

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

England & Wales · Charity number 1103630

Details

Other names	BEDWORTH AND DISTRICT CITIZENS ADVICE BUREAU, NUNEATON AND BEDWORTH CITIZENS ADVICE BUREAU
Status	Registered
Legal form	Charitable company
Company number	05056654
Registered	2004-05-06
Register	View on the Charity Commission register

Contact

Address	25 Congreve Walk Bedworth Warwickshire CV12 8LX
Phone	02476643206
Email	info@brancab.org.uk
Website	www.brancab.org.uk

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 Bedworth, Rugby and Nuneaton and surrounding areas.

Activities: The bureau operates in Nuneaton, Bedworth and Rugby and the surrounding areas of Warwickshire to provide free, confidential, impartial and independent generalist advice on most subjects. The bureau also undertakes social policy campaign work and financial capability training for community groups and individuals.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** General Charitable Purposes
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** THE COMMUNITY IN BEDWORTH, RUGBY AND NUNEATON AND SURROUNDING DISTRICTS
- Warwickshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,211,611	£1,193,210	£727,195	34
2024-03-31	£1,277,099	£1,196,659	£708,794	33
2023-03-31	£1,073,009	£1,045,638	£628,354	32
2022-03-31	£1,180,035	£1,084,199	£600,983	33
2021-03-31	£75,919	£1,014,158	£505,147	34

Trustees

Name	Role	Appointed
PETER DAVID WISEMAN	Chair	2014-01-13
Daryl Cashmore		2025-12-10
GRAHAM NUTTALL		2022-12-14
Jane Hill		2014-12-10
Jasvinder Thiara		2015-12-16
Jill Krusts		2021-12-15
John Lynch		2022-12-14
KEITH FRANCIS		
Lee Rayson		2022-12-14
MR JEFF HUNT		

Accounts

Charity registration number 1103630

Company registration number 05056654 (England and Wales)

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Graham Nuttall (Chair) John Lynch (Vice Chair) Lee Rayson (Treasurer) Peter Wiseman Jasvinder Thiara Jane Hill Jeff Hunt Keith Francis Jill Krusts
Secretary	Bill Basra
Charity number	1103630
Company number	05056654
Registered office	Gethin House, 36 Bond Street Nuneaton England CV11 4DA
Auditor	Spencer Gardner Dickins (Audit Services) Limited 3 Coventry Innovation Village Cheetah Road Coventry CV1 2TL

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

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BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

The trustees are pleased to present their annual directors' report together with the consolidated financial statements of the charity for the year ending 31 March 2025 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements have been prepared in accordance with the accounting policies set out in the notes to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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 activities for the public benefit

The aims of the service are to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. The service is provided free of charge and is confidential, impartial and independent. The bureau values diversity promotes equality and challenges discrimination. These activities are undertaken to further our charitable purposes and with regard to Charity Commission guidance on public benefit.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

The main area of charitable activity is the provision of generalist advice and information services to those living and working in the Boroughs of Nuneaton & Bedworth, Rugby, Warwickshire and surrounding areas. In addition to this Bedworth, Rugby and Nuneaton Citizens Advice Bureau (BRANCAB) also provides casework services for those with complex welfare benefits and multiple debt issues as well as financial capability training to the community.

The bureau traditionally offers generalist advice both face to face, by telephone and by email. Face to face advice is available through the bureau's drop in advice service at the main offices in Congreve Walk, Bedworth, Chestnut House, North Street Rugby and Nuneaton Town Hall, Coton Road, Nuneaton, CV11 5AA. Outreach provision is also available within parts of Nuneaton, Bedworth and Rugby through specific project funding.

The generalist advice service is operated by volunteer, fully trained, generalist advice workers who always have access to an advice session supervisor during each advice session. The service is funded by Nuneaton & Bedworth Borough Council, Rugby Borough Council and Warwickshire County Council.

Achievements and performance

Quality Assurance

Our quality of advice is monitored constantly by national Citizens Advice. BRANCAB is recognised as an Investor in People organisation, originally achieved in 2005 and reviewed every three years. The last review, undertaken in February/March 2024, saw BRANCAB achieve Gold status. In addition to this BRANCAB holds the Advice Quality Standard at Generalist Level for generalist advice and the Specialist Quality Standards for both Debt Advice and Welfare Benefits.

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Achievement and Performance – Range of Services 2024-2025

Service	Description	Funder
Generalist Advice Service	General social welfare law advice and information delivered face to face, by telephone, email and web channels	Nuneaton & Bedworth Borough Council Rugby Borough Council Warwickshire County Council
Debt Casework Service	Debt casework for people with multiple debts including support with personal insolvency options	The Money Advice and Pension Service
Specialist Benefits Service	Support to assist Warwickshire residents to maximise their welfare benefits income and challenge benefit decisions including representation at appeals	Warwickshire County Council
Affordable Credit Project	Providing financial capability and money management training to individuals and communities to help build financial resilience	Warwickshire County Council
Orbit-Welfare Benefits Advice Project	Delivering Welfare Benefits Advice to Orbit tenants.	Orbit
Advice in Foodbanks	Providing outreach advice and support to users of foodbanks in Rugby	Trussell Trust
Advice in Hill Top Nuneaton	Providing outreach advice and support to residents of Hill Top, Nuneaton	Big Lottery
Advice in Community Pantries	Providing outreach advice and support to users of WCC funded community pantries in Camp Hill.	Warwickshire County Council
Advice in GP Surgeries	Providing outreach advice and support to patients within the Nuneaton Primary Care Network.	Central England Law Centre

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Client statistics

Clients	10,891
(Of which) Quick Clients	1,334
Issues	41,118

Channel

Contact Channel	% of activities	Activities
Telephone	22%	7,436
Email	22%	7,434
In person	22%	7,416
Adviceline Phone	12%	4,052
Admin	12%	4,022
Letter	5%	1,673
Other	4%	1,291
Video Call	0%	14
Web chat	0%	11
Total	100%	33,349

Issues

Issue Category	Number	%
Benefits & tax credits	10,822	26.3%
Benefits Universal Credit	2,540	6.2%
Charitable Support & Food Banks	2,282	5.5%
Consumer goods & services	722	1.8%
Debt	11,190	27.2%
Education	187	0.5%
Employment	1,340	3.3%
Financial services & capability	3,122	7.6%
GVA & Hate Crime	65	0.2%
Health & community care	460	1.1%
Housing	2,673	6.5%
Immigration & asylum	544	1.3%
Legal	942	2.3%
Other	213	0.5%
Relationships & family	1,558	3.8%
Tax	259	0.6%
Travel & transport	543	1.3%
Utilities & communications	1,656	4.0%
Grand Total	41,118	100.0%

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Client statistics (continued)

Outcomes

Outcomes	Amount
Income gain	£8,398,317
Re-imbursements of services and loans	£219,895
Debts written off	£11,587,246
Repayments rescheduled	£52,538
Other	£3,192,853
Total	£23,450,849

Client Profiles

- Ages ranged from 10 years to 99 years;
- 58% were female and 42% male;
- 57% were disabled or had a long term medical condition;
- 16% of clients were from black and minority ethnic backgrounds

Financial review

Core funding enables us to provide our generalist advice service and helps to provide leverage to attract other funding and projects. This is provided by Warwickshire County Council, Nuneaton & Bedworth Borough Council and Rugby Borough Council.

Our local authority funders are facing financial challenges due to the current difficult economic climate and future core funding of advice services is subject to or threatened with further cuts. This makes our service more vulnerable and where levels of future core funding are uncertain it is more difficult to forward plan and additionally makes the bureau a less attractive option to other potential funders.

The competition for funding new projects has increased considerably as other not for profit organisations are also looking to plug funding gaps with new projects / services or try to find continuation funding from new sources. However, the bureau has successfully obtained funding from various projects and these have contributed substantially to the surplus arising in the year. As these projects are short term the benefit will not be sustainable in the long term.

In addition our ever increasing reliance on IT and the cost of maintaining networked computer systems is an increasing cost which provision is not made through our principle funders and this needs to be a consideration for future funding negotiations.

The Trustee Board review the risks of financing of the organisation and expenditure on an ongoing basis and set their reserves policy accordingly, see below.

Investment Policy

Apart from retaining a prudent amount in reserves each year most of the bureau's funds are to be spent in the short term so there are no long term investments. Surplus funds are invested in short term bank deposit accounts. The trustee board aim to attract the maximum amount of interest that can be obtained from the reserves and review both the level of reserves and investment policy on an annual basis.

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Reserves Policy

The Trustee Board has considered the bureau's requirements for reserves in light of the main risks facing the organisation and following Charity Commission good practice guidelines. The Trustee Board recognises the importance of establishing the long term financial sustainability of the organisation, especially in an environment that relies on short term, time limited funding.

Members believe one way of achieving this is to establish reserves to enable the organisation to survive the vagaries of short term funding. Consequently the Trustee Board is required to ensure that monies are available for each year to meet any reasonable unforeseeable contingency. They believe that an amount of at least 12 months operating costs which equates to £611,111 based on operating costs for the annual year 2024/25 will be adequate. They have also designated funds for the following purposes, IT equipment renewals and upgrades, building repairs and staffing costs (mainly redundancy costs) as well general contingencies.

The bureau holds total reserves of £727,195 (2024 £708,794). Included in unrestricted reserves is £20,000 (2024 £20,000) which has been designated specifically for the purpose of replacing IT equipment. The bureau has entered into contracts totalling approximately £55,000 in late 2025 which are expected to utilise these reserves.

The Bureau is not exposed to price or credit risk and in view of the substantial bank deposits there are no liquidity or cash flow risks.

Plans for Future Periods

Our future strategic plans can be summarised under four categories:

Theme	How will we achieve them
Access & Quality	Maintaining and Improving our access channels so that we are able to deal with as many clients as we can in an equitable manner that ensures that they receive clear, accurate, high quality and comprehensive advice.
Increasing Capacity	Through an increased number of volunteers and a focus on recruitment, training, development and well-being. Ensuring that our IT infrastructure is fit for purpose. Utilisation of AI to assist with capacity.
Collaborative Working	Maximising joint opportunities with partners especially North Warwickshire and South Warwickshire Citizens Advice. Working together to ensure that we advocate for our clients on issues that are of common concern and particularly those who are disadvantaged.
Sustainability	Through maintaining and diversifying core local funding, ensuring continuation of the Telephony Service and shared posts exploring shared services where possible, seeking to achieve balanced budgets and reviewing our physical assets against our business needs.

Structure, governance and management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 1st October 2004. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1. During the financial year 2006/7 the bureau changed its name to Bedworth, Rugby and Nuneaton Citizens Advice Bureau, with the approval of the Charity Commission and Companies House in readiness of the amalgamation with Rugby Citizens Advice Bureau. The Memorandum and Articles of Association were also changed and approved to reflect the changes caused by the amalgamation. The Memorandum and Articles of Association were updated and approved in 2021.

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) **FOR THE YEAR ENDED 31 MARCH 2025**

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Graham Nuttall (Chair)

John Lynch (Vice Chair)

Lee Rayson (Treasurer)

Peter Wiseman

Jim Simmons

(Retired 5 December 2024)

Jasvinder Thiara

Jane Hill

Jeff Hunt

Keith Francis

Jill Krusts

Recruitment and Appointment of Trustee Board Members

The directors of the charity are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the trustee board. Under the requirements of the Memorandum and Articles of Association the members of the trustee board are elected to serve for a period of 3 years after which they must be re-elected at the next Annual General Meeting.

The bureau seeks to ensure that trustee board members reflect the diversity of the community it serves. The bureau seeks to recruit new members who have the ability to make an effective contribution to the board through their skills, knowledge and experience, as well as having a proven interest in the work of the charity.

Trustee Induction and Training

The trustees are familiarised with the practical work of the charity and are encouraged to attend the annual Planning & Development Days held each year to work alongside bureau workers to develop future objectives.

In addition to this new trustees are invited to attend an induction meeting with the Chief Executive Officer to familiarise themselves with the charity and the context within it operates. This covers:

- The obligations of trustee board members
- The main documents which set out the operational framework for the charity including the Memorandum and Articles.
- Resourcing and the current financial position as laid out in the latest published accounts and annual budgets
- Future business plans and objectives
- E-Learning induction modules (including confidentiality)

Information for trustee board members is available locally through a Trustee Board Information Pack and nationally on Citizens Advice's Intranet. Citizens Advice also publishes self-study training packs on a variety of topics relevant to the trustee board and these are distributed to trustees. In addition to this there are various opportunities to attend trustee development days organised locally by Citizens Advice.

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) **FOR THE YEAR ENDED 31 MARCH 2025**

Risk Management

The Trustee Board has conducted a review of the major risks to which the charity is exposed. The risk register has been established and is updated at least annually. Where appropriate systems or procedures have been established to mitigate the risks the charity faces. Internal control risks are minimised by the implementation of authorisation of all transactions and projects. A disaster recovery plan has also been produced and is updated at least annually. Procedures are in place to ensure compliance with health and safety of staff, volunteers and visitors to the bureau.

Organisational Structure

The trustee board meets quarterly and is responsible for the strategic direction and policy of the charity. Members are from a variety of professional backgrounds relevant to the work of the charity. The Chief Executive Officer (who is also the company secretary and takes minutes), the Operations Manager and Advice Services Managers attend board meetings without voting rights.

A scheme of delegation is in place whereby the Chief Executive Officer "CEO" has the day to day responsibility for the provision of services. The CEO is responsible for ensuring the charity delivers the services specified and that key performance indicators are met as well as ensuring progress to meet the strategic service development objectives detailed in the Business and Development Plan. The Operations Manager has oversight of the work of the Advice Services Managers who have day to day responsibility of the operational management of the service and have geographic and thematic responsibilities. This includes individual supervision and ensuring that the team continues to develop their skills and working practices in line with good practice.

Staffing

The bureau has 32 paid staff, both full and part time consisting of 1 x Chief Executive Officer, 1 x Operations Manager, 6 x Advice Services Managers, 2 x Finance staff, and 22 Advisors that consist of technical supervisors/caseworkers, caseworkers and outreach / project funded advice workers. The bureau team also consists of approximately 83 volunteers, the majority of whom are trained generalist advisers working on average two days per week each. The value of volunteering based on paid equivalent roles equates to over £793,544 per annum. Without the skill and dedication of the volunteers the bureau would not be able to provide its essential service to the community.

Related Parties

BRANCAB is a member of the national organisation, Citizens Advice, the national charity (charity number 279057) which sets out the framework for standards of advice and case management and supports members with an information system, case management system, training and other services.

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Statement of trustees' responsibilities

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

Company law requires the charity trustees to prepare financial statements for each 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 charity for that period. In preparing the 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 estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence 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.

Auditor

In accordance with the company's articles, a resolution proposing that Spencer Gardner Dickins (Audit Services) Limited be reappointed as auditor of the company will be put at a General Meeting.

The trustees' report was approved by the Board of Trustees.

Graham Nuttall

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Graham Nuttall (Chair)

Trustee

Date: Dec 12, 2025 | 15:48 GMT
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BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

Opinion

We have audited the financial statements of Bedworth, Rugby and Nuneaton Citizens Advice Bureau (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is 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).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

- Enquiring of management, those charged with governance around actual and potential litigation and claims;
- Reviewing minutes of meetings of those charged with governance;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations and
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Spencer Gardner Dickins (Audit Services) Limited

**Demsey Slater FCCA (Senior Statutory Auditor)
for and on behalf of Spencer Gardner Dickins (Audit Services)
Limited**

Dec 14, 2025 | 09:38 GMT
.....

**Chartered Accountants
Statutory Auditor**

3 Coventry Innovation Village
Cheetah Road
Coventry
CV1 2TL

Spencer Gardner Dickins (Audit Services) Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

		Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
	Notes						
Income from:							
Donations and legacies	3	6,184	-	6,184	6,582	-	6,582
Charitable activities	4	591,804	597,999	1,189,803	678,713	587,031	1,265,744
Investments	5	15,624	-	15,624	4,773	-	4,773
Total income		613,612	597,999	1,211,611	690,068	587,031	1,277,099
Expenditure on:							
Charitable activities	6	595,211	597,999	1,193,210	609,628	587,031	1,196,659
Total expenditure		595,211	597,999	1,193,210	609,628	587,031	1,196,659
Net income and movement in funds							
		18,401	-	18,401	80,440	-	80,440
Reconciliation of funds:							
Fund balances at 1 April 2024		708,794	-	708,794	628,354	-	628,354
Fund balances at 31 March 2025		727,195	-	727,195	708,794	-	708,794

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

All income and expenditure derive from continuing activities.

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

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

BALANCE SHEET
AS AT 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Fixed assets					
Tangible assets	11		4,632		5,973
Current assets					
Debtors	12	96,136		112,555	
Cash at bank and in hand		740,966		729,979	
		837,102		842,534	
Creditors: amounts falling due within one year	13	(114,539)		(139,713)	
Net current assets			722,563		702,821
Total assets less current liabilities			727,195		708,794
The funds of the charity					
Unrestricted funds			727,195		708,794
			727,195		708,794

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2025, although an audit has been carried out under section 144 of the Charities Act 2011.

