

THE BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU

England & Wales · Charity number 1106738

Details

Status Registered

Legal form Charitable company

Company number [05190146](#)

Registered 2004-11-12

Register [View on the Charity Commission register](#)

Contact

Address The Bedford and District Citizens Advice Bureau
8 Harpur Centre
Bedford
MK40 1TP

Phone 01234346543

Email admin@bedfordcab.org.uk

Website www.bedfordcab.org.uk

Activities

Objects: TO PROMOTE ANY CHARITABLE PURPOSE FOR THE PUBLIC BENEFIT BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS IN PARTICULAR, BUT WITHOUT LIMITATION, FOR THE BENEFIT OF THE COMMUNITY IN THE BOROUGH OF BEDFORD AND SURROUNDING AREAS.

Activities: Our service is open to anyone: it is free, independent, confidential and impartial. Citizens Advice Bedford (CAB) primarily exists to help those who live or work in the Borough of Bedford - 175,000 people. In addition CAB delivers services in Central Bedfordshire and throughout England. This service is available to all citizens, regardless of situation, background or social status.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, The Prevention Or Relief Of Poverty, Accommodation/housing, Economic/community Development/employment, Human Rights/religious Or Racial Harmony/equality Or Diversity, Other Charitable Purposes
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** THE BOROUGH OF BEDFORD
- Throughout England

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£656,480	£705,490	£299,271	22
2024-03-31	£609,722	£705,980	£348,289	23
2023-03-31	£524,680	£518,203	£444,547	17
2022-03-31	£524,680	£514,877	£320,764	17
2021-03-31	£595,420	£513,480	£310,961	18

Trustees

Name	Role	Appointed
Jane Mordue	Chair	2022-01-27
David Hodgson		2024-02-15
Dr Thomas Greville Inskip		2016-04-25
Elizabeth Borland		2023-01-26
Iain Clark		2024-02-15
Mark Smith		2020-06-02

Accounts

REGISTERED COMPANY NUMBER: 05190146 (England and Wales)
REGISTERED CHARITY NUMBER: 1106738

**Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2025
for
The Bedford and District Citizens Advice
Bureau**



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for the Year Ended 31 March 2025

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**Report of the Trustees
for the Year Ended 31 March 2025**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objectives of Citizens Advice Bedford are:

- To provide free, confidential, impartial and independent advice and information for the benefit of the local community.
- To exercise a responsible influence on the development of social policies and services.
- To ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

In addition to the continuing provision of high-quality advisory services to the local community, the objective is to work to enable the Bureau to expand its services where possible.

The principal activity of the Bureau remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. In addition to generalist advice the following specialist advisory services were provided:

- i) Specialist Welfare Benefits Advice to clients of Bedford Borough Social Services, funded by Bedford Borough Council
- ii) Specialist Welfare Benefits Advice funded by the Harpur Trust
- iii) Specialist Welfare Reform/Debt Advice funded by the House of Industry
- iv) Specialist Housing Debt Advice and Court Desk funded by the House of Industry
- v) Specialist Debt Advice funded by the Money Advice Service
- vi) Benefit Advice Services to help people resolve concerns around public involvement in health research design and delivery funded by a number of Health and other research Agencies
- vii) Generalist Services funded by the Trussell Trust
- viii) Energy Advice services funded through National Citizen Advice
- ix) General Advice services
- x) Specialist Housing & General Advice funded by Govia Thames Link
- xi) Household Support Fund & Emergency Client Fund administered on behalf of Bedford Borough Council

Advisory services were provided through a hybrid of face-to-face and remote consultations as well as email, although advice was also delivered through the use of telephone and social media,

In 2023 we became a Domestic Abuse Support Hub.

**Report of the Trustees
for the Year Ended 31 March 2025**

OBJECTIVES AND ACTIVITIES

Public benefit

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the aims and objectives and in planning the future activities. In particular, the Trustees considered how planned activities will contribute to the aims and objectives they have set and believe the Charity has complied with the duty in section 4 of the Charities Act 2011.

Volunteers

The Charity receives help and support in the form of voluntary assistance in advising the public and administering the Charity.

As at 31 March 2025, we had 28 volunteers and are actively recruiting more. Over the last 12 months we have been able to recruit and train more volunteers.

The Trustee Board and Senior Management Team recognise the invaluable contribution made by our volunteers without whom the service could not operate.

STRATEGIC REPORT

Achievements and performance

Charitable activities

Citizens Advice Bedford is the recognised advice agency in Bedford Borough; the Citizens Advice brand is widely recognised and trusted at national and local level. It is recognised as an organisation that provides good quality advice without charge to anyone in need.

The office is located in the Harpur Centre, in the centre of town and benefits from staff and volunteers who are well trained, enthusiastic and committed. As well as benefiting from nationally provided knowledge and reference sources, they also have specialist local knowledge which is valuable to clients.

Citizens Advice Bedford saw a total of 3,820 unique clients with 18,890 issues, this was the second highest number of clients seen in a year during the last 10 years, showing the demand for our services.

The most prevalent issues we advised upon were :

- Benefits - 5,851 issues
- Debts - 3,128 issues
- Housing - 1,737 issues

We helped generate £2,377,013 in welfare benefit income for our clients, and wrote off £641,957 worth of debt and helped clients to reschedule £65,865 of repayments. We helped 500 families and individuals get access to emergency food and 37 people who were at risk of eviction to stay in their homes.

The fiscal value of the work we did was £1,931,311 * which equates to £2.98 for every £1 of funding we received. The Public value of the work we did was £12,251,890 * which equates to £18.90 for every £1 of funding we received. The value to the clients of the work we did was £8,274,359 * which equates to £12.76 for every £1 of funding we received.

(* These figures are based on the Citizens Advice Financial Modelling Tool which uses methodology developed by New Economy and the model is approved by the Treasury)

Fundraising activities

The charity did not undertake any fundraising activities during the year.

**Report of the Trustees
for the Year Ended 31 March 2025**

STRATEGIC REPORT

Achievements and performance

Restrictions and Investment Powers

As required in its Memorandum paragraph in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law. The Trustee Board has agreed an investment policy, which includes;

- No bank (plus any of its subsidiaries) shall have more than £85,000 of Citizens Advice Bedford funds for a period greater than 28 days.
- The Company will actively invest funds currently held on deposit into a mix of business investment funds offered by UK based banks or Building Societies covered by the UK Financial Compensation Scheme. For clarity there would be no investments in institutions where the compensation scheme is covered by a country abroad. No investment would exceed £85,000 in any one bank or its subsidiaries.
- The Company will retain flexibility within either the current account and/or linked deposit account to meet its day-to-day needs.
- The Company will consider investing in shares and/or similar investments but will not commit more than 25% of available reserves in these types of investments.
- No investment will be made where access to funds would be greater than 60 days' notice.

At 31st March 2025 the Company Charity had £98,127.67 invested with the Cambridge and Counties Bank in a 31-day notice account and an easy access savings account. The investment in Cambridge and Counties slightly exceeded the £85,000 per bank requirement of the policy but is considered to be a small risk.

The Memorandum of Association authorises the charity to receive income by way of grants, donations, gifts and legacies provided that it does not undertake any permanent trading activities in raising funds for its primary objectives. The Memorandum of Association authorises investment of surplus monies not immediately required, subject only to conditions and consents imposed by law.

Financial review

Financial position

The unrestricted and undesignated general free reserves at 31 March 2025 was £119,683 (2023/24: £153,340) after designating reserves of £179,588 (2023/24: £176,305).

There were no restricted reserves left at the end of the year (2023/24: £18,644).

During the 2024/25 financial year, CAB delivered a financial deficit of £(49,018) (2023/24: deficit £(96,258)). This deficit arose primarily through an increase in staff costs.

Income overall has increased by 7.668% to £656,480 compared to £609,722 in 2023/24, while over the same period expenditure has decreased by £490 to £705,490 from £705,980 in 2023/24.

There was no expenditure on fixed assets capitalised during the year (2023/24: £3,774). Fixed assets are used for charitable purposes and enable staff and volunteers to provide an optimum service to the public.



**Report of the Trustees
for the Year Ended 31 March 2025**

STRATEGIC REPORT

Financial review

Principal funding sources

CAB delivered the final year of a 5-year contract on behalf of Bedford Borough Council and continued with The Harpur Trust funded project for welfare benefit advice. CAB continued delivery of MaPS contracts, and the Benefits Advice Service continues to provide funding for clients across England and Wales undergoing research into health and social issues. Borough Council provides a continuous running welfare benefit contract, and the House of Industry provides grants for both debt relief and housing contracts. CAB also continued to deliver year 2 of a 3-year partnership with the Trussell Trust, operating in Foodbanks within the Borough. CAB delivered energy advice through multiple National contracts including Cadent, Energy Advice Project, Energy Outreach Project and Warm Homes Project. Lastly, CAB administered the Household Support Fund on behalf of the Bedford Borough Council to support residents with white goods.

The Trustees extend their gratitude to all funders for their continued support.

Reserves policy

Citizens Advice Bedford is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The Company will maintain a projection of income for at least two years ahead and will ensure that this continues to be derived from as wide a variety of sources possible. They will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred the Trustees have determined that a designated unrestricted reserve should be maintained equal to 3 months' budgeted operating expenditure, which currently equates to £179,588 (2023/24: £176,305 based on 3 months' normal operating expenditure). The Trustees continually monitor this target, a key KPI for the Charity.

The unrestricted and undesignated general free reserves at 31 March 2025 was £119,683 (2023/24: £153,340) after designating reserves of £179,588 (2023/24: £176,305). Restricted reserves at the end of the year amount to £nil (2023/24: £18,644).

Going concern

The Charity reported a cash inflow of £(86,791) for the year compared to £(142,322) for 2023/24. Whilst the year ending 31 March 2025 is no longer affected by Lockdown, nonetheless the impact of Covid-19 continues to be still evident. The affect on project work was minimal from a financial point of view overall. Whilst having returned to providing some face-to-face services, CAB are still providing telephone support to those needing our support/advice and have increased our capacity to deliver services in this way.

We expect funding next year in 2025/26 to remain similar to the current year but are reviewing our expenditure base and accommodation to reduce costs to match any reduction in funding, whilst continuing to look for further funding opportunities. Different funding streams have been successful in 2024/25 which have offered the organisation the chance to develop new expertise. We look forward to 2025/26 where additional funding streams have been identified to expand delivery.

After making further appropriate enquiries, together with reserves and expenditure control, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the twelve months from the date of signing this report. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Political Donations

No donations of monies or donated goods were made to any political parties or political campaigns in the year 2024/25 (2023/24: £NIL).



**Report of the Trustees
for the Year Ended 31 March 2025**

STRATEGIC REPORT

Principal risks and uncertainties

The trustees have a duty to identify and review risks to which the charity is exposed and to ensure appropriate controls are in place.

The Charity has worked on a Corporate Risk Management exercise. A risk management strategy and risk register were agreed by the Trustee Board. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. The last full risk assessment was carried out in November 2023, and approved by Trustees at the November 2023 Trustee Board Meeting. The risk register is reviewed quarterly by the SMT staff and Trustee committee.

Future plans

CAB's main priority is the provision of an accessible advice service to the community in Bedford Borough. The move to the Harpur Centre is completed which has increased the local profile of the organisation. New funding streams have been obtained, which has enabled outreach work to be carried out at local Foodbank venues, as well as funding for a new Energy Advice role in response to the Cost of Living Crisis. As well as the new outreach sections, clients are still able to contact us face to face, by telephone and email - we are looking to extend these services with the recruitment of more volunteers. CAB has a dedicated telephone assessor to meet client demand, and plans to start additional outreach work are ongoing to meet ever growing demand..

In summary CAB will continue to:

- provide good quality advice and information to the communities in Bedford and in particular to the most vulnerable;
- provide advice that is available at both a general help level and specialist advice in debt, welfare benefits and homelessness prevention;
- provide accessible channels to contact the service;
- be a key partner to the local authority through, in particular, the provision of data about community needs and be a leading player in the Bedford Advice and Third Sectors.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The Charity (which has the working name of 'Citizens Advice Bedford (CAB)') was formed as a Company limited by guarantee on 27 July 2004 (Company Number: 05190146). The full name of the charity is The Bedford and District Citizens Advice Bureau and was registered with the Charity Commission on 12 November 2004 (Charity Number: 1106738).

It is governed by its Memorandum and Articles of Association, as last updated on 24 March 2011.

Organisational structure

Citizens Advice Bedford is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of the Bureau and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

**Report of the Trustees
for the Year Ended 31 March 2025**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment and appointment of new trustees

Trustees, who are also Directors of the Company, are appointed by the current Trustee Board. A separate process agreed by the Trustee Board is followed for the election of the Chair and Treasurer. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

Newly appointed Trustees are provided with a comprehensive induction to Citizens Advice Bedford through the provision of CAB training courses and support by established Trustees.

Key management remuneration

The Trustees regularly benchmark the pay of Senior Management in similar sized charity organisations in the locality and also across similar sized Local Citizens Advice organisations

No member of staff was paid more than £60,000.

Related parties

Citizens Advice Bedford subscribes to the membership scheme of The National Association of Citizens Advice Bureaux (Citizens Advice), the national charity (Charity No 279057) which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of the Bureau in order to fulfil its charitable objects and comply with the national membership requirements.

During the 2024/25 financial year, payments were made to Citizens Advice to the value of £12,559 (2023/24: £6,924) in respect of insurance, subscriptions and sundries. Receipts from Citizens Advice for contracts and grant funding totalled £212,071 (2023/24: £149,207).

Also during the year, receipts for support services were made from Mid Beds Citizens Advice (Charity No 1109976) to the value of £51,392 (2023/24: £5,037). No further receipts were made from Scunthorpe & District Citizen Advice (Charity No 1110205) (2023/24: £2,434).

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where any of the Trustees holds the position of a Trustee/Director of another charity they would declare a conflict of interest and then may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

05190146 (England and Wales)

Registered Charity number

1106738

Registered office

8 Harpur Centre
Bedford
Bedfordshire
MK40 1TP

Trustees

Jane Margaret Mordue - Chair
Dr Thomas Greville Inskip
Mark Smith
Elizabeth Borland
David Hodgson - Acting Treasurer (4.3.2024)
Iain Clark Retired

Company Secretary

Francesca Marritt

Report of the Trustees
for the Year Ended 31 March 2025

REFERENCE AND ADMINISTRATIVE DETAILS

Independent Examiner

Colin Airey FCCA
George Hay Partnership LLP
Chartered Accountants
Brigham House
High Street
Biggleswade
Bedfordshire
SG18 0LD

Bankers:

Unity Trust Bank Plc,
9 Brindley Place,
Birmingham, B1 2HB

Senior Management Team:

Francesca J. Marritt, Chief Executive Officer

Simon Kelly, Operations Manager and Deputy CEO from 01.09.2024

Lucy Barnes, Business Manager and Operations Manager from 01.09.2024

Joanne Gurner, Operations Manager

Authorised and regulated by the Financial Conduct Authority FRN: 617505

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 13th Jan 2026 and signed on the board's behalf by:


Trustee

**Independent Examiner's Report to the Trustees of
The Bedford and District Citizens Advice
Bureau**

Independent examiner's report to the trustees of The Bedford and District Citizens Advice Bureau ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

Responsibilities and basis of report

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

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Colin Airey FCCA
The Association of Chartered Certified Accountants

George Hay Partnership LLP
Chartered Accountants
Brigham House
High Street
Biggleswade
Bedfordshire
SG18 0LD

Date:

DSM

Statement of Financial Activities
for the Year Ended 31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	2,484	-	2,484	302
Charitable activities	5				
General Advice		181,500	51,235	232,735	201,938
Debt Advice		-	111,201	111,201	167,966
Benefits & Welfare		-	87,703	87,703	95,544
Energy Advice		-	71,223	71,223	77,062
Food Advice		-	69,848	69,848	55,077
Investment income	4	2,530	-	2,530	2,396
Other income		78,756	-	78,756	9,437
Total		<u>265,270</u>	<u>391,210</u>	<u>656,480</u>	<u>609,722</u>
EXPENDITURE ON					
Charitable activities	6				
General Advice		71,455	92,761	164,216	109,395
Debt Advice		-	241,199	241,199	264,308
Benefits & Welfare		-	89,546	89,546	140,402
Energy Advice		-	97,594	97,594	98,972
Food Advice		-	112,943	112,943	92,903
Total		<u>71,455</u>	<u>634,043</u>	<u>705,498</u>	<u>705,980</u>
NET INCOME/(EXPENDITURE)		193,815	(242,833)	(49,018)	(96,258)
Transfers between funds	18	(224,189)	224,189	-	-
Net movement in funds		(30,374)	(18,644)	(49,018)	(96,258)
RECONCILIATION OF FUNDS					
Total funds brought forward		329,645	18,644	348,289	444,547
TOTAL FUNDS CARRIED FORWARD		<u>299,271</u>	<u>-</u>	<u>299,271</u>	<u>348,289</u>

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Balance Sheet
31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
FIXED ASSETS					
Tangible assets	13	24,503	-	24,503	34,974
CURRENT ASSETS					
Debtors	14	74,610	-	74,610	39,902
Investments	15	97,948	-	97,948	95,418
Cash at bank and in hand		123,358	-	123,358	210,149
		<u>295,916</u>	<u>-</u>	<u>295,916</u>	<u>345,469</u>
CREDITORS					
Amounts falling due within one year	16	(21,148)	-	(21,148)	(32,154)
NET CURRENT ASSETS		<u>274,768</u>	<u>-</u>	<u>274,768</u>	<u>313,315</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>299,271</u>	<u>-</u>	<u>299,271</u>	<u>348,289</u>
NET ASSETS		<u>299,271</u>	<u>-</u>	<u>299,271</u>	<u>348,289</u>
FUNDS	18				
Unrestricted funds				299,271	329,645
Restricted funds				-	18,644
TOTAL FUNDS				<u>299,271</u>	<u>348,289</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

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

**Balance Sheet - continued
31 March 2025**

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

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

.....
Trustee

**Cash Flow Statement
for the Year Ended 31 March 2025**

	Notes	31.3.25 £	31.3.24 £
Cash flows from operating activities			
Cash generated from operations	1	(86,791)	(138,548)
Net cash used in operating activities		<u>(86,791)</u>	<u>(138,548)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		-	(3,774)
Movement in short term investment		(2,530)	(2,396)
Interest received		2,530	2,396
Net cash provided by/(used in) investing activities		<u>-</u>	<u>(3,774)</u>
Change in cash and cash equivalents in the reporting period			
		(86,791)	(142,322)
Cash and cash equivalents at the beginning of the reporting period		<u>210,149</u>	<u>352,471</u>
Cash and cash equivalents at the end of the reporting period		<u><u>123,358</u></u>	<u><u>210,149</u></u>

The notes form part of these financial statements



Notes to the Cash Flow Statement
for the Year Ended 31 March 2025

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

	31.3.25 £	31.3.24 £
Net expenditure for the reporting period (as per the Statement of Financial Activities)		
Adjustments for:	(49,018)	(96,258)
Depreciation charges	10,471	11,218
Interest received	(2,530)	(2,396)
Increase in debtors	(34,708)	(11,608)
Decrease in creditors	(11,006)	(39,504)
Net cash used in operations	<u>(86,791)</u>	<u>(138,548)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank and in hand	210,149	(86,791)	123,358
	<u>210,149</u>	<u>(86,791)</u>	<u>123,358</u>
Liquid resources			
Deposits included in cash	-	-	-
Current asset investments	95,418	2,530	97,948
	<u>95,418</u>	<u>2,530</u>	<u>97,948</u>
Total	<u>305,567</u>	<u>(84,261)</u>	<u>221,306</u>

**Notes to the Financial Statements
for the Year Ended 31 March 2025**

1. CHARITABLE COMPANY INFORMATION

The Bedford and District Citizens Advice Bureau is a private limited charitable company, limited by guarantee, by not having share capital incorporated and domiciled in England and Wales. The registered office is 8 Harpur Centre, Bedford, MK40 1TP and the company registration number is 05190146.

The financial statements are prepared in Sterling and rounded to the nearest £1.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The Bedford and District Citizens Advice Bureau meets the definition of a public benefit under FRS102.

