
Unrestricted funds				
Designated funds			62,875	380,340
General funds			<u>490,100</u>	<u>164,897</u>
Total charity funds			<u>707,909</u>	<u>687,177</u>

The directors are satisfied that the company is entitled to exemption from the provisions of the Companies Act 2006 (the Act) relating to the audit of the financial statements for the year by virtue of section 477(2), and that no member or members have requested an audit pursuant to section 476 of the Act.

Citizens Advice Stroud & Cotswold Districts Limited

Balance sheet

As at 31 March 2024

Company no. 4389411

The directors acknowledge their responsibilities for:

- (i) ensuring that the Company keeps proper accounting records which comply with section 386 of the Act; and
- (ii) preparing financial statements which give a true and fair view of the state of affairs of the Company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of section 393, and which otherwise comply with the requirements of the Act relating to financial statements, so far as applicable to the company.

These accounts have been prepared in accordance with the special provisions applicable to companies subject to the small companies' regime.

Approved by the trustees on 21 November 2024 and signed on their behalf by



.....
C. William Underhill
Trustee - Chair

2 December 2024

.....
Date

Citizens Advice Stroud & Cotswold Districts Limited

Statement of cash flows

For the year ended 31 March 2024

	2024 £	2023 £
Cash flows from operating activities:		
Net movement in funds	20,732	140,920
<i>Adjustments for:</i>		
Depreciation	33	2,536
Dividends, interest and rents from investments	(956)	(245)
Loss / (profit) on the sale of fixed assets	-	3,775
(Increase) / decrease in debtors	(10,700)	(31,437)
Increase / (decrease) in creditors	(61,943)	43,912
Increase / (decrease) in provisions	(1,107)	(1,181)
Net cash provided by / (used in) operating activities	(53,941)	158,280
Cash flows from investing activities:		
Dividends, interest and rents from investments	956	245
Net cash provided by / (used in) investing activities	956	245
Increase / (decrease) in cash and cash equivalents in the year	(52,985)	158,525
Cash and cash equivalents at the beginning of the year	732,173	573,648
Cash and cash equivalents at the end of the year	679,188	732,173

The charity has not provided an analysis of changes in net debt as it does not have any long term financing arrangements.

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2024

1. Accounting policies

a) Basis of preparation

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

Citizens Advice Stroud & Cotswold Districts Limited 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 note.

b) Going concern basis of accounting

The accounts have been prepared on the assumption that the charity is able to continue as a going concern. The charity has been able to increase its reserves over recent years and we recently changed our reserves policy to aim to hold enough reserves to cover expected shortfalls for the next 3 years. This leaves us in the fortunate position to have additional funds that we are aiming to spend this year to improve our services. On this basis the Trustees consider that the charity will continue as a going concern for a period of at least 12 months from the date on which these financial statements are approved.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from the government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

d) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity: this is normally upon notification of the interest paid or payable by the bank.

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2024

1. Accounting policies (continued)

e) Funds accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds of the charity which the Trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

f) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

g) Allocation of support and governance costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Governance costs are the costs associated with the governance arrangements of the charity, including the costs of complying with constitutional and statutory requirements and any costs associated with the strategic management of the charity's activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities on the following basis, which is an estimate of staff time:

	2024	2023
Raising funds	8.0%	9.9%
Charitable activities	92.0%	90.1%

h) Tangible fixed assets

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Computer equipment	3 years straight line
Fixtures and fittings	20% reducing balance

Items of equipment are capitalised where the purchase price exceeds £1,000.

i) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

j) Cash at bank and in hand

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

k) Creditors

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2024

1. Accounting policies (continued)

l) Financial instruments

The charitable 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 recognised at amortised cost using the effective interest method.

m) Conduit funding

Conduit funds are monies received for third parties and do not belong to the charity. The incoming funds and outgoing payments are excluded from the Statement of Financial Activities. Any conduit funds in hand at the year end are shown as creditors in the accounts.

n) Pension costs (defined contribution)

The charitable company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. The pension cost charge represents contributions payable under the scheme by the charitable company to the fund. The charitable company has no liability under the scheme other than for the payment of those contributions.

o) Pension costs (defined benefit)

The charitable company participates in a multi-employer defined benefit pension scheme. It is not possible for the charitable company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. The scheme is therefore accounted for as a defined contribution scheme. A provision is recognised in these accounts for the net present value of future contributions payable under the scheme (see note 14). The valuation is determined with reference to the charity's pension provider, TPT Retirement Solutions.

p) Finance and operating leases

Rentals payable under operating leases are charged to the SOFA over the period in which the cost is incurred. The charity has no finance leases.

q) Accounting estimates and key judgements

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

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

The key sources of estimation uncertainty that have a significant effect on the amounts recognised in the financial statements are depreciation as described in note 1 (h) and the pension provision as per note 1 (o).