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

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

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

The financial statements were approved by the trustees on Dec 12, 2025 | 15:48 GMT

Graham Nuttall
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Graham Nuttall (Chair)
Trustee

Company registration number 05056654 (England and Wales)

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	21		(4,637)		16,812
Investing activities					
Purchase of tangible fixed assets		-		(4,246)	
Investment income received		15,624		4,773	
Net cash generated from investing activities			15,624		527
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			10,987		17,339
Cash and cash equivalents at beginning of year			729,979		712,640
Cash and cash equivalents at end of year			740,966		729,979

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

Bedworth Rugby and Nuneaton Citizens Advice Bureau is a company limited by guarantee incorporated in England and Wales. The registered office is Gethin House, 36 Bond Street, Nuneaton, Warwickshire CV11 4DA. Bedworth Rugby and Nuneaton Citizens Advice Bureau meets the definition of a public benefit entity under FRS102.

The charity is a company limited by guarantee. It does not have a share capital and the liability of each member is limited to the guarantee given by that member which shall not exceed £1.

The charity is under the control of the Trustees.

1.1 Accounting convention

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

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

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

1.2 Going concern

The Trustees have reviewed the charity's budget and cash flow forecast and considered any material uncertainties, particularly with regard to future funding. Based on this review, the Trustees are satisfied that at the time of approving the financial statements the charity has adequate resources and that the going concern basis of accounting remains appropriate.

1.3 Charitable funds

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

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the trustees report.

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

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

1.4 Income

All income is included in the statement of financial activities, exclusive of VAT, when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of service provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Incoming resources from grants, where related to performance and specific deliveries, are accounted for as the charity earns the right to consideration by its performance.

Where income has been received but the performance of the contract work has not been performed at the balance sheet date then such income is included as a liability and carried forward as deferred income. Work performed but not completed or billed at the balance sheet date is included in Debtors at an estimated value.

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

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

Expenditure is included in the Statement of Financial Activities on an accruals basis inclusive of any VAT where the VAT cannot be recovered.

1.6 Tangible fixed assets

Tangible fixed assets costing £500 or more are initially measured at cost and subsequently measured at cost, net of depreciation and any impairment losses.

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

Equipment, fixtures and fittings	10% on a reducing balance basis
Computer equipment	25% straight line

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

1.7 Impairment of fixed assets

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

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

1.8 Cash and cash equivalents

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

1.9 Financial instruments

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

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

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

Basic financial assets

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

Basic financial liabilities

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

Derecognition of financial liabilities

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

1.10 Employee benefits

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

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

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

2 Critical accounting estimates and judgements

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

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

In preparing these financial statements, management has made the following judgements that have the most significant effect on amounts recognised:

Recognition of income from grants and donations:
The charity receives both restricted and unrestricted grants and donations. Judgement is required in determining whether income is subject to performance conditions which affect the timing of recognition. Where grants are considered to include performance-related conditions, income is recognised as those conditions are satisfied. Where there are no such conditions, income is recognised when entitlement, probability of receipt, and measurement criteria are met.

Classification of funds:
Management has exercised judgement in determining whether certain income streams are restricted or unrestricted based on the terms of grant agreements and donor correspondence.

The preparation of financial statements in accordance with FRS 102 requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities. Actual results may differ from these estimates. The key sources of estimation uncertainty that have a significant risk of causing a material adjustment in the next financial year are as follows:

Depreciation of tangible fixed assets
Depreciation is charged to write off the cost of tangible fixed assets over their estimated useful lives. These useful lives are based on management's experience and expectations of future use. A variation in estimated lives or residual values could lead to a material change in annual depreciation expense.

Accruals and deferred income
Estimates are made in respect of accrued expenditure and income deferred at the year-end, particularly relating to grant-funded projects where final claims and reports are subject to verification by funders.

3 Voluntary income

	Unrestricted funds	Unrestricted funds
	2025	2024
	£	£
Donations and gifts	6,184	6,582

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

4 Income from Charitable activities

	Unrestricted Funds 2025 £	Unrestricted Funds 2024 £
Nuneaton and Bedworth Borough Council (NBBC)	95,070	95,070
Rugby Borough Council (RBC)	77,938	73,000
Warwickshire County Council (WCC)	360,636	377,870
Rent Received	11,020	7,190
Other Income	47,140	50,895
Lottery Fund - Cost of Living	-	74,688
	<u>591,804</u>	<u>678,713</u>
	Restricted Funds 2025 £	Restricted Funds 2024 £
Citizens Advice - Money Advice Service	304,891	247,314
Orbit - Welfare Benefits Adviceline	57,282	57,990
WCC Telephony	142,500	187,500
Health Justice Partnership	6,629	-
Affordable Credit Project	18,050	-
Money Advice Service: Energy Advice	3,938	11,813
Big Lottery BBO	-	24,838
Big Lottery Big Local	7,125	21,375
Trussell Trust	41,684	28,158
Debt Modernisation Fund	-	8,043
	<u>582,099</u>	<u>587,031</u>
Total income from Charitable Activities	<u>1,173,903</u>	<u>1,265,744</u>

5 Investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Bank and COIF deposit interest received	<u>15,624</u>	<u>4,773</u>

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

6 Expenditure on charitable activities

	Expenditure 2025 £	Expenditure 2024 £
Direct costs		
Depreciation and impairment	1,341	1,372
Rent, rates and service charges	45,189	73,347
Salaries and pension costs	880,240	853,377
Computer expenses and information fees	57,975	51,429
Travelling and training	24,178	27,456
Light, heat and water	21,175	21,683
Printing, postage and stationery	16,313	18,465
Telephone	6,921	8,942
Repairs and maintenance	6,342	17,963
Insurance	13,018	12,367
Sundry expenses	30,645	38,984
Bank charges	323	470
Redundancy costs	3,765	5,734
Audit and accountancy	10,913	13,317
Legal and professional fees	7,179	8,349
Shared salary costs	67,693	43,404
	<u>1,193,210</u>	<u>1,196,659</u>
Analysis by fund		
Unrestricted funds	595,211	609,628
Restricted funds	597,999	587,031
	<u>1,193,210</u>	<u>1,196,659</u>

Included in the expenditure above are governance costs relating to audit and accounts fees of £10,913 (2024: £13,317).

7 Net movement in funds	2025 £	2024 £
The net movement in funds is stated after charging/(crediting):		
Depreciation of owned tangible fixed assets	<u>1,341</u>	<u>1,372</u>

8 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year (2024: None).

No trustee expenses have been incurred and none of the trustees claimed any expenses from the trust during the year (2024: None).

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

9 Employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
Management	6	6
Administration	4	4
Advisors	24	23
Total	34	33

The staff costs were made up as follows:

Employment costs	2025 £	2024 £
Wages and salaries	836,283	783,469
Social security costs	60,514	59,230
Other pension costs	51,136	50,292
	947,933	892,991

There were no employees whose annual remuneration was £60,000 or more.

10 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

11 Tangible fixed assets

	Equipment, fixtures and fittings £	Computer equipment £	Total £
Cost			
At 1 April 2024	34,020	170,920	204,940
At 31 March 2025	34,020	170,920	204,940
Depreciation and impairment			
At 1 April 2024	31,232	167,735	198,967
Depreciation charged in the year	279	1,062	1,341
At 31 March 2025	31,511	168,797	200,308
Carrying amount			
At 31 March 2025	2,509	2,123	4,632
At 31 March 2024	2,788	3,185	5,973

12 Debtors

	2025 £	2024 £
Amounts falling due within one year:		
Other debtors	81,421	97,976
Prepayments and accrued income	14,715	14,579
	96,136	112,555

13 Creditors: amounts falling due within one year

	Notes	2025 £	2024 £
Other taxation and social security		36,653	31,900
Grants received in advance	14	42,380	65,550
Grants received on behalf of other Bureaux		14,160	14,204
Accruals		21,346	28,059
		114,539	139,713

Grants received on behalf of other Bureaux:

The bureau occasionally receives income as an agent for other Citizens Advice Bureaux and other partners, as part of their original grant applications. In the year to 31 March 2025 the bureau received £169,920 (2024: £197,686) in this respect and at 31 March 2025 £14,160 (2024: £14,204) had not been distributed to partners. The income and expenditure in relation to these matters is not included within these financial statements. The balance outstanding at the year end is shown within creditors with an equal and opposite amount shown as cash at bank on the balance sheet.

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

14 Deferred income

	2025 £	2024 £
Other deferred income	42,380	65,550

Deferred income is included in the financial statements as follows:

	2025 £	2024 £
Deferred income is included within:		
Current liabilities	42,380	65,550
Movements in the year:		
Deferred income at 1 April 2024	65,550	62,500
Released from previous periods	(65,550)	(62,500)
Resources deferred in the year	42,380	65,550
Deferred income at 31 March 2025	42,380	65,550

15 Restricted funds

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

	Movement in funds			Movement in funds		
	Incoming resources	Resources expended	Balance at 1 April 2024	Incoming resources	Resources expended	Balance at 31 March 2025
	£	£	£	£	£	£
Money Advice Service	259,127	(259,127)	-	308,829	(308,829)	-
WCC Telephony	187,500	(187,500)	-	142,500	(142,500)	-
WCC Pantry Income	-	-	-	15,900	(15,900)	-
Big Lottery - BBO	24,838	(24,838)	-	-	-	-
Orbit - Welfare Benefits Adviceline	57,990	(57,990)	-	57,282	(57,282)	-
Big Local	21,375	(21,375)	-	7,125	(7,125)	-
Debt Modernisation Fund	8,043	(8,043)	-	-	-	-
Trussell Trust	28,158	(28,158)	-	41,684	(41,684)	-
Affordable Credit Project	-	-	-	18,050	(18,050)	-
Outreach Health Justice	-	-	-	6,629	(6,629)	-
	587,031	(587,031)	-	597,999	(597,999)	-

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

15 Restricted funds

(Continued)

Purposes of Restricted Funds:

Money Advice Service

Funding provided for debt casework services in Nuneaton, Bedworth and Rugby.

WCC Telephony

Funding from WCC to provide a countywide telephony service across Warwickshire. Delivered in partnership with Citizens Advice South Warwickshire and North Warwickshire Citizens Advice.

WCC Pantry Income

Funding to deliver outreach provision alongside Warwickshire County Council pantries.

Big Lottery Building Better Opportunities (BBO) Breakthrough Programme

Funding provided to help the unemployed and economically inactive people to develop financial literacy and life skills and overcome barriers and help to move them towards employment.

Orbit - Welfare Benefits Adviceline

Funding for the provision of management and supervision, the Orbit Welfare supervisors and the infrastructure costs (IT, premises , etc.).

Big Local

This funding relates to the delivery of outreach within the Hill Top and Wembrook area of Nuneaton.

Debt Modernisation Fund

This relates to one off additional funds to assist with technological upgrades to equipment.

Trussell Trust

Funding for the provision of outreach services in Nuneaton, Bedworth and Rugby.

Affordable Credit Project

Warwickshire County Council funding to provide early intervention through building the financial resilience of individuals through 121 and Group Money Management

Outreach Health Justice

Delivery of financial inclusion advice in partnership with GP Surgeries

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

16 Unrestricted funds

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

	At 1 April 2024 £	Incoming resources £	Resources expended £	At 31 March 2025 £
General funds	708,794	613,612	(595,211)	727,195
Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	At 31 March 2024 £
General funds	628,354	690,068	(609,628)	708,794

17 Analysis of net assets between funds

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Fund balances at 31 March 2025 are represented by:						
Tangible assets	4,632	-	4,632	5,973	-	5,973
Current assets/(liabilities)	680,183	42,380	722,563	637,271	65,550	702,821
Provisions	(42,380)	(42,380)	-	65,550	(65,550)	-
	642,435	-	727,195	708,794	-	708,794

18 Operating lease commitments

Lessee

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

	2025 £	2024 £
Within one year	60,294	58,734
Between two and five years	26,181	57,692
	86,475	116,426

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

19 Events after the reporting date

After the year end but prior to the authorisation of these financial statements the charity entered into contracts totalling £55,000 pertaining to capital spend on IT and related equipment. This will be funded out of cash reserves held by the charity.

20 Related party transactions

Accountancy services were supplied by JLS Accountancy Limited, a company formed on 15 November 2021 in which J Simmons (Trustee, retired 5 December 2024) is a director and shareholder. These services were provided at a charge of £nil for the year (2024: £3,548). As at 31 March 2025 £nil was outstanding to JLS Accountancy Limited (2024: £nil).

21 Cash generated from operations	2025 £	2024 £
Surplus for the year	18,401	80,440
Adjustments for:		
Investment income recognised in statement of financial activities	(15,624)	(4,773)
Depreciation and impairment of tangible fixed assets	1,341	1,372
Movements in working capital:		
Decrease/(increase) in debtors	16,419	(10,360)
(Decrease) in creditors	(2,004)	(52,917)
(Decrease)/increase in deferred income	(23,170)	3,050
Cash (absorbed by)/generated from operations	(4,637)	16,812

22 Analysis of changes in net funds

The charity had no material debt during the year.

Accounts

Charity registration number 1103630

Company registration number 05056654 (England and Wales)

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

Peter Wiseman (Chair)
Jim Simmons (Treasurer)
Jasvinder Thiara
Jane Hill
Jeff Hunt
Keith Francis
Jill Krusts
John Lynch
Graham Nuttall (Vice Chair)
Lee Rayson

Secretary

Bill Basra

Charity number

1103630

Company number

05056654

Registered office

Gethin House, 36 Bond Street
Nuneaton
England
CV11 4DA

Auditor

Spencer Gardner Dickins Audit LLP
3 Coventry Innovation Village
Cheetah Road
Coventry
CV1 2TL

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

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BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

The trustees are pleased to present their annual directors' report together with the combined financial statements of the charity for the year ending 31 March 2024 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements have been prepared in accordance with the accounting policies set out in the notes to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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 activities for the public benefit

The aims of the service are to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. The service is provided free of charge and is confidential, impartial and independent. The bureau values diversity, promotes equality and challenges discrimination. These activities are undertaken to further our charitable purposes and with regard to Charity Commission guidance on public benefit.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

The main area of charitable activity is the provision of generalist advice and information services to those living and working in the Boroughs of Nuneaton & Bedworth, Rugby, Warwickshire and surrounding areas. In addition to this BRANCAB also provides casework services for those with complex welfare benefits and multiple debt issues as well as financial capability training to the community.

The bureau traditionally offers generalist advice both face to face, by telephone and by email. Face to face advice is available through the bureau's drop in advice service at the main offices in Congreve Walk, Bedworth, Chestnut House, North Street Rugby and Nuneaton Town Hall, Coton Road, Nuneaton, CV11 5AA. Outreach provision is also available within parts of Nuneaton, Bedworth and Rugby through specific project funding.

The generalist advice service is operated by volunteer, fully trained, generalist advice workers who always have access to an advice session supervisor during each advice session. The service is funded by Nuneaton & Bedworth Borough Council, Rugby Borough Council and Warwickshire County Council.

Achievements and performance

Quality Assurance

Our quality of advice is monitored constantly by national Citizens Advice. BRANCAB is recognised as an Investor in People organisation, originally achieved in 2005 and reviewed every three years. The last review, undertaken in February/March 2024, saw BRANCAB achieve Gold status. In addition to this BRANCAB holds the Advice Quality Standard at Generalist Level for generalist advice and the Specialist Quality Standards for both Debt Advice and Welfare Benefits.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Achievement and Performance – Range of Services 2023-2024

Service	Description	Funder
Generalist Advice Service	General social welfare law advice and information delivered face to face, by telephone, email and web channels	Nuneaton & Bedworth Borough Council Rugby Borough Council Warwickshire County Council
Debt Casework Service	Debt casework for people with multiple debts including support with personal insolvency options	The Money Advice and Pension Service
Specialist Benefits Service	Support to assist Warwickshire residents to maximise their welfare benefits income and challenge benefit decisions including representation at appeals	Warwickshire County Council
Breakthrough Programme	Partnership project works support services to enable unemployed and economically inactive people living in Coventry and Warwickshire to overcome their problems, develop their skills to move people closer to paid employment	Big Lottery Community Fund and European Social Fund
Orbit-Welfare Benefits Advice Project	Delivering Welfare Benefits Advice to Orbit tenants.	Orbit
Advice in Foodbanks	Providing outreach advice and support to users of foodbanks in Rugby	Trussell Trust
Advice in Hill Top Nuneaton	Providing outreach advice and support to residents of Hill Top, Nuneaton	Big Lottery
Advice in Community Pantries	Providing outreach advice and support to users of WCC funded community pantries in Camp Hill.	Warwickshire County Council

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Achievement and Performance

Client statistics

Clients	11,387
(Of which) Quick Contacts	1,878
Issues	43,044

Channel

Contact Channel	% of activities	Activities
Other	5%	1,817
Video Call	-	14
Letter	6%	2,187
In person	19%	6,577
Web Chat	-	5
Email	23%	8,168
Adviceline Phone	13%	4,412
Telephone	23%	7,938
Admin	11%	3,939
Total	100	35,057

Issues

Issue Category	Number	%
Benefits & tax credits	11,237	26%
Benefits Universal Credit	2,434	6%
Charitable Support & Food Banks	2,688	6%
Consumer goods & services	1,093	3%
Debt	10,335	24%
Education	128	0%
Employment	1,345	3%
Financial services & capability	2,896	7%
GVA & Hate Crime	72	0%
Health & community care	510	1%
Housing	2,632	6%
Immigration & asylum	385	1%
Legal	1,061	2%
Other	396	1%
Relationships & family	1,557	4%
Tax	247	1%
Travel & transport	601	1%
Utilities & communications	3,427	8%
Grand Total	43,044	100%

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Client statistics (continued)

Outcomes	Amount
Income gain	£8,550,524
Re-imbursements of services and loans	£210,079
Debts written off	£4,814,974
Repayments rescheduled	£80,638
Other	£2,697,625
Total	£16,353,840

Note: There are two measures of direct benefits to individuals. The first, detailed above, is based on actual recorded outcomes, showing the aggregate of individual incidents of outcomes being achieved and documented at the time these are known during the year in question. The second is a proxy measure derived from the Citizens Advice HM Treasury-approved financial modelling tool, which provides an estimated financial impact. This proxy measure, alongside the societal and fiscal benefits (£4.03 million in government savings and £28.42 million in public value), is referenced in our Impact Report (2023/24) for the same period.