Going Concern

After making further appropriate enquiries, together with reserves and expenditure control, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the twelve months from the date of signing this report. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Critical accounting judgements and key sources of estimation uncertainty

In preparing the Financial Statements, management is required to make estimates and assumptions which affect reported income, expenses, assets, liabilities and disclosure of contingent assets and liabilities. Use of available information and application of judgement are inherent in the formation of estimates, together with expectations of future events that are believed to be reasonable under the circumstances. Actual results in the future could differ from such estimates.

Judgements

Impairment testing is carried out for all tangible assets at the year end date where there is an indication that impairment exists. For the purposes of impairment testing, the carrying amounts of the tangible assets are reviewed and an impairment loss is recognised where the carrying amounts exceed the assets recoverable amount.

Estimates

Depreciation methods, useful lives and residual values are reviewed at each balance sheet date. The gain or loss arising on the disposal or retirement of an item of property, plant and equipment is determined as the difference between the sales proceeds and the carrying amount of the assets and is recognised in Statement of Financial Activities.

The directors consider that there are no significant areas of key judgement or estimation uncertainty other than those identified in the accounting policies above.

Income

All income is included in the statement of financial activities when the charity is entitled to the funds and the amount can be measured with reasonable certainty. Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.



Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

2. ACCOUNTING POLICIES - continued

Income

Voluntary income is received by way of grants, donations and gifts, including gift aid income where applicable, and is included in full in the statement of financial activities when receivable. Income from government and other grants, where related to performance and specific deliverables, are accounted for when it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Donated services and facilities are included at the value to the charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts.

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

Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

Expenditure on raising funds; comprise the costs associated with attracting voluntary income. Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them.

Support costs include all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity. They also include those costs not associated with the other two headings and includes costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity. They have been allocated to activity cost categories on a basis consistent with the use of resources i.e. by time spent.

Tangible fixed assets

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

Improvements to property	- 20% on cost
Computer equipment	- 33% on cost

All assets individually or paid for as one invoice, costing £1,000 or more are capitalised

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

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

Designated funds are unrestricted funds reserved by the trustees for particular purposes or if there are funds not easily available for use in liquidity terms.

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



Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

2. ACCOUNTING POLICIES - continued

Debtors

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

Cash at bank and in hand

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

Creditors

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

3. DONATIONS AND LEGACIES

	31.3.25	31.3.24
	£	£
Donations	2,484	302
	<u>2,484</u>	<u>302</u>

4. INVESTMENT INCOME

	31.3.25	31.3.24
	£	£
Deposit account interest	2,530	2,396
	<u>2,530</u>	<u>2,396</u>

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	31.3.25	31.3.24
		£	£
Bedford Borough Council - Core Contract	General Advice	181,500	173,813
Bedford Borough Council- Homeless Prevention	General Advice	43,810	15,000
Youth Pilot Project	General Advice	7,425	13,125
Money and Pensions Service	Debt Advice	78,242	101,832
House of Industry- Debt Housing	Debt Advice	32,959	66,134
Bedford Borough Council- Welfare Benefits	Benefits & Welfare	41,425	41,245
The Harpur Trust	Benefits & Welfare	46,278	52,329
Benefits Advice Service	Benefits & Welfare	-	1,970
Energy Advisor	Energy Advice	71,223	77,062
Trussell Trust	Food Advice	69,848	55,077
		<u>572,710</u>	<u>597,587</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 7) £	Totals £
General Advice	41,126	123,090	164,216
Debt Advice	119,199	122,000	241,199
Benefits & Welfare	21,169	68,377	89,546
Energy Advice	41,144	56,450	97,594
Food Advice	51,431	61,512	112,943
	<u>274,069</u>	<u>431,429</u>	<u>705,498</u>

7. SUPPORT COSTS

	Management £	Governance costs £	Totals £
General Advice	120,004	3,086	123,090
Debt Advice	119,465	2,535	122,000
Benefits & Welfare	67,031	1,346	68,377
Energy Advice	55,112	1,338	56,450
Food Advice	60,213	1,299	61,512
	<u>421,825</u>	<u>9,604</u>	<u>431,429</u>

Support costs are allocated on the basis of labour hours.

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

	General Advice £	Debt Advice £	Benefits & Welfare £
Wages and salaries	91,992	91,057	51,095
Premises costs	14,757	13,052	7,227
Office costs	11,572	14,046	7,960
Other costs	64	59	34
Staff and volunteer	1,619	1,251	715
Governance costs	3,086	2,535	1,346
	<u>123,090</u>	<u>122,000</u>	<u>68,377</u>
		31,325	31,324
		Total	Total
		activities	activities
	£	£	£
Wages and salaries	42,048	46,058	293,550
Premises costs	6,000	6,505	46,910
Office costs	6,343	6,973	61,533
Other costs	28	30	318
Staff and volunteer	693	647	9,004
Governance costs	1,338	1,299	6,897
	<u>56,450</u>	<u>61,512</u>	<u>418,212</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

8. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.25	31.3.24
	£	£
Depreciation - owned assets	10,471	11,218
Operating lease	13,173	12,931
Independent examiner's remuneration	3,955	3,360
	<u>27,600</u>	<u>27,509</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

During the current or previous year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or to any person known to be connected with them.

Trustees' expenses

During the year ended 31 March 2025, no trustees' expenses were paid (2023/24: £321).

10. EMPLOYEES

	31.3.25	31.3.24
	£	£
Wages and salaries	591,677	575,584
	<u>591,677</u>	<u>575,584</u>

The average monthly number of employees during the year was as follows:

	31.3.25	31.3.24
Advice workers and support staff	18	19
Key management personnel	4	4
	<u>22</u>	<u>23</u>

No employees received emoluments in excess of £60,000.

The key management personnel of the Charity comprise the Chief Executive Officer, Deputy Chief Executive and Operation Managers. The total employee benefits of the key management personnel of the Charity were £174,327 (2023/24: £144,986).

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	302	-	302
Charitable activities			
General Advice	173,813	28,125	201,938
Debt Advice	-	167,966	167,966
Benefits & Welfare	1,970	93,574	95,544
Energy Advice	4,725	72,337	77,062
Food Advice	-	55,077	55,077
Investment income	2,396	-	2,396

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Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
Other income	9,437	-	9,437
Total	192,643	417,079	609,722
EXPENDITURE ON			
Charitable activities			
General Advice	65,516	43,879	109,395
Debt Advice	-	264,308	264,308
Benefits & Welfare	-	140,402	140,402
Energy Advice	-	98,972	98,972
Food Advice	-	92,903	92,903
Total	65,516	640,464	705,980
NET INCOME/(EXPENDITURE)	127,127	(223,385)	(96,258)
Transfers between funds	(172,094)	172,094	-
Net movement in funds	(44,967)	(51,291)	(96,258)
RECONCILIATION OF FUNDS			
Total funds brought forward	374,612	69,935	444,547
TOTAL FUNDS CARRIED FORWARD	329,645	18,644	348,289

12. VOLUNTEERS

The Charity receives help and support in the form of voluntary assistance in advising the public and administering the Charity. As at 31 March 2025, we had 35 volunteers and are actively recruiting more. We will continue to develop ways to engage and maintain new volunteer numbers. The Trustee Board and Senior Management Team recognise the invaluable contribution made by our volunteers without whom the service could not operate. In accordance with FRS 102 and the Charities SORP, the economic contribution of volunteers is not recognised in the financial statements.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

13. TANGIBLE FIXED ASSETS

	Improvements to property £	Computer equipment £	Totals £
COST			
At 1 April 2024 and 31 March 2025	52,355	5,365	57,720
DEPRECIATION			
At 1 April 2024	17,381	5,365	22,746
Charge for year	10,471	-	10,471
At 31 March 2025	27,852	5,365	33,217
NET BOOK VALUE			
At 31 March 2025	24,503	-	24,503
At 31 March 2024	34,974	-	34,974

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25 £	31.3.24 £
Other debtors	181	240
Accrued income	72,941	37,297
Prepayments	1,488	2,365
	74,610	39,902

15. CURRENT ASSET INVESTMENTS

	31.3.25 £	31.3.24 £
Short term investment deposits	97,948	95,418

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25 £	31.3.24 £
Trade creditors	(1,825)	7,700
Social security and other taxes	7,032	7,032
Other creditors	11,986	12,712
Accrued expenses	3,955	4,710
	21,148	32,154

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

17. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	31.3.25 £	31.3.24 £
Within one year	22,641	25,881
Between one and five years	27,141	49,782
	<u>49,782</u>	<u>75,663</u>

18. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	153,340	182,441	(227,472)	108,309
Benefits Advice Service	-	11,374	-	11,374
Designated Funds: Reserve policy	176,305	-	3,283	179,588
	<u>329,645</u>	<u>193,815</u>	<u>(224,189)</u>	<u>299,271</u>
Restricted funds				
Money and Pension Service	-	(17,534)	17,534	-
House of Industry	-	(82,766)	82,766	-
Bedford Borough Welfare Benefits	-	(8,245)	8,245	-
The Harpur Trust	-	(23,296)	23,296	-
Trussell Trust	-	(43,095)	43,095	-
Homeless Prevention	-	(10,932)	10,932	-
Energy Advisor	18,644	(26,371)	7,727	-
Youth Pilot Project	-	(30,594)	30,594	-
	<u>18,644</u>	<u>(242,833)</u>	<u>224,189</u>	<u>-</u>
TOTAL FUNDS	<u>348,289</u>	<u>(49,018)</u>	<u>-</u>	<u>299,271</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

18. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	253,896	(71,455)	182,441
Benefits Advice Service	11,374	-	11,374
	<u>265,270</u>	<u>(71,455)</u>	<u>193,815</u>
Restricted funds			
Money and Pension Service	78,242	(95,776)	(17,534)
House of Industry	32,959	(115,725)	(82,766)
Bedford Borough Welfare Benefits	41,425	(49,670)	(8,245)
The Harpur Trust	46,278	(69,574)	(23,296)
Trussell Trust	69,848	(112,943)	(43,095)
Homeless Prevention	43,810	(54,742)	(10,932)
Energy Advisor	71,223	(97,594)	(26,371)
Youth Pilot Project	7,425	(38,019)	(30,594)
	<u>391,210</u>	<u>(634,043)</u>	<u>(242,833)</u>
TOTAL FUNDS	<u>656,480</u>	<u>(705,498)</u>	<u>(49,018)</u>

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	204,864	120,432	(178,651)	146,645
Benefits Advice Service	-	1,970	-	1,970
Designated Funds: Reserve policy	169,748	-	6,557	176,305
Energy Advisor	-	4,725	-	4,725
	<u>374,612</u>	<u>127,127</u>	<u>(172,094)</u>	<u>329,645</u>
Restricted funds				
Money and Pension Service	14,877	(38,194)	23,317	-
House of Industry	-	(58,148)	58,148	-
Bedford Borough Welfare Benefits	7,098	(19,334)	12,236	-
The Harpur Trust	1,174	(25,715)	24,541	-
Trussell Trust	-	(37,826)	37,826	-
Homeless Prevention	1,507	(16,365)	14,858	-
Energy Advisor	45,279	(26,635)	-	18,644
Youth Pilot Project	-	(1,168)	1,168	-
	<u>69,935</u>	<u>(223,385)</u>	<u>172,094</u>	<u>18,644</u>
TOTAL FUNDS	<u>444,547</u>	<u>(96,258)</u>	<u>-</u>	<u>348,289</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

18. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	185,948	(65,516)	120,432
Benefits Advice Service	1,970	-	1,970
Energy Advisor	4,725	-	4,725
	<u>192,643</u>	<u>(65,516)</u>	<u>127,127</u>
Restricted funds			
Money and Pension Service	101,832	(140,026)	(38,194)
House of Industry	66,134	(124,282)	(58,148)
Bedford Borough Welfare Benefits	41,245	(60,579)	(19,334)
The Harpur Trust	52,329	(78,044)	(25,715)
Trussell Trust	55,077	(92,903)	(37,826)
Homeless Prevention	15,000	(31,365)	(16,365)
Energy Advisor	72,337	(98,972)	(26,635)
Youth Pilot Project	13,125	(14,293)	(1,168)
	<u>417,079</u>	<u>(640,464)</u>	<u>(223,385)</u>
TOTAL FUNDS	<u>609,722</u>	<u>(705,980)</u>	<u>(96,258)</u>

Designated Funds

The designated fund of £179,588 is to match the reserves policy of 3 months' budgeted operating costs (2023/24: £176,305).

Restricted Funds

Money and Pensions Service: Citizens Advice nationally has contracted with Citizens Advice Bedford to provide specialist debt advice and support to clients who reside in Bedford Borough. This service is funded until 31 March 2025.

House of Industry: Specialist debt advice for people at risk of becoming homeless. This service is currently funded until 31 March 2025.

Bedford Borough Welfare Benefits: To provide specialist welfare benefit advice to clients of Bedford Borough Social Services clients. This service was funded until 31 March 2025.

The Harpur Trust: To provide for a specialist Welfare Benefits advisor. This service is currently funded until 31 March 2026

The Trussell Trust. Two year partnership with food bank operating within the Borough.

Energy Advisor. Two years funding from the Climate Change Fund ending December 2024

Homeless Prevention One off 18 Month funding contract.

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

19. EMPLOYEE BENEFIT OBLIGATIONS

There is a defined contribution pension scheme for employees. The basis for allocating the employer expense between activities is based on the salary cost of staff working on that activity. The CAB automatically enrolls eligible job holders into a qualifying scheme in accordance with pensions legislation. The assets of the scheme are held separately from those of the company in an independently administered fund. The fund is a Group Personal Pension Scheme with Standard Life. The pension cost charge for the year represents contributions payable by the charitable company to the fund and amounted to £15,529 (2023/24: £14,330). The cost of the pension is allocated to each individual project within which an employee works. At the year-end £Nil was owed to the pension scheme (2023/24: £Nil).

20. RELATED PARTY DISCLOSURES

Citizens Advice Bedford subscribes to the membership scheme of The National Association of Citizens Advice Bureaux (Citizens Advice), the national charity (Charity No 279057) which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of the Bureau in order to fulfil its charitable objects and comply with the national membership requirements.

During the 2024/25 financial year, payments were made to Citizens Advice to the value of £12,559 (2023/24: £6,924) in respect of subscriptions and sundries. Receipts from Citizens Advice for contracts and grant funding totalled £212,071 (2023/24: £149,027).

Also during the year, receipts were made from Mid Beds Citizens Advice (Charity No 1109976) to the value of £51,392 (2023/24: £5,037) and from Scunthorpe & District Citizen Advice (Charity No 1110205) to the value of £nil (2023/24: £2,434). These were in respect of support services.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where any of the Trustees holds the position of a Trustee/Director of another charity they would declare a conflict of interest and then may be involved in discussions regarding that other charity but not in the ultimate decision-making.

**The Bedford and District Citizens Advice
Bureau**

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2025**

	31.3.25 £	31.3.24 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	2,484	302
Investment income		
Deposit account interest	2,530	2,396
Charitable activities		
Bedford Borough Council - Core Contract	181,500	173,813
Money and Pensions Service	78,242	101,832
House of Industry- Debt Housing	32,959	66,134
Bedford Borough Council- Welfare Benefits	41,425	41,245
The Harpur Trust	46,278	52,329
Benefits Advice Service	-	1,970
Trussell Trust	69,848	55,077
Bedford Borough Council- Homeless Prevention	43,810	15,000
Energy Advisor	71,223	77,062
Youth Pilot Project	7,425	13,125
	572,710	597,587
Other income		
Other income	78,756	9,437
	656,480	609,722
Total incoming resources		
EXPENDITURE		
Charitable activities		
Salaries and wages	269,427	282,034
Office costs	330	4,225
Other costs	3,490	-
Staff and volunteers	822	1,509
	274,069	287,768
Support costs		
Management		
Wages and salaries	322,250	293,550
Premises costs	47,541	46,910
Office costs	46,894	61,533
Other costs	215	318
Staff and volunteer	4,925	9,004
	421,825	411,315
Governance costs		
Governance costs	9,604	6,897

This page does not form part of the statutory financial statements

**The Bedford and District Citizens Advice
Bureau**

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2025**

	31.3.25 £	31.3.24 £
Total resources expended	705,498	705,980
Net expenditure	<u>(49,018)</u>	<u>(96,258)</u>

Don Hodgson
13th January 2026.

Accounts

REGISTERED COMPANY NUMBER: 05190146 (England and Wales)
REGISTERED CHARITY NUMBER: 1106738

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2024
for
The Bedford and District Citizens Advice
Bureau

**Contents of the Financial Statements
for the Year Ended 31 March 2024**

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**Report of the Trustees
for the Year Ended 31 March 2024**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objectives of Citizens Advice Bedford are:

- To provide free, confidential, impartial and independent advice and information for the benefit of the local community.
- To exercise a responsible influence on the development of social policies and services.
- To ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

In addition to the continuing provision of high-quality advisory services to the local community, the objective is to work to enable the Bureau to expand its services where possible.

The principal activity of the Bureau remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. In addition to generalist advice the following specialist advisory services were provided:

- i) Specialist Welfare Benefits Advice to clients of Bedford Borough Social Services, funded by Bedford Borough Council
- ii) Specialist Welfare Benefits Advice funded by the Harpur Trust
- iii) Specialist Welfare Reform/Debt Advice funded by the House of Industry
- iv) Specialist Housing Debt Advice and Court Desk funded by the House of Industry
- v) Specialist Debt Advice funded by the Money Advice Service
- vi) Benefit Advice Services to help people resolve concerns around public involvement in health research design and delivery funded by a number of Health and other research Agencies
- vii) Generalist Services funded by the Trussell Trust
- viii) Energy Advice services funded by the Climate Change Fund through the Bedford Borough Mayor
- ix) General Advice services

Advisory services were provided through a hybrid of face-to-face and remote consultations as well as email, although advice was also delivered through the use of telephone and social media.

During this year, we became a Domestic Abuse Support Hub.

Public benefit

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the aims and objectives and in planning the future activities. In particular, the Trustees considered how planned activities will contribute to the aims and objectives they have set and believe the Charity has complied with the duty in section 4 of the Charities Act 2011.

**Report of the Trustees
for the Year Ended 31 March 2024**

OBJECTIVES AND ACTIVITIES

Volunteers

The Charity receives help and support in the form of voluntary assistance in advising the public and administering the Charity.

As at 31 March 2024, we had 35 volunteers and are actively recruiting more. Over the last 12 months we have been able to recruit and train more volunteers than during the previous year and increase the volunteer numbers from 18.

The Trustee Board and Senior Management Team recognise the invaluable contribution made by our volunteers without whom the service could not operate.

STRATEGIC REPORT

Achievement and performance

Charitable activities

Citizens Advice Bedford is the recognised advice agency in Bedford Borough; the Citizens Advice brand is widely recognised and trusted at national and local level. It is recognised as an organisation that provides good quality advice without charge to anyone in need.

The office is located in the Harpur Centre, in the centre of town and benefits from staff and volunteers who are well trained, enthusiastic and committed. As well as benefiting from nationally provided knowledge and reference sources, they also have specialist local knowledge which is valuable to clients.

Citizens Advice Bedford saw a total of 3,929 unique clients with 19,056 issues, each month was a record breaking month for the number of clients seen compared to the previous 5 years

The most relevant issues we advised upon were :

- Benefits - 4,800 issues
- Debts - 4,041 issues
- Housing - 1,939 issues

The charity helped generate £1,726,478 in welfare benefit income for our clients, and wrote off £191,992 worth of debt and helped clients to reschedule £27,051 of repayments. We helped 2,300 families and individuals get access to emergency food and 33 people were at risk of eviction to stay in their homes.

The fiscal value of the work we did was £2,305,519 * which equates to £3.77 for every £1 of funding we received. The Public value of the work we did was £12,856,963 * which equates to £21.02 for every £1 of funding we received. The value to the clients of the work we did was £6,461,738 * which equates to £10.56 for every £1 of funding we received.

(* These figures are based on the Citizens Advice Financial Modelling Tool which uses methodology developed by New Economy and the model is approved by the Treasury)

Fundraising activities

The charity did not undertake any fundraising activities during the year.