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2024

2. Prior period comparatives: statement of financial activities

	Restricted £	Unrestricted £	2023 Total £
Income from:			
Donations and legacies	12,403	28,639	41,042
Charitable activities	234,404	418,285	652,689
Other trading activities	-	-	-
Investments	-	245	245
Total income	246,807	447,169	693,976
Expenditure on:			
Raising funds	-	45,242	45,242
Charitable activities	226,750	282,245	508,995
Total expenditure	226,750	327,487	554,237
Net income / (expenditure)	20,057	119,682	139,739
Transfers between funds	15,209	(15,209)	-
Other recognised gains:			
Gains on remeasurement of defined benefit pension scheme	-	1,181	1,181
Net movement in funds	35,266	105,654	140,920

3. Income from donations

	Restricted £	Unrestricted £	2024 Total £
Donations	22,000	37,553	59,553
Fundraising	-	594	594
Total income from donations	22,000	38,147	60,147
Prior period comparative			
	Restricted £	Unrestricted £	2023 Total £
Donations	12,403	25,985	38,388
Fundraising	-	2,654	2,654
Total income from donations	12,403	28,639	41,042

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2024

4. Income from charitable activities

	Restricted	Unrestricted	2024 Total
	£	£	£
Stroud District Council - Core funding	125,000	-	125,000
Stroud District Council - Household support fund	38,200	1,800	40,000
Stroud District Council - Housing related debt	25,091	-	25,091
Cotswold District Council - Core funding	-	70,920	70,920
Cotswold District Council - Household support fund	138,800	12,000	150,800
Glos County Council - Thriving Communities Grant	7,500	-	7,500
Glos County Council - Core funding	-	70,450	70,450
North & West Glos Citizens Advice - Multiply	32,350	-	32,350
St James Place Foundation	4,000	-	4,000
Town and Parish Councils	-	19,598	19,598
Other grants	125	12,710	12,835
Smart meters	-	10,088	10,088
EAP	6,085	-	6,085
EUSS	1,944	-	1,944
Cirencester Foodbank	44,689	-	44,689
North Cotswold Foodbank	51,386	-	51,386
Stroud Foodbank	20,944	-	20,944
Total income from charitable activities	496,114	197,566	693,680

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2024

4. Income from charitable activities (continued)			
Prior period comparative			
	Restricted	Unrestricted	2023
	£	£	Total
			£
Stroud District Council - Core funding	-	125,000	125,000
Stroud District Council - Household support fund	-	4,583	4,583
Stroud District Council - Housing related debt	25,065	-	25,065
Cotswold District Council - Core funding	-	72,520	72,520
Cotswold District Council - Household support fund	-	14,750	14,750
Household support fund - CDC and SDC	147,800	-	147,800
Gloucestershire County Council - Core funding	-	41,668	41,668
Gloucestershire County Council - Thrive Grant	7,500	-	7,500
Gloucestershire County Council - Outreach	-	16,666	16,666
St James Place Foundation	7,500	-	7,500
GCF	-	5,000	5,000
Town and Parish Councils	-	13,225	13,225
Citizens Advice - Core / Donation / Gambling	-	15,500	15,500
Other grants	-	15,450	15,450
Julia and Hans Rausing Trust	-	15,000	15,000
Smart meters - CitA	-	8,194	8,194
EAP	19,914	-	19,914
EUSS	26,495	-	26,495
Cirencester Foodbank	-	21,577	21,577
North Cotswold Foodbank	-	19,335	19,335
Stroud Foodbank	-	29,817	29,817
Citizens Advice - money advice service	130	-	130
Total income from charitable activities	234,404	418,285	652,689

Government grants

The charitable company receives government grants, defined as funding from local, town and parish Councils to fund charitable activities. The total value of such grants in the period ending 31 March 2024 was £431,409 (2023: £454,026). There are no unfulfilled conditions or contingencies attaching to these grants.