Client Profiles

- Ages ranged from 16 years to 99 years;
- 60% were female and 4% male;
- 57% were disabled or had a long term medical condition;
- 14% of clients were from black and minority ethnic backgrounds

Financial review

Core funding enables us to provide our generalist advice service and helps to provide leverage to attract other funding and projects. This is provided by Warwickshire County Council, Nuneaton & Bedworth Borough Council and Rugby Borough Council.

Our local authority funders are facing financial challenges due to the current difficult economic climate and future core funding of advice services is subject to or threatened with further cuts. This makes our service more vulnerable and where levels of future core funding are uncertain it is more difficult to forward plan and additionally makes the bureau a less attractive option to other potential funders.

The competition for funding new projects has increased considerably as other not for profit organisations are also looking to plug funding gaps with new projects / services or try to find continuation funding from new sources. However, the bureau has successfully obtained funding from various projects and these have contributed substantially to the surplus arising in the year. As these projects are short term the benefit will not be sustainable in the long term.

In addition, our ever increasing reliance on IT and the cost of maintaining networked computer systems is an increasing cost which provision is not made through our principle funders and this needs to be a consideration for future funding negotiations.

The Trustee Board review the risks of financing of the organisation and expenditure on an ongoing basis and set their reserves policy accordingly, see below.

Investment Policy

Apart from retaining a prudent amount in reserves each year most of the bureau's funds are to be spent in the short term so there are no long term investments. The trustee board aim to attract the maximum amount of interest that can be obtained from the reserves and review both the level of reserves and investment policy on an annual basis.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Reserves Policy

The Trustee Board has considered the bureau's requirements for reserves in light of the main risks facing the organisation and following Charity Commission good practice guidelines. The Trustee Board recognises the importance of establishing the long term financial sustainability of the organisation, especially in an environment that relies on short term, time limited funding.

Members believe one way of achieving this is to establish reserves to enable the organisation to survive the vagaries of short term funding. Consequently the Trustee Board is required to ensure that monies are available for each year to meet any reasonable unforeseeable contingency. They believe that an amount of at least 12 months operating costs which equates to £609,628 based on operating costs for the annual year 2023/2024 will be adequate. They have also designated funds for the following purposes, IT equipment renewals and upgrades, building repairs and staffing costs (mainly redundancy costs) as well general contingencies.

The bureau holds total reserves of £708,794 (2023 £628,354) at 31 March 2024 of which £nil (2023 £nil) are held for restricted purposes. Included in unrestricted reserves is £20,000 (2023 £20,000) which has been designated specifically for the purpose of replacing IT equipment. It is not possible to specify when this expenditure is likely to be incurred.

Long term Investments

Surplus funds are invested in short term bank deposit accounts.

Risks

The Bureau is not exposed to price or credit risk and in view of the substantial bank deposits there are no liquidity or cash flow risks.

Plans for Future Periods

Our future strategic plans can be summarised under 4 categories:

Theme	How will we achieve them
Access & Quality	Maintaining and Improving our access channels so that we are able to deal with more clients in a manner that ensures that they receive clear, accurate, high quality and comprehensive advice.
Increasing Capacity	Through an increased number of volunteers and a focus on recruitment, training, development and well-being. Ensuring that our IT infrastructure is fit for purpose.
Collaborative Working	Maximising joint opportunities with partners especially North Warwickshire and South Warwickshire Citizens Advice. Working together to ensure that we advocate for our clients on issues that are of common concern and particularly those who are disadvantaged.
Sustainability	Through maintaining and diversifying core local funding, ensuring continuation of the Telephony Service and shared posts exploring shared services where possible, seeking to achieve balanced budgets and reviewing our physical assets against our business needs.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Structure, governance and management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 1st October 2004. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1. During the financial year 2006/7 the bureau changed its name to Bedworth, Rugby & Nuneaton Citizens Advice Bureau, with the approval of the Charity Commission and Companies House in readiness of the amalgamation with Rugby Citizens Advice Bureau. The Memorandum and Articles of Association were also changed and approved to reflect the changes caused by the amalgamation. The Memorandum and Articles of Association were updated and approved in 2021.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Peter Wiseman (Chair)
Jim Simmons (Treasurer)
Jasvinder Thiara
Jane Hill
Jeff Hunt
Keith Francis
Jill Krusts
John Lynch
Graham Nuttall (Vice Chair)
Lee Rayson

Recruitment and Appointment of Trustee Board Members

The directors of the charity are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the trustee board. Under the requirements of the Memorandum and Articles of Association the members of the trustee board are elected to serve for a period of 3 years after which they must be re-elected at the next Annual General Meeting.

The bureau seeks to ensure that trustee board members reflect the diversity of the community it serves. The bureau seeks to recruit new members who have the ability to make an effective contribution to the board through their skills, knowledge and experience, as well as having a proven interest in the work of the charity.

Trustee Induction and Training

The trustees are familiarised with the practical work of the charity and are encouraged to attend the annual Planning & Development Days held each year to work alongside bureau workers to develop future objectives.

In addition to this new trustees are invited to attend an induction meeting with the Chief Executive Officer to familiarise themselves with the charity and the context within which it operates. This covers:

- The obligations of trustee board members
- The main documents which set out the operational framework for the charity including the Memorandum and Articles.
- Resourcing and the current financial position as laid out in the latest published accounts and annual budgets
- Future business plans and objectives
- E-Learning induction modules (including confidentiality)

Information for trustee board members is available locally through a Trustee Board Information Pack and nationally on Citizens Advice's Intranet. Citizens Advice also publishes self-study training packs on a variety of topics relevant to the trustee board and these are distributed to trustees. In addition to this there are various opportunities to attend trustee development days organised locally by Citizens Advice.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Risk Management

The Trustee Board has conducted a review of the major risks to which the charity is exposed. The risk register has been established and is updated at least annually. Where appropriate systems or procedures have been established to mitigate the risks the charity faces. Internal control risks are minimised by the implementation of authorisation of all transactions and projects. A disaster recovery plan has also been produced and is updated at least annually. Procedures are in place to ensure compliance with health and safety of staff, volunteers and visitors to the bureau.

Organisational Structure

The trustee board meets quarterly and is responsible for the strategic direction and policy of the charity. Members are from a variety of professional backgrounds relevant to the work of the charity. The Chief Executive Officer (who is also the company secretary and takes minutes), the Operations Manager and Advice Services Managers attend board meetings without voting rights.

A scheme of delegation is in place whereby the Chief Executive Officer (CEO) has the day to day responsibility for the provision of services. The CEO is responsible for ensuring the charity delivers the services specified and that key performance indicators are met as well as ensuring progress to meet the strategic service development objectives detailed in the Business and Development Plan. The Operations Manager has oversight of the work of the Advice Services Managers who have day to day responsibility of the operational management of the service and have geographic and thematic responsibilities. This includes individual supervision and ensuring that the team continues to develop their skills and working practices in line with good practice.

Staffing

The bureau has 33 paid staff, both full and part time consisting of 1 x Chief Executive Officer, 1 x Operations Manager, 4 x Advice Services Managers, 2 x Finance Administrator, 2 x Breakthrough Project Administration and 23 Advisors that consist of technical supervisors/caseworkers, caseworkers and outreach / project funded advice workers. The bureau team also consists of approximately 83 volunteers, the majority of whom are trained generalist advisers working on average two days per week each. The value of volunteering based on paid equivalent roles equates to over £793,544 per annum. Without the skill and dedication of the volunteers the bureau would not be able to provide its essential service to the community.

Related Parties

BRANCAB is a member of the national organisation, Citizens Advice, the national charity (charity number 279057) which sets out the framework for standards of advice and case management and supports members with an information system, case management system, training and other services.

Auditor

In accordance with the company's articles, a resolution proposing that Spencer Gardner Dickins Audit LLP be reappointed as auditor of the company will be put at a General Meeting.

The trustees' report was approved by the Board of Trustees.



Peter Wiseman (Chair)

Trustee

Date: 17.xii.2024

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2024

The trustees, who are also the directors of Bedworth Rugby and Nuneaton Citizens Advice Bureau for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these 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 estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards 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 adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

Company law requires the charity trustees to prepare financial statements for each 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 charity for that period. In preparing the 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 estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence 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.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

Opinion

We have audited the financial statements of Bedworth Rugby and Nuneaton Citizens Advice Bureau (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is 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).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

- Enquiring of management, those charged with governance around actual and potential litigation and claims;
- Reviewing minutes of meetings of those charged with governance;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Debra Knighton FCCA (Senior Statutory Auditor)
for and on behalf of Spencer Gardner Dickins Audit LLP



Chartered Accountants
Statutory Auditor

3 Coventry Innovation Village
Cheetah Road
Coventry
CV1 2TL

Spencer Gardner Dickins Audit LLP is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

		Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
	Notes						
Income from:							
Donations and legacies	3	6,582	-	6,582	4,100	-	4,100
Charitable activities	4	678,713	587,031	1,265,744	578,350	488,995	1,067,345
Investments	5	4,773	-	4,773	1,564	-	1,564
Total income		<u>690,068</u>	<u>587,031</u>	<u>1,277,099</u>	<u>584,014</u>	<u>488,995</u>	<u>1,073,009</u>
Expenditure on:							
Charitable activities	6	609,628	587,031	1,196,659	556,643	488,995	1,045,638
Total expenditure		<u>609,628</u>	<u>587,031</u>	<u>1,196,659</u>	<u>556,643</u>	<u>488,995</u>	<u>1,045,638</u>
Net income and movement in funds		80,440	-	80,440	27,371	-	27,371
Reconciliation of funds:							
Fund balances at 1 April 2023		<u>628,354</u>	<u>-</u>	<u>628,354</u>	<u>600,983</u>	<u>-</u>	<u>600,983</u>
Fund balances at 31 March 2024		<u>708,794</u>	<u>-</u>	<u>708,794</u>	<u>628,354</u>	<u>-</u>	<u>628,354</u>

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

All income and expenditure derive from continuing activities.

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

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Fixed assets					
Tangible assets	11		5,973		3,099
Current assets					
Debtors	12	112,555		102,195	
Cash at bank and in hand		729,979		712,640	
		842,534		814,835	
Creditors: amounts falling due within one year	13	(139,713)		(189,580)	
Net current assets			702,821		625,255
Total assets less current liabilities			708,794		628,354
The funds of the charity					
Unrestricted funds			708,794		628,354
			708,794		628,354

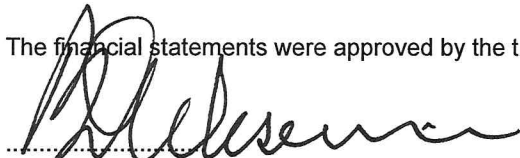
The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2024, although an audit has been carried out under section 144 of the Charities Act 2011.

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

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

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

The financial statements were approved by the trustees on 5/12/24


Peter Wiseman (Chair)
Trustee

Company registration number 05056654 (England and Wales)

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	19		16,812		(19,083)
Investing activities					
Purchase of tangible fixed assets		(4,246)		-	
Investment income received		4,773		1,564	
Net cash generated from investing activities			527		1,564
Net cash used in financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			17,339		(17,519)
Cash and cash equivalents at beginning of year			712,640		730,159
Cash and cash equivalents at end of year			729,979		712,640

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

Charity information

Bedworth Rugby and Nuneaton Citizens Advice Bureau is a company limited by guarantee incorporated in England and Wales. The registered office is Gethin House, 36 Bond Street, Nuneaton, Warwickshire CV11 4DA. Bedworth Rugby and Nuneaton Citizens Advice Bureau meets the definition of a public benefit entity under FRS102.

The charity is a company limited by guarantee. It does not have a share capital and the liability of each member is limited to the guarantee given by that member which shall not exceed £1.

The charity is under the control of the Trustees.

1.1 Accounting convention

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

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

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

1.2 Going concern

The Trustees have reviewed the charity's budget and cash flow forecast and considered any material uncertainties, particularly with regard to future funding. Based on this review, the Trustees are satisfied that at the time of approving the financial statements the charity has adequate resources and that the going concern basis of accounting remains appropriate.

1.3 Charitable funds

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

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the trustees report.

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

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

1.4 Income

All income is included in the statement of financial activities, exclusive of vat, when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of service provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Incoming resources from grants, where related to performance and specific deliveries, are accounted for as the charity earns the right to consideration by its performance.

Where income has been received but the performance of the contract work has not been performed at the balance sheet date then such income is included as a liability and carried forward as deferred income. Work performed but not completed or billed at the balance sheet date is included in Debtors at an estimated value.

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

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

Expenditure is included in the Statement of Financial Activities on an accruals basis, inclusive of any VAT, where the VAT cannot be recovered.

Expenditure which is directly attributable to specific activities has been included in these cost categories. Where costs are attributable to more than one activity, they have been apportioned across the cost categories on a basis consistent with the use of these resources.

1.6 Tangible fixed assets

Tangible fixed assets costing £1,000 or more are initially measured at cost and subsequently measured at cost, net of depreciation and any impairment losses.

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

Equipment, fixtures and fittings	10% on a reducing balance basis
Computer equipment	25% straight line

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

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

1.7 Impairment of fixed assets

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

1.8 Cash and cash equivalents

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

1.9 Financial instruments

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

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

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

Basic financial assets

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

Basic financial liabilities

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

Derecognition of financial liabilities

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

1.10 Employee benefits

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

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

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

2 Critical accounting estimates and judgements

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

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

3 Voluntary income

	Unrestricted funds	Unrestricted funds
	2024	2023
	£	£
Donations and gifts	6,582	4,100

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

4 Charitable activities

	Unrestricted Funds 2024 £	Unrestricted Funds 2024 £
Nuneaton and Bedworth Borough Council (NBBC)	95,070	95,070
Rugby Borough Council	73,000	73,000
Warwickshire County Council (WCC)	377,870	367,929
Rent received	7,190	6,020
Other income	50,895	36,331
Lottery Fund - Cost of Living	74,688	-
	<u>678,713</u>	<u>578,350</u>
	Restricted Funds 2024 £	Restricted Funds 2023 £
Citizens Advice - Money Advice Service	247,314	226,082
Orbit - Welfare Benefits Adviceline	57,990	29,571
WCC Telephony	187,500	-
WCC - Family Centres	-	33,617
Money Advice Service: Energy Advice	11,813	-
Big Lottery BBO	24,838	166,852
Big Lottery Big Local	21,375	17,083
Trussell Trust	28,158	15,790
Debt Modernisation Fund	8,043	-
	<u>587,031</u>	<u>488,995</u>
Total income from Charitable Activities	<u>1,265,744</u>	<u>1,067,345</u>

5 Investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Bank and COIF deposit interest received	<u>4,773</u>	<u>1,564</u>

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

6 Expenditure on charitable activities

	Expenditure 2024 £	Expenditure 2023 £
Direct costs		
Depreciation and impairment	1,372	344
Rent, rates and service charges	73,347	60,220
Salaries and pension costs	853,377	810,912
Computer expenses and information fees	51,429	47,555
Travelling and training	27,456	23,229
Light, heat and water	21,683	11,469
Printing, postage and stationery	18,465	18,790
Telephone	8,942	10,008
Repairs and maintenance	17,963	3,909
Insurance	12,367	5,590
Sundry expenses	38,984	17,460
Bank charges	470	364
Redundancy costs	5,734	8,520
Audit and accountancy	13,317	14,156
Legal and professional fees	8,349	13,112
Shared salary costs	43,404	-
	<u>1,196,659</u>	<u>1,045,638</u>
Analysis by fund		
Unrestricted funds	609,628	556,643
Restricted funds	587,031	488,995
	<u>1,196,659</u>	<u>1,045,638</u>

7 Net movement in funds

	2024 £	2023 £
The net movement in funds is stated after charging/(crediting):		
Depreciation of owned tangible fixed assets	<u>1,372</u>	<u>344</u>

8 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year. (2023: None)

No trustee expenses have been incurred and none of the trustees claimed any expenses from the trust during the year. (2023: None)

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

9 Employees

The average monthly number of employees during the year was:

	2024 Number	2023 Number
Management	6	6
Administration	4	4
Advisors	23	22
Total	33	32

The staff costs were made up as follows:

Employment costs	2024 £	2023 £
Wages and salaries	740,065	707,113
Social security costs	59,230	57,993
Other pension costs	50,292	45,806
	849,587	810,912

There were no employees whose annual remuneration was £60,000 or more.