**Report of the Trustees
for the Year Ended 31 March 2024**

STRATEGIC REPORT

Achievement and performance

Restrictions and Investment Powers

As required in its Memorandum paragraph in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law. The Trustee Board has agreed an investment policy, which includes;

- No bank (plus any of its subsidiaries) shall have more than £85,000 of Citizens Advice Bedford funds for a period greater than 28 days.
- The Company will actively invest funds currently held on deposit into a mix of business investment funds offered by UK based banks or Building Societies covered by the UK Financial Compensation Scheme. For clarity there would be no investments in institutions where the compensation scheme is covered by a country abroad. No investment would exceed £85,000 in any one bank or its subsidiaries.
- The Company will retain flexibility within either the current account and/or linked deposit account to meet its day-to-day needs.
- The Company will consider investing in shares and/or similar investments but will not commit more than 25% of available reserves in these types of investments.
- No investment will be made where access to funds would be greater than 60 days' notice.

At 31st March 2024 the Company Charity had £95,418 invested with the Cambridge and Counties Bank in a 31-day notice account and an easy access savings account. The investment in Cambridge and Counties slightly exceeded the £85,000 per bank requirement of the policy but is considered to be a small risk.

The Memorandum of Association authorises the charity to receive income by way of grants, donations, gifts and legacies provided that it does not undertake any permanent trading activities in raising funds for its primary objectives. The Memorandum of Association authorises investment of surplus monies not immediately required, subject only to conditions and consents imposed by law.

Financial review

Financial position

The unrestricted and undesignated general free reserves at 31 March 2024 was £153,340 (2022/23: £204,864) after designating reserves of £176,305 (2022/23: £169,748).

Restricted reserves at the end of the year amount to £18,644 (2022/23: £69,935). These funds are expected to be fully spent or returned by 31 March 2025.

During the 2023/24 financial year, CAB delivered a financial deficit of £(96,258) (2022/23: surplus £123,783). This deficit arose primarily through an increase in new staff members, and a reduction in funding.

Income overall has decreased by 5.026% to £609,722 compared to £641,986 in 2022/23, while over the same period expenditure increased by 36.235% to £705,980 from £518,203 in 2022/23.

Expenditure on fixed assets capitalised during the year amounted to £3,774 (2022/23: £48,581) in congruence with our policy. Fixed assets are used for charitable purposes and enable staff and volunteers to capitalisation provide an optimum service to the public.

**Report of the Trustees
for the Year Ended 31 March 2024**

STRATEGIC REPORT

Financial review

Principal funding sources

CAB delivered the final year of a 5-year contract on behalf of Bedford Borough Council and continued with The Harpur Trust funded project for welfare benefit advice. CAB also completed the final delivery of MaPS contracts and the Benefits Advice Service continues to provide funding for clients across England and Wales undergoing research into health and social issues. Borough Council provides a continuous running welfare benefit contract and the House of Industry provides grants for both debt relief and housing contracts. CAB secured funding for 2 years through the Mayoral Climate Change Fund, which will end in December 2024. CAB continued to deliver year 2 of a 3-year partnership with the Trussell Trust, operating in Foodbanks within the Borough.

The Trustees extend their gratitude to all funders for their continued support.

Reserves policy

Citizens Advice Bedford is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The Company will maintain a projection of income for at least two years ahead and will ensure that this continues to be derived from as wide a variety of sources possible. They will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred the Trustees have determined that a designated unrestricted reserve should be maintained equal to 3 months' budgeted operating expenditure, which currently equates to £176,305 (2022/23: £169,748 based on 3 months' normal operating expenditure). The Trustees continually monitor this target, a key KPI for the Charity.

The unrestricted and undesignated general free reserves at 31 March 2024 was £153,340 (2022/23: £204,864) after designating reserves of £176,305 (2022/23: £169,748). Restricted reserves at the end of the year amount to £18,644 (2022/23: £69,935).

Going concern

The Charity reported a cash inflow of £(142,322) for the year compared to £122,487 for 2022/23. Whilst the year ending 31 March 2024 is no longer affected by Lockdown, nonetheless the impact of Covid-19 continues to be still evident. The affect on project work was minimal from a financial point of view overall. Whilst having returned to providing some face-to-face services, CAB are still providing telephone support to those needing our support/advice and have increased our capacity to deliver services in this way.

We expect funding next year in 2024/25 to remain similar to the current year but are reviewing our expenditure base and accommodation to reduce costs to match any reduction in funding, whilst continuing to look for further funding opportunities. Different funding streams have been identified in 2024/25 which have offered the organisation the chance to develop new expertise.

After making further appropriate enquiries, together with reserves and expenditure control, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the twelve months from the date of signing this report. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Political Donations

No donations of monies or donated goods were made to any political parties or political campaigns in the year 2023/24 (2022/23: £NIL).

**Report of the Trustees
for the Year Ended 31 March 2024**

STRATEGIC REPORT

Principal risks and uncertainties

The trustees have a duty to identify and review risks to which the charity is exposed and to ensure appropriate controls are in place.

The Charity has worked on a Corporate Risk Management exercise. A risk management strategy and risk register were agreed by the Trustee Board. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. The last full risk assessment was carried out in November 2023, and approved by Trustees at the November 2023 Trustee Board Meeting,

Future plans

CAB's main priority is the provision of an accessible advice service to the community in Bedford Borough. The move last year to the Harpur Centre has increased the local profile of the organisation. New funding streams have been obtained, which has enabled outreach work to be carried out at local Foodbank venues, as well as funding for a new Energy Advice role in response to the Cost of Living Crisis. As well as the new outreach sections, clients are still able to contact us face to face, by telephone and email - we are continually looking to extend these services with the recruitment of more volunteers. CAB is also recruiting a dedicated telephone assessor to meet client demand, and plans to start additional outreach work.

In summary CAB will continue to:

- provide good quality advice and information to the communities in Bedford and in particular to the most the most vulnerable;
- provide advice that is available at both a general help level and specialist advice in debt, welfare benefits and homelessness prevention;
- provide accessible channels to contact the service;
- be a key partner to the local authority through, in particular, the provision of data about community needs and a leading player in the Bedford Advice and Third Sectors.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The Charity (which has the working name of 'Citizens Advice Bedford (CAB)') was formed as a Company limited by guarantee on 27 July 2004 (Company Number: 05190146). The full name of the charity is The Bedford and District Citizens Advice Bureau and was registered with the Charity Commission on 12 November 2004 (Charity Number: 1106738).

It is governed by its Memorandum and Articles of Association, as last updated on 24 March 2011.

Organisational structure

Citizens Advice Bedford is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of the Bureau and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

**Report of the Trustees
for the Year Ended 31 March 2024**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment and appointment of new trustees

Trustees, who are also Directors of the Company, are appointed by the current Trustee Board. A separate process agreed by the Trustee Board is followed for the election of the Chair and Treasurer. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

Newly appointed Trustees are provided with a comprehensive induction to Citizens Advice Bedford through the provision of CAB training courses and support by established Trustees.

Key management remuneration

The Trustees regularly benchmark the pay of Senior Management in similar sized charity organisations in the locality and also across similar sized Local Citizens Advice organisations

No member of staff was paid more than £60,000.

Related parties

Citizens Advice Bedford subscribes to the membership scheme of The National Association of Citizens Advice Bureaux (Citizens Advice), the national charity (Charity No 279057) which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of the Bureau in order to fulfil its charitable objects and comply with the national membership requirements.

During the 2023/24 financial year, payments were made to Citizens Advice to the value of £6,924 (2022/23: £7,849) in respect of insurance, subscriptions and sundries. Receipts from Citizens Advice for contracts and grant funding totalled £149,027 (2022/23: £141,540).

Also during the year, receipts for support services were made from Mid Beds Citizens Advice (Charity No 1109976) to the value of £5,037 (2022/23: £nil) and from Scunthorpe & District Citizen Advice (Charity No 1110205) to the value of £2,434 (2022/23: £nil).

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where any of the Trustees holds the position of a Trustee/Director of another charity they would declare a conflict of interest and then may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

05190146 (England and Wales)

Registered Charity number

1106738

Registered office

8 Harpur Centre
Bedford
Bedfordshire
MK40 1TP

Trustees

Jane Margret Mordue - Chair
Duncan Albert Lance Gear - Treasurer (resigned 3.3.24)
Dr Thomas Greville Inskip
Mark Smith
Elizabeth Borland
David Hodgson (appointed 15.2.24) - Acting Treasurer (appointed 4.3.24)
Iain Clark Retired (appointed 15.2.24)

**Report of the Trustees
for the Year Ended 31 March 2024**

REFERENCE AND ADMINISTRATIVE DETAILS

Company Secretary

Francesca Marritt

Independent Examiner

Colin Airey FCCA
George Hay Partnership LLP
Chartered Accountants
Brigham House
High Street
Biggleswade
Bedfordshire
SG18 0LD

Bankers:

Unity Trust Bank Plc,
9 Brindley Place,
Birmingham, B1 2HB

Senior Management Team:

Francesca J. Marritt, Chief Executive Officer

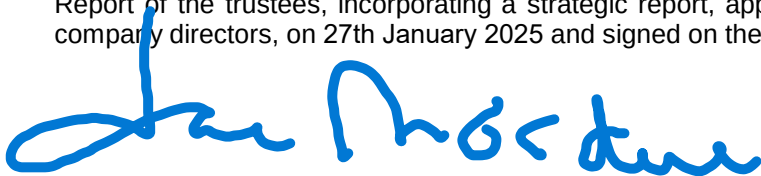
Joanne Gurner, Operations Manager

Lucy Barnes, Business Manager

Simon Kelly, Operations Supervisor (Operations Manager 01.02.2024)

Authorised and regulated by the Financial Conduct Authority FRN: 617505

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 27th January 2025 and signed on the board's behalf by:



.....
Trustee

**Independent Examiner's Report to the Trustees of
The Bedford and District Citizens Advice
Bureau**

Independent examiner's report to the trustees of The Bedford and District Citizens Advice Bureau ('the Company')

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

Responsibilities and basis of report

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

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Colin Airey FCCA
The Association of Chartered Certified Accountants

George Hay Partnership LLP
Chartered Accountants
Brigham House
High Street
Biggleswade
Bedfordshire
SG18 0LD

Date:

**Statement of Financial Activities
for the Year Ended 31 March 2024**

		Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
	Notes				
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	302	-	302	5,150
Charitable activities	5				
General Advice		173,813	28,125	201,938	177,342
Debt Advice		-	167,966	167,966	264,012
Benefits & Welfare		1,970	93,574	95,544	106,502
Energy Advice		4,725	72,337	77,062	50,000
Food Advice		-	55,077	55,077	37,954
Investment income	4	2,396	-	2,396	1,026
Other income		9,437	-	9,437	-
Total		<u>192,643</u>	<u>417,079</u>	<u>609,722</u>	<u>641,986</u>
EXPENDITURE ON					
Charitable activities	6				
General Advice		65,516	43,879	109,395	101,949
Debt Advice		-	264,308	264,308	263,481
Benefits & Welfare		-	140,402	140,402	108,712
Energy Advice		-	98,972	98,972	4,721
Food Advice		-	92,903	92,903	39,340
Total		<u>65,516</u>	<u>640,464</u>	<u>705,980</u>	<u>518,203</u>
NET INCOME/(EXPENDITURE)		127,127	(223,385)	(96,258)	123,783
Transfers between funds	18	(172,094)	172,094	-	-
Net movement in funds		(44,967)	(51,291)	(96,258)	123,783
RECONCILIATION OF FUNDS					
Total funds brought forward		374,612	69,935	444,547	320,764
TOTAL FUNDS CARRIED FORWARD		<u><u>329,645</u></u>	<u><u>18,644</u></u>	<u><u>348,289</u></u>	<u><u>444,547</u></u>

**Balance Sheet
31 March 2024**

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
FIXED ASSETS					
Tangible assets	13	34,974	-	34,974	42,418
CURRENT ASSETS					
Debtors	14	39,902	-	39,902	28,294
Investments	15	95,418	-	95,418	93,022
Cash at bank and in hand		191,505	18,644	210,149	352,471
		<u>326,825</u>	<u>18,644</u>	<u>345,469</u>	<u>473,787</u>
CREDITORS					
Amounts falling due within one year	16	(32,154)	-	(32,154)	(71,658)
NET CURRENT ASSETS		<u>294,671</u>	<u>18,644</u>	<u>313,315</u>	<u>402,129</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>329,645</u>	<u>18,644</u>	<u>348,289</u>	<u>444,547</u>
NET ASSETS		<u>329,645</u>	<u>18,644</u>	<u>348,289</u>	<u>444,547</u>
FUNDS	18				
Unrestricted funds				329,645	374,612
Restricted funds				18,644	69,935
TOTAL FUNDS				<u>348,289</u>	<u>444,547</u>

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

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

The trustees acknowledge their responsibilities for

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

**Balance Sheet - continued
31 March 2024**

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

The financial statements were approved by the Board of Trustees and authorised for issue on 27th January 2025 and were signed on its behalf by:

A handwritten signature in blue ink, appearing to read 'John M. [unclear]', is written over a dotted line.

Trustee

**Cash Flow Statement
for the Year Ended 31 March 2024**

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from operations	1	(138,548)	171,244
Net cash (used in)/provided by operating activities		<u>(138,548)</u>	<u>171,244</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(3,774)	(48,581)
Movement in short term investment		(2,396)	(1,202)
Interest received		2,396	1,026
Net cash used in investing activities		<u>(3,774)</u>	<u>(48,757)</u>
Change in cash and cash equivalents in the reporting period		<u>(142,322)</u>	<u>122,487</u>
Cash and cash equivalents at the beginning of the reporting period		<u>352,471</u>	<u>229,984</u>
Cash and cash equivalents at the end of the reporting period		<u><u>210,149</u></u>	<u><u>352,471</u></u>

Notes to the Cash Flow Statement
for the Year Ended 31 March 2024

1. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024 £	2023 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(96,258)	123,783
Adjustments for:		
Depreciation charges	11,218	9,076
Interest received	(2,396)	(1,026)
(Increase)/decrease in debtors	(11,608)	38,415
(Decrease)/increase in creditors	(39,504)	996
Net cash (used in)/provided by operations	<u>(138,548)</u>	<u>171,244</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23 £	Cash flow £	At 31.3.24 £
Net cash			
Cash at bank and in hand	352,471	(142,322)	210,149
	<u>352,471</u>	<u>(142,322)</u>	<u>210,149</u>
Liquid resources			
Deposits included in cash	-	-	-
Current asset investments	93,022	2,396	95,418
	<u>93,022</u>	<u>2,396</u>	<u>95,418</u>
Total	<u>445,493</u>	<u>(139,926)</u>	<u>305,567</u>

**Notes to the Financial Statements
for the Year Ended 31 March 2024**

1. CHARITABLE COMPANY INFORMATION

The Bedford and District Citizens Advice Bureau is a private limited charitable company, limited by guarantee, by not having share capital incorporated and domiciled in England and Wales. The registered office is 8 Harpur Centre, Bedford, MK40 1TP and the company registration number is 05190146.

The financial statements are prepared in Sterling and rounded to the nearest £1.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The Bedford and District Citizens Advice Bureau meets the definition of a public benefit under FRS102.

Going Concern

After making further appropriate enquiries, together with reserves and expenditure control, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the twelve months from the date of signing this report. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Critical accounting judgements and key sources of estimation uncertainty

In preparing the Financial Statements, management is required to make estimates and assumptions which affect reported income, expenses, assets, liabilities and disclosure of contingent assets and liabilities. Use of available information and application of judgement are inherent in the formation of estimates, together with expectations of future events that are believed to be reasonable under the circumstances. Actual results in the future could differ from such estimates.

Judgements

Impairment testing is carried out for all tangible assets at the year end date where there is an indication that impairment exists. For the purposes of impairment testing, the carrying amounts of the tangible assets are reviewed and an impairment loss is recognised where the carrying amounts exceed the assets recoverable amount.

Estimates

Depreciation methods, useful lives and residual values are reviewed at each balance sheet date. The gain or loss arising on the disposal or retirement of an item of property, plant and equipment is determined as the difference between the sales proceeds and the carrying amount of the assets and is recognised in Statement of Financial Activities.

The directors consider that there are no significant areas of key judgement or estimation uncertainty other than those identified in the accounting policies above.

Income

All income is included in the statement of financial activities when the charity is entitled to the funds and the amount can be measured with reasonable certainty. Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

2. ACCOUNTING POLICIES - continued

Income

Voluntary income is received by way of grants, donations and gifts, including gift aid income where applicable, and is included in full in the statement of financial activities when receivable. Income from government and other grants, where related to performance and specific deliverables, are accounted for when it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Donated services and facilities are included at the value to the charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts.

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

Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

Expenditure on raising funds; comprise the costs associated with attracting voluntary income. Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them.

Support costs include all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity. They also include those costs not associated with the other two headings and includes costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity. They have been allocated to activity cost categories on a basis consistent with the use of resources.i.e, by time spent.

Tangible fixed assets

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

Improvements to property	- 20% on cost
Computer equipment	- 33% on cost

All assets individually or paid for as one invoice, costing £1,000 or more are capitalised

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

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

Designated funds are unrestricted funds reserved by the trustees for particular purposes or if there are funds not easily available for use in liquidity terms.

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

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

2. ACCOUNTING POLICIES - continued

Debtors

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

Cash at bank and in hand

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

Creditors

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

3. DONATIONS AND LEGACIES

	2024	2023
	£	£
Donations	302	5,150
	<u> </u>	<u> </u>

4. INVESTMENT INCOME

	2024	2023
	£	£
Deposit account interest	2,396	1,026
	<u> </u>	<u> </u>

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2024	2023
		£	£
Bedford Borough Council - Core Contract	General Advice	173,813	152,500
Universal Credit Support -Help to claim	General Advice	-	(5,158)
Bedford Borough Council- Homeless Prevention	General Advice	15,000	30,000
Youth Pilot Project	General Advice	13,125	-
Money and Pensions Service	Debt Advice	101,832	157,797
House of Industry- Debt Housing	Debt Advice	66,134	106,215
Bedford Borough Council- Welfare Benefits	Benefits & Welfare	41,245	40,005
The Harpur Trust	Benefits & Welfare	52,329	49,949
Benefits Advice Service	Benefits & Welfare	1,970	16,548
Energy Advisor	Energy Advice	77,062	50,000
Trussell Trust	Food Advice	55,077	37,954
		<u>597,587</u>	<u>635,810</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 7) £	Totals £
General Advice	21,014	88,381	109,395
Debt Advice	117,837	146,471	264,308
Benefits & Welfare	60,937	79,465	140,402
Energy Advice	45,303	53,669	98,972
Food Advice	42,677	50,226	92,903
	<u>287,768</u>	<u>418,212</u>	<u>705,980</u>

7. SUPPORT COSTS

	Management £	Governance costs £	Totals £
General Advice	87,036	1,345	88,381
Debt Advice	144,156	2,315	146,471
Benefits & Welfare	78,052	1,413	79,465
Energy Advice	52,780	889	53,669
Food Advice	49,291	935	50,226
	<u>411,315</u>	<u>6,897</u>	<u>418,212</u>

Support costs are allocated on the basis of labour hours.

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

	General Advice £	Debt Advice £	Benefits & Welfare £
Wages and salaries	63,341	101,542	55,581
Premises costs	8,069	16,367	10,661
Office costs	13,392	22,734	10,490
Other costs	183	54	39
Staff and volunteer	2,051	3,459	1,281
Governance costs	1,345	2,315	1,413
	<u>88,381</u>	<u>146,471</u>	<u>79,465</u>

	Energy Advice £	Food Advice £	2024 Total activities £	2023 Total activities £
Wages and salaries	37,637	35,449	293,550	198,417
Premises costs	6,023	5,790	46,910	42,012
Office costs	7,885	7,032	61,533	71,759
Other costs	20	22	318	184
Staff and volunteer	1,215	998	9,004	8,760
Governance costs	889	935	6,897	14,500
	<u>53,669</u>	<u>50,226</u>	<u>418,212</u>	<u>335,632</u>

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

8. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2024	2023
	£	£
Depreciation - owned assets	11,218	9,076
Operating lease	12,931	18,019
Independent examiner's remuneration	3,360	-
Auditor's remuneration	-	9,600
	<u> </u>	<u> </u>

9. TRUSTEES' REMUNERATION AND BENEFITS

During the current or previous year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or to any person known to be connected with them.