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2024

5. Total expenditure

	Raising funds £	Charitable activities £	Support and governance £	2024 Total £
Staff costs (note 8)	27,160	312,002	85,762	424,924
Grants paid (note 6)	-	141,274	-	141,274
Staff and volunteer expenses	-	19,890	-	19,890
Staff and volunteer training	-	2,022	-	2,022
Staff recruitment expenses	-	-	-	-
Premises costs	-	-	64,620	64,620
Communications & IT	-	-	35,836	35,836
General office	-	-	17,059	17,059
Finance costs	-	-	18,086	18,086
Consultancy costs	-	4,407	-	4,407
Governance costs	-	-	7,007	7,007
Depreciation costs	-	-	33	33
Loss on disposal	-	-	-	-
Sub-total	27,160	479,595	228,403	735,158
Allocation of support and governance costs	<u>18,290</u>	<u>210,113</u>	<u>(228,403)</u>	-
Total expenditure	<u>45,450</u>	<u>689,708</u>	<u>-</u>	<u>735,158</u>

Total governance costs were £7,007 (2023: £4,832).

Prior period comparative

	Raising funds £	Charitable activities £	Support and governance £	2023 Total £
Staff costs (note 8)	24,586	224,460	71,781	320,827
Grants paid (note 6)	-	76,992	-	76,992
Staff and volunteer expenses	-	10,501	-	10,501
Staff and volunteer training	-	1,733	-	1,733
Staff recruitment expenses	-	3,695	-	3,695
Premises costs	-	-	53,644	53,644
Communications & IT	-	-	26,743	26,743
General office	-	-	18,121	18,121
Finance costs	-	-	25,906	25,906
Consultancy costs	-	3,040	1,892	4,932
Governance costs	-	-	4,832	4,832
Depreciation costs	-	-	2,536	2,536
Loss on disposal	-	-	3,775	3,775
Sub-total	24,586	320,421	209,230	554,237
Allocation of support and governance costs	<u>20,656</u>	<u>188,574</u>	<u>(209,230)</u>	-
Total expenditure	<u>45,242</u>	<u>508,995</u>	<u>-</u>	<u>554,237</u>

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2024

6. Grants payable

	2024 £	2023 £
Grants payable to institutions: North & West Gloucestershire Citizens Advice	<u>3,400</u>	-
Total grants payable to institutions	<u>3,400</u>	-
Grants payable to individuals:	<u>137,874</u>	76,992
Total grants payable	<u><u>141,274</u></u>	<u><u>76,992</u></u>

All grants are paid to fund charitable activities. The grants shown above do not include any contribution to core costs.

7. Net movement in funds

This is stated after charging:

	2024 £	2023 £
Depreciation	33	2,536
Trustees' remuneration	Nil	Nil
Trustees' reimbursed expenses	Nil	Nil
Independent examiners' remuneration:		
▪ Independent examination (excluding VAT)	<u>3,500</u>	<u>3,150</u>

8. Staff costs and numbers

Staff costs were as follows:

	2024 £	2023 £
Salaries and wages	379,077	284,341
Social security costs	22,493	17,581
Pension costs	<u>23,354</u>	<u>18,905</u>
	<u><u>424,924</u></u>	<u><u>320,827</u></u>

No employee earned more than £60,000 during the year.

The key management personnel of the charitable company comprise the Trustees, Chief Executive Officer, and Service Managers. The total emoluments paid to key management personnel for the year was £97,548 (2023: £95,996).

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2024

8. Staff costs and numbers (continued)

	2024 No.	2023 No.
Average head count	<u>19.8</u>	<u>16.9</u>

9. Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

10. Tangible fixed assets

	Computer equipment £	Fixtures and fittings £	Total £
Cost			
At 1 April 2023	29,352	3,361	32,713
Additions in year	-	-	-
Disposals in the year	-	-	-
At 31 March 2024	<u>29,352</u>	<u>3,361</u>	<u>32,713</u>
Depreciation			
At 1 April 2023	29,352	3,195	32,547
Charge for the year	-	33	33
Disposals in the year	-	-	-
At 31 March 2024	<u>29,352</u>	<u>3,228</u>	<u>32,580</u>
Net book value			
At 31 March 2024	<u>-</u>	<u>133</u>	<u>133</u>
At 31 March 2023	<u>-</u>	<u>166</u>	<u>166</u>

11. Debtors

	2024 £	2023 £
Trade debtors	70,023	46,600
Prepayments	4,435	8,222
Accrued income	<u>6,698</u>	<u>15,634</u>
	<u>81,156</u>	<u>70,456</u>