10 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

11 Tangible fixed assets

	Equipment, fixtures and fittings £	Computer equipment £	Total £
Cost			
At 1 April 2023	34,020	166,674	200,694
Additions	-	4,246	4,246
At 31 March 2024	34,020	170,920	204,940
Depreciation and impairment			
At 1 April 2023	30,922	166,673	197,595
Depreciation charged in the year	310	1,062	1,372
At 31 March 2024	31,232	167,735	198,967
Carrying amount			
At 31 March 2024	2,788	3,185	5,973
At 31 March 2023	3,098	1	3,099

12 Debtors

	2024 £	2023 £
Amounts falling due within one year:		
Other debtors	97,976	82,791
Prepayments and accrued income	14,579	19,404
	112,555	102,195

13 Creditors: amounts falling due within one year

	Notes	2024 £	2023 £
Other taxation and social security		31,900	37,980
Grants received in advance	14	65,550	62,500
Trade creditors		-	2,410
Grants received on behalf of other Bureaux		14,204	67,088
Accruals		28,059	19,602
		139,713	189,580

Grants received on behalf of other Bureaux:

The bureau occasionally receives income as an agent for other Citizens Advice Bureaux and other partners, as part of the original grant applications. In the year to 31 March 2024 the bureau received £197,686 (2023: £374,303) in this respect and at 31 March 2024 £14,204 (2023: £40,094) had not been distributed to partners.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

14 Deferred income

	2024 £	2023 £
Other deferred income	65,550	62,500

Deferred income is included in the financial statements as follows:

	2024 £	2023 £
Deferred income is included within:		
Current liabilities	65,550	62,500
Movements in the year:		
Deferred income at 1 April 2023	62,500	31,566
Released from previous periods	(62,500)	(31,566)
Resources deferred in the year	65,550	62,500
Deferred income at 31 March 2024	65,550	62,500

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

15 Restricted funds

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

	Movement in funds			Movement in funds		
	Incoming resources	Resources expended	Balance at 1 April 2023	Incoming resources	Resources expended	Balance at 31 March 2024
	£	£	£	£	£	£
Money Advice Service	226,082	(226,082)	-	259,127	(259,127)	-
WCC Telephony	-	-	-	187,500	(187,500)	-
Big Lottery - BBO	166,852	(166,852)	-	24,838	(24,838)	-
WCC - Family Centres	33,617	(33,617)	-	-	-	-
Orbit - Welfare Benefits Adviceline	29,571	(29,571)	-	57,990	(57,990)	-
Big Local	17,083	(17,083)	-	21,375	(21,375)	-
Debt Modernisation Fund	-	-	-	8,043	(8,043)	-
Trussell Trust	15,790	(15,790)	-	28,158	(28,158)	-
	<u>488,995</u>	<u>(488,995)</u>	<u>-</u>	<u>587,031</u>	<u>(587,031)</u>	<u>-</u>

Purposes of Restricted Funds:

Money Advice Service

Funding provided for debt casework services in Nuneaton and Bedworth and Rugby.

WCC Telephony

Funding from WCC to provide a countywide telephony service across Warwickshire. Delivered in partnership with Citizens Advice South Warwickshire and North Warwickshire Citizens Advice.

Help to Claim Service

Funding from DWP (via national Citizens Advice) to participate in the pilot of the Help to Claim Service to support vulnerable people to make their initial claim for Universal Credit and offer support through to receipt of the first payment.

Big Lottery Building Better Opportunities (BBO) Breakthrough Programme

Funding provided to help the unemployed and economically inactive people to develop financial literacy and life skills and overcome barriers and help to move them towards employment.

Orbit - Welfare Benefits Adviceline

Funding for the provision of management and supervision, the Orbit Welfare supervisors and the infrastructure costs (IT, premises, etc.)

Big Local

This funding relates to the delivery of outreach within the Hill Top and Wembrook area of Nuneaton.

Debt Modernisation Fund

One off monies from National Citizens Advice to upgrade IT equipment and infrastructure

Trussell Trust

Funding for the provision of outreach services in Nuneaton, Bedworth and Rugby.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

16 Unrestricted funds

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

	At 1 April 2023 £	Incoming resources £	Resources expended £	At 31 March 2024 £
General funds	628,354	690,068	(609,628)	708,794
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Previous year:	At 1 April 2022 £	Incoming resources £	Resources expended £	At 31 March 2023 £
General funds	600,983	584,014	(556,643)	628,354
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

17 Operating lease commitments

Lessee

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

	2024 £	2023 £
Within one year	58,734	60,620
Between two and five years	57,692	100,312
	<u> </u>	<u> </u>
	116,426	160,932
	<u> </u>	<u> </u>

18 Related party transactions

Accountancy services are supplied by JLS Accountancy Limited, a company formed on 15 November 2021 in which J Simmons is a director and shareholder. These services were provided at a charge of £3,548 for the year (2023: £5,925). As at 31 March 2024 £nil was outstanding to JLS Accountancy Limited (2023: £nil).

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

19	Cash generated from operations	2024	2023
		£	£
	Surplus for the year	80,440	27,371
	Adjustments for:		
	Investment income recognised in statement of financial activities	(4,773)	(1,564)
	Depreciation and impairment of tangible fixed assets	1,372	344
	Movements in working capital:		
	(Increase) in debtors	(10,360)	(24,990)
	(Decrease) in creditors	(52,917)	(1,957)
	Increase/(decrease) in deferred income	3,050	(18,287)
	Cash generated from/(absorbed by) operations	16,812	(19,083)
		<u><u> </u></u>	<u><u> </u></u>
20	Analysis of changes in net funds		

The charity had no material debt during the year.

Accounts

Charity registration number 1103630

Company registration number 05056654 (England and Wales)

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

Peter Wiseman (Chair)
Jim Simmons (Treasurer)
Jasvinder Thara (Vice Chair)
Jane Hill
Jeff Hunt
Keith Francis
Jill Krusts
John Lynch (Appointed 15 December 2022)
Graham Nuttall (Appointed 15 December 2022)
Lee Rayson (Appointed 15 December 2022)

Secretary

Bill Basra

Charity number

1103630

Company number

05056654

Registered office

Gethin House, 36 Bond Street
Nuneaton
England
CV11 4DA

Auditor

Spencer Gardner Dickins Audit LLP
3 Coventry Innovation Village
Cheetah Road
Coventry
CV1 2TL

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

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BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

The trustees are pleased to present their annual directors' report together with the combined financial statements of the charity for the year ending 31 March 2023 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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 activities for the public benefit

The aims of the service are to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. The service is provided free of charge and is confidential, impartial and independent. The bureau values diversity promotes equality and challenges discrimination. These activities are undertaken to further our charitable purposes and with regard to Charity Commission guidance on public benefit.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

The main area of charitable activity is the provision of generalist advice and information services to those living and working in the Boroughs of Nuneaton & Bedworth, Rugby, Warwickshire and surrounding areas. In addition to this BRANCAB also provides casework services for those with complex welfare benefits and multiple debt issues as well as financial capability training to the community.

The bureau traditionally offers generalist advice both face to face, by telephone and by email. Face to face advice is available through the bureau's drop in advice service at the main offices in Congreve Walk, Bedworth, Chestnut House, North Street Rugby and Nuneaton Town Hall, Coton Road, Nuneaton, CV11 5AA.

The generalist advice service is operated by volunteer, fully trained, generalist advice workers who always have access to an advice session supervisor during each advice session. The service is funded by Nuneaton & Bedworth Borough Council, Rugby Borough Council and Warwickshire County Council.

Achievements and performance

Quality Assurance

Our quality of advice is monitored constantly by national Citizens Advice. BRANCAB is recognised as an Investor in People organisation, originally achieved in 2005 and reviewed every three years. The last review, undertaken in February/March 2021, saw BRANCAB achieve Silver status. The service is also recognised as a Disability Confident organisation. In addition to this BRANCAB holds the Advice Quality Standard at Generalist Level for generalist advice and the Specialist Quality Standards for both Debt Advice and Welfare Benefits. These were renewed in March 2023.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Achievement and Performance – Range of Services 2022-23

Service	Description	Funder
Generalist Advice Service	General social welfare law advice and information delivered face to face, by telephone, email and web channels	Nuneaton & Bedworth Borough Council Rugby Borough Council Warwickshire County Council
Debt Service	Casework Debt casework for people with multiple debts including support with personal insolvency options	The Money Advice and Pension Service
Specialist Service	Benefits Support to assist Warwickshire residents to maximise their welfare benefits income and challenge benefit decisions including representation at appeals	Warwickshire County Council
Breakthrough Programme	Partnership project works support services to enable unemployed and economically inactive people living in Coventry and Warwickshire to overcome their problems, develop their skills to move people closer to paid employment	Big Lottery Community Fund and European Social Fund
Orbit Project	Project delivered in conjunction with Citizens Advice South Warwickshire that maximises income for Orbit tenants through benefit checks.	Orbit
Advice in Foodbanks	Providing outreach advice and support to users of foodbanks in Nuneaton, Bedworth and Rugby	Trussell Trust
Advice in Hill Top Nuneaton	Providing outreach advice and support to residents of Hill Top, Nuneaton	Big Lottery
Advice in Children and Family Centres across north Warwickshire	Providing outreach advice and support to families and services users of CFCs in Nuneaton and Bedworth, Rugby and Atherstone	Warwickshire County Council

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Achievement and Performance

Client statistics

Clients	7,283
Quick Contacts	1,663
Issues	34,879

Channel

Contact Channel	% of activities	Activities
Telephone	27%	8,260
Email	23%	7,021
In person	21%	6,312
Admin	12%	3,534
Adviceline Phone	7%	2,027
Letter	5%	1,646
Other	5%	1,576
Web chat	0%	17
Video Call	0%	2
Total	100	30,395

Issues

Issue Category	Number	%
Debt	9,428	27.0%
Benefits & tax credits	8,462	24.3%
Financial services & capability	2,782	8.0%
Utilities & communications	2,744	7.9%
Charitable Support & Food Banks	2,475	7.1%
Benefits Universal Credit	2,169	6.2%
Housing	1,863	5.3%
Relationships & family	1,099	3.2%
Employment	1,005	2.9%
Legal	689	2.0%
Consumer goods & services	481	1.4%
Health & community care	401	1.1%
Travel & transport	388	1.1%
Immigration & asylum	306	0.9%
Other	210	0.6%
Tax	186	0.5%
Education	141	0.4%
GVA & Hate Crime	50	0.1%
Total	34,879	100%

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Client statistics (continued)

Outcomes	Amount
Income gain	£6,305,988
Re-imbursments of services and loans	£277,124
Debts written off	£2,841,441
Repayments rescheduled	£61,068
Other	£2,714,685

Client Profiles

- Ages ranged from 15 years old to over ninety
- 59% were female and 41% male
- 50% had a long-term health condition, 5% were disabled, and 45 were not disabled or had health problems
- 87% of clients were White, 6% Asian, 4% Black, 1% Mixed, and 1% Other

Financial review

Core funding enables us to provide our generalist advice service and helps to provide leverage to attract other funding and projects. This is provided by Warwickshire County Council, Nuneaton & Bedworth Borough Council and Rugby Borough Council.

Our local authority funders are facing financial challenges due to the current difficult economic climate and future core funding of advice services is subject to or threatened with further cuts. This makes our service more vulnerable and where levels of future core funding are uncertain it is more difficult to forward plan and additionally makes the bureau a less attractive option to other potential funders.

The competition for funding new projects has increased considerably as other not for profit organisations are also looking to plug funding gaps with new projects / services or try to find continuation funding from new sources. However, the bureau has successfully obtained funding from various projects and these have contributed substantially to the surplus arising in the year. As these projects are short term the benefit will not be sustainable in the long term.

In addition our ever increasing reliance on IT and the cost of maintaining networked computer systems is an increasing cost which provision is not made through our principle funders and this needs to be a consideration for future funding negotiations. If anything, the need for enhancement has been highlighted during the current COVID-19 crisis and the external grants and funding streams are being explored.

The Trustee Board review the risks of financing of the organisation and expenditure on an ongoing basis and set their reserves policy accordingly, see below.

Investment Policy

Apart from retaining a prudent amount in reserves each year most of the bureau's funds are to be spent in the short term so there are no long term investments. The trustee board aim to attract the maximum amount of interest that can be obtained from the reserves and review both the level of reserves and investment policy on an annual basis.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Reserves Policy

The Trustee Board has considered the bureau's requirements for reserves in light of the main risks facing the organisation and following Charity Commission good practice guidelines. The Trustee Board recognises the importance of establishing the long term financial sustainability of the organisation, especially in an environment that relies on short term, time limited funding.

Members believe one way of achieving this is to establish reserves to enable the organisation to survive the vagaries of short term funding. Consequently the Trustee Board is required to ensure that monies are available for each year to meet any reasonable unforeseeable contingency. They believe that an amount of at least 12 months operating costs which equates to £556,643 based on operating costs for the annual year 2022/2023 will be adequate. They have also designated funds for the following purposes, IT equipment renewals and upgrades, building repairs and staffing costs (mainly redundancy costs) as well general contingencies.

The bureau holds total reserves of £628,354 (2022 £600,983) at 31 March 2023. Included in unrestricted reserves is £20,000 (2022 £20,000) which has been designated specifically for the purpose of replacing IT equipment. It is not possible to specify when this expenditure is likely to be incurred.

The Bureau is not exposed to price or credit risk and in view of the substantial bank deposits there are no liquidity or cash flow risks.

Plans for Future Periods

Our future strategic plans can be summarised under 4 categories:

Access: extending how we give advice, increasing the range of advice given, extending and developing advice to excluded groups and work with partners to provide access to advice services.

Equality and Diversity: improve access to advice for excluded groups and use our influence to promote equality and diversity.

Resilience: Strengthen our financial position, upgrade and improve our ICT infrastructure and invest in leadership and governance

Influence: Participate in national campaigns, develop our social media presence, build on our partnership working and continue to invest in training to develop our team and services offered.

Structure, governance and management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 1st October 2004. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1. During the financial year 2006/7 the bureau changed its name to Bedworth, Rugby & Nuneaton Citizens Advice Bureau, with the approval of the Charity Commission and Companies House in readiness of the amalgamation with Rugby Citizens Advice Bureau. The Memorandum and Articles of Association were also changed and approved to reflect the changes caused by the amalgamation.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) **FOR THE YEAR ENDED 31 MARCH 2023**

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Peter Wiseman (Chair)	
Jim Simmons (Treasurer)	
Jasvinder Thlara (Vice Chair)	
Jane Hill	
Jeff Hunt	
Kelth Francis	
Chris Kenward	(Resigned 15 December 2022)
Jill Krusts	
John Lynch	(Appointed 15 December 2022)
Graham Nuttall	(Appointed 15 December 2022)
Lee Rayson	(Appointed 15 December 2022)

Recruitment and Appointment of Trustee Board Members

The directors of the charity are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the trustee board. Under the requirements of the Memorandum and Articles of Association the members of the trustee board are elected to serve for a period of 3 years after which they must be re-elected at the next Annual General Meeting.

The bureau seeks to ensure that trustee board members reflect the diversity of the community it serves. The bureau seeks to recruit new members who have the ability to make an effective contribution to the board through their skills, knowledge and experience, as well as having a proven interest in the work of the charity.

Trustee Induction and Training

The trustees are familiarised with the practical work of the charity and are encouraged to attend the annual Planning & Development Days held each year to work alongside bureau workers to develop future objectives.

In addition to this new trustees are invited to attend an induction meeting with the Chief Executive Officer to familiarise themselves with the charity and the context within which it operates. This covers:

- The obligations of trustee board members
- The main documents which set out the operational framework for the charity including the Memorandum and Articles.
- Resourcing and the current financial position as laid out in the latest published accounts and annual budgets
- Future business plans and objectives
- E-Learning induction modules (including confidentiality)

Information for trustee board members is available locally through a Trustee Board Information Pack and nationally on Citizens Advice's Intranet. Citizens Advice also publishes self-study training packs on a variety of topics relevant to the trustee board and these are distributed to trustees. In addition to this there are various opportunities to attend trustee development days organised locally by Citizens Advice.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Risk Management

The Trustee Board has conducted a review of the major risks to which the charity is exposed. The risk register has been established and is updated at least annually. Where appropriate systems or procedures have been established to mitigate the risks the charity faces. Internal control risks are minimised by the implementation of authorisation of all transactions and projects. A disaster recovery plan has also been produced and is updated at least annually. Procedures are in place to ensure compliance with health and safety of staff, volunteers and visitors to the bureau.

Organisational Structure

The trustee board meets quarterly and is responsible for the strategic direction and policy of the charity. Members are from a variety of professional backgrounds relevant to the work of the charity. The Chief Executive Officer (who is also the company secretary and takes minutes) and Advice Services Managers attend board meetings without voting rights.