Trustees' expenses

During the year ended 31 March 2024, trustees' expenses paid amounted to £32 (2022/23: £nil).

10. EMPLOYEES

	2024	2023
	£	£
Wages and salaries	575,584	379,219
	<u> </u>	<u> </u>
	<u>575,584</u>	<u>379,219</u>

The average monthly number of employees during the year was as follows:

	2024	2023
Advice workers and support staff	19	13
Key management personnel	4	4
	<u> </u>	<u> </u>
	<u>23</u>	<u>17</u>

No employees received emoluments in excess of £60,000.

The key management personnel of the Charity comprise the Chief Executive Officer, Deputy Chief Executive and Operation Managers (2022/23: Chief Executive Officer and Service Delivery Manager). The total employee benefits of the key management personnel of the Charity were £144,986 (2022/23: £81,612).

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	5,150	-	5,150
Charitable activities			
General Advice	152,500	24,842	177,342
Debt Advice	-	264,012	264,012
Benefits & Welfare	16,548	89,954	106,502
Energy Advice	-	50,000	50,000
Food Advice	-	37,954	37,954
Investment income	1,026	-	1,026
Total	<u>175,224</u>	<u>466,762</u>	<u>641,986</u>
EXPENDITURE ON			
Charitable activities			
General Advice	73,456	28,493	101,949
Debt Advice	-	263,481	263,481
Benefits & Welfare	-	108,712	108,712
Energy Advice	-	4,721	4,721
Food Advice	-	39,340	39,340
Total	<u>73,456</u>	<u>444,747</u>	<u>518,203</u>
NET INCOME	101,768	22,015	123,783
Transfers between funds	(20,890)	20,890	-
Net movement in funds	80,878	42,905	123,783
RECONCILIATION OF FUNDS			
Total funds brought forward	293,734	27,030	320,764
TOTAL FUNDS CARRIED FORWARD	<u>374,612</u>	<u>69,935</u>	<u>444,547</u>

12. VOLUNTEERS

The Charity receives help and support in the form of voluntary assistance in advising the public and administering the Charity. As at 31 March 2024, we had 35 volunteers and are actively recruiting more. We will continue to develop ways to engage and maintain new volunteer numbers. The Trustee Board and Senior Management Team recognise the invaluable contribution made by our volunteers without whom the service could not operate. In accordance with FRS 102 and the Charities SORP, the economic contribution of volunteers is not recognised in the financial statements.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

13. TANGIBLE FIXED ASSETS

	Improvements to property £	Computer equipment £	Totals £
COST			
At 1 April 2023	48,581	5,365	53,946
Additions	3,774	-	3,774
At 31 March 2024	52,355	5,365	57,720
DEPRECIATION			
At 1 April 2023	7,287	4,241	11,528
Charge for year	10,094	1,124	11,218
At 31 March 2024	17,381	5,365	22,746
NET BOOK VALUE			
At 31 March 2024	34,974	-	34,974
At 31 March 2023	41,294	1,124	42,418

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Other debtors	240	-
Accrued income	37,297	27,000
Prepayments	2,365	1,294
	39,902	28,294

15. CURRENT ASSET INVESTMENTS

	2024 £	2023 £
Short term investment deposits	95,418	93,022

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Trade creditors	7,700	7,636
Social security and other taxes	7,032	7,160
Other creditors	12,712	6,762
Deferred income	-	30,000
Accrued expenses	4,710	20,100
	32,154	71,658

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

17. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2024 £	2023 £
Within one year	25,881	27,081
Between one and five years	49,782	75,663
	<u>75,663</u>	<u>102,744</u>

18. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	204,864	120,432	(178,651)	146,645
Benefits Advice Service	-	1,970	-	1,970
Designated Funds: Reserve policy	169,748	-	6,557	176,305
Energy Advisor	-	4,725	-	4,725
	<u>374,612</u>	<u>127,127</u>	<u>(172,094)</u>	<u>329,645</u>
Restricted funds				
Money and Pension Service	14,877	(38,194)	23,317	-
House of Industry	-	(58,148)	58,148	-
Bedford Borough Welfare Benefits	7,098	(19,334)	12,236	-
The Harpur Trust	1,174	(25,715)	24,541	-
Trussell Trust	-	(37,826)	37,826	-
Homeless Prevention	1,507	(16,365)	14,858	-
Energy Advisor	45,279	(26,635)	-	18,644
Youth Pilot Project	-	(1,168)	1,168	-
	<u>69,935</u>	<u>(223,385)</u>	<u>172,094</u>	<u>18,644</u>
TOTAL FUNDS	<u>444,547</u>	<u>(96,258)</u>	<u>-</u>	<u>348,289</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

18. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	185,948	(65,516)	120,432
Benefits Advice Service	1,970	-	1,970
Energy Advisor	4,725	-	4,725
	<u>192,643</u>	<u>(65,516)</u>	<u>127,127</u>
Restricted funds			
Money and Pension Service	101,832	(140,026)	(38,194)
House of Industry	66,134	(124,282)	(58,148)
Bedford Borough Welfare Benefits	41,245	(60,579)	(19,334)
The Harpur Trust	52,329	(78,044)	(25,715)
Trussell Trust	55,077	(92,903)	(37,826)
Homeless Prevention	15,000	(31,365)	(16,365)
Energy Advisor	72,337	(98,972)	(26,635)
Youth Pilot Project	13,125	(14,293)	(1,168)
	<u>417,079</u>	<u>(640,464)</u>	<u>(223,385)</u>
TOTAL FUNDS	<u>609,722</u>	<u>(705,980)</u>	<u>(96,258)</u>

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	165,988	85,220	(62,892)	188,316
Benefits Advice Service	-	16,548	-	16,548
Designated Funds: Reserve policy	127,746	-	42,002	169,748
	<u>293,734</u>	<u>101,768</u>	<u>(20,890)</u>	<u>374,612</u>
Restricted funds				
Universal Credit - Help to Claim	-	(5,158)	5,158	-
Money and Pension Service	-	14,877	-	14,877
House of Industry	-	(14,346)	14,346	-
Bedford Borough Welfare Benefits	-	7,098	-	7,098
The Harpur Trust	27,030	(25,856)	-	1,174
Trussell Trust	-	(1,386)	1,386	-
Homeless Prevention	-	1,507	-	1,507
Energy Advisor	-	45,279	-	45,279
	<u>27,030</u>	<u>22,015</u>	<u>20,890</u>	<u>69,935</u>
TOTAL FUNDS	<u>320,764</u>	<u>123,783</u>	<u>-</u>	<u>444,547</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

18. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	158,676	(73,456)	85,220
Benefits Advice Service	16,548	-	16,548
	<u>175,224</u>	<u>(73,456)</u>	<u>101,768</u>
Restricted funds			
Universal Credit - Help to Claim	(5,158)	-	(5,158)
Money and Pension Service	157,797	(142,920)	14,877
House of Industry	106,215	(120,561)	(14,346)
Bedford Borough Welfare Benefits	40,005	(32,907)	7,098
The Harpur Trust	49,949	(75,805)	(25,856)
Trussell Trust	37,954	(39,340)	(1,386)
Homeless Prevention	30,000	(28,493)	1,507
Energy Advisor	50,000	(4,721)	45,279
	<u>466,762</u>	<u>(444,747)</u>	<u>22,015</u>
TOTAL FUNDS	<u>641,986</u>	<u>(518,203)</u>	<u>123,783</u>

Designated Funds

The designated fund of £176,305 is to match the reserves policy of 3 months' budgeted operating costs (2022/23: £169,748).

Restricted Funds

Money and Pensions Service: Citizens Advice nationally has contracted with Citizens Advice Bedford to provide specialist debt advice and support to clients who reside in Bedford Borough. This service is funded until 31 March 2025.

House of Industry: Specialist debt advice for people at risk of becoming homeless. This service is currently funded until 31 March 2025.

Bedford Borough Welfare Benefits: To provide specialist welfare benefit advice to clients of Bedford Borough Social Services clients. This service was funded until 31 March 2024.

The Harpur Trust: To provide for a specialist Welfare Benefits advisor. This service is currently funded until 31 March 2026

The Trussell Trust. Two year partnership with food bank operating within the Borough.

Energy Advisor. Two years funding from the Climate Change Fund ending December 2024

Homeless Prevention One off 18 Month funding contract.

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

19. EMPLOYEE BENEFIT OBLIGATIONS

There is a defined contribution pension scheme for employees. The basis for allocating the employer expense between activities is based on the salary cost of staff working on that activity. The CAB automatically enrolls eligible job holders into a qualifying scheme in accordance with pensions legislation. The assets of the scheme are held separately from those of the company in an independently administered fund. The fund is a Group Personal Pension Scheme with Standard Life. The pension cost charge for the year represents contributions payable by the charitable company to the fund and amounted to £14,330 (2022/23: £9,092). The cost of the pension is allocated to each individual project within which an employee works. At the year-end £Nil was owed to the pension scheme (2022/23: £Nil).

20. RELATED PARTY DISCLOSURES

Citizens Advice Bedford subscribes to the membership scheme of The National Association of Citizens Advice Bureaux (Citizens Advice), the national charity (Charity No 279057) which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of the Bureau in order to fulfil its charitable objects and comply with the national membership requirements.

During the 2023/24 financial year, payments were made to Citizens Advice to the value of £6,924 (2022/23: £7,849) in respect of subscriptions and sundries. Receipts from Citizens Advice for contracts and grant funding totalled £149,027 (2022/23: £141,540).

Also during the year, receipts were made from Mid Beds Citizens Advice (Charity No 1109976) to the value of £5,037 (2022/23: £nil) and from Scunthorpe & District Citizen Advice (Charity No 1110205) to the value of £2,434 (2022/23: £nil). These were in respect of support services.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where any of the Trustees holds the position of a Trustee/Director of another charity they would declare a conflict of interest and then may be involved in discussions regarding that other charity but not in the ultimate decision-making.

**The Bedford and District Citizens Advice
Bureau**

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2024**

	2024 £	2023 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	302	5,150
Investment income		
Deposit account interest	2,396	1,026
Charitable activities		
Bedford Borough Council - Core Contract	173,813	152,500
Universal Credit Support -Help to claim	-	(5,158)
Money and Pensions Service	101,832	157,797
House of Industry- Debt Housing	66,134	106,215
Bedford Borough Council- Welfare Benefits	41,245	40,005
The Harpur Trust	52,329	49,949
Benefits Advice Service	1,970	16,548
Trussell Trust	55,077	37,954
Bedford Borough Council- Homeless Prevention	15,000	30,000
Energy Advisor	77,062	50,000
Youth Pilot Project	13,125	-
	597,587	635,810
Other income		
Other income	9,437	-
	609,722	641,986
Total incoming resources		
EXPENDITURE		
Charitable activities		
Salaries and wages	282,034	180,802
Office costs	4,225	1,071
Other costs	-	(344)
Staff and volunteers	1,509	1,042
	287,768	182,571
Support costs		
Management		
Wages and salaries	293,550	198,417
Premises costs	46,910	42,012
Office costs	61,533	71,759
Other costs	318	184
Staff and volunteer	9,004	8,760
	411,315	321,132
Governance costs		
Governance costs	6,897	14,500

This page does not form part of the statutory financial statements

Detailed Statement of Financial Activities
for the Year Ended 31 March 2024

	2024 £	2023 £
Total resources expended	705,980	518,203
Net (expenditure)/income	(96,258)	123,783

Accounts

REGISTERED COMPANY NUMBER: 05190146 (England and Wales)
REGISTERED CHARITY NUMBER: 1106738

Report of the Trustees and
Financial Statements for the Year Ended 31 March 2023
for
The Bedford and District Citizens Advice

**Contents of the Financial Statements
for the Year Ended 31 March 2023**

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**Report of the Trustees
for the Year Ended 31 March 2023**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objectives of Citizens Advice Bedford are:

- To provide free, confidential, impartial and independent advice and information for the benefit of the local community.
- To exercise a responsible influence on the development of social policies and services.
- To ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

In addition to the continuing provision of high-quality advisory services to the local community, the objective is to work to enable the Bureau to expand its services where possible.

The principal activity of the Bureau remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. In addition to generalist advice the following specialist advisory services were provided:

- i) Specialist Welfare Benefits Advice to clients of Bedford Borough Social Services, funded by Bedford Borough Council
- ii) Specialist Welfare Benefits Advice funded by the Harpur Trust
- iii) Specialist Welfare Reform/Debt Advice funded by the House of Industry
- iv) Specialist Housing Debt Advice and Court Desk funded by the House of Industry
- v) Specialist Debt Advice funded by the Money Advice Service
- vi) Benefit Advice Services to help people resolve concerns around public involvement in health research, design and delivery funded by a number of Health Agencies.
- vii) Generalist Services funded by the Trussell Trust
- viii) Energy Advice services funded by the Climate Change Fund through the Bedford Borough Mayor
- ix) General Advice services

Advisory services were provided through a hybrid of face-to-face and remote consultations as well as email, although advice was also delivered through the use of telephone and social media.

Public benefit

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the aims and objectives and in planning the future activities. In particular, the Trustees considered how planned activities will contribute to the aims and objectives they have set and believe the Charity has complied with the duty in section 4 of the Charities Act 2011.

**Report of the Trustees
for the Year Ended 31 March 2023**

OBJECTIVES AND ACTIVITIES

Volunteers

The Charity receives help and support in the form of voluntary assistance in advising the public and administering the Charity.

As at 31 March 2023, we had 13 volunteers and are actively recruiting more. The pandemic and lockdown has had an effect on our volunteer numbers who have not wished to continue remote working. We will continue to develop ways to engage and maintain new volunteer numbers.

The Trustee Board and Senior Management Team recognise the invaluable contribution made by our volunteers without whom the service could not operate.

STRATEGIC REPORT

Achievement and performance

Charitable activities

Citizens Advice Bedford is the recognised advice agency in Bedford Borough; the Citizens Advice brand is widely recognised and trusted at national and local level. It is recognised as an organisation that provides good quality advice without charge to anyone in need.

The office is located in the Harpur Centre, in the centre of town and benefits from staff and volunteers who are well trained, enthusiastic, and committed. As well as benefiting from nationally provided knowledge and reference sources, they also have specialist local knowledge which is valuable to clients.

Citizens Advice Bedford saw a total of 3,367 unique clients with 14,580 issues. In addition, we responded to 4,835 emails and the local advice telephone service received 5,806 telephone calls.

The charity generated £1,887,880 in welfare benefit income and wrote off £184,415 worth of debt.

Fundraising activities

The charity did not undertake any fundraising activities during the year.

**Report of the Trustees
for the Year Ended 31 March 2023**

STRATEGIC REPORT

Achievement and performance

Restrictions and Investment Powers

As required in its Memorandum paragraph in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law. The Trustee Board has agreed an investment policy, which includes;

- No bank (plus any of its subsidiaries) shall have more than £85,000 of Citizens Advice Bedford funds for a period greater than 28 days.
- The Company will actively invest funds currently held on deposit into a mix of business investment funds offered by UK based banks or Building Societies covered by the UK Financial Compensation Scheme. For clarity there would be no investments in institutions where the compensation scheme is covered by a country abroad. No investment would exceed £85,000 in any one bank or its subsidiaries.
- The Company will retain flexibility within either the current account and/or linked deposit account to meet its day-to-day needs.
- The Company will consider investing in shares and/or similar investments but will not commit more than 25% of available reserves in these types of investments.
- No investment will be made where access to funds would be greater than 60 days' notice.

At 31st March 2023 the Company Charity had £93,022 invested with the Cambridge and Counties Bank in a 31-day notice account and an easy access savings account. The investment in Cambridge and Counties slightly exceeded the £85,000 per bank requirement of the policy but is considered to be a small risk.

The Memorandum of Association authorises the charity to receive income by way of grants, donations, gifts and legacies provided that it does not undertake any permanent trading activities in raising funds for its primary objectives. The Memorandum of Association authorises investment of surplus monies not immediately required, subject only to conditions and consents imposed by law.

Financial review

Financial position

The unrestricted and undesignated general free reserves at 31 March 2023 was £204,864 (2022:£165,988) after designating reserves of £169,748 (2022: £127,746). Restricted reserves at the end of the year amount to £69,935 (2022: £27,030).

During the 2022/23 financial year, CAB delivered a financial surplus of £123,783 (2021/22: £9,803). This increase in surplus arose primarily through staff vacancies and changes, and increased funding. Income overall increased by 22.3% to £641,986 compared to £524,680 in 2021/22, while over the same period expenditure slightly increased by 0.6% to £518,203 from £514,877 in 2021/22.

Expenditure on fixed assets capitalised during the year amounted to £48,581 (2021/22: £Nil) in congruence with our policy. Fixed assets are used for charitable purposes and enable staff and volunteers to capitalisation provide an optimum service to the public.

There is an end of year restricted fund balance of £69,935 (2021/22: £27,030). These funds are expected to be fully spent or returned by 31 March 2024.

**Report of the Trustees
for the Year Ended 31 March 2023**

STRATEGIC REPORT

Financial review

Principal funding sources

CAB delivered the fourth year of a 5-year contract on behalf of Bedford Borough Council and continued with The Harpur Trust funded project for welfare benefit advice. CAB continued delivery of MaPS contracts and the Benefits Advice Service continues to provide funding for clients across England and Wales undergoing research into health and social issues. Borough Council provides a continuous running welfare benefit contract and the House of Industry provides grants for both debt relief and housing contracts. CAB secured funding for 2 years through the Mayoral Climate Change Fund, starting in January 2023. CAB also started to deliver year 1 of a 3-year partnership with the Trussell Trust, operating in Foodbanks within the Borough. A one-off payment was also received to support clients facing Homelessness from Bedford Borough Council. Lastly, in March 2023 a payment of £15,000 was secured from Citizens Advice to support core activity - this has been used to provide additional phone assessment support.

The Trustees extend their gratitude to all funders for their continued support.

Reserves policy

Citizens Advice Bedford is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The Company will maintain a projection of income for at least two years ahead and will ensure that this continues to be derived from as wide a variety of sources possible. They will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred the Trustees have determined that a designated unrestricted reserve should be maintained equal to 3 months' budgeted operating expenditure, which currently equates to £169,748 (2022: £127,746 based on 3 months' normal operating expenditure). The Trustees continually monitor this target, a key KPI for the Charity.

The unrestricted and undesignated general free reserves at 31 March 2023 was £204,864 (2022: £165,988) after designating reserves of £169,748 (2022: £127,746). Restricted reserves at the end of the year amount to £69,935 (2022: £27,030).

Going concern

The Charity reported a cash inflow of £122,487 for the year and went through a transition period in 2022/23. Whilst the year ending 31 March 2023 was not affected by Lockdown, nonetheless the impact of Covid-19 was still evident. The affect on project work was minimal from a financial point of view overall. Whilst having returned to providing some face-to-face services, CAB are still providing telephone support to those needing our support/advice and have increased our capacity to deliver services in this way.

We expect funding next year in 2023/24 to remain similar to the current year but are reviewing our expenditure base and accommodation to reduce costs to match any reduction in funding, whilst continuing to look for further funding opportunities. Different funding streams have been identified in 2022/23 which have offered the organisation the chance to develop new expertises.

After making further appropriate enquiries, together with reserves and expenditure control, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the twelve months from the date of signing this report. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Political Donations

No donations of monies or donated goods were made to any political parties or political campaigns in the year 2022/23 (2021/22: £NIL).

**Report of the Trustees
for the Year Ended 31 March 2023**

STRATEGIC REPORT

Principal risks and uncertainties

The trustees have a duty to identify and review risks to which the charity is exposed and to ensure appropriate controls are in place.