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2024

12. Creditors : amounts due within 1 year

	2024 £	2023 £
Trade creditors	6,113	5,807
Accruals	28,166	6,107
Deferred income	-	84,419
Other taxation and social security	-	2,785
Other creditors	17,318	14,422
	<u>51,597</u>	<u>113,540</u>

13. Deferred income

	2024 £	2023 £
At 1 April 2023	84,419	30,396
Deferred during the year	-	84,419
Released during the year	(84,419)	(30,396)
At 31 March 2024	<u>-</u>	<u>84,419</u>

14. Pension provision

The charitable company participates in a multi-employer defined benefit pension scheme. Provision has been made for the net present value of future contributions payable by the charity. The provision is valued based on information provided by TPT Retirement Solutions (dated 31 March 2024). The latest full actuarial valuation of the scheme was dated 30 September 2020 and required participating employers to pay additional contributions to the scheme. The movement on the provision is recognised on the SoFA as an other recognised (gain) / loss.

	2024 £	2023 £
Provision at the start of the year	2,078	3,259
Movement in the year	<u>(1,107)</u>	<u>(1,181)</u>
Provision at the end of the year	<u>971</u>	<u>2,078</u>

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2024

15. Analysis of net assets between funds

	Restricted funds £	Designated funds £	General funds £	Total funds £
Tangible fixed assets	-	-	133	133
Current assets	154,934	62,875	542,535	760,344
Current liabilities	-	-	(51,597)	(51,597)
Provisions	-	-	(971)	(971)
Net assets at 31 March 2024	<u>154,934</u>	<u>62,875</u>	<u>490,100</u>	<u>707,909</u>
Prior period comparative (restated)				
	Restricted funds £	Designated funds £	General funds £	Total funds £
Tangible fixed assets	-	-	166	166
Current assets	141,940	380,340	280,349	802,629
Current liabilities	-	-	(113,540)	(113,540)
Provisions	-	-	(3,259)	(2,078)
Net assets at 31 March 2023	<u>141,940</u>	<u>380,340</u>	<u>163,716</u>	<u>687,177</u>

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2024

16. Movements in funds

	At 1 April 2023 £	Income £	Expenditure £	Transfers and other gains £	At 31 March 2024 £
Restricted funds					
Housing related debt advice	13,907	25,091	(30,414)	-	8,584
Stroud benefits	32,523	33,625	(55,195)	-	10,953
Mental health debt	972	-	-	-	972
Energy advice program	4,712	-	-	-	4,712
European Union settlement scheme	-	1,944	(8,844)	6,900	-
Big Energy Saving Network / Big Energy Saving Winter	17,145	6,085	(6,086)	-	17,144
Household support fund	72,681	177,000	(137,874)	-	111,807
Cirencester foodbank	-	44,689	(51,858)	7,169	-
North Cotswold foodbank	-	51,386	(57,214)	5,828	-
Stroud foodbank	-	20,944	(26,980)	6,036	-
Stroud advice	-	125,000	(193,038)	68,038	-
Multiply adult numeracy project	-	32,350	(31,588)	-	762
Total restricted funds	141,940	518,114	(599,091)	93,971	154,934
Unrestricted funds					
<i>Designated funds:</i>					
Stroud IT fund	22	-	(22)	-	-
Stroud advice	212,041	-	-	(212,041)	-
Cotswolds advice	73,916	-	-	(73,916)	-
Additional expenditure fund	94,361	-	(31,486)	-	62,875
Total designated funds	380,340	-	(31,508)	(285,957)	62,875
General funds	164,897	236,669	(104,559)	193,093	490,100
Total unrestricted funds	545,237	236,669	(136,067)	(92,864)	552,975
Total funds	687,177	754,783	(735,158)	1,107	707,909