A scheme of delegation is in place whereby the Chief Executive Officer (CEO) has the day to day responsibility for the provision of services. The CEO is responsible for ensuring the charity delivers the services specified and that key performance indicators are met as well as ensuring progress to meet the strategic service development objectives detailed in the Business and Development Plan. Advice Services Managers have day to day responsibility of the operational management of the service and have geographic and thematic responsibilities. This includes individual supervision and ensuring that the team continues to develop their skills and working practices in line with good practice.

Staffing

The bureau has 32 paid staff, both full and part time consisting of 1 x Chief Executive Officer, 4 Advice Services Managers, 2 Technical Supervisors, 1 x Finance Administrator, 1 x Breakthrough Project Manager, 2 Breakthrough Project Support Workers, 9 x caseworkers and 12 x outreach / project funded advice workers. The bureau team also consists of over 68 volunteers, the majority of whom are trained generalist advisers working on average two days per week each. The value of volunteering based on paid equivalent roles equates to over £403,751 per annum. Without the skill and dedication of the volunteers the bureau would not be able to provide its essential service to the community.

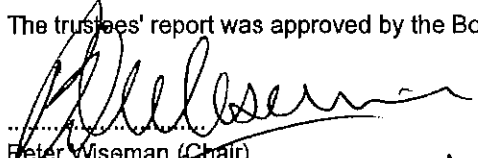
Related Parties

BRANCAB is a member of the national organisation, Citizens Advice, the national charity (charity number 279057) which sets out the framework for standards of advice and case management and supports members with an information system, case management system, training and other services.

Auditor

In accordance with the company's articles, a resolution proposing that Spencer Gardner Dickins Audit LLP be reappointed as auditor of the company will be put at a General Meeting.

The trustees' report was approved by the Board of Trustees.


Peter Wiseman (Chair)

Trustee

Date: 15.11.2023

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2023

The trustees, who are also the directors of Bedworth Rugby and Nuneaton Citizens Advice Bureau for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these 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 estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards 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 adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

Company law requires the charity trustees to prepare financial statements for each 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 charity for that period. In preparing the 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 estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence 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.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

Opinion

We have audited the financial statements of Bedworth Rugby and Nuneaton Citizens Advice Bureau (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is 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).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

- Enquiring of management, those charged with governance around actual and potential litigation and claims;
- Reviewing minutes of meetings of those charged with governance;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

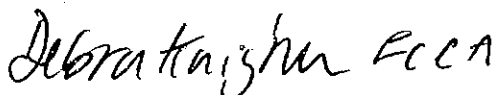
BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Debra Knighton FCCA (Senior Statutory Auditor)
for and on behalf of Spencer Gardner Dickins Audit LLP

15 December 2023
.....

Chartered Accountants
Statutory Auditor

3 Coventry Innovation Village
Cheetah Road
Coventry
CV1 2TL

Spencer Gardner Dickins Audit LLP is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

		Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
	Notes						
Income from:							
Voluntary income	3	4,100	-	4,100	150	-	150
Charitable activities	4	578,350	488,995	1,067,345	389,964	789,883	1,179,847
Investments	5	1,564	-	1,564	38	-	38
Total income		584,014	488,995	1,073,009	390,152	789,883	1,180,035
Expenditure on:							
Charitable activities: Operation of Citizens Advice Bureaux	6	556,643	488,995	1,045,638	259,544	824,655	1,084,199
Net income for the year/ Net movement in funds		27,371	-	27,371	130,608	(34,772)	95,836
Fund balances at 1 April 2022		600,983	-	600,983	470,375	34,772	505,147
Fund balances at 31 March 2023		628,354	-	628,354	600,983	-	600,983

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

All income and expenditure derive from continuing activities.

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

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Fixed assets					
Tangible assets	10		3,099		3,443
Current assets					
Debtors	11	102,195		77,205	
Cash at bank and in hand		712,640		730,159	
		814,835		807,364	
Creditors: amounts falling due within one year	12	(189,580)		(209,824)	
Net current assets			626,255		597,540
Total assets less current liabilities			628,354		600,983
Income funds					
Unrestricted funds			628,354		600,983
			628,354		600,983

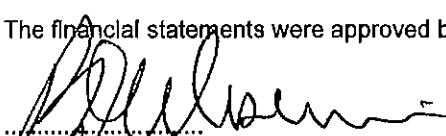
The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023, although an audit has been carried out under section 144 of the Charities Act 2011.

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

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

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

The financial statements were approved by the Trustees on 15/11/2023


Peter Wiseman (Chair)
Trustee

Company registration number 05056654

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	16		(19,083)		39,266
Investing activities					
Investment Income received		1,564		38	
Net cash generated from investing activities			1,564		38
Net cash used in financing activities			-		-
Net (decrease)/increase in cash and cash equivalents			(17,519)		39,304
Cash and cash equivalents at beginning of year			730,159		690,855
Cash and cash equivalents at end of year			<u>712,640</u>		<u>730,159</u>

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

Charity information

Bedworth Rugby and Nuneaton Citizens Advice Bureau is a company limited by guarantee incorporated in England and Wales. The registered office is Gethin House, 36 Bond Street, Nuneaton, Warwickshire CV11 4DA. Bedworth Rugby and Nuneaton Citizens Advice Bureau meets the definition of a public benefit entity under FRS102.

The charity is a company limited by guarantee. It does not have a share capital and the liability of each member is limited to the guarantee given by that member which shall not exceed £1.

The charity is under the control of the Trustees.

1.1 Accounting convention

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

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

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

1.2 Going concern

The Trustees have reviewed the charity's budget and cash flow forecast and considered any material uncertainties, particularly with regard to future funding. Based on this review, the Trustees are satisfied that at the time of approving the financial statements the charity has adequate resources and that the going concern basis of accounting remains appropriate.

1.3 Charitable funds

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

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

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

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

(Continued)

1.4 Income

All income is included in the statement of financial activities, exclusive of vat, when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of service provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Incoming resources from grants, where related to performance and specific deliveries, are accounted for as the charity earns the right to consideration by its performance.

Where income has been received but the performance of the contract work has not been performed at the balance sheet date then such income is included as a liability and carried forward as deferred income. Work performed but not completed or billed at the balance sheet date is included in Debtors at an estimated value.

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

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

Expenditure is included in the Statement of Financial Activities on an accruals basis, inclusive of any VAT, where the VAT cannot be recovered.

Expenditure which is directly attributable to specific activities has been included in these cost categories. Where costs are attributable to more than one activity, they have been apportioned across the cost categories on a basis consistent with the use of these resources.

1.6 Tangible fixed assets

Tangible fixed assets costing £1,000 or more are initially measured at cost and subsequently measured at cost, net of depreciation and any impairment losses.

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

Equipment, fixtures and fittings	10% on a reducing balance basis
Computer equipment	25% straight line

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

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

(Continued)

1.7 Impairment of fixed assets

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

1.8 Cash and cash equivalents

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

1.9 Financial Instruments

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

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

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

Basic financial assets

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

Basic financial liabilities

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

Derecognition of financial liabilities

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

1.10 Employee benefits

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

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

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

2 Critical accounting estimates and judgements

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

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

3 Voluntary Income

	Unrestricted funds	Unrestricted funds
	2023 £	2022 £
Donations and gifts	4,100	150

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

4 Charitable activities

	Unrestricted Funds 2023 £	Unrestricted Funds 2022 £
Nuneaton and Bedworth Borough Council (NBBC)	95,070	95,315
Rugby Borough Council	73,000	73,000
Warwickshire County Council (WCC)	387,929	160,879
Rent received	6,020	3,800
Other Income	36,331	15,470
WCC Additional advance provided due to COVID 19	-	41,500
	<u>578,350</u>	<u>389,964</u>
	Restricted Funds 2023 £	Restricted Funds 2022 £
Citizens Advice - Money Advice Service	226,082	219,874
Orbit	29,571	-
Citizens Advice - UCS Help to Claim	-	58,163
WCC - Family Centres	33,617	49,950
WCC - Specialist Benefits	-	210,000
Big Lottery BBO	166,852	190,666
Big Lottery Big Local	17,083	21,367
ME Society Service	-	3,000
Trussell Trust	15,790	36,863
	<u>488,995</u>	<u>789,883</u>
Total Income from Charitable Activities	<u>1,067,345</u>	<u>1,179,847</u>

5 Investments

	Unrestricted funds 2023 £	Unrestricted funds 2022 £
Bank and COIF deposit interest received	<u>1,564</u>	<u>38</u>

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

6 Charitable activities: Operation of Citizens Advice Bureaux

	2023 £	2022 £
Depreciation and impairment	344	6,420
Rent, rates and service charges	60,220	64,058
Salaries and pension costs	810,912	824,152
Computer expenses and information fees	47,555	38,783
Travelling and training	23,229	19,383
Light, heat and water	11,469	11,908
Printing, postage and stationery	18,790	20,142
Telephone	10,008	10,757
Repairs and maintenance	3,909	23,103
Insurance	5,590	5,682
Sundry expenses	17,460	28,333
Bank charges	364	409
Redundancy costs	8,520	-
Audit and accountancy	14,156	12,802
Legal and professional fees	13,112	18,267
	<u>1,045,638</u>	<u>1,084,199</u>
	<u>1,045,638</u>	<u>1,084,199</u>
Analysis by fund		
Unrestricted funds	556,643	259,544
Restricted funds	488,995	824,655
	<u>1,045,638</u>	<u>1,084,199</u>

7 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year. (2022: None)

No trustee expenses have been incurred and none of the trustees claimed any expenses from the trust during the year. (2022: None)

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

8 Employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
Management	6	6
Administration	4	4
Advisors	22	23
Total	32	33

The staff costs were made up as follows:

Employment costs	2023 £	2022 £
Wages and salaries	707,113	716,823
Social security costs	57,993	56,046
Other pension costs	45,806	51,283
	810,912	824,152

There were no employees whose annual remuneration was £60,000 or more.

9 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

10 Tangible fixed assets

	Equipment, fixtures and fittings £	Computer equipment £	Total £
Cost			
At 1 April 2022	34,020	166,674	200,694
At 31 March 2023	34,020	166,674	200,694
Depreciation and Impairment			
At 1 April 2022	30,578	166,673	197,251
Depreciation charged in the year	344	-	344
At 31 March 2023	30,922	166,673	197,595
Carrying amount			
At 31 March 2023	3,098	1	3,099
At 31 March 2022	3,442	1	3,443

11 Debtors

	2023 £	2022 £
Amounts falling due within one year:		
Other debtors	82,791	56,821
Prepayments and accrued income	19,404	20,384
	102,195	77,205

12 Creditors: amounts falling due within one year

	2023 £	2022 £
Notes		
Other taxation and social security	37,980	56,784
Grants received on behalf of other Bureaux	67,088	80,787
Trade creditors	2,410	25,447
Grants received in advance	62,500	31,566
Accruals	19,602	15,240
	189,580	209,824

Grants received on behalf of other Bureaux:

The bureau occasionally receives income as an agent for other Citizens Advice Bureaux and other partners, as part of the original grant applications. In the year to 31 March 2023 the bureau received £374,303 (2022: £403,651) in this respect and at 31 March 2023 £40,094 (2022: £70,233) had not been distributed to partners.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

13 Restricted funds

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

	Movement in funds			Movement in funds			Balance at 31 March 2023
	Balance at 1 April 2021	Incoming resources	Resources expended	Balance at 1 April 2022	Incoming resources	Resources expended	
	£	£	£	£	£	£	£
Money Advice Service	-	219,874	(219,874)	-	226,082	(226,082)	-
Citizens Advice - Help to Claim	-	58,163	(58,163)	-	-	-	-
Big Lottery - BBO	-	190,666	(190,666)	-	168,852	(166,852)	-
WCC - Family Centres	8,230	49,950	(58,180)	-	33,617	(33,617)	-
WCC - Specialist Benefits	25,559	206,556	(232,115)	-	-	-	-
Orbit - We are Digital	-	-	-	-	29,571	(29,571)	-
Citizens Advice - Financial Capability	983	-	(983)	-	-	-	-
Big Local	-	21,367	(21,367)	-	17,083	(17,083)	-
MS Society Service	-	3,000	(3,000)	-	-	-	-
Trussell Trust	-	36,863	(36,863)	-	15,790	(15,790)	-
	<u>34,772</u>	<u>786,439</u>	<u>(821,211)</u>	<u>-</u>	<u>488,995</u>	<u>(488,995)</u>	<u>-</u>

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

13 Restricted funds

(Continued)

Purposes of Restricted Funds:

Money Advice Service

Funding provided for debt casework services in Nuneaton and Bedworth and Rugby.

Help to Claim Service

Funding from DWP (via national Citizens Advice) to participate in the pilot of the Help to Claim Service to support vulnerable people to make their initial claim for Universal Credit and offer support through to receipt of the first payment.

Big Lottery Building Better Opportunities (BBO) Breakthrough Programme

Funding provided to help the unemployed and economically inactive people to develop financial literacy and life skills and overcome barriers and help to move them towards employment.

WCC Family and Children's Centres

Funding provided by Warwickshire County Council for outreach advice and support to families and service users.

Warwickshire Specialist Benefits Service

Funded by Warwickshire County Council to provide specialist benefits casework support to Warwickshire residents across the county including income maximisation through benefits take up, support to ask for a reconsideration of benefit application decisions or support to appeal to Tribunal. The service also provides benefit awareness sessions for local frontline workers.

Financial Capability

Citizens Advice provided funding for energy best deal financial capability work and We are Digital provided funding for the 'Eam It Don't Burn It' project.

Big Local

This funding relates to the delivery of outreach within the Hill Top and Wembrook area of Nuneaton.

MS Society

Funding to provide benefits maximisation to clients and carers of Multiple Sclerosis.

Trussell Trust

Funding for the provision of outreach services in Nuneaton, Bedworth and Rugby.

Orbit

Funding for the provision of management and supervision, the Orbit Welfare supervisors and the infrastructure costs (IT, premises, etc.)

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

14 Operating lease commitments

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

	2023 £	2022 £
Within one year	60,620	37,407
Between two and five years	100,312	97,148
	<u>160,932</u>	<u>134,555</u>

15 Related party transactions

Accountancy services are supplied by JLS Accountancy Limited, a company formed on 15 November 2021 in which J Simmons is a director and shareholder. These services were provided at a charge of £5,925 for the year (2022: £1,800). As at 31 March 2023 £nil was outstanding to JLS Accountancy Limited (2022: £nil).

16 Cash generated from operations

	2023 £	2022 £
Surplus for the year	27,371	95,836
Adjustments for:		
Investment income recognised in statement of financial activities	(1,564)	(38)
Depreciation and impairment of tangible fixed assets	344	6,420
Movements in working capital:		
(Increase)/decrease in debtors	(24,990)	6,729
(Decrease) in creditors	(6,545)	(41,124)
(Decrease) in deferred income	(13,699)	(28,557)
Cash (absorbed by)/generated from operations	<u>(19,083)</u>	<u>39,266</u>

Accounts

Charity registration number 1103630

Company registration number 05056654 (England and Wales)

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

Peter Wiseman (Chair)
Jim Simmons (Treasurer)
Jasvinder Thiara (Vice Chair)
Jane Hill
Jeff Hunt
Keith Francis
Chris Kenward
Jill Krusts

(Appointed 15 December
2021)

Secretary

Bill Basra

Charity number

1103630

Company number

05056654

Auditor

Spencer Gardner Dickins Audit LLP
3 Coventry Innovation Village
Cheetah Road
Coventry
CV1 2TL

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

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BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

The trustees are pleased to present their annual directors' report together with the consolidated financial statements of the charity for the year ending 31 March 2022 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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 activities for the public benefit

The aims of the service are to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. The service is provided free of charge and is confidential, impartial and independent. The bureau values diversity, promotes equality and challenges discrimination. These activities are undertaken to further our charitable purposes and with regard to Charity Commission guidance on public benefit.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

The main area of charitable activity is the provision of generalist advice and information services to those living and working in the Boroughs of Nuneaton & Bedworth, Rugby, Warwickshire and surrounding areas. In addition to this BRANCAB also provides casework services for those with complex welfare benefits and multiple debt issues as well as financial capability training to the community.

The bureau traditionally offers generalist advice both face to face, by telephone and by email. Face to face advice is available through the bureau's drop in advice service at the main offices in Congreve Walk, Bedworth, Chestnut House, North Street Rugby and Nuneaton Town Hall, Coton Road, Nuneaton, CV11 5AA. Delivery of the service during COVID-19 has been predominantly through the provision of telephone, digital and email advice. Face to face delivery has been reserved for situations where the client has an additional vulnerability and the issues cannot be resolved by phone or email alone.

As a result of our experiences we are building our telephone advice capacity by working in collaboration with national Citizens Advice as part of the national Advice Line providing generalist advice and information. We are also considering expansion of our webchat facility.

The generalist advice service is operated by volunteer, fully trained, generalist advice workers who always have access to an advice session supervisor during each advice session. The service is funded by Nuneaton & Bedworth Borough Council, Rugby Borough Council and Warwickshire County Council.

