

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		628,354	-	628,354	600,983	-	600,983
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>628,354</u>	<u>690,068</u>	<u>(609,628)</u>	<u>708,794</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>600,983</u>	<u>584,014</u>	<u>(556,643)</u>	<u>628,354</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>116,426</u>	<u>160,932</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.