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2024

16. Movements in funds (continued)

Purposes of restricted funds

Housing related debt advice	To provide advice and support on housing related debt to clients in Stroud and district and in the Cotswold district.
Stroud benefits	Funding from the Good Things Foundation to support people to get the information and advice they need from HMRC including helping them to use new online systems.
Cotswolds money advice	Specialist casework advice to people in the Cotswolds with money problems to help them to maximise their income, reduce their debts and increase their confidence and competence in managing their financial affairs.
Mental health debt	To provide funding to improve access to finance related advice for people with mental ill health.
Energy advice program	Funding to provide one-to-one advice to clients in fuel poverty, or in a fuel poverty risk group.
European Union settlement scheme	Funding to provide advice and practical support to vulnerable EU, EEA and Swiss citizens living in Gloucestershire to help them make their EU Settlement Scheme application.
Big Energy Saving Network / Big Energy Saving Winter	Funding to help vulnerable consumers to reduce their energy costs, and to run a campaign to raise awareness of energy issues.
Household support fund	Funds allocated from Cotswold District Council and Stroud District Council from the Household Support Fund to distribute to eligible households.
Cirencester foodbank	To fund dedicated advisors for the Cirencester foodbank.
North Cotswold foodbank	To fund dedicated advisors for the North Cotswolds foodbank.
Stroud foodbank	To fund a dedicated advisor for the Stroud foodbank.
Stroud advice	Funds are restricted for the use by the Bureau for providing advice in the Stroud and District local government area.
Multiply adult numeracy project	Clients who needed advice in relation to debt, food and fuel poverty were helped with living Maths skills eg budgeting and understanding bills to help them manage their personal finances more confidently.

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2024

16. Movements in funds (continued)

Purposes of designated funds

Stroud IT fund	For the purchase of new computer equipment for the Stroud district.
Stroud advice	Funds raised are designated for the use by the Bureau in the Stroud and District local government area.
Cotswold advice	Funds raised are designated for the use by the Bureau in the Cotswold and District local government area.
Additional expenditure fund	Funds for additional expenditure relating to staffing and IT equipment agreed at the Board meeting in February 2023.

Purpose of transfers between funds

The transfers from the Stroud advice and Cotswold advice designated funds to restricted funds are to top up overspends on projects.

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2024

16. Movements in funds (continued)
Prior period comparative

	At 1 April 2022 £	Income £	Expenditure £	Transfers and other gains £	At 31 March 2023 £
Restricted funds					
Housing related debt advice	1,359	25,065	(12,517)	-	13,907
Stroud benefits	55,551	19,903	(42,931)	-	32,523
Cotswold money advice	6,531	7,500	(29,295)	15,264	-
Mental health debt	13,308	-	(12,336)	-	972
Universal credit help to claim	13,482	-	-	(13,482)	-
Money advice service	-	130	(1,333)	1,203	-
Energy advice program	4,712	-	-	-	4,712
European Union settlement scheme	-	26,495	(37,863)	11,368	-
Big Energy Saving Network / Big Energy Saving Winter	10,715	19,914	(13,484)	-	17,145
Household support fund	-	147,800	(75,119)	-	72,681
Covid Hardship fund	1,016	-	(1,872)	856	-
Total restricted funds	106,674	246,807	(226,750)	15,209	141,940
Unrestricted funds					
<i>Designated funds:</i>					
Stroud IT fund	635	-	(2,495)	1,882	22
Stroud advice	245,082	229,709	(155,818)	(106,932)	212,041
Cotswolds advice	37,118	146,731	(94,669)	(15,264)	73,916
Additional expenditure fund	-	-	-	94,361	94,361
Total designated funds	282,835	376,440	(252,982)	(25,953)	380,340
General funds	156,748	70,729	(74,505)	11,925	164,897
Total unrestricted funds	439,583	447,169	(327,487)	(14,028)	545,237
Total funds	546,257	693,976	(554,237)	1,181	687,177

Citizens Advice Stroud & Cotswold Districts Limited

Notes to the financial statements

For the year ended 31 March 2024

17. Operating lease commitments

The charity had operating leases at the year end with total future minimum lease payments as follows:

	2024	2023
	£	£
Amount falling due:		
Within 1 year	25,183	23,409
Within 1 - 5 years	-	15,197
	<u>25,183</u>	<u>38,606</u>

18. Conduit funding

	2024	2023
	£	£
Balance at start of year	13,543	2,612
Funding received during year	496	12,409
Funding distributed during year	(296)	(1,478)
Balance at end of year	<u>13,743</u>	<u>13,543</u>

Conduit funds are monies received for third parties and do not belong to the charity. The charity passes them through the accounts under a unique project code as a service to other charities to help their charitable purposes, but does not claim gift aid nor has control over their use. The receipts and payments referred to above have been excluded from the Statement of Financial Activities. The balance held at the end of the year is included in other creditors (note 12).

19. Contingent liability

The charity is party to a multi-employer pension scheme with The Pension Trust. The estimated debt on withdrawal (£75 debt) for CAB Stroud & District has been calculated to be £12,403. This figure has an effective date of 30 September 2023. In the prior year the contingent liability was estimated to be £17,430 (effective 30 September 2022). The charity currently has no intention of withdrawing from the scheme.

20. Related party transactions

There were no related party transactions in the current or prior year.