Achievements and performance

Quality Assurance

Our quality of advice is monitored constantly by national Citizens Advice. BRANCAB is recognised as an Investor in People organisation, originally achieved in 2005 and reviewed every three years. The last review, undertaken in February/March 2021, saw BRANCAB achieve Silver status. The service is also recognised as a Disability Confident organisation. In addition to this BRANCAB holds the Advice Quality Standard at Generalist Level for generalist advice and the Specialist Quality Standards for both Debt Advice and Welfare Benefits.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Achievement and Performance – Range of Services 2021-22

Service	Description	Funder
Generalist Advice Service	General social welfare law advice and information delivered face to face, by telephone, email and web channels	Nuneaton & Bedworth Borough Council Rugby Borough Council Warwickshire County Council
Debt Casework Service	Debt casework for people with multiple debts including support with personal insolvency options	The Money Advice and Pension Service
Specialist Benefits Service	Support to assist Warwickshire residents to maximise their welfare benefits income and challenge benefit decisions including representation at appeals	Warwickshire County Council
Breakthrough Programme	Partnership project works support services to enable unemployed and economically inactive people living in Coventry and Warwickshire to overcome their problems, develop their skills to move people closer to paid employment	Big Lottery Community Fund and European Social Fund
Help to Claim Service	Supporting people to make their initial Universal Credit claim and manage their claim	Pilot project funded by the DWP via Citizens Advice before national service roll-out
Advice in Foodbanks	Providing outreach advice and support to users of foodbanks in Nuneaton, Bedworth and Rugby	Trussell Trust
Advice in Hill Top Nuneaton	Providing outreach advice and support to residents of Hill Top, Nuneaton	Big Lottery
Advice in Children and Family Centres across north Warwickshire	Providing outreach advice and support to families and services users of CFCs in Nuneaton and Bedworth, Rugby and Atherstone	Warwickshire County Council
Advice for MS sufferers	Advice for people suffering from MS	Coventry and Warwickshire MS Society

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Achievement and Performance

Client statistics

Clients	6,960
Quick Contacts	245
Issues	35,262

Channel

Contact Channel	% of activities	Activities
Video Call	0%	6
Other	6%	1,443
Letter	7%	1,821
In person	6%	1,553
Web chat	0%	21
Email	28%	6,898
Adviceline Phone	16%	4,056
Telephone	37%	9,139
	100	24,937

Issues

Issue Category	Number	%
Benefits & tax credits	7,258	20.6
Benefits Universal Credit	6,884	19.5
Consumer goods & services	398	1.1
Debt	8,178	23.2
Education	115	0.3
Employment	1,125	3.2
Financial services & capability	3,165	9.0
GVA & Hate Crime	67	0.2
Health & community care	436	1.2
Housing	1,812	5.1
Immigration & asylum	297	0.8
Legal	745	2.1
Other	1,992	5.6
Relationships & family	1,185	3.4
Tax	102	0.3
Travel & transport	280	0.8
Utilities & communications	1,243	3.5
Grand Total	35,282	100

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Client statistics (continued)

Outcomes	Amount
Income gain	£6,496,349
Re-imbursements of services and loans	£267,317
Debts written off	£1,903,598
Repayments rescheduled	£29,498
Other	£1,189,855

Client Profiles

- Ages ranged from 16 years old to over ninety;
- 61% were female and 39% male;
- 50% were disabled or had a long term medical condition;
- 14% of clients were from black and minority ethnic backgrounds

Financial review

Core funding enables us to provide our generalist advice service and helps to provide leverage to attract other funding and projects. This is provided by Warwickshire County Council, Nuneaton & Bedworth Borough Council and Rugby Borough Council.

Our local authority funders are facing financial challenges due to the current difficult economic climate and future core funding of advice services is subject to or threatened with further cuts. This makes our service more vulnerable and where levels of future core funding are uncertain it is more difficult to forward plan and additionally makes the bureau a less attractive option to other potential funders.

The competition for funding new projects has increased considerably as other not for profit organisations are also looking to plug funding gaps with new projects / services or try to find continuation funding from new sources. However, the bureau has successfully obtained funding from various projects and these have contributed substantially to the surplus arising in the year. As these projects are short term the benefit will not be sustainable in the long term.

In addition our ever increasing reliance on IT and the cost of maintaining networked computer systems is an increasing cost which provision is not made through our principle funders and this needs to be a consideration for future funding negotiations. If anything, the need for enhancement has been highlighted during the current COVID-19 crisis and the external grants and funding streams are being explored.

The Trustee Board review the risks of financing of the organisation and expenditure on an ongoing basis and set their reserves policy accordingly, see below.

Investment Policy

Apart from retaining a prudent amount in reserves each year most of the bureau's funds are to be spent in the short term so there are no long term investments. The trustee board aim to attract the maximum amount of interest that can be obtained from the reserves and review both the level of reserves and investment policy on an annual basis.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Reserves Policy

The Trustee Board has considered the bureau's requirements for reserves in light of the main risks facing the organisation and following Charity Commission good practice guidelines. The Trustee Board recognises the importance of establishing the long term financial sustainability of the organisation, especially in an environment that relies on short term, time limited funding.

Members believe one way of achieving this is to establish reserves to enable the organisation to survive the vagaries of short term funding. Consequently the Trustee Board is required to ensure that monies are available for each year to meet any reasonable unforeseeable contingency. They believe that an amount of at least 12 months operating costs which equates to £259,544 based on operating costs for the annual year 2021/2022 will be adequate. However, with the cessation of various sources of funding and the increase in overhead costs due to inflation etc the Trustees project that there will be substantial deficits of £102,000 in 2023/24 and £127,000 in 2024/25. The above reserves will therefore be needed to cover those deficits and ensure the continuation of the bureau.

The Trustees have also designated funds for the following purposes, IT equipment renewals and upgrades, building repairs and staffing costs (mainly redundancy costs) as well general contingencies.

The bureau holds total reserves of £600,983 (2021: £505,147) at 31 March 2022 of which £nil (2021: £34,772) are held for restricted purposes. Included in unrestricted reserves is £20,000 (2021: £20,000) which has been designated specifically for the purpose of replacing IT equipment. It is not possible to specify when this expenditure is likely to be incurred.

The Bureau is not exposed to price or credit risk and in view of the substantial bank deposits there are no liquidity or cash flow risks.

Plans for Future Periods

Our future strategic plans can be summarised under 4 categories:

Access: extending how we give advice, increasing the range of advice given, extending and developing advice to excluded groups and work with partners to provide access to advice services.

Equality and Diversity: improve access to advice for excluded groups and use our influence to promote equality and diversity.

Resilience: Strengthen our financial position, upgrade and improve our ICT infrastructure and invest in leadership and governance.

Influence: Participate in national campaigns, develop our social media presence, build on our partnership working and continue to invest in training to develop our team and services offered.

Structure, governance and management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 1st October 2004. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1. During the financial year 2006/7 the bureau changed its name to Bedworth, Rugby & Nuneaton Citizens Advice Bureau, with the approval of the Charity Commission and Companies House in readiness of the amalgamation with Rugby Citizens Advice Bureau. The Memorandum and Articles of Association were also changed and approved to reflect the changes caused by the amalgamation.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Peter Wiseman (Chair)

Jim Simmons (Treasurer)

Jasvinder Thiara (Vice Chair)

Jane Hill

Jeff Hunt

Keith Francis

Chris Kenward

Jill Krusts

(Appointed 15 December 2021)

Recruitment and Appointment of Trustee Board Members

The directors of the charity are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the trustee board. Under the requirements of the Memorandum and Articles of Association the members of the trustee board are elected to serve for a period of 3 years after which they must be re-elected at the next Annual General Meeting.

The bureau seeks to ensure that trustee board members reflect the diversity of the community it serves. The bureau seeks to recruit new members who have the ability to make an effective contribution to the board through their skills, knowledge and experience, as well as having a proven interest in the work of the charity.

Trustee Induction and Training

The trustees are familiarised with the practical work of the charity and are encouraged to attend the annual Planning & Development Days held each year to work alongside bureau workers to develop future objectives.

In addition to this new trustees are invited to attend an induction meeting with the Chief Executive Officer to familiarise themselves with the charity and the context within which it operates. This covers:

- The obligations of trustee board members
- The main documents which set out the operational framework for the charity including the Memorandum and Articles.
- Resourcing and the current financial position as laid out in the latest published accounts and annual budgets
- Future business plans and objectives
- E-Learning induction modules (including confidentiality)

Information for trustee board members is available locally through a Trustee Board Information Pack and nationally on Citizens Advice's Intranet. Citizens Advice also publishes self-study training packs on a variety of topics relevant to the trustee board and these are distributed to trustees. In addition to this there are various opportunities to attend trustee development days organised locally by Citizens Advice.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Risk Management

The Trustee Board has conducted a review of the major risks to which the charity is exposed. The risk register has been established and is updated at least annually. Where appropriate systems or procedures have been established to mitigate the risks the charity faces. Internal control risks are minimised by the implementation of authorisation of all transactions and projects. A disaster recovery plan has also been produced and is updated at least annually. Procedures are in place to ensure compliance with health and safety of staff, volunteers and visitors to the bureau.

Organisational Structure

The trustee board meets quarterly and is responsible for the strategic direction and policy of the charity. Members are from a variety of professional backgrounds relevant to the work of the charity. The Chief Executive Officer (who is also the company secretary and takes minutes) and Advice Services Managers attend board meetings without voting rights.

A scheme of delegation is in place whereby the Chief Executive Officer (CEO) has the day to day responsibility for the provision of services. The CEO is responsible for ensuring the charity delivers the services specified and that key performance indicators are met as well as ensuring progress to meet the strategic service development objectives detailed in the Business and Development Plan. Advice Services Managers have day to day responsibility of the operational management of the service and have geographic and thematic responsibilities. This includes individual supervision and ensuring that the team continues to develop their skills and working practices in line with good practice.

Staffing

The bureau has 33 paid staff, both full and part time consisting of 1 x Chief Executive Officer, 4 Advice Services Managers, 2 Technical Supervisors, 1 x Finance Administrator, 1x Data Analyst Apprentice, 1 x Breakthrough Project Manager, 2 Breakthrough Project Support Workers, 9 x caseworkers and 12 x outreach / project funded advice workers. The bureau team also consists of over 55 volunteers, the majority of whom are trained generalist advisers working on average two days per week each. The value of volunteering based on paid equivalent roles equates to over £326,563 per annum. Without the skill and dedication of the volunteers the bureau would not be able to provide its essential service to the community.

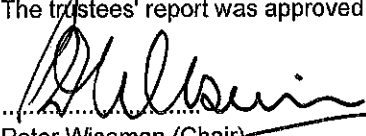
Related Parties

BRANCAB is a member of the national organisation, Citizens Advice, the national charity (charity number 279057) which sets out the framework for standards of advice and case management and supports members with an information system, case management system, training and other services.

Auditor

In accordance with the company's articles, a resolution proposing that Spencer Gardner Dickins Audit LLP be reappointed as auditor of the company will be put at a General Meeting.

The trustees' report was approved by the Board of Trustees.



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Peter Wiseman (Chair)
Trustee

Date: 15.xii.2022...

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2022

The trustees, who are also the directors of Bedworth Rugby and Nuneaton Citizens Advice Bureau for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these 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 estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards 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 adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

Company law requires the charity trustees to prepare financial statements for each 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 charity for that period. In preparing the 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 estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence 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.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

Opinion

We have audited the financial statements of Bedworth Rugby and Nuneaton Citizens Advice Bureau (the 'charity') for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is 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).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

- Enquiring of management, those charged with governance around actual and potential litigation and claims;
- Reviewing minutes of meetings of those charged with governance;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Debra Knighton FCCA (Senior Statutory Auditor)
for and on behalf of Spencer Gardner Dickins Audit LLP

16 December 2022
.....

Chartered Accountants
Statutory Auditor

3 Coventry Innovation Village
Cheetah Road
Coventry
CV1 2TL

Spencer Gardner Dickins Audit LLP is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
Income from:							
Voluntary income	3	150	-	150	100	-	100
Charitable activities	4	389,964	789,883	1,179,847	369,036	672,058	1,041,094
Investments	5	38	-	38	235	-	235
Total income		390,152	789,883	1,180,035	369,371	672,058	1,041,429
Expenditure on:							
Charitable activities: Operation of Citizens Advice Bureaux	6	259,544	824,655	1,084,199	376,872	637,286	1,014,158
Net income/(expenditure) for the year/							
Net movement in funds		130,608	(34,772)	95,836	(7,501)	34,772	27,271
Fund balances at 1 April 2021		470,375	34,772	505,147	477,876	-	477,876
Fund balances at 31 March 2022		600,983	-	600,983	470,375	34,772	505,147

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

All income and expenditure derive from continuing activities.

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

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022 £	£	2021 £	£
Fixed assets					
Tangible assets	9		3,443		9,863
Current assets					
Debtors	10	77,205		83,934	
Cash at bank and in hand		730,159		690,855	
		<u>807,364</u>		<u>774,789</u>	
Creditors: amounts falling due within one year	11	<u>(209,824)</u>		<u>(279,505)</u>	
Net current assets			597,540		495,284
Total assets less current liabilities			<u>600,983</u>		<u>505,147</u>
Income funds					
Restricted funds	12		-		34,772
Unrestricted funds			600,983		470,375
			<u>600,983</u>		<u>505,147</u>

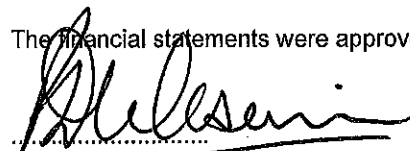
The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2022, although an audit has been carried out under section 144 of the Charities Act 2011.

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

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

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

The financial statements were approved by the Trustees on 15.12.2022



Peter Wiseman (Chair)
Trustee

Company registration number 05056654

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 £	£	2021 £	£
Cash flows from operating activities					
Cash generated from operations	16		39,266		169,272
Investing activities					
Investment income received		38		235	
Net cash generated from investing activities			38		235
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			39,304		169,507
Cash and cash equivalents at beginning of year			690,855		521,348
Cash and cash equivalents at end of year			730,159		690,855

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

Charity information

Bedworth Rugby and Nuneaton Citizens Advice Bureau is a company limited by guarantee incorporated in England and Wales. The registered office is Gethin House, 36 Bond Street, Nuneaton, Warwickshire CV11 4DA. Bedworth Rugby and Nuneaton Citizens Advice Bureau meets the definition of a public benefit entity under FRS102.

The charity is a company limited by guarantee. It does not have a share capital and the liability of each member is limited to the guarantee given by that member which shall not exceed £1.

The charity is under the control of the Trustees.

1.1 Accounting convention

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

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

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

1.2 Going concern

The Trustees have reviewed the charity's budget and cash flow forecast and considered any material uncertainties, particularly with regard to future funding. Based on this review, the Trustees are satisfied that at the time of approving the financial statements the charity has adequate resources and that the going concern basis of accounting remains appropriate.

1.3 Charitable funds

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

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

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

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

(Continued)

1.4 Income

All income is included in the statement of financial activities, exclusive of vat, when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of service provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Incoming resources from grants, where related to performance and specific deliveries, are accounted for as the charity earns the right to consideration by its performance.

Where income has been received but the performance of the contract work has not been performed at the balance sheet date then such income is included as a liability and carried forward as deferred income. Work performed but not completed or billed at the balance sheet date is included in Debtors at an estimated value.

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

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

Expenditure is included in the Statement of Financial Activities on an accruals basis, inclusive of any VAT, where the VAT cannot be recovered.

Expenditure which is directly attributable to specific activities has been included in these cost categories. Where costs are attributable to more than one activity, they have been apportioned across the cost categories on a basis consistent with the use of these resources.

1.6 Tangible fixed assets

Tangible fixed assets costing £1,000 or more are initially measured at cost and subsequently measured at cost, net of depreciation and any impairment losses.