The Charity has worked on a Corporate Risk Management exercise. A risk management strategy and risk register were agreed by the Trustee Board. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. The last full risk assessment was carried out in November 2023, and approved by Trustees at the November 2023 Trustee Board Meeting,

Future plans

CAB's main priority is the provision of an accessible advice service to the community in Bedford Borough. The move to the Harpur Centre is completed which has increased the local profile of the organisation. New funding streams have been obtained, which has enabled outreach work to be carried out at local Foodbank venues, as well as funding for a new Energy Advice role in response to the Cost of Living Crisis. As well as the new outreach sessions, clients are still able to contact us face to face, by telephone and email - we are looking to extend these services with the recruitment of more volunteers. CAB is also recruiting a dedicated telephone assessor to meet client demand, and plans to start additional outreach work.

In summary CAB will continue to:

- o provide good quality advice and information to the communities in Bedford and in particular to the most the most vulnerable;
- o provide advice that is available at both a general help level and specialist advice in debt, welfare benefits and homelessness prevention;
- o provide accessible channels to contact the service;
- o be a key partner to the local authority through, in particular, the provision of data about community needs and a leading player in the Bedford Advice and Third Sectors.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The Charity (which has the working name of 'Citizens Advice Bedford (CAB)') was formed as a Company limited by guarantee on 27 July 2004 (Company Number: 05190146). The full name of the charity is The Bedford and District Citizens Advice Bureau and was registered with the Charity Commission on 12 November 2004 (Charity Number: 1106738).

It is governed by its Memorandum and Articles of Association, as last updated on 24 March 2011.

Organisational structure

Citizens Advice Bedford is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of the Bureau and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Recruitment and appointment of new trustees

Trustees, who are also Directors of the Company, are appointed by the current Trustee Board. A separate process agreed by the Trustee Board is followed for the election of the Chair and Treasurer. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

Newly appointed Trustees are provided with a comprehensive induction to Citizens Advice Bedford through the provision of CAB training courses and support by established Trustees.

**Report of the Trustees
for the Year Ended 31 March 2023**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Key management remuneration

The Trustees regularly benchmark the pay of Senior Management in similar sized charity organisations in the locality and also across similar sized Local Citizens Advice organisations

No member of staff was paid more than £60,000.

Related parties

Citizens Advice Bedford subscribes to the membership scheme of The National Association of Citizens Advice Bureaux (Citizens Advice), the national charity (Charity Number: 279057) which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of the Bureau in order to fulfil its charitable objects and comply with the national membership requirements.

During the 2022/23 financial year, payments were made to Citizens Advice to the value of £7,849 (2021/22: £8,510) in respect of subscriptions and sundries. Receipts from Citizens Advice for contracts and grant funding totalled £141,540 (2021/22: £170,630).

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where any of the Trustees holds the position of a Trustee/Director of another charity they would declare a conflict of interest and then may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

05190146 (England and Wales)

Registered Charity number

1106738

Registered office

8 Harpur Centre
Bedford
Bedfordshire
MK40 1TP

Trustees

Jane Margret Mordue -Chair
Duncan Albert Lance Gear -Treasurer (appointed 3.11.22)
Dr Thomas Greville Inskip
Mark Smith
Elizabeth Borland (appointed 3.11.22)

Company Secretary

Francesca Marritt

Auditors

George Hay Partnership LLP
Chartered Accountants
Statutory Auditor
Brigham House
High Street
Biggleswade
Bedfordshire
SG18 0LD

**Report of the Trustees
for the Year Ended 31 March 2023**

REFERENCE AND ADMINISTRATIVE DETAILS

Bankers:

Unity Trust Bank Plc,
9 Brindley Place,
Birmingham, B1 2HB

Senior Management Team:

Gillian E. Grimes Chief Executive (until 14/11/2022)

Francesca J. Marritt, Chief Executive Officer (from 16/01/2023)

Daniel C. Deacon Service Delivery Manager (until 29/4/2022)

Joanne Gurner, Service Delivery Manager (until 28th February 2023), Operations Manager (from 1st March 2023)

Lucy Barnes, Business Administrator (from 6th September 2023 until 28th February 2023), Business Manager (from 1st March 2023)

Simon Kelly, Operations Supervisor (from 1st March 2023)

Authorised and regulated by the Financial Conduct Authority FRN: 617505

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

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

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

In so far as the trustees are aware:

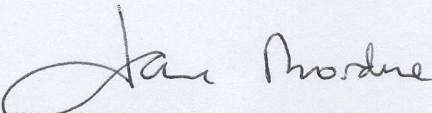
- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, George Hay Partnership LLP, will be proposed for re-appointment at the forthcoming Annual General Meeting.

**Report of the Trustees
for the Year Ended 31 March 2023**

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 29 January 2024 and signed on the board's behalf by:


.....
Trustee

**Report of the Trustees
for the Year Ended 31 March 2023**

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on and signed on the board's behalf by:

.....
Trustee

Report of the Independent Auditors to the Members of The Bedford and District Citizens Advice

Opinion

We have audited the financial statements of The Bedford and District Citizens Advice (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (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, including its income and expenditure, 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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 charitable company'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.

Emphasis of matter

The Financial Statements for the year to 31 March 2022 were not audited. The comparative information for the year to 31 March 2023 was not therefore audited.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, 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 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.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Report of the Independent Auditors to the Members of The Bedford and District Citizens Advice

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes 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 charitable company'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.

Report of the Independent Auditors to the Members of The Bedford and District Citizens Advice

Our responsibilities for the audit of the financial statements

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 a Report of the Independent Auditors 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:

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non compliance with laws and regulations, we considered the following:

1. The nature of the entity and sector, control environment and performance
2. Key drivers for the remuneration policies of Key employee's remuneration, bonus levels and performance targets
3. Enquiries with management about their own identification and assessment of the risks of irregularities.
4. The matters discussed among the audit team regarding how and where fraud might occur and fraud indicators.

In common with all audits under ISA's (UK), we are also required to perform specific procedures to respond to the risk of management override. The assessment of the risk of fraud in terms of misappropriation of assets highlighted fraudulent payments as a focus area.

In addition we considered the legal and regulatory framework that the company operates in, focusing on provisions of these law and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. Key laws considered include the UK Companies Act and the Charities Act.

Audit response to risks identified:

Standard procedures were pursued to test management override including the review of year end journals and whether the judgments made in making accounting estimates are indicative of potential bias.

To cover the assessed risks in relation to fraudulent payments, we ensure that transactions are conducted in line with the company's authority matrix, together with a review of expenses in the statement of financial activity to ensure that they are genuine business expenses. We also perform analytical procedures to identify any unusual or unexpected relationship that may indicate risks of material misstatement due to fraud.

We remained alert to any indications of fraud or non-compliance throughout the entire audit process.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

**Report of the Independent Auditors to the Members of
The Bedford and District Citizens Advice**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Colin Airey FCCA (Senior Statutory Auditor)
for and on behalf of George Hay Partnership LLP
Chartered Accountants
Statutory Auditor
Brigham House
High Street
Biggleswade
Bedfordshire
SG18 0LD

Date:

**Statement of Financial Activities
for the Year Ended 31 March 2023**

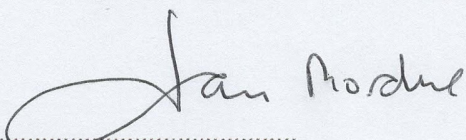
	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	5,150	-	5,150	126
Charitable activities	5				
General Advice		152,500	24,842	177,342	192,572
Debt Advice		-	264,012	264,012	219,184
Benefits & Welfare		16,548	89,954	106,502	111,715
Energy Advice		-	50,000	50,000	-
Food Advice		-	37,954	37,954	-
Investment income	4	1,026	-	1,026	1,083
Total		<u>175,224</u>	<u>466,762</u>	<u>641,986</u>	<u>524,680</u>
EXPENDITURE ON					
Charitable activities	6				
General Advice		73,456	28,493	101,949	255,539
Debt Advice		-	263,481	263,481	167,916
Benefits & Welfare		-	108,712	108,712	91,422
Energy Advice		-	4,721	4,721	-
Food Advice		-	39,340	39,340	-
Total		<u>73,456</u>	<u>444,747</u>	<u>518,203</u>	<u>514,877</u>
NET INCOME		101,768	22,015	123,783	9,803
Transfers between funds	18	(20,890)	20,890	-	-
Net movement in funds		80,878	42,905	123,783	9,803
RECONCILIATION OF FUNDS					
Total funds brought forward		293,734	27,030	320,764	310,961
TOTAL FUNDS CARRIED FORWARD		<u>374,612</u>	<u>69,935</u>	<u>444,547</u>	<u>320,764</u>

Balance Sheet
31 March 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
FIXED ASSETS					
Tangible assets	13	42,418	-	42,418	2,913
CURRENT ASSETS					
Debtors	14	28,294	-	28,294	66,709
Investments	15	93,022	-	93,022	91,820
Cash at bank and in hand		282,536	69,935	352,471	229,984
		<u>403,852</u>	<u>69,935</u>	<u>473,787</u>	<u>388,513</u>
CREDITORS					
Amounts falling due within one year	16	(71,658)	-	(71,658)	(70,662)
NET CURRENT ASSETS		<u>332,194</u>	<u>69,935</u>	<u>402,129</u>	<u>317,851</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>374,612</u>	<u>69,935</u>	<u>444,547</u>	<u>320,764</u>
NET ASSETS		<u>374,612</u>	<u>69,935</u>	<u>444,547</u>	<u>320,764</u>
FUNDS	18				
Unrestricted funds				374,612	293,734
Restricted funds				69,935	27,030
TOTAL FUNDS				<u>444,547</u>	<u>320,764</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 29 January 2024 and were signed on its behalf by:


.....
Trustee

**Balance Sheet
31 March 2023**

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
FIXED ASSETS					
Tangible assets	13	42,418	-	42,418	2,913
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		<u>332,194</u>	<u>69,935</u>	<u>402,129</u>	<u>317,851</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>374,612</u>	<u>69,935</u>	<u>444,547</u>	<u>320,764</u>
NET ASSETS					
		<u>374,612</u>	<u>69,935</u>	<u>444,547</u>	<u>320,764</u>
FUNDS	18				
Unrestricted funds				374,612	293,734
Restricted funds				<u>69,935</u>	<u>27,030</u>
TOTAL FUNDS				<u>444,547</u>	<u>320,764</u>

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

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

.....
Trustee

**Cash Flow Statement
for the Year Ended 31 March 2023**

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	171,244	2,170
Net cash provided by operating activities		<u>171,244</u>	<u>2,170</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(48,581)	-
Movement in short term investment		(1,202)	53,871
Interest received		1,026	1,083
Net cash (used in)/provided by investing activities		<u>(48,757)</u>	<u>54,954</u>
Change in cash and cash equivalents in the reporting period		<u>122,487</u>	<u>57,124</u>
Cash and cash equivalents at the beginning of the reporting period		<u>229,984</u>	<u>172,860</u>
Cash and cash equivalents at the end of the reporting period		<u><u>352,471</u></u>	<u><u>229,984</u></u>

**Notes to the Cash Flow Statement
for the Year Ended 31 March 2023**

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

	2023 £	2022 £
Net income for the reporting period (as per the Statement of Financial Activities)	123,783	9,803
Adjustments for:		
Depreciation charges	9,076	1,788
Interest received	(1,026)	(1,083)
Decrease/(increase) in debtors	38,415	(25,932)
Increase in creditors	996	17,594
Net cash provided by operations	<u>171,244</u>	<u>2,170</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.22 £	Cash flow £	At 31.3.23 £
Net cash			
Cash at bank and in hand	229,984	122,487	352,471
	<u>229,984</u>	<u>122,487</u>	<u>352,471</u>
Liquid resources			
Deposits included in cash	-	-	-
Current asset investments	91,820	1,202	93,022
	<u>91,820</u>	<u>1,202</u>	<u>93,022</u>
Total	<u>321,804</u>	<u>123,689</u>	<u>445,493</u>

**Notes to the Financial Statements
for the Year Ended 31 March 2023**

1. CHARITABLE COMPANY INFORMATION

The Bedford and District Citizens Advice Bureau is a private limited charitable company, limited by guarantee, by not having share capital incorporated and domiciled in England and Wales. The registered office is 8 Harpur Centre, Bedford, MK40 1TP and the company registration number is: 05190146.

The financial statements are prepared in Sterling and rounded to the nearest £1.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The Bedford and District Citizens Advice Bureau meets the definition of a public benefit under FRS102.

Going Concern

After making further appropriate enquiries, together with reserves and expenditure control, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the twelve months from the date of signing this report. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Critical accounting judgements and key sources of estimation uncertainty

In preparing the Financial Statements, management is required to make estimates and assumptions which affect reported income, expenses, assets, liabilities and disclosure of contingent assets and liabilities. Use of available information and application of judgement are inherent in the formation of estimates, together with expectations of future events that are believed to be reasonable under the circumstances. Actual results in the future could differ from such estimates.

Judgements

Impairment testing is carried out for all tangible assets at the year end date where there is an indication that impairment exists. For the purposes of impairment testing, the carrying amounts of the tangible assets are reviewed and an impairment loss is recognised where the carrying amounts exceed the assets recoverable amount.

Estimates

Depreciation methods, useful lives and residual values are reviewed at each balance sheet date. The gain or loss arising on the disposal or retirement of an item of property, plant and equipment is determined as the difference between the sales proceeds and the carrying amount of the assets and is recognised in Statement of Financial Activities.

The directors consider that there are no significant areas of key judgement or estimation uncertainty other than those identified in the accounting policies above.

Income

All income is included in the statement of financial activities when the charity is entitled to the funds and the amount can be measured with reasonable certainty. Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

2. ACCOUNTING POLICIES - continued

Income

Voluntary income is received by way of grants, donations and gifts, including gift aid income where applicable, and is included in full in the statement of financial activities when receivable. Income from government and other grants, where related to performance and specific deliverables, are accounted for when it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Donated services and facilities are included at the value to the charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts.

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

Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

Expenditure on raising funds; comprise the costs associated with attracting voluntary income. Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them.

Support costs include all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity. They also include those costs not associated with the other two headings and includes costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity. They have been allocated to activity cost categories on a basis consistent with the use of resources.i.e, by time spent.

Tangible fixed assets

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

Improvements to property	- 20% on cost
Computer equipment	- 33% on cost

All assets individually or paid for as one invoice, costing £1,000 or more are capitalised

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

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

Designated funds are unrestricted funds reserved by the trustees for particular purposes or if there are funds not easily available for use in liquidity terms.

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

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

2. ACCOUNTING POLICIES - continued

Debtors

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

Cash at bank and in hand

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

Creditors

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

3. DONATIONS AND LEGACIES

	2023	2022
	£	£
Donations	5,150	126
	<u>5,150</u>	<u>126</u>

4. INVESTMENT INCOME

	2023	2022
	£	£
Deposit account interest	1,026	1,083
	<u>1,026</u>	<u>1,083</u>

5. INCOME FROM CHARITABLE ACTIVITIES

	2023	2022
Activity	£	£
Bedford Borough Council - Core Contract		
General Advice	152,500	152,500
Universal Credit Support		
General Advice	(5,158)	24,487
Other Grants	-	15,585
Bedford Borough Council- Homeless Prevention		
General Advice	30,000	-
Money and Pensions Service		
Debt Advice	157,797	146,143
House of Industry- Debt Housing		
Debt Advice	106,215	73,041
Bedford Borough Council- Welfare Benefits		
Benefits & Welfare	40,005	40,005
The Harpur Trust		
Benefits & Welfare	49,949	54,000
Benefits Advice Service		
Benefits & Welfare	16,548	17,710
Energy Advisor		
Energy Advice	50,000	-
Trussell Trust		
Food Advice	37,954	-
	<u>635,810</u>	<u>523,471</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 7) £	Totals £
General Advice	8,002	93,947	101,949
Debt Advice	106,594	156,887	263,481
Benefits & Welfare	49,004	59,708	108,712
Energy Advice	1,405	3,316	4,721
Food Advice	17,566	21,774	39,340
	<u>182,571</u>	<u>335,632</u>	<u>518,203</u>

7. SUPPORT COSTS

	Management £	Governance costs £	Totals £
General Advice	83,430	10,517	93,947
Debt Advice	154,591	2,296	156,887
Benefits & Welfare	58,898	810	59,708
Energy Advice	3,282	34	3,316
Food Advice	20,931	843	21,774
	<u>321,132</u>	<u>14,500</u>	<u>335,632</u>

Support costs are allocated on the basis of labour hours.

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

	General Advice £	Debt Advice £	Benefits & Welfare £
Wages and salaries	48,316	95,476	37,525
Premises costs	11,336	22,399	7,341
Office costs	17,078	35,285	13,473
Other costs	43	89	34
Staff and volunteer	6,657	1,342	525
Governance costs	10,517	2,296	810
	<u>93,947</u>	<u>156,887</u>	<u>59,708</u>

	Energy Advice £	Food Advice £	2023 Total activities £	2022 Total activities £
Wages and salaries	2,155	14,945	198,417	79,650
Premises costs	181	755	42,012	41,327
Office costs	896	5,027	71,759	48,680
Other costs	-	18	184	1,730
Staff and volunteer	50	186	8,760	9,645
Governance costs	34	843	14,500	8,592
	<u>3,316</u>	<u>21,774</u>	<u>335,632</u>	<u>189,624</u>

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

8. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2023	2022
	£	£
Depreciation - owned assets	9,076	1,788
Operating lease	18,019	36,942
Independent examiner's remuneration	-	3,000
Auditor's remuneration	9,600	-
	<u>9,600</u>	<u>-</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

During the current or previous year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or to any person known to be connected with them.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Reimbursement of travel and incidental expenses to the trustees came to £NIL during the year to 31 March 2023, (2021/22: £37 paid to one trustee). Trustees' expenses related to costs of Trustees' meetings including the AGM totalled £Nil (2021/22: £NIL).

10. EMPLOYEES

	2023	2022
	£	£
Wages and salaries	379,219	381,535
	<u>379,219</u>	<u>381,535</u>

The average monthly number of employees during the year was as follows:

	2023	2022
Advice workers and support staff	13	13
Key management personnel	4	4
	<u>17</u>	<u>17</u>

No employees received emoluments in excess of £60,000.

The key management personnel of the Charity comprise the Chief Executive Officer and Service Delivery Managers (2021/22: Chief Executive Officer, Deputy Chief Executive and Service Delivery Managers). The total employee benefits of the key management personnel of the Charity were £81,612 (2021/22: £102,645).

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	126	-	126
Charitable activities			
General Advice	153,085	39,487	192,572
Debt Advice	-	219,184	219,184
Benefits & Welfare	17,710	94,005	111,715
Investment income	1,083	-	1,083
Total	<u>172,004</u>	<u>352,676</u>	<u>524,680</u>
EXPENDITURE ON			
Charitable activities			
General Advice	214,372	41,167	255,539
Debt Advice	-	167,916	167,916
Benefits & Welfare	-	91,422	91,422
Total	<u>214,372</u>	<u>300,505</u>	<u>514,877</u>
NET INCOME/(EXPENDITURE)	(42,368)	52,171	9,803
Transfers between funds	<u>121,447</u>	<u>(121,447)</u>	<u>-</u>
Net movement in funds	79,079	(69,276)	9,803
RECONCILIATION OF FUNDS			
Total funds brought forward	214,655	96,306	310,961
TOTAL FUNDS CARRIED FORWARD	<u><u>293,734</u></u>	<u><u>27,030</u></u>	<u><u>320,764</u></u>

12. VOLUNTEERS

The Charity receives help and support in the form of voluntary assistance in advising the public and administering the Charity. As at 31 March 2023, we had 13 volunteers and are actively recruiting more. We will continue to develop ways to engage and maintain new volunteer numbers. The Trustee Board and Senior Management Team recognise the invaluable contribution made by our volunteers without whom the service could not operate. In accordance with FRS 102 and the Charities SORP, the economic contribution of volunteers is not recognised in the financial statements.