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

Equipment, fixtures and fittings	10% on a reducing balance basis
Computer equipment	25% straight line

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

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

(Continued)

1.7 Impairment of fixed assets

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

1.8 Cash and cash equivalents

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

1.9 Financial instruments

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

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

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

Basic financial assets

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

Basic financial liabilities

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

Derecognition of financial liabilities

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

1.10 Employee benefits

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

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

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

2 Critical accounting estimates and judgements

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

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

3 Voluntary income

	Unrestricted funds	Unrestricted funds
	2022	2021
	£	£
Donations and gifts	150	100

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

4 Charitable activities

	Unrestricted Funds 2022 £	Unrestricted Funds 2021 £
Nuneaton and Bedworth Borough Council (NBBC)	95,315	95,315
Rugby Borough Council	73,000	73,000
Warwickshire County Council (WCC)	160,879	157,459
CAB sundry grants	-	12,900
Rent received	3,800	-
Other income	15,470	3,362
WCC Additional advance provided due to COVID 19	41,500	27,000
	<u>389,964</u>	<u>369,036</u>
	Restricted Funds 2022 £	Restricted Funds 2021 £
Citizens Advice - Money Advice Service	219,874	178,297
Financial Capability	-	12,720
Citizens Advice - UCS Help to Claim	58,163	57,817
WCC - Family Centres	49,950	38,724
WCC - Specialist Benefits	210,000	206,559
Big Lottery BBO	190,666	158,004
Big Lottery Big Local	21,367	4,800
ME Society Service	3,000	7,000
Trussell Trust	36,863	8,137
	<u>789,883</u>	<u>672,058</u>
Total income from Charitable Activities	<u>1,179,847</u>	<u>1,041,094</u>

5 Investments

	Unrestricted funds 2022 £	Unrestricted funds 2021 £
Bank and COIF deposit interest received	<u>38</u>	<u>235</u>

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

6 Charitable activities: Operation of Citizens Advice Bureaux

	2022 £	2021 £
Depreciation and impairment	6,420	6,460
Rent, rates and service charges	64,058	82,718
Salaries and pension costs	824,152	769,608
Computer expenses and information fees	38,783	29,954
Travelling and training	19,383	2,865
Light, heat and water	11,908	12,050
Printing, postage and stationery	20,142	18,521
Telephone	10,757	10,330
Repairs and maintenance	23,103	3,800
Insurance	5,682	6,817
Sundry expenses	28,333	26,341
Bank charges	409	376
Redundancy costs	-	32,133
Audit and accountancy	12,802	7,585
Legal and professional fees	18,267	4,600
	<u>1,084,199</u>	<u>1,014,158</u>
	<u>1,084,199</u>	<u>1,014,158</u>
Analysis by fund		
Unrestricted funds	259,544	376,872
Restricted funds	824,655	637,286
	<u>1,084,199</u>	<u>1,014,158</u>

7 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year. (2021: None)

No trustee expenses have been incurred and none of the trustees claimed any expenses from the trust during the year. (2021: None)

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

8 Employees

The average monthly number of employees during the year was:

	2022 Number	2021 Number
Management	6	6
Administration	4	4
Advisors	23	24
Total	33	34

The staff costs were made up as follows:

Employment costs	2022 £	2021 £
Wages and salaries	716,823	677,392
Social security costs	56,046	50,618
Other pension costs	51,283	41,598
	824,152	769,608

There were no employees whose annual remuneration was £60,000 or more.

9 Tangible fixed assets

	Equipment, fixtures and fittings £	Computer equipment £	Total £
Cost			
At 1 April 2021	34,020	166,674	200,694
At 31 March 2022	34,020	166,674	200,694
Depreciation and impairment			
At 1 April 2021	30,196	160,635	190,831
Depreciation charged in the year	382	6,038	6,420
At 31 March 2022	30,578	166,673	197,251
Carrying amount			
At 31 March 2022	3,442	1	3,443
At 31 March 2021	3,824	6,039	9,863

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

10 Debtors

	2022	2021
Amounts falling due within one year:	£	£
Other debtors	56,821	68,007
Prepayments and accrued income	20,384	15,927
	<u>77,205</u>	<u>83,934</u>

11 Creditors: amounts falling due within one year

	2022	2021
Notes	£	£
Other taxation and social security	56,784	64,570
Grants received on behalf of other Bureaux	80,787	109,344
Trade creditors	25,447	5,491
Grants received in advance	31,566	94,650
Accruals	15,240	5,450
	<u>209,824</u>	<u>279,505</u>

Grants received on behalf of other Bureaux:

The bureau occasionally receives income as an agent for other Citizens Advice Bureaux and other partners, as part of the original grant applications. In the year to 31 March 2022 the bureau received £403,651 (2021: £384,918) in this respect and at 31 March 2022 £70,233 (2021: £109,343) had not been distributed to partners.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

12 Restricted funds

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

	Movement in funds			Movement in funds		
	Incoming resources	Resources expended	Balance at 1 April 2021	Incoming resources	Resources expended	Balance at 31 March 2022
	£	£	£	£	£	£
Money Advice Service	178,297	(178,297)	-	219,874	(219,874)	-
Citizens Advice - Help to Claim	57,817	(57,817)	-	58,163	(58,163)	-
Big Lottery - BBO	158,004	(158,004)	-	190,666	(190,666)	-
WCC - Family Centres	38,724	(30,494)	8,230	49,950	(58,180)	-
WCC - Specialist Benefits	206,561	(181,002)	25,559	206,556	(232,115)	-
Citizens Advice - Financial Capability	12,720	(11,737)	983	-	(983)	-
Big Local	4,800	(4,800)	-	21,367	(21,367)	-
MS Society Service	7,000	(7,000)	-	3,000	(3,000)	-
Trussell Trust	8,137	(8,137)	-	36,863	(36,863)	-
	<u>672,060</u>	<u>(637,288)</u>	<u>34,772</u>	<u>786,439</u>	<u>(821,211)</u>	<u>-</u>

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

12 Restricted funds

(Continued)

Purposes of Restricted Funds:

Money Advice Service

Funding provided for debt casework services in Nuneaton and Bedworth and Rugby.

Help to Claim Service

Funding from DWP (via national Citizens Advice) to participate in the pilot of the Help to Claim Service to support vulnerable people to make their initial claim for Universal Credit and offer support through to receipt of the first payment.

Big Lottery Building Better Opportunities (BBO) Breakthrough Programme

Funding provided to help the unemployed and economically inactive people to develop financial literacy and life skills and overcome barriers and help to move them towards employment.

WCC Family and Children's Centres

Funding provided by Warwickshire County Council for outreach advice and support to families and service users.

Warwickshire Specialist Benefits Service

Funded by Warwickshire County Council to provide specialist benefits casework support to Warwickshire residents across the county including income maximisation through benefits take up, support to ask for a reconsideration of benefit application decisions or support to appeal to Tribunal. The service also provides benefit awareness sessions for local frontline workers.

Financial Capability

Citizens Advice provided funding for energy best deal financial capability work and We are Digital provided funding for the 'Earn It Don't Burn It' project.

Big Local

This funding relates to the delivery of outreach within the Hill Top and Wembrook area of Nuneaton.

MS Society

Funding to provide benefits maximisation to clients and carers of Multiple Sclerosis.

Trussell Trust

Funding for the provision of outreach services in Nuneaton, Bedworth and Rugby.

13 Analysis of net assets between funds

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
Fund balances at 31 March 2022 are represented by:						
Tangible assets	3,443	-	3,443	9,863	-	9,863
Current assets/(liabilities)	597,540	-	597,540	460,512	34,772	495,284
	<u>600,983</u>	<u>-</u>	<u>600,983</u>	<u>470,375</u>	<u>34,772</u>	<u>505,147</u>

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

14 Operating lease commitments

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

	2022 £	2021 £
Within one year	37,407	36,065
Between two and five years	97,148	126,521
In over five years	-	7,000
	<u>134,555</u>	<u>169,586</u>

15 Related party transactions

Payroll bureau services are supplied by Armstrong Bishop Simmons Limited (Formerly Bishop Simmons Limited), a company in which J Simmons was a director and shareholder until 1 October 2021. These services were provided at a charge of £1,600 for the year (2021: £1,920). As at 31 March 2022 £nil (2021: £nil) was outstanding to Armstrong Bishop Simmons Limited.

Accountancy services are supplied by JLS Accountancy Limited, a company formed on 15 November 2021 in which J Simmons is a director and shareholder. These services were provided at a charge of £1,800 for the year. As at 31 March 2022 £nil was outstanding to JLS Accountancy Limited.

16 Cash generated from operations

	2022 £	2021 £
Surplus for the year	95,836	27,271
Adjustments for:		
Investment income recognised in statement of financial activities	(38)	(235)
Depreciation and impairment of tangible fixed assets	6,420	6,460
Movements in working capital:		
Decrease in debtors	6,729	18,531
(Decrease)/increase in creditors	(41,124)	104,131
(Decrease)/increase in deferred income	(28,557)	13,114
Cash generated from operations	<u>39,266</u>	<u>169,272</u>

Accounts

Charity Registration No. 1103630

Company Registration No. 05056654 (England and Wales)

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

Peter Wiseman (Chair)
Jim Simmons (Treasurer)
Jasvinder Thiara (Vice Chair)
Jane Hill
Jeff Hunt
Keith Francis
Chris Kenward

Secretary

Bill Basra

Charity number

1103630

Company number

05056654

Auditor

Spencer Gardner Dickins Audit LLP
3 Coventry Innovation Village
Cheetah Road
Coventry
CV1 2TL

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

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BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2021

The trustees are pleased to present their annual directors' report together with the consolidated financial statements of the charity for the year ending 31 March 2021 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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 activities for the public benefit

The aims of the service are to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. The service is provided free of charge and is confidential, impartial and independent. The bureau values diversity promotes equality and challenges discrimination. These activities are undertaken to further our charitable purposes and with regard to Charity Commission guidance on public benefit.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

The main area of charitable activity is the provision of generalist advice and information services to those living and working in the Boroughs of Nuneaton & Bedworth, Rugby, Warwickshire and surrounding areas. In addition to this BRANCAB also provides casework services for those with complex welfare benefits and multiple debt issues as well as financial capability training to the community. BRANCAB is also expanding its financial capability work to help people in the local communities we serve become more confident about handling their financial affairs.

The bureau traditionally offers generalist advice both face to face, by telephone and by email. Face to face advice is available through the bureau's drop in advice service at the main offices in Congreve Walk, Bedworth, Chestnut House, North Street Rugby and Nuneaton Town Hall, Coton Road, Nuneaton, CV11 5AA. Delivery of the service during COVID-19 has been predominantly through the provision of telephone, digital and email advice. Face to face delivery has been reserved for situations where the client has an additional vulnerability and the issues cannot be resolved by phone or email alone.

As a result of our experiences we are building our telephone advice capacity by working in collaboration with national Citizens Advice as part of the national Advice Line providing generalist advice and information. We are also considering expansion of our webchat facility.

The generalist advice service is operated by volunteer, fully trained, generalist advice workers who always have access to an advice session supervisor during each advice session. The service is funded by Nuneaton & Bedworth Borough Council, Rugby Borough Council and Warwickshire County Council.

Achievements and performance

Quality Assurance

Our quality of advice is monitored constantly by national Citizens Advice. BRANCAB is recognised as an Investor in People organisation, originally achieved in 2005 and reviewed every three years. The last review, undertaken in February/March 2021, saw BRANCAB achieve Silver status. The service is also recognised as a Disability Confident organisation. In addition to this BRANCAB holds the Advice Quality Standard at Generalist Level for generalist advice and the Specialist Quality Standards for both Debt Advice and Welfare Benefits.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

Achievement and Performance – Range of Services 2020-21

Service	Description	Funder
Generalist Advice Service	General social welfare law advice and information delivered face to face, by telephone, email and web channels	Nuneaton & Bedworth Borough Council Rugby Borough Council Warwickshire County Council
Debt Casework Service	Debt casework for people with multiple debts including support with personal insolvency options	The Money Advice Service
Specialist Benefits Service	Support to assist Warwickshire residents to maximise their welfare benefits income and challenge benefit decisions including representation at appeals	Warwickshire County Council
Breakthrough Programme	Partnership project works support services to enable unemployed and economically inactive people living in Coventry and Warwickshire to overcome their problems, develop their skills to move people closer to paid employment	Big Lottery Community Fund and European Social Fund
Help to Claim Service	Supporting people to make their initial Universal Credit claim and manage their claim	Pilot project funded by the DWP via Citizens Advice before national service roll-out
Financial Capability	Energy Best Deal Project Supporting people to access best utilities deals and save through energy conservation	Citizens Advice
Advice in Foodbanks	Providing outreach advice and support to users of foodbanks in Nuneaton, Bedworth and Rugby	Trussell Trust
Advice in Hill Top Nuneaton	Providing outreach advice and support to residents of Hill Top, Nuneaton	Big Lottery
Advice in Children and Family Centres across north Warwickshire	Providing outreach advice and support to families and services users of CFCs in Nuneaton and Bedworth, Rugby and Atherstone	Warwickshire County Council
Advice for MS sufferers	Advice for people suffering from MS	Coventry and Warwickshire MS Society

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

Achievement and Performance Client statistics

Clients	8,800
Issues	35,162

Client contact channel	Total	%
In person	103	1
Telephone	6,915	79
Email	1,782	20

Issue categories	Total	%
Benefits and tax credits	7,666	21.8
Benefits Universal Credit	8,915	25.3
Consumer goods and services	530	1.5
Debt	5,484	15.5
Discrimination	100	0.2
Education	80	0.2
Employment	2,198	6.2
Financial services and capability	2,666	7.5
Health and community care	335	1
Housing	1,720	4.8
Immigration and asylum	232	0.6
Legal	777	2.4
Relationships and family	1,477	4.2
Tax	1,342	3.8
Travel and transport	86	0.2
Utilities and communications	292	0.8
Other	1,262	4
Total	35,162	100

Outcomes	Amount
Income gain	£6,107,547
Re-imbursements of services and loans	£170,941
Debts written off	£1,329,931
Repayments rescheduled	£41,305

Client Profiles

- Ages ranged from 16 years old to over ninety,
- 54% were female and 46% male,
- 33% were disabled or had a long term medical condition
- 10% of clients were from black and minority ethnic backgrounds

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Financial review

Core funding enables us to provide our generalist advice service and helps to provide leverage to attract other funding and projects. This is provided by Warwickshire County Council, Nuneaton & Bedworth Borough Council and Rugby Borough Council.

Our local authority funders are facing financial challenges due to the current difficult economic climate and future core funding of advice services is subject to or threatened with further cuts. This makes our service more vulnerable and where levels of future core funding are uncertain it is more difficult to forward plan and additionally makes the bureau a less attractive option to other potential funders.

The competition for funding new projects has increased considerably as other not for profit organisations are also looking to plug funding gaps with new projects / services or try to find continuation funding from new sources. However, the bureau has successfully obtained funding from various projects and these have contributed substantially to the surplus arising in the year. As these projects are short term the benefit will not be sustainable in the long term.

In addition our ever increasing reliance on IT and the cost of maintaining networked computer systems is an increasing cost which provision is not made through our principle funders and this needs to be a consideration for future funding negotiations. If anything, the need for enhancement has been highlighted during the current COVID-19 crisis and the external grants and funding streams are being explored.

The Trustee Board review the risks of financing of the organisation and expenditure on an ongoing basis and set their reserves policy accordingly, see below.

Investment Policy

Apart from retaining a prudent amount in reserves each year most of the bureau's funds are to be spent in the short term so there are no long term investments. The trustee board aim to attract the maximum amount of interest that can be obtained from the reserves and review both the level of reserves and investment policy on an annual basis.

Reserves Policy

The Trustee Board has considered the bureau's requirements for reserves in light of the main risks facing the organisation and following Charity Commission good practice guidelines. The Trustee Board recognises the importance of establishing the long term financial sustainability of the organisation, especially in an environment that relies on short term, time limited funding.

Members believe one way of achieving this is to establish reserves to enable the organisation to survive the vagaries of short term funding. Consequently the Trustee Board is required to ensure that monies are available for each year to meet any reasonable unforeseeable contingency. They believe that an amount of at least 12 months operating costs which equates to £328,140 based on operating costs for the annual year 2019/2020 will be adequate. They have also designated funds for the following purposes, IT equipment renewals and upgrades, building repairs and staffing costs (mainly redundancy costs) as well general contingencies.

The bureau holds total reserves of £505,147 (2020 £477,876) at 31 March 2021 of which £34,772 (2020 £nil) are held for restricted purposes. Included in unrestricted reserves is £20,000 (2020 £20,000) which has been designated specifically for the purpose of replacing IT equipment. It is not possible to specify when this expenditure is likely to be incurred.

The Bureau is not exposed to price or credit risk and in view of the substantial bank deposits there are no liquidity or cash flow risks.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Plans for Future Periods

Our future strategic plans can be summarised under 4 categories:

Access: extending how we give advice, increasing the range of advice given, extending and developing advice to excluded groups and work with partners to provide access to advice services.

Equality and Diversity: improve access to advice for excluded groups and use our influence to promote equality and diversity.

Resilience: Strengthen our financial position, upgrade and improve our ICT infrastructure and invest in leadership and governance

Influence: Participate in national campaigns, develop our social media presence, build on our partnership working and continue to invest in training to develop our team and services offered.

Structure, governance and management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 1st October 2004. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1. During the financial year 2006/7 the bureau changed its name to Bedworth, Rugby & Nuneaton Citizens Advice Bureau, with the approval of the Charity Commission and Companies House in readiness of the amalgamation with Rugby Citizens Advice Bureau. The Memorandum and Articles of Association were also changed and approved to reflect the changes caused by the amalgamation.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Peter Wiseman (Chair)

Jim Simmons (Treasurer)

Jasvinder Thiara (Vice Chair)

Jane Hill

Jeff Hunt

Keith Francis

Martin Eversfield

(Deceased 29 March 2021)

Chris Kenward

Recruitment and Appointment of Trustee Board Members

The directors of the charity are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the trustee board. Under the requirements of the Memorandum and Articles of Association the members of the trustee board are elected to serve for a period of 3 years after which they must be re-elected at the next Annual General Meeting.

The bureau seeks to ensure that trustee board members reflect the diversity of the community it serves. The bureau seeks to recruit new members who have the ability to make an effective contribution to the board through their skills, knowledge and experience, as well as having a proven interest in the work of the charity.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Trustee Induction and Training

The trustees are familiarised with the practical work of the charity and are encouraged to attend the annual Planning & Development Days held each year to work alongside bureau workers to develop future objectives.

In addition to this new trustees are invited to attend an induction meeting with the Chief Executive Officer to familiarise themselves with the charity and the context within it operates. This covers:

- The obligations of trustee board members
- The main documents which set out the operational framework for the charity including the Memorandum and Articles.
- Resourcing and the current financial position as laid out in the latest published accounts and annual budgets
- Future business plans and objectives

Information for trustee board members is available locally through a Trustee Board Information Pack and nationally on Citizens Advice's Cablink and Bureau Management Information System (BMIS) websites. Citizens Advice also publishes self-study training packs on a variety of topics relevant to the trustee board and these are distributed to trustees. In addition to this there are various opportunities to attend trustee development days organised locally by Citizens Advice.

Risk Management

The Trustee Board has conducted a review of the major risks to which the charity is exposed. The risk register has been established and is updated at least annually. Where appropriate systems or procedures have been established to mitigate the risks the charity faces. Internal control risks are minimised by the implementation of authorisation of all transactions and projects. A disaster recovery plan has also been produced and is updated at least annually. Procedures are in place to ensure compliance with health and safety of staff, volunteers and visitors to the bureau.

Organisational Structure

The trustee board meets quarterly and is responsible for the strategic direction and policy of the charity. Members are from a variety of professional backgrounds relevant to the work of the charity. The Chief Executive Officer (who is also the company secretary), the Deputy Chief Executive and minute secretary are paid staff who attend board meetings without voting rights.

A scheme of delegation is in place whereby the Chief Executive Officer (CEO) has the day to day responsibility for the provision of services. The CEO is responsible for ensuring the charity delivers the services specified and that key performance indicators are met as well as ensuring progress to meet the strategic service development objectives detailed in the Business and Development Plan. The Deputy Chief Officer and Lead Advice Service Supervisors have day to day responsibility of the operational management of the service supported by a team of Advice Session Supervisors. This includes individual supervision and ensuring that the team continues to develop their skills and working practices in line with good practice.

Staffing

The bureau has 34 paid staff, both full and part time consisting of 1 x Chief Executive Officer, 4 Advice Services Managers, 1 x Finance Administrator, 1 Finance Consultant, 1 x Breakthrough Project Manager, 2 Breakthrough Project Support Workers, 10 x caseworkers and 14 x outreach / project funded advice workers. The bureau team also consists of over 55 volunteers, the majority of whom are trained generalist advisers working on average two days per week each. The value of volunteering based on paid equivalent roles equates to over £326,563 per annum. Without the skill and dedication of the volunteers the bureau would not be able to provide its essential service to the community.

Related Parties

BRANCAB is a member of the national organisation, Citizens Advice, the national charity (charity number 279057) which sets out the framework for standards of advice and case management and supports members with an information system, case management system, training and other services.

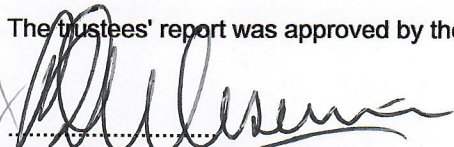
BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

Auditor

In accordance with the company's articles, a resolution proposing that Spencer Gardner Dickins Audit LLP be reappointed as auditor of the company will be put at a General Meeting.

The trustees' report was approved by the Board of Trustees.



.....
Peter Wiseman (Chair)

Trustee

Dated: 15/12/2021

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2021

The trustees, who are also the directors of Bedworth Rugby and Nuneaton Citizens Advice Bureau for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these 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 estimates that are reasonable and prudent; 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 adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

Company law requires the charity trustees to prepare financial statements for each 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 charity for that period. In preparing the 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 estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence 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.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

Opinion

We have audited the financial statements of Bedworth Rugby and Nuneaton Citizens Advice Bureau (the 'charity') for the year ended 31 March 2021 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

- Enquiring of management, those charged with governance around actual and potential litigation and claims;
- Reviewing minutes of meetings of those charged with governance;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Debra Knighton FCCA.

Debra Knighton FCCA (Senior Statutory Auditor)
for and on behalf of Spencer Gardner Dickins Audit LLP

24 December 2021

Chartered Accountants
Statutory Auditor

3 Coventry Innovation Village
Cheetah Road
Coventry
CV1 2TL

Spencer Gardner Dickins Audit LLP is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

		Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
	Notes						
Income from:							
Voluntary income	3	100	-	100	20,170	-	20,170
Charitable activities	4	369,036	672,058	1,041,094	309,756	701,599	1,011,355
Investments	5	235	-	235	528	-	528
Total income		369,371	672,058	1,041,429	330,454	701,599	1,032,053
Expenditure on:							
Charitable activities: Operation of Citizens Advice Bureaux	6	376,872	637,286	1,014,158	328,140	705,005	1,033,145
Net (expenditure)/income for the year/ Net movement in funds		(7,501)	34,772	27,271	2,314	(3,406)	(1,092)
Fund balances at 1 April 2020		477,876	-	477,876	475,562	3,406	478,968
Fund balances at 31 March 2021		470,375	34,772	505,147	477,876	-	477,876

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

All income and expenditure derive from continuing activities.

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

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Fixed assets					
Tangible assets	9		9,863		16,323
Current assets					
Debtors	10	83,934		102,465	
Cash at bank and in hand		690,855		521,348	
		<u>774,789</u>		<u>623,813</u>	
Creditors: amounts falling due within one year	11	<u>(279,505)</u>		<u>(162,260)</u>	
Net current assets			495,284		461,553
Total assets less current liabilities			<u>505,147</u>		<u>477,876</u>
Income funds					
Restricted funds	12		34,772		-
Unrestricted funds			470,375		477,876
			<u>505,147</u>		<u>477,876</u>

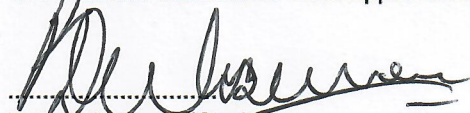
The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021, although an audit has been carried out under section 144 of the Charities Act 2011.

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

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

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

The financial statements were approved by the Trustees on 15/12/2021


Peter Wiseman (Chair)
Trustee

Company Registration No. 05056654

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Cash flows from operating activities					
Cash generated from operations	16		169,272		51,862
Investing activities					
Investment income received		235		528	
Net cash generated from investing activities			235		528
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			169,507		52,390
Cash and cash equivalents at beginning of year			521,348		468,958
Cash and cash equivalents at end of year			690,855		521,348

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

Charity information

Bedworth Rugby and Nuneaton Citizens Advice Bureau is a company limited by guarantee incorporated in England and Wales. The registered office is Mitre House, School Road, Bulkington, Bedworth, Warwickshire CV12 9JB. Bedworth Rugby and Nuneaton Citizens Advice Bureau meets the definition of a public benefit entity under FRS102.

The charity is a company limited by guarantee. It does not have a share capital and the liability of each member is limited to the guarantee given by that member which shall not exceed £1.

The charity is under the control of the Trustees.

1.1 Accounting convention

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

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

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

1.2 Going concern

The Trustees have reviewed the charity's budget and cash flow forecast and considered any material uncertainties, particularly with regard to future funding. Based on this review, the Trustees are satisfied that at the time of approving the financial statements the charity has adequate resources and that the going concern basis of accounting remains appropriate.

1.3 Charitable funds

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

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

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

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

1.4 Income

All income is included in the statement of financial activities, exclusive of vat, when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of service provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Incoming resources from grants, where related to performance and specific deliveries, are accounted for as the charity earns the right to consideration by its performance.

Where income has been received but the performance of the contract work has not been performed at the balance sheet date then such income is included as a liability and carried forward as deferred income. Work performed but not completed or billed at the balance sheet date is included in Debtors at an estimated value.

1.5 Expenditure

Expenditure is included in the Statement of Financial Activities on an accruals basis, inclusive of any VAT, where the VAT cannot be recovered.

Expenditure which is directly attributable to specific activities has been included in these cost categories. Where costs are attributable to more than one activity, they have been apportioned across the cost categories on a basis consistent with the use of these resources.

1.6 Tangible fixed assets

Tangible fixed assets costing £1,000 or more are initially measured at cost and subsequently measured at cost, net of depreciation and any impairment losses.

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

Equipment, fixtures and fittings	10% on a reducing balance basis
Computer equipment	25% straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Impairment of fixed assets

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

1.8 Cash and cash equivalents

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

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

1.9 Financial instruments

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

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

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

Basic financial assets

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

Basic financial liabilities

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

Derecognition of financial liabilities

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

2 Critical accounting estimates and judgements

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

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

3 Voluntary income

	Unrestricted funds	Unrestricted funds
	2021	2020
	£	£
Donations and gifts	100	20,170

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

4 Charitable activities

	Unrestricted Funds 2021 £	Unrestricted Funds 2020 £
Nuneaton and Bedworth Borough Council (NBBC)	95,315	85,312
Rugby Borough Council	73,000	70,000
Warwickshire County Council (WCC)	157,459	163,884
CAB sundry grants	12,900	-
VAT recovered (paid)	-	(9,190)
Rent received	-	(250)
Other income	3,362	-
WCC Additional advance provided due to COVID 19	27,000	-
	<u>369,036</u>	<u>309,756</u>
	Restricted Funds 2021 £	Restricted Funds 2020 £
Citizens Advice - Money Advice Service	178,297	175,233
Financial Capability	12,720	-
Citizens Advice - UCS Help to Claim	57,817	54,343
WCC - Family Centres	38,724	47,495
WCC - Specialist Benefits	206,559	212,339
WCC - Carers Service	-	4,471
Orbit - We are Digital	-	7,688
Big Lottery BBO	158,004	200,030
Big Lottery Big Local	4,800	-
ME Society Service	7,000	-
Trussell Trust	8,137	-
	<u>672,058</u>	<u>701,599</u>
Total income from Charitable Activities	<u>1,041,094</u>	<u>1,011,355</u>

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

5 Investments

	Unrestricted funds	Unrestricted funds
	2021	2020
	£	£
Bank and COIF deposit interest received	235	528

6 Charitable activities: Operation of Citizens Advice Bureaux

	2021	2020
	£	£
Depreciation and impairment	6,460	11,880
Rent, rates and service charges	82,718	73,165
Salaries and pension costs	769,608	737,975
Computer expenses and information fees	29,954	46,699
Travelling and training	2,865	27,872
Light, heat and water	12,050	20,235
Printing, postage and stationery	18,521	25,141
Telephone	10,330	3,344
Repairs and maintenance	3,800	5,203
Insurance	6,817	5,072
Sundry expenses	26,341	14,329
Bank charges	376	449
Redundancy costs	32,133	44,830
Grant funding to third parties	-	4,920
Audit and accountancy	7,585	6,483
Legal and professional fees	4,600	5,548
	1,014,158	1,033,145
	1,014,158	1,033,145
Analysis by fund		
Unrestricted funds	376,872	328,140
Restricted funds	637,286	705,005
	1,014,158	1,033,145

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

7 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year. (2020: None)

No trustee expenses have been incurred and none of the trustees claimed any expenses from the trust during the year. (2020: None)

8 Employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
Management	6	6
Administration	4	7
Advisors	24	18
Total	34	31

The staff costs were made up as follows:

Employment costs	2021 £	2020 £
Wages and salaries	677,392	651,756
Social security costs	50,618	52,557
Other pension costs	41,598	33,662
	769,608	737,975

The number of employees whose annual remuneration was £60,000 or more were:

	2021 Number	2020 Number
Key management personnel	-	1

The charity considers its key management personnel comprise the trustees and the chief executive.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

9 Tangible fixed assets

	Equipment, fixtures and fittings £	Computer equipment £	Total £
Cost			
At 1 April 2020	34,020	166,674	200,694
At 31 March 2021	34,020	166,674	200,694
Depreciation and impairment			
At 1 April 2020	29,772	154,599	184,371
Depreciation charged in the year	424	6,036	6,460
At 31 March 2021	30,196	160,635	190,831
Carrying amount			
At 31 March 2021	3,824	6,039	9,863
At 31 March 2020	4,248	12,075	16,323

10 Debtors

	2021 £	2020 £
Amounts falling due within one year:		
Other debtors	68,007	97,548
Prepayments and accrued income	15,927	4,917
	83,934	102,465

11 Creditors: amounts falling due within one year

	2021 £	2020 £
Notes		
Other taxation and social security	64,570	40,967
Grants received on behalf of other Bureaux	109,344	96,230
Trade creditors	5,491	-
Grants received in advance	94,650	11,249
Accruals	5,450	13,814
	279,505	162,260

Grants received on behalf of other Bureaux:

The bureau occasionally receives income as an agent for other Citizens Advice Bureaux and other partners, as part of the original grant applications. In the year to 31 March 2021 the bureau received £384,918 (2020: £396,169) in this respect and at 31 March 2021 £109,343 (2020: £96,230) had not been distributed to partners.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

12 Restricted funds

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

	Movement in funds			Movement in funds			Balance at 31 March 2021
	Balance at 1 April 2019	Incoming resources	Resources expended	Balance at 1 April 2020	Incoming resources	Resources expended	
	£	£	£	£	£	£	£
Money Advice Service	-	175,233	(175,233)	-	178,297	(178,297)	-
Citizens Advice - Help to Claim	-	54,343	(54,343)	-	57,817	(57,817)	-
Big Lottery - Capital	3,406	-	(3,406)	-	-	-	-
Big Lottery - BBO	-	200,030	(200,030)	-	158,004	(158,004)	-
WCC - Family Centres	-	47,495	(47,495)	-	38,724	(30,494)	8,230
WCC - Carers Service	-	4,471	(4,471)	-	-	-	-
WCC - Specialist Benefits	-	212,339	(212,339)	-	206,561	(181,002)	25,559
Orbit - We are Digital	-	7,688	(7,688)	-	-	-	-
Citizens Advice - Financial Capability	-	-	-	-	12,720	(11,737)	983
Big Local	-	-	-	-	4,800	(4,800)	-
ME Society Service	-	-	-	-	7,000	(7,000)	-
Trussel Trust	-	-	-	-	8,137	(8,137)	-
	<u>3,406</u>	<u>701,599</u>	<u>(705,005)</u>	<u>-</u>	<u>672,060</u>	<u>(637,288)</u>	<u>34,772</u>

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

12 Restricted funds

(Continued)

Purposes of Restricted Funds:

Money Advice Service

Funding provided for debt casework services in Nuneaton and Bedworth and Rugby.

Warwickshire Specialist Benefits Service

Funded by Warwickshire County Council to provide specialist benefits casework support to Warwickshire residents across the county including income maximisation through benefits take up, support to ask for a reconsideration of benefit application decisions or support to appeal to Tribunal. The service also provides benefit awareness sessions for local frontline workers.

WCC Family and Children's Centres

Funding provided by Warwickshire County Council for outreach advice and support to families and service users.

Financial Capability

Citizens Advice provided funding for energy best deal financial capability work and We are Digital provided funding for the 'Earn It Don't Burn It' project.

Big Lottery Building Better Opportunities (BBO) Breakthrough Programme

Funding provided to help the unemployed and economically inactive people to develop financial literacy and life skills and overcome barriers and help to move them towards employment.

Rugby Borough Council – Personal Budgeting

To provide personal budgeting support to local residents of Rugby transitioning to Universal Credit.

Orbit – We are Digital

Funding to support Orbit Housing tenants with financial capability. This project ceased in March 2020.

Carers Support Service

Warwickshire County Council provided funding to support the commissioned Carers Support Service to provide additional benefits advice support for carers across Warwickshire.

Help to Claim Service

Funding from DWP (via national Citizens Advice) to participate in the pilot of the Help to Claim Service to support vulnerable people to make their initial claim for Universal Credit and offer support through to receipt of the first payment.

Big Local

This funding relates to the delivery of outreach within the Hill Top and Wembrook area of Nuneaton.

MS Society

Funding to provide benefits maximisation to clients and carers of Multiple Sclerosis.

Trussell Trust

Funding for the provision of outreach services in Nuneaton, Bedworth and Rugby.

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

13 Analysis of net assets between funds

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
Fund balances at 31 March 2021 are represented by:						
Tangible assets	9,863	-	9,863	16,323	-	16,323
Current assets/ (liabilities)	460,512	34,772	495,284	461,553	-	461,553
	<u>470,375</u>	<u>34,772</u>	<u>505,147</u>	<u>477,876</u>	<u>-</u>	<u>477,876</u>

BEDWORTH RUGBY AND NUNEATON CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

14 Operating lease commitments

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

	2021 £	2020 £
Within one year	36,065	54,897
Between two and five years	126,521	134,588
In over five years	7,000	35,000
	<u>169,586</u>	<u>224,485</u>

15 Related party transactions

Payroll bureau and accountancy services are supplied by Bishop Simmons Limited, a company in which J Simmons is a director and shareholder. These services were provided at a charge of £1,920 for the year (2020: £1,980). As at 31 March 2021 £nil (2020: £1,980) was outstanding to Bishop Simmons Limited.

16 Cash generated from operations

	2021 £	2020 £
Surplus/(deficit) for the year	27,271	(1,092)
Adjustments for:		
Investment income recognised in statement of financial activities	(235)	(528)
Depreciation and impairment of tangible fixed assets	6,460	11,880
Movements in working capital:		
Decrease/(increase) in debtors	18,531	(23,103)
Increase in creditors	117,245	64,705
Cash generated from operations	<u>169,272</u>	<u>51,862</u>