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

13. TANGIBLE FIXED ASSETS

	Improvements to property £	Computer equipment £	Totals £
COST			
At 1 April 2022	-	5,365	5,365
Additions	48,581	-	48,581
	<u>48,581</u>	<u>5,365</u>	<u>53,946</u>
At 31 March 2023	48,581	5,365	53,946
DEPRECIATION			
At 1 April 2022	-	2,452	2,452
Charge for year	7,287	1,789	9,076
	<u>7,287</u>	<u>4,241</u>	<u>11,528</u>
At 31 March 2023	7,287	4,241	11,528
NET BOOK VALUE			
At 31 March 2023	<u>41,294</u>	<u>1,124</u>	<u>42,418</u>
At 31 March 2022	<u>-</u>	<u>2,913</u>	<u>2,913</u>

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Trade debtors	-	38,125
Other debtors	-	101
Accrued income	27,000	27,177
Prepayments	1,294	1,306
	<u>28,294</u>	<u>66,709</u>

15. CURRENT ASSET INVESTMENTS

	2023 £	2022 £
Short term investment deposits	<u>93,022</u>	<u>91,820</u>

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Trade creditors	7,636	2,735
Social security and other taxes	7,160	7,125
Other creditors	6,762	-
Deferred income	30,000	33,289
Accrued expenses	20,100	27,513
	<u>71,658</u>	<u>70,662</u>

Deferred income comprises of income received for the following projects for which performance is expected in the following year or else to be returned to funder.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

17. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2023 £	2022 £
Within one year	27,081	16,833
Between one and five years	75,663	95,064
	<u>102,744</u>	<u>111,897</u>

18. MOVEMENT IN FUNDS

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	165,988	85,220	(62,892)	188,316
Benefits Advice Service	-	16,548	-	16,548
Designated Funds: Reserve policy	127,746	-	42,002	169,748
	<u>293,734</u>	<u>101,768</u>	<u>(20,890)</u>	<u>374,612</u>
Restricted funds				
Universal Credit - Help to Claim	-	(5,158)	5,158	-
Money and Pension Service	-	14,877	-	14,877
House of Industry	-	(14,346)	14,346	-
Bedford Borough Welfare Benefits	-	7,098	-	7,098
The Harpur Trust	27,030	(25,856)	-	1,174
Trussell Trust	-	(1,386)	1,386	-
Homeless Prevention	-	1,507	-	1,507
Energy Advisor	-	45,279	-	45,279
	<u>27,030</u>	<u>22,015</u>	<u>20,890</u>	<u>69,935</u>
TOTAL FUNDS	<u>320,764</u>	<u>123,783</u>	<u>-</u>	<u>444,547</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

18. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	158,676	(73,456)	85,220
Benefits Advice Service	16,548	-	16,548
	<u>175,224</u>	<u>(73,456)</u>	<u>101,768</u>
Restricted funds			
Universal Credit - Help to Claim	(5,158)	-	(5,158)
Money and Pension Service	157,797	(142,920)	14,877
House of Industry	106,215	(120,561)	(14,346)
Bedford Borough Welfare Benefits	40,005	(32,907)	7,098
The Harpur Trust	49,949	(75,805)	(25,856)
Trussell Trust	37,954	(39,340)	(1,386)
Homeless Prevention	30,000	(28,493)	1,507
Energy Advisor	50,000	(4,721)	45,279
	<u>466,762</u>	<u>(444,747)</u>	<u>22,015</u>
TOTAL FUNDS	<u>641,986</u>	<u>(518,203)</u>	<u>123,783</u>

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	69,735	(60,663)	156,916	165,988
Benefits Advice Service	-	17,710	(17,710)	-
Other	-	585	(585)	-
Designated Funds: Reserve policy	144,920	-	(17,174)	127,746
	<u>214,655</u>	<u>(42,368)</u>	<u>121,447</u>	<u>293,734</u>
Restricted funds				
Universal Credit - Help to Claim	40,472	-	(40,472)	-
Money and Pension Service	-	32,914	(32,914)	-
House of Industry	42,055	18,354	(60,409)	-
Bedford Borough Welfare Benefits	(10,084)	(1,884)	11,968	-
The Harpur Trust	22,563	4,467	-	27,030
Other	1,300	(1,680)	380	-
	<u>96,306</u>	<u>52,171</u>	<u>(121,447)</u>	<u>27,030</u>
TOTAL FUNDS	<u>310,961</u>	<u>9,803</u>	<u>-</u>	<u>320,764</u>

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

18. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	153,709	(214,372)	(60,663)
Benefits Advice Service	17,710	-	17,710
Other	585	-	585
	172,004	(214,372)	(42,368)
Restricted funds			
Universal Credit - Help to Claim	24,487	(24,487)	-
Money and Pension Service	146,143	(113,229)	32,914
House of Industry	73,041	(54,687)	18,354
Bedford Borough Welfare Benefits	40,005	(41,889)	(1,884)
The Harpur Trust	54,000	(49,533)	4,467
Other	15,000	(16,680)	(1,680)
	352,676	(300,505)	52,171
TOTAL FUNDS			
	524,680	(514,877)	9,803

Designated Funds

There is a new designated fund of £169,748 to match the reserves policy of 3 months' budgeted operating costs (2021/22:£127,746).

Restricted Funds

Universal Credit - Help to Claim: Citizens Advice nationally has contracted with Citizens Advice Bedford to assist people to make a new claim for Universal Credit, from assessment of eligibility for the benefit up to receipt of their first payment. This service is funded until 31 March 2023.

Money and Pensions Service: Citizens Advice nationally has contracted with Citizens Advice Bedford to provide specialist debt advice and support to clients who reside in Bedford Borough. This service is funded until 31 March 2025.

House of Industry: Specialist debt advice for people at risk of becoming homeless. This service is currently funded until 31 March 2025.

Bedford Borough Welfare Benefits: To provide specialist welfare benefit advice to clients of Bedford Borough Social Services clients. This service is currently funded until 31 March 2024.

The Harpur Trust: To provide for a specialist Welfare Benefits advisor. This service is currently funded until 31 March 2026

The Trussell Trust. Two year partnership with food bank operating within the Borough.

Energy Advisor. Two years funding from the Climate Change Fund starting January 2023

Homeless Prevention One off 18 Month contract to 30 September 2022

Transfers between funds

Funds transferred into unrestricted funds from restricted funds represent funds not expected to be repaid and therefore no longer restricted.

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

19. EMPLOYEE BENEFIT OBLIGATIONS

There is a defined contribution pension scheme for employees. The basis for allocating the employer expense between activities is based on the salary cost of staff working on that activity. The CAB automatically enrolls eligible job holders into a qualifying scheme in accordance with pensions legislation. The assets of the scheme are held separately from those of the company in an independently administered fund. The fund is a Group Personal Pension Scheme with Standard Life. The pension cost charge for the year represents contributions payable by the charitable company to the fund and amounted to £9,092 (2021/22: £10,017). The cost of the pension is allocated to each individual project within which an employee works. At the year-end £Nil was owed to the pension scheme (2021/22: £Nil).

20. RELATED PARTY DISCLOSURES

Citizens Advice Bedford subscribes to the membership scheme of The National Association of Citizens Advice Bureaux (Citizens Advice), the national charity (Charity Number: 279057) which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of the Bureau in order to fulfil its charitable objects and comply with the national membership requirements.

During the 2022/23 financial year, payments were made to Citizens Advice to the value of £7,849 (2021/22: £8,510) in respect of subscriptions and sundries. Receipts from Citizens Advice for contracts and grant funding totalled £141,540 (2021/22: £170,630).

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where any of the Trustees holds the position of a Trustee/Director of another charity they would declare a conflict of interest and then may be involved in discussions regarding that other charity but not in the ultimate decision-making

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2023**

	2023 £	2022 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	5,150	126
Investment income		
Deposit account interest	1,026	1,083
Charitable activities		
Bedford Borough Council - Core Contract	152,500	152,500
Universal Credit Support -Help to claim	(5,158)	24,487
Other Grants	-	15,585
Money and Pensions Service	157,797	146,143
House of Industry- Debt Housing	106,215	73,041
Bedford Borough Council- Welfare Benefits	40,005	40,005
The Harpur Trust	49,949	54,000
Benefits Advice Service	16,548	17,710
Trussell Trust	37,954	-
Bedford Borough Council- Homeless Prevention	30,000	-
Energy Advisor	50,000	-
	635,810	523,471
Total incoming resources	641,986	524,680
EXPENDITURE		
Charitable activities		
Salaries and wages	180,802	301,885
Premises costs	-	16,269
Office costs	1,071	4,455
Other costs	(344)	411
Staff and volunteers	1,042	2,233
	182,571	325,253
Support costs		
Management		
Wages and salaries	198,417	79,650
Premises costs	42,012	41,327
Office costs	71,759	48,680
Other costs	184	1,730
Staff and volunteer	8,760	9,645
	321,132	181,032
Governance costs		
Governance costs	14,500	8,592
	518,203	514,877
Total resources expended		
	518,203	514,877
Net income	123,783	9,803

Accounts

**THE BEDFORD AND DISTRICT
CITIZENS ADVICE BUREAU**
(a company limited by guarantee)

REPORT AND FINANCIAL STATEMENTS

For the year ended 31 March 2022

THE BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU

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THE BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2022

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their report and the independently examined financial statements for the year ended 31 March 2022.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice (SORP), 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).

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity number: 1106738
Company number: 05190146

Authorised AND regulated by the Financial Conduct Authority FRN: 617505

Registered office: 8 Harpur Centre
Bedford
Bedfordshire
MK40 1TP

Trustees/Directors:	Jane M. Mordue (Chair)	(appointed on 27/01/22)
	Duncan A. L. Gear (Treasurer)	(appointed on 03/11/22)
	Dr Thomas G. Inskip	
	Mark Smith	
	Corinna Biermann-Wheatley	(resigned on 12/12/22 – Treasurer until 03/11/22)
	Punckaj Parmar	(resigned on 18/12/21)
	Fraser Young	(resigned on 18/11/21)
	Gurdev K. Momi	(resigned on 27/08/21)

Senior Management Team:	Gillian E. Grimes	Chief Executive (from 01/01/2022)
		Deputy Chief Executive (until 31/12/2021)
	Mark S. Sutcliffe MBE	Chief Executive (until 31/12/2021)
	Benjamin F. Coutts	Service Delivery Manager
	Daniel C. Deacon	Service Delivery Manager

Independent Examiner: George Hay Partnership LLP
Brigham House
High Street
Biggleswade
Bedfordshire SG18 0LD

Bankers: Unity Trust Bank Plc
9 Brindley Place
Birmingham
B1 2HB

THE BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Charity (which has the working name of 'Citizens Advice Bedford (CAB)') was formed as a Company limited by guarantee on 27 July 2004 (Company Number: 05190146). The full name of the charity is The Bedford AND District Citizens Advice Bureau and was registered with the Charity Commission on 12 November 2004 (Charity Number: 1106738). It is governed by its Memorandum and Articles of Association, as last updated on 24 March 2011.

Recruitment and appointment of trustees

Trustees, who are also Directors of the Company, are appointed by the current Trustee Board. A separate process agreed by the Trustee Board is followed for the election of the Chair and Treasurer. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

Newly appointed Trustees are provided with a comprehensive induction to Citizens Advice Bedford through the provision of CAB training courses and support by established Trustees.

Organisational Structure

Citizens Advice Bedford is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of the Bureau and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Key Management Remuneration Policy

The Trustees regularly benchmark the pay of Senior Management in similar sized charity organisations in the locality and also across similar sized Local Citizens Advice organisations.

No member of staff was paid more than £60,000.

Related parties

Citizens Advice Bedford subscribes to the membership scheme of The National Association of Citizens Advice Bureaux (Citizens Advice), the national charity (Charity Number: 279057) which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of the Bureau in order to fulfil its charitable objects and comply with the national membership requirements.

During the 2021/22 financial year, payments were made to Citizens Advice to the value of £8,510 (2020/21: £6,142) in respect of subscriptions and sundries. Receipts from Citizens Advice for contracts and grant funding totalled £170,630 (2020/21: £260,599).

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where any of the Trustees holds the position of a Trustee/Director of another charity they would declare a conflict of interest and then may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

THE BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

Key risks and uncertainties

The trustees have a duty to identify and review risks to which the charity is exposed and to ensure appropriate controls are in place.

The Charity has worked on a Corporate Risk Management exercise. A risk management strategy and risk register were agreed by the Trustee Board. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. The last full risk assessment was carried out in February 2022.

OBJECTIVES AND ACTIVITIES

The objectives of Citizens Advice Bedford are:

- To provide free, confidential, impartial and independent advice and information for the benefit of the local community.
- To exercise a responsible influence on the development of social policies and services.
- To ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

In addition to the continuing provision of high-quality advisory services to the local community, the objective is to work to enable the Bureau to expand its services where possible.

The principal activity of the Bureau remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. In addition to generalist advice the following specialist advisory services were provided:

- i) Specialist Welfare Benefits Advice to clients of Bedford Borough Social Services, funded by Bedford Borough Council
- ii) Specialist Welfare Benefits Advice funded by the Harpur Trust
- iii) Specialist Welfare Reform/Debt Advice funded by the House of Industry
- iv) Specialist Housing Debt Advice and Court Desk funded by the House of Industry
- v) Specialist Debt Advice funded by the Money Advice Service
- vi) Benefit Advice Services to help people resolve concerns around public involvement in health research, design and delivery funded by a number of Health Agencies.

Advisory services were provided through a hybrid of face-to-face and remote consultations as well as email, although advice was also delivered through the use of telephone and social media.

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the aims and objectives and in planning the future activities. In particular, the Trustees considered how planned activities will contribute to the aims and objectives they have set and believe the Charity has complied with the duty in section 4 of the Charities Act 2011.

THE BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2022

ACHIEVEMENTS AND PERFORMANCE

Citizens Advice Bedford is the recognised advice agency in Bedford Borough; the Citizens Advice brand is widely recognised and trusted at national and local level. It is recognised as an organisation that provides good quality advice without charge to anyone in need.

The office is located in the Harpur Centre, in the centre of town and benefits from staff and volunteers who are well trained, enthusiastic, and committed. As well as benefiting from nationally provided knowledge and reference sources, they also have specialist local knowledge which is valuable to clients.

Citizens Advice Bedford saw a total of 3,511 unique clients with 17,136 issues. In addition, we responded to 5,931 emails and the local advice telephone service received 6,026 telephone calls.

The charity generated £1,382,437 in welfare benefit income and wrote off £72,890 worth of debt.

Contribution of volunteers

The Charity receives help and support in the form of voluntary assistance in advising the public and administering the Charity.

As at 31 March 2022, we had 15 volunteers and are actively recruiting more. The pandemic and lockdown has had an effect on our volunteer numbers who have not wished to continue remote working. We will continue to develop ways to engage and maintain new volunteer numbers.

The Trustee Board and Senior Management Team recognise the invaluable contribution made by our volunteers without whom the service could not operate.

FUNDRAISING ACTIVITIES

The charity did not undertake any fundraising activities during the year.

REVIEW OF FINANCIAL POSITION

During the 2021/22 financial year, CAB delivered a financial surplus of £9,803 (2020/21: surplus of £81,940). This reduction in surplus arose primarily through decreased income from the Money and Pensions Advice Service project as there were additional elements funded in the prior year but not continued in the current year. Income overall decreased by 11.9% to £524,680 compared to £595,420 in 2020/21, while over the same period expenditure slightly increased by 0.3% to £514,877 from £513,480 in 2020/21.

Expenditure on fixed assets capitalised during the year amounted to £Nil (2020/21: £5,365), in congruence with our capitalisation policy. Fixed assets are used for charitable purposes and enable staff and volunteers to provide an optimum service to the public.

There is an end of year restricted fund balance of £27,030 (2020/21: £96,306). These funds are expected to be fully spent or returned by 31 March 2023.

THE BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2022

REVIEW OF FINANCIAL POSITION (continued)

Restrictions and Investment Powers

As required in its Memorandum paragraph in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law. The Trustee Board has agreed an investment policy, which includes;

- No bank (plus any of its subsidiaries) shall have more than £85,000 of Citizens Advice Bedford funds for a period greater than 28 days.
- The Company will actively invest funds currently held on deposit into a mix of business investment funds offered by UK based banks or Building Societies covered by the UK Financial Compensation Scheme. For clarity there would be no investments in institutions where the compensation scheme is covered by a country abroad. No investment would exceed £85,000 in any one bank or its subsidiaries.
- The Company will retain flexibility within either the current account and/or linked deposit account to meet its day-to-day needs.
- The Company will consider investing in shares and/or similar investments but will not commit more than 25% of available reserves in these types of investments.
- No investment will be made where access to funds would be greater than 60 days' notice.

At 31st March 2022 the Company Charity had £91,820 invested with the Cambridge and Counties Bank in a 31-day notice account and an easy access savings account. The investment in Cambridge and Counties slightly exceeded the £85,000 per bank requirement of the policy but is considered to be a small risk.

The Memorandum of Association authorises the charity to receive income by way of grants, donations, gifts and legacies provided that it does not undertake any permanent trading activities in raising funds for its primary objectives. The Memorandum of Association authorises investment of surplus monies not immediately required, subject only to conditions and consents imposed by law.

Reserves Policy

Citizens Advice Bedford is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The Company will maintain a projection of income for at least two years ahead and will ensure that this continues to be derived from as wide a variety of sources possible. They will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred the Trustees have determined that a designated unrestricted reserve should be maintained equal to 3 months' budgeted operating expenditure, which currently equates to £127,746 (2021: £144,920 – based on 3 months' normal operating expenditure). The Trustees continually monitor this target, a key KPI for the Charity.

The unrestricted and undesignated general free reserves at 31 March 2022 was £165,988 (2021: £69,735) after designating reserves of £127,746 (2021: £144,920). Restricted reserves at the end of the year amount to £27,030 (2021: £96,306).

THE BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2022

REVIEW OF FINANCIAL POSITION (continued)

Principal Funding Sources

CAB delivered the third year of a 5-year contract on behalf of Bedford Borough Council and continued with The Harpur Trust funded project for welfare benefit advice. CAB continued delivery of MaPS contracts and the Benefits Advice Service continues to provide funding for clients across England and Wales undergoing research into health and social issues.

We continued the Help to Claim project to help claimants of Universal Credit, Bedford Borough Council provides a continuous running welfare benefit contract and the House of Industry provides grants for both debt relief and housing contracts.

The Trustees extend their gratitude to all funders for their continued support.

Going Concern

The Charity reported a cash inflow of £3,253 for the year and is currently going through a transition period in 2022/23. Whilst the year ending 31 March 2022 was still affected by Covid-19, the affect on our project work was minimal from a financial point of view overall. Whilst having returned to providing some face-to-face services, CAB are still providing telephone support to those needing our support/advice and have increased our capacity to deliver services in this way. We expect funding next year in 2022/23 to remain similar to the current year but are reviewing our expenditure base and accommodation to reduce costs to match any reduction in funding, whilst continuing to look for further funding opportunities.

After making further appropriate enquiries, together with reserves and expenditure control, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the twelve months from the date of signing this report. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Political Donations

No donations of monies or donated goods were made to any political parties or political campaigns in the year (2020/21: £NIL).

FUTURE PLANS

CAB's main priority is the provision of an accessible advice service to the community in Bedford Borough. The move to the Harpur Centre is completed which has increased the local profile of the organisation. New funding streams have been obtained, which has enabled outreach work to be carried out at local Foodbank venues, as well as funding for a new Energy Advice role in response to the Cost of Living Crisis. As well as the new outreach sessions, clients are still able to contact us face to face, by telephone and email – we are looking to extend these services with the recruitment of more volunteers.

In summary CAB will continue to:

- provide good quality advice and information to the communities in Bedford and in particular to the most the most vulnerable;
- provide advice that is available at both a general help level and specialist advice in debt, welfare benefits and homelessness prevention;
- provide accessible channels to contact the service;
- be a key partner to the local authority through, in particular, the provision of data about community needs and a leading player in the Bedford Advice and Third Sectors.

THE BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2022

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company and charity law requires the trustees to prepare financial statements for each financial year. Under that law, the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The financial statements are required by law to give a true and fair view of the state of affairs of the company and of the surplus or deficit of the charitable company for that period. In preparing those financial statements, the trustees are required to:

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

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

Small company provisions

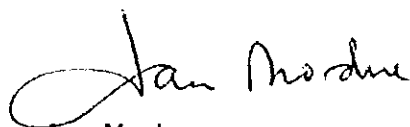
For the year ended 31 March 2022, the charitable company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

This report has been prepared in accordance with the Special Provisions for Small Companies under Part 15 of the Companies Act 2006 and the Statement of Recommended Practice: Accounting and Reporting by Charities, preparing the accounts in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS102) and the Charities Act 2011.

The Trustees' report was approved by the Board, authorised for issue on 26 January 2023, and signed on its behalf by,



Jane Mordue
Trustee

THE BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU

INDEPENDENT EXAMINER'S REPORT TO THE MEMBERS OF BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

Responsibilities and basis of report

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

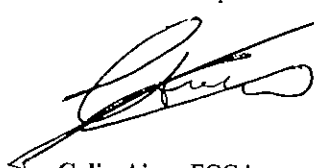
Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

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

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2016 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Colin Airey FCCA
Independent Examiner

George Hay Partnership LLP
Chartered Accountants
Brigham House
High Street
Biggleswade
Bedfordshire
SG18 0LD

Date: 30/01/2023

THE BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU
STATEMENT OF FINANCIAL ACTIVITIES
(Including income and expenditure account)
For the year ended 31 March 2022

	Note	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Income from:							
Donations and legacies	2	126	-	126	1,000	-	1,000
Charitable activities	3	170,795	352,676	523,471	187,582	402,808	590,390
Activities for generating funds	4	-	-	-	2,490	-	2,490
Investments	5	1,083	-	1,083	1,540	-	1,540
Total income		172,004	352,676	524,680	192,612	402,808	595,420
Expenditure on:							
Charitable activities	6,7	214,372	300,505	514,877	241,960	271,520	513,480
Total expenditure		214,372	300,505	514,877	241,960	271,520	513,480
Net income/(expenditure) before transfer		(42,368)	52,171	9,803	(49,348)	131,288	81,940
Transfers between funds	18,19	121,447	(121,447)	-	132,981	(132,981)	-
Net movement in funds		79,079	(69,276)	9,803	83,633	(1,693)	81,940
Reconciliation of funds:							
Total funds brought forward at 01 April 2021		214,655	96,306	310,961	131,022	97,999	229,021
Total funds carried forward at 31 March 2022		293,734	27,030	320,764	214,655	96,306	310,961

The statement of financial activities includes all gains and losses in the current and comparative year. All income and expenditure derive from continuing activities.

The notes on pages 14 to 25 form part of these financial statements.

THE BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU
BALANCE SHEET
As at 31 March 2022

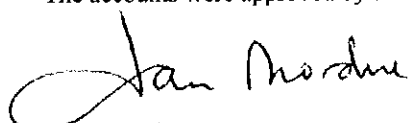
		2022	2021
	Note	£	£
Fixed assets			
Tangible assets	13	2,913	4,701
Current assets			
Debtors	14	66,709	40,777
Short-term Investment deposits		91,820	145,691
Cash at bank and in hand	24	229,984	172,860
		388,513	359,328
Liabilities			
Creditors: amounts falling due within one year	15	(70,662)	(53,068)
Net current assets		317,851	306,260
Total assets less current liabilities		320,764	310,961
Total net assets		320,764	310,961
Funds of the charity			
Unrestricted funds:	18		
General funds		165,988	69,735
Designated funds		127,746	144,920
		293,734	214,655
Restricted funds	19	27,030	96,306
Total charity funds	20	320,764	310,961

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with the provisions of FRS 102 Section 1A – small entities.

For the year ended 31 March 2022 the charitable company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies. Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The accounts were approved by the Board, authorised for issue on 26 January 2023, and signed on its behalf by,


Jane Mordue
 Trustee

The notes on pages 14 to 25 form part of these financial statements.

THE BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU
CASH FLOW STATEMENT
For the year ended 31 March 2022

	Note	2022 £	2021 £
Cash flows from operating activities:			
Net cash provided by operating activities	23	2,170	75,853
Cash flows from investing activities:			
Dividends, interest and rents from investments	5	1,083	1,540
Purchase of tangible fixed assets	13	-	(5,365)
Net cash provided by investing activities		1,083	(3,825)
Increase / (decrease) in cash and cash equivalents in the reporting period		3,253	72,028
Cash and cash equivalents at the beginning of the reporting period		318,551	246,523
Cash and cash equivalents at the end of the reporting period	24	321,804	318,551

The notes on pages 14 to 25 form part of these financial statements.

THE BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

Charitable Company Information

The Bedford AND District Citizens Advice Bureau is a private limited charitable company, limited by guarantee, by not having share capital incorporated and domiciled in England AND Wales. The registered office is 8 Harpur Centre, Bedford, MK40 1TP and the company registration number is: 05190146.

1 Accounting Policies

1.1 Basis of preparation

The financial statements have been prepared in accordance with 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) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

The financial statements are prepared in Sterling and rounded to the nearest £1.

1.2 Fund accounting

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

Designated funds are unrestricted funds reserved by the trustees for particular purposes or if there are funds not easily available for use in liquidity terms.

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

1.3 Income

All income is included in the statement of financial activities when the charity is entitled to the funds and the amount can be measured with reasonable certainty. Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

Voluntary income is received by way of grants, donations and gifts, including gift aid income where applicable, and is included in full in the statement of financial activities when receivable. Income from government and other grants, where related to performance and specific deliverables, are accounted for when it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Donated services and facilities are included at the value to the charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts.

1.4 Interest receivable

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

THE BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

1 Accounting Policies (continued)

1.5 Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates. Expenditure on raising funds; comprise the costs associated with attracting voluntary income.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them.

Support costs include all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity. They also include those costs not associated with the other two headings and includes costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity. They have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. staff costs by time spent and other costs by estimated usage.

1.6 Operating leases

The charity classifies the lease of property and printing and telecommunications equipment, as well as fixed service contracts as operating leases; the title to the property and equipment remains with the lessor and the equipment is replaced according to the economic life of the equipment. Rental charges are charged on a straight-line basis over the term of the lease.

1.7 Taxation

The charitable company, being a registered charity with minimal trading income, has been granted exemption from tax under Section 505 of the Income and Corporation Taxes Act 1988. No provision for taxation has therefore been made in these accounts.

1.8 Tangible fixed assets and depreciation

All assets individually or paid for as one invoice, costing £1,000 or more are capitalised.

Tangible fixed assets are stated at cost less depreciation and any accumulated impairment losses. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, as follows:

Fixtures AND fittings	20% on the straight-line method
Computer AND office equipment	33.3% on the straight-line method

1.9 Debtors

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

1.10 Cash at bank and in hand

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

1.11 Leases

Rental costs under operating leases are charged to the Statement of financial activities in equal amounts over the period of the leases.

THE BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

1 Accounting Policies (continued)

1.12 Creditors and provisions

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

1.13 Pensions and retirement benefits

The charity operates a defined contribution scheme. The amount charged to the statement of financial activities in respect of pension costs and other post retirement benefits is the contributions payable in the year. Differences between contributions payable in the year and contributions actually paid are shown as either accruals or prepayments in the balance sheet.

1.14 Financial instruments

The charity only enters into basic financial instruments transactions that result in the recognition of financial assets and liabilities like trade and other accounts receivable and payable, loans from banks and other third parties and loans to related parties. Debt instruments (other than those wholly repayable or receivable within one year), including loans and other accounts receivable and payable, are initially measured at present value of the future cash flows and subsequently at amortised cost using the effective interest method. Financial assets and liabilities are offset and the net amount reported in the Balance Sheet when there is an 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.

1.15 Judgements in applying accounting policies and key sources of estimation uncertainty

In preparing the Financial Statements, management is required to make estimates and assumptions which affect reported income, expenses, assets, liabilities and disclosure of contingent assets and liabilities. Use of available information and application of judgement are inherent in the formation of estimates, together with expectations of future events that are believed to be reasonable under the circumstances. Actual results in the future could differ from such estimates.

Judgements

Impairment testing is carried out for all tangible assets at the year end date where there is an indication that impairment exists. For the purposes of impairment testing, the carrying amounts of the tangible assets are reviewed and an impairment loss is recognised where the carrying amounts exceed the assets recoverable amount.

Estimates

Depreciation methods, useful lives and residual values are reviewed at each balance sheet date. The gain or loss arising on the disposal or retirement of an item of property, plant and equipment is determined as the difference between the sales proceeds and the carrying amount of the assets and is recognised in Statement of Financial Activities.

The directors consider that there are no significant areas of key judgement or estimation uncertainty other than those identified in the accounting policies above.

1.16 Going concern

The Charity reported a cash inflow of £3,253 for the year and is currently going through a transition period in 2022/23. Whilst the year ending 31 March 2022 was still affected by Covid-19, the affect on our project work was minimal from a financial point of view overall. We expect funding next year in 2022/23 to remain similar to the current year but are reviewing our expenditure base and accommodation to reduce costs to match any reduction in funding, whilst continuing to look for further funding opportunities.

After making further appropriate enquiries, together with reserves and expenditure control, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the twelve months from the date of signing this report. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

THE BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2022

2 Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Donations and gifts	126	-	126	1,000

3 Income from charitable activities

Grants and contract income receivable for charitable activity – advice and information	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
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General Advice:

Bedford Borough Council – Core Contract	152,500	-	152,500	152,500
Universal Credit Support – Help to Claim	-	24,487	24,487	26,510
Energy Projects	-	-	-	20,922
Other grants	585	15,000	15,585	3,640
	153,085	39,487	192,572	203,572

Debt Advice:

Money and Pensions Service	-	146,143	146,143	213,167
House of Industry – Debt Housing	-	73,041	73,041	72,826
	-	219,184	219,184	285,993

Benefits AND Welfare Advice:

Bedford Borough Council – Welfare Benefits	-	40,005	40,005	40,005
The Harpur Trust	-	54,000	54,000	49,000
Benefits Advice Service	17,710	-	17,710	11,820
	17,710	94,005	111,715	100,825

Total income from charitable activities	170,795	352,676	523,471	590,390
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4 Activities for generating funds

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Room hire	-	-	-	2,100
Other income	-	-	-	390
	-	-	-	2,490

THE BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2022

5 Investments

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Interest received	1,083	-	1,083	1,540
	<u>1,083</u>	<u>-</u>	<u>1,083</u>	<u>1,540</u>

6 Expenditure on charitable activities by fund

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
General Advice	214,372	41,166	255,538	255,973
Debt Advice	-	167,917	167,917	165,867
Benefits AND Welfare Advice	-	91,422	91,422	91,640
	<u>214,372</u>	<u>300,505</u>	<u>514,877</u>	<u>513,480</u>

7 Analysis of expenditure on charitable activities

	Basis of Allocation	General Advice £	Debt Advice £	Benefits Advice £	Total 2022 £	Total 2021 £
Direct costs:						
Salaries and wages	Direct	133,571	111,756	56,558	301,885	339,915
Staff and volunteers	Direct	1,198	819	216	2,233	3,568
Office costs	Direct	2,601	930	924	4,455	1,242
Premises costs	Direct	16,269	-	-	16,269	-
Governance	Direct	-	-	-	-	-
Other costs	Direct	410	-	-	410	-
		<u>154,049</u>	<u>113,505</u>	<u>57,698</u>	<u>325,252</u>	<u>344,725</u>
Support costs:						
Salaries AND wages	Staff/Hrs	42,543	24,052	13,055	79,650	78,994
Staff and volunteers	Staff/Hrs	3,923	3,973	1,748	9,644	5,134
Office costs	Staff/Hrs	26,285	14,118	8,278	48,681	30,047
Premises costs	Staff/Hrs	23,421	9,479	8,427	41,327	49,427
Governance costs	Staff/Hrs	4,510	2,232	1,851	8,593	4,436
Other costs	Staff/Hrs	807	558	365	1,730	717
		<u>101,489</u>	<u>54,412</u>	<u>33,724</u>	<u>189,625</u>	<u>168,755</u>
Total expenditure on charitable activities		<u>255,538</u>	<u>167,917</u>	<u>91,422</u>	<u>514,877</u>	<u>513,480</u>

THE BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2022

8	Net incoming resources for the year	2022	2021
		£	£
	This is stated after charging		
	Operating leases – land AND buildings	36,942	43,625
	Examiner's remuneration:		
	- Independent examination	3,000	3,300
	Depreciation and Impairment Charges	1,788	664

9 **Trustees**

During the current or previous year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or to any person known to be connected with them. Reimbursement of travel and incidental expenses to the trustees came to £37 during the year to 31 March 2022, paid to one trustee (2020/21: £29 paid to one trustee). Trustees' expenses related to costs of Trustees' meetings including the AGM totalled £Nil (2020/21: £194).

10 **Employees**

	2022	2021
	Head	Head
	Count	Count
Number of employees		
The average number of employees, analysed by function was:		
Advice workers and support staff	13	14
Key management personnel	4	4
	17	18
	2022	2021
	£	£
Employment costs		
Wages and salaries	343,895	379,457
Social security costs	27,623	30,113
Pensions costs	10,017	9,339
	381,535	418,909

No employee received remuneration amounting to more than £60,000 in the period (2020/21: NIL)

The key management personnel of the Charity comprise the Chief Executive Officer, Deputy Chief Executive and two Service Delivery Managers (2020/21: Chief Executive Officer, Deputy Chief Executive and two Service Delivery Managers). The total employee benefits of the key management personnel of the Charity were £102,645 (2020/21: £142,911).

One employee was made redundant in the year (2020/21: None). The total cost of the redundancy payments amounted to £1,151 (2020/21: £Nil).

THE BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

11 Pensions

There is a defined contribution pension scheme for employees. The basis for allocating the employer expense between activities is based on the salary cost of staff working on that activity. The CAB automatically enrolls eligible jobholders into a qualifying scheme in accordance with pensions legislation. The assets of the scheme are held separately from those of the company in an independently administered fund. The fund is a Group Personal Pension Scheme with Standard Life. The pension cost charge for the year represents contributions payable by the charitable company to the fund and amounted to £10,017 (2020/21: £9,339). The cost of the pension is allocated to each individual project within which an employee works. At the year-end £Nil was owed to the pension scheme (2020/21: £Nil).

12 Volunteers

The Charity receives help and support in the form of voluntary assistance in advising the public and administering the Charity. As at 31 March 2022, we had 15 volunteers and are actively recruiting more. The pandemic and lockdown has had an effect on the our volunteer numbers who have not wished to continue remote working. We will continue to develop ways to engage and maintain new volunteer numbers. The Trustee Board and Senior Management Team recognise the invaluable contribution made by our volunteers without whom the service could not operate.

In accordance with FRS 102 and the Charities SORP, the economic contribution of volunteers is not recognised in the financial statements.

13 Fixed Assets

	Computer AND Office Equipment £	Fixtures AND Fittings £	Total £
Cost			
At 1 April 2021	5,365	-	5,365
Additions	-	-	-
At 31 March 2022	5,365	-	5,365
Depreciation			
At 1 April 2021	664	-	664
Charge for the year	1,788	-	1,788
At 31 March 2022	2,452	-	2,452
Net book value			
At 31 March 2022	2,913	-	2,913
At 31 March 2021	4,701	-	4,701

THE BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2022

14 Debtors	2022	2021
	£	£
Accounts receivable	38,125	-
Prepayments	1,306	585
Accrued income	27,177	40,192
Other debtors	101	-
	66,709	40,777

15 Creditors: amounts falling due within one year	2022	2021
	£	£
Accounts payable	2,735	-
Social security costs	7,125	7,631
Accruals	27,513	45,301
Deferred income	33,289	-
Other creditors	-	136
	70,662	53,068

16 Deferred income

Deferred income comprises of income received for the following projects for which performance is expected in the following year or else to be returned to funder; totalling £33,290 in 2022 (2021: £Nil):

	Money AND Pensions	Help to Claim
	£	£
Balance as at 01 April 2021	-	-
Amount released to income earned	-	-
Amount deferred in year	31,359	1,931
Balance as at 31 March 2022	31,359	1,931

THE BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2022

17	Financial instruments	2022	2021			
		£	£			
	Financial assets					
	Financial assets measured at fair value through profit AND loss:					
	- Cash at bank and in hand	229,984	172,860			
	- Short term deposits	91,820	145,691			
	- Accounts receivable	38,125	-			
	- Prepayments	1,306	585			
	- Accrued income	27,177	40,192			
	- Other debtors	101	-			
		388,513	359,328			
	Financial liabilities					
	Financial assets measured at fair value through profit AND loss:					
	- Accounts payable	2,735	-			
	- Taxation and social security costs	7,125	7,631			
	- Accruals	27,513	45,301			
	- Deferred income	33,289	-			
	- Other creditors	-	136			
		70,662	53,068			
18	Unrestricted funds					
		Balance at	Incoming	Resources	Transfer	Balance at
		01 April	resources	expended	Between	31 March
		2021			Funds	2022
		£	£	£	£	£
	General funds	69,735	172,004	214,372	138,621	165,988
	Designated funds: Reserves policy	144,920	-	-	(17,174)	127,746
	Total Unrestricted funds	214,655	172,004	214,372	121,447	293,734

There is a new designated fund of £127,746 to match the reserves policy of 3 months' budgeted operating costs (2020/21: £144,920).

THE BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2022

19 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of grants received for specific purposes:

	Balance at 01 April 2021 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2022 £
Universal Credit – Help to Claim	40,472	24,487	24,487	(40,472)	-
Money and Pensions Service	-	146,143	113,229	(32,914)*	-
House of Industry	42,055	73,041	54,687	(60,409)*	-
Bedford Borough Welfare Benefits	(10,084)	40,005	41,889	11,968	-
The Harpur Trust	22,563	54,000	49,533	-	27,030
Other	1,300	15,000	16,680	380	-
Total	96,306	352,676	300,505	(121,447)	27,030

* Funds transferred into unrestricted funds from restricted funds represent funds not expected to be repaid and therefore no longer restricted.

Descriptions of Restricted Funds

Universal Credit – Help to Claim: Citizens Advice nationally has contracted with Citizens Advice Bedford to assist people to make a new claim for Universal Credit, from assessment of eligibility for the benefit up to receipt of their first payment. This service is funded until 31 March 2023.

Money and Pensions Service: Citizens Advice nationally has contracted with Citizens Advice Bedford to provide specialist debt advice and support to clients who reside in Bedford Borough. This service is funded until 31 March 2025.

House of Industry: Specialist debt advice for people at risk of becoming homeless. This service is currently funded until 31 March 2024.

Bedford Borough Welfare Benefits: To provide specialist welfare benefit advice to clients of Bedford Borough Social Services clients. This service is currently funded until 31 March 2023 but is expected to be renewed for another year.

The Harpur Trust: To provide for a specialist Welfare Benefits advisor. This service is currently funded until 31 March 2025.

THE BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

20 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2022 are represented by:			
Tangible fixed assets	2,913	-	2,913
Net current assets	290,821	27,030	317,851
	<u>293,734</u>	<u>27,030</u>	<u>320,764</u>
	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2021 are represented by:			
Tangible fixed assets	4,701	-	4,701
Net current assets	209,697	96,306	306,003
	<u>214,398</u>	<u>96,306</u>	<u>310,704</u>

21 Commitments under operating leases

As lessee:

As at 31 March 2022, the company had commitments under non-cancellable operating leases as follows:

	Land and buildings		Other	
	2022 £	2021 £	2022 £	2021 £
Within one year	15,141	3,750	1,692	1,515
Between one and five years	95,064	-	-	-
Over 5 years	26,141	-	-	-
	<u>136,346</u>	<u>3,750</u>	<u>1,692</u>	<u>1,515</u>

22 Related parties

Citizens Advice Bedford subscribes to the membership scheme of The National Association of Citizens Advice Bureaux (Citizens Advice), the national charity (Charity Number: 279057) which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of the Bureau in order to fulfil its charitable objects and comply with the national membership requirements.

During the 2021/22 financial year, payments were made to Citizens Advice to the value of £8,510 (2020/21: £6,142) in respect of subscriptions and sundries. Receipts from Citizens Advice for contracts and grant funding totalled £170,630 (2020/21: £260,599).

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where any of the Trustees holds the position of a Trustee/Director of another charity they would declare a conflict of interest and then may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

THE BEDFORD AND DISTRICT CITIZENS ADVICE BUREAU
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2022

23	Reconciliation of cash flows from operating activities	2022	2021
		£	£
	Net income / (expenditure) for the reporting period	9,803	81,940
	Add: Depreciation charge	1,788	664
	Less: Dividends, interest and rents from investments	(1,083)	(1,540)
	(Increase) / decrease in debtors	(25,932)	(19,448)
	Increase / (decrease) in creditors and provisions	17,594	14,237
	Net cash provided by operating activities	2,170	75,853

24	Analysis of cash and cash equivalents	2022	2021
		£	£
	Cash at bank and in hand	229,984	172,860
	Notice deposits	91,820	145,691
	Total cash and cash equivalents	321,804	318,551

24A	Analysis of changes in net debt	At start of year £	Cashflows in year £	At end of year £
	Cash	172,860	57,124	229,984
	Cash equivalents	145,691	(53,871)	91,820
		318,551	3,253	321,804

25 Members liability

The Charity (which has the working name of 'Citizens Advice Bedford (CAB)') was formed as a company limited by guarantee on 27 July 2004 (Company Number: 05190146). The full name of the charity is The Bedford AND District Citizens Advice Bureau and was registered with the Charity Commission on 12 November 2004 (Charity Number: 1106738). It is governed by its Memorandum and Articles of Association, as last updated on 24 March 2011.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

Accounts

**THE BEDFORD & DISTRICT
CITIZENS ADVICE BUREAU**

(a company limited by guarantee)

REPORT AND FINANCIAL STATEMENTS

For the year ended 31 March 2021

THE BEDFORD & DISTRICT CITIZENS ADVICE BUREAU

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THE BEDFORD & DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2021

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their report and the independently examined financial statements for the year ended 31 March 2021.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice (SORP), 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).

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity number: 1106738
Company number: 05190146

Authorised & regulated by the Financial Conduct Authority FRN: 617505

Registered office: 7a St Paul's Square
Bedford
Bedfordshire
MK40 1SQ

Trustees/Directors:	Punckaj Parmar	
	Dr Thomas G. Inskip	
	Mark Smith	(appointed on 02/06/20)
	Corinna Biermann-Wheatley	(appointed on 19/12/20)
	Fraser Young	(resigned on 18/11/21)
	Gurdev K. Momi	(resigned on 27/08/21)
	Jennifer S. A. Shipman	(resigned on 18/12/20)
Chris Hall	(resigned on 18/12/20)	
Duncan A. L. Gear	(resigned on 22/10/20)	

Senior Management Team:	Mark S. Sutcliffe MBE	Chief Executive
	Gillian E. Grimes	Deputy Chief Executive
	Benjamin F. Coutts	Service Delivery Manager
	Daniel C. Deacon	Service Delivery Manager

Independent Examiner: George Hay Partnership LLP
Brigham House
High Street
Biggleswade
Bedfordshire SG18 0LD

Bankers: Unity Trust Bank Plc
9 Brindley Place
Birmingham
B1 2HB

THE BEDFORD & DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Charity (which has the working name of 'Citizens Advice Bedford (CAB)') was formed as a Company limited by guarantee on 27 July 2004 (Company Number: 05190146). The full name of the charity is The Bedford & District Citizens Advice Bureau and was registered with the Charity Commission on 12 November 2004 (Charity Number: 1106738). It is governed by its Memorandum and Articles of Association, as last updated on 24 March 2011.

Recruitment and appointment of trustees

Trustees, who are also Directors of the Company, are appointed by the current Trustee Board. A separate process agreed by the Trustee Board is followed for the election of the Chair and Treasurer. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

Newly appointed Trustees are provided with a comprehensive induction to Citizens Advice Bedford through the provision of CAB training courses and support by established Trustees.

Organisational Structure

Citizens Advice Bedford is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of the Bureau and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Key Management Remuneration Policy

The Trustees regularly benchmark the pay of Senior Management in similar sized charity organisations in the locality and also across similar sized Local Citizens Advice organisations.

No member of staff was paid more than £60,000.

Related parties

Citizens Advice Bedford subscribes to the membership scheme of The National Association of Citizens Advice Bureaux (Citizens Advice), the national charity (Charity Number: 279057) which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of the Bureau in order to fulfil its charitable objects and comply with the national membership requirements.

During the 2020/21 financial year, payments were made to Citizens Advice to the value of £6,142 (2019/20: £6,885) in respect of subscriptions and sundries. Receipts from Citizens Advice for contracts and grant funding totalled £260,599 (2019/20: £165,420).

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where any of the Trustees holds the position of a Trustee/Director of another charity they would declare a conflict of interest and then may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

THE BEDFORD & DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

Covid-19 and our response to the Pandemic

We are happy to report that CAB's response to the lockdown restrictions was quick and efficient and we invoked the Business Continuity Plan in March 2020. Our face-to-face access channel was suspended and the service began operating remotely, giving advice through telephone and digital access channels. All staff and volunteers were given the necessary equipment to perform their roles. During the course of the lockdown, CAB continued to deliver specialist and generalist advice across Bedford Borough and offered debt advice across a wider area. CAB adapted its training to deliver a distance learning programme and made use of video conferencing for interactive support. Video calls and messaging were adopted for meetings, supervision and for general catch up between colleagues, to help mitigate feelings of isolation.

The remote service delivery model has proven to be popular with clients and funders and CAB intends to continue and develop this access channel. CAB has reinstated its face-to-face service for the most vulnerable clients and those who are digitally excluded. CAB recognises that the increased austerity that is likely to follow the Covid-19 pandemic will negatively impact many households, who previously did not need support. CAB's role in the community gains increasing importance and to achieve this effectively CAB will continue developing and transforming the way it delivers advice to reach more people in the community.

Key risks and uncertainties

The trustees have a duty to identify and review risks to which the charity is exposed and to ensure appropriate controls are in place.

The Charity has worked on a Corporate Risk Management exercise. A risk management strategy and risk register were agreed by the Trustee Board. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. The last full risk assessment was carried out in February 2021.

OBJECTIVES AND ACTIVITIES

The objectives of Citizens Advice Bedford are:

- To provide free, confidential, impartial and independent advice and information for the benefit of the local community.
- To exercise a responsible influence on the development of social policies and services.
- To ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

In addition to the continuing provision of high-quality advisory services to the local community, the objective is to work to enable the Bureau to expand its services where possible.

The principal activity of the Bureau remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. In addition to generalist advice the following specialist advisory services were provided:

- i) Specialist Welfare Benefits Advice to clients of Bedford Borough Social Services, funded by Bedford Borough Council
- ii) Specialist Welfare Benefits Advice funded by the Harpur Trust
- iii) Specialist Welfare Reform/Debt Advice funded by the House of Industry
- iv) Specialist Housing Debt Advice and Court Desk funded by the House of Industry
- v) Specialist Debt Advice funded by the Money Advice Service
- vi) Benefit Advice Services to help people resolve concerns around public involvement in health research, design and delivery funded by a number of Health Agencies.

Advisory services were provided through a hybrid of face-to-face and remote consultations as well as email, although advice was also delivered through the use of telephone and social media.

THE BEDFORD & DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2021

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the aims and objectives and in planning the future activities. In particular, the Trustees considered how planned activities will contribute to the aims and objectives they have set and believe the Charity has complied with the duty in section 4 of the Charities Act 2011.

ACHIEVEMENTS AND PERFORMANCE

Citizens Advice Bedford is the recognised advice agency in Bedford Borough; the Citizens Advice brand is widely recognised and trusted at national and local level. It is recognised as an organisation that provides good quality advice without charge to anyone in need. The office is located in the centre of town and benefits from staff and volunteers who are well trained, enthusiastic, and committed. As well as benefiting from nationally provided knowledge and reference sources, they also have specialist local knowledge which is valuable to clients.

Citizens Advice Bedford saw a total of 4,256 unique clients with 15,740 issues. In addition, we responded to 4,086 emails and the local advice telephone service received 6,225 telephone calls.

The charity generated £1,054,432 in welfare benefit income and wrote off £47,166 worth of debt. The fiscal benefit of providing debt advice is estimated at £719,614.

Contribution of volunteers

The Charity receives help and support in the form of voluntary assistance in advising the public and administering the Charity.

As at 31 March 2021, we had 50 volunteers and we estimate the value of this help equates to £318,641 in respect to the current year.

The Trustee Board and Senior Management Team recognise the invaluable contribution made by our volunteers without whom the service could not operate.

FUNDRAISING ACTIVITIES

The charity did not undertake any fundraising activities during the year.

REVIEW OF FINANCIAL POSITION

During the 2020/21 financial year, CAB delivered a financial surplus of £81,940 (2019/20: surplus of £44,276). This surplus arose primarily through increased income from additional work funded by the Money and Pensions Advice Service. Income overall increased by 11.3% to £595,420 compared to £535,108 in 2019/20, while over the same period expenditure increased by 4.6% to £513,480 from £490,832 in 2019/20.

Expenditure on fixed assets capitalised during the year amounted to £5,365 (2019/20: £NIL), in congruence with our capitalisation policy. Fixed assets are used for charitable purposes and enable staff and volunteers to provide an optimum service to the public.

There is an end of year restricted fund balance of £96,306 (2019/20: £97,999). These funds are expected to be fully spent or returned by 31 March 2022.

THE BEDFORD & DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2021

REVIEW OF FINANCIAL POSITION (continued)

Restrictions and Investment Powers

As required in its Memorandum paragraph in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law. The Trustee Board has agreed an investment policy, which includes;

- No bank (plus any of its subsidiaries) shall have more than £85,000 of Citizens Advice Bedford funds for a period greater than 28 days.
- The Company will actively invest funds currently held on deposit into a mix of business investment funds offered by UK based banks or Building Societies covered by the UK Financial Compensation Scheme. For clarity there would be no investments in institutions where the compensation scheme is covered by a country abroad. No investment would exceed £85,000 in any one bank or its subsidiaries.
- The Company will retain flexibility within either the current account and/or linked deposit account to meet its day-to-day needs.
- The Company will consider investing in shares and/or similar investments but will not commit more than 25% of available reserves in these types of investments.
- No investment will be made where access to funds would be greater than 60 days' notice.

At 31st March 2021 the Company had £54,526 invested with the Aldermore Bank in a 6-month fixed rate bond and £91,165 invested with the Cambridge and Counties Bank in a 31-day notice account and an easy access savings account. The investment in Cambridge and Counties exceeded the £85,000 requirement of the policy and with Aldermore exceeded the investment policy in terms of notice period to access funds but both were considered to be a small risk.

The Memorandum of Association authorises the charity to receive income by way of grants, donations, gifts and legacies provided that it does not undertake any permanent trading activities in raising funds for its primary objectives. The Memorandum of Association authorises investment of surplus monies not immediately required, subject only to conditions and consents imposed by law.

Reserves Policy

Citizens Advice Bedford is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The Company will maintain a projection of income for at least two years ahead and will ensure that this continues to be derived from as wide a variety of sources possible. They will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred the Trustees have determined that a designated unrestricted reserve should be maintained equal to 3 months' budgeted operating expenditure, which currently equates to £144,920 (2020: £245,416 – based on 6 months' normal operating expenditure, as was the policy in the prior year). The Trustees continually monitor this target, a key KPI for the Charity.

The unrestricted and undesignated general free reserves at 31 March 2021 was £69,735 (2020: £131,022) after designating reserves of £144,920 (2020: £Nil). Restricted reserves at the end of the year amount to £96,306 (2020: £97,999).

THE BEDFORD & DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2021

REVIEW OF FINANCIAL POSITION (continued)

Principal Funding Sources

CAB delivered the second year of a 5-year contract on behalf of Bedford Borough Council and continued with The Harpur Trust funded project for welfare benefit advice. CAB continued delivery of 3 x MaPS contracts and the Benefits Advice Service continues to provide funding for clients across England and Wales undergoing research into health and social issues.

Energy Best Deal delivered income throughout the year and CAB was successful in its bid to gain funding to help claimants of Universal Credit. Bedford Borough Council provides a continuous running welfare benefit contract and the House of Industry provides grants for both debt relief and housing contracts.

The Trustees extend their gratitude to all funders for their continued support.

Going Concern

The Charity reported a significant cash inflow of £70,488 for the year and is currently going through a transition period in 2021/22. Whilst the year ending 31 March 2021 was significantly affected by Covid-19, the affect on our project work was minimal from a financial point of view overall. Whilst still not providing face-to-face services, CAB are still providing telephone support to those needing our support/advice and have increased our capacity to deliver services in this way. We expect funding to reduce slightly in 2021/22 and a bit more in 2022/23 but are reviewing our expenditure base and accommodation to reduce costs to match any reduction in funding.

After making further appropriate enquiries, together with reserves and expenditure control, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the twelve months from the date of signing this report. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Political Donations

No donations of monies or donated goods were made to any political parties or political campaigns in the year (2019/20: £NIL).

FUTURE PLANS

CAB's main priority is the provision of an accessible advice service to the community in Bedford Borough. As previously explained, CAB continued to deliver an advice service during the national lockdown though digital access channels. CAB continue to monitor the situation with the pandemic and the likely impact if the restrictions are reintroduced. CAB will ensure that clients are able to access the service and examine the impact of the pandemic on the issues that are presented. CAB have resumed our face-to-face service delivery but maintain remote working – this limits the number of staff and volunteers required to attend the office and keeps the working environment safe.

In summary CAB will continue to:

- provide good quality advice and information to the communities in Bedford and in particular to the most the most vulnerable;
- provide advice that is available at both a general help level and specialist advice in debt, welfare benefits and housing;
- provide accessible channels to contact the service;
- be a key partner to the local authority through, in particular, the provision of data about community needs and a leading player in the Bedford Advice and Third Sectors.

THE BEDFORD & DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2021

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company and charity law requires the trustees to prepare financial statements for each financial year. Under that law, the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The financial statements are required by law to give a true and fair view of the state of affairs of the company and of the surplus or deficit of the charitable company for that period. In preparing those financial statements, the trustees are required to:

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

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

Small company provisions

For the year ended 31 March 2021, the charitable company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

This report has been prepared in accordance with the Special Provisions for Small Companies under Part 15 of the Companies Act 2006 and the Statement of Recommended Practice: Accounting and Reporting by Charities, preparing the accounts in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS102) and the Charities Act 2011.

The Trustees' report was approved by the Board, authorised for issue on 20 December 2021, and signed on its behalf by,



Puncraj Parmar
Trustee

THE BEDFORD & DISTRICT CITIZENS ADVICE BUREAU

INDEPENDENT EXAMINER'S REPORT TO THE MEMBERS OF BEDFORD & DISTRICT CITIZENS ADVICE BUREAU

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

Responsibilities and basis of report

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

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

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

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2016 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Colin Airey FCCA
Independent Examiner

George Hay Partnership LLP
Chartered Accountants
Brigham House
High Street
Biggleswade
Bedfordshire
SG18 0LD

Date: 21 December 2021

THE BEDFORD & DISTRICT CITIZENS ADVICE BUREAU
STATEMENT OF FINANCIAL ACTIVITIES
(Including income and expenditure account)
For the year ended 31 March 2021

	Note	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Income from:							
Donations and legacies	2	1,000	-	1,000	150	-	150
Charitable activities	3	187,582	402,808	590,390	205,527	295,677	501,204
Activities for generating funds	4	2,490	-	2,490	32,121	-	32,121
Investments	5	1,540	-	1,540	1,633	-	1,633
Total income		192,612	402,808	595,420	239,431	295,677	535,108
Expenditure on:							
Charitable activities	6,7	241,960	271,520	513,480	212,199	278,633	490,832
Total expenditure		241,960	271,520	513,480	212,199	278,633	490,832
Net income/(expenditure) before transfer		(49,348)	131,288	81,940	27,232	17,044	44,276
Transfers between funds	17,18	132,981	(132,981)	-	-	-	-
Net movement in funds		83,633	(1,693)	81,940	27,232	17,044	44,276
Reconciliation of funds:							
Total funds brought forward at 01 April 2020		131,022	97,999	229,021	103,790	80,955	184,745
Total funds carried forward at 31 March 2021		214,655	96,306	310,961	131,022	97,999	229,021

The statement of financial activities includes all gains and losses in the current and comparative year. All income and expenditure derive from continuing activities.

The notes on pages 14 to 25 form part of these financial statements.

THE BEDFORD & DISTRICT CITIZENS ADVICE BUREAU
BALANCE SHEET
As at 31 March 2021

		2021	2020
	Note	£	£
Fixed assets			
Tangible assets	13	4,701	-
Current assets			
Debtors	14	40,777	21,329
Short-term Investment deposits		145,691	144,151
Cash at bank and in hand	23	172,860	102,372
		<u>359,328</u>	<u>267,852</u>
Liabilities			
Creditors: amounts falling due within one year	15	(53,068)	(38,831)
		<u></u>	<u></u>
Net current assets		306,260	229,021
		<u></u>	<u></u>
Total assets less current liabilities		310,961	229,021
		<u></u>	<u></u>
Total net assets		310,961	229,021
		<u></u>	<u></u>
Funds of the charity			
Unrestricted funds:	17		
General funds		69,735	131,022
Designated funds		144,920	-
		<u>214,655</u>	<u>131,022</u>
Restricted funds	18	96,306	97,999
		<u></u>	<u></u>
Total charity funds	19	310,961	229,021
		<u></u>	<u></u>

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with the provisions of FRS 102 Section 1A – small entities.

For the year ended 31 March 2021 the charitable company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies. Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The accounts were approved by the Board, authorised for issue on 20 December 2021, and signed on its behalf by,



Puncakj Parmar
Trustee

The notes on pages 14 to 25 form part of these financial statements.

THE BEDFORD & DISTRICT CITIZENS ADVICE BUREAU
CASH FLOW STATEMENT
For the year ended 31 March 2021

	Note	2021 £	2020 £
Cash flows from operating activities:			
Net cash provided by operating activities	22	75,853	(25,399)
Cash flows from investing activities:			
Dividends, interest and rents from investments	5	1,540	1,633
Purchase of tangible fixed assets	13	(5,365)	-
Purchase of investments		(1,540)	(1,633)
Net cash provided by investing activities		(5,365)	-
Increase / (decrease) in cash and cash equivalents in the reporting period		70,488	(25,399)
Cash and cash equivalents at the beginning of the reporting period		102,372	127,771
Cash and cash equivalents at the end of the reporting period	23	172,860	102,372

The notes on pages 14 to 25 form part of these financial statements.

THE BEDFORD & DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

Charitable Company Information

The Bedford & District Citizens Advice Bureau is a private limited charitable company, limited by guarantee, by not having share capital incorporated and domiciled in England & Wales. The registered office is 7a St Paul's Square, Bedford, Bedfordshire, MK40 1SQ and the company registration number is: 05190146.

1 Accounting Policies

1.1 Basis of preparation

The financial statements have been prepared in accordance with 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) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

The financial statements are prepared in Sterling and rounded to the nearest £1.

1.2 Fund accounting

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

Designated funds are unrestricted funds reserved by the trustees for particular purposes or if there are funds not easily available for use in liquidity terms.

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

1.3 Income

All income is included in the statement of financial activities when the charity is entitled to the funds and the amount can be measured with reasonable certainty. Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

Voluntary income is received by way of grants, donations and gifts, including gift aid income where applicable, and is included in full in the statement of financial activities when receivable. Income from government and other grants, where related to performance and specific deliverables, are accounted for when it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Donated services and facilities are included at the value to the charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts.

1.4 Interest receivable

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

THE BEDFORD & DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

1 Accounting Policies (continued)

1.5 Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates. Expenditure on raising funds; comprise the costs associated with attracting voluntary income.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them.

Support costs include all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity. They also include those costs not associated with the other two headings and includes costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity. They have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. staff costs by time spent and other costs by estimated usage.

1.6 Operating leases

The charity classifies the lease of property and printing and telecommunications equipment, as well as fixed service contracts as operating leases; the title to the property and equipment remains with the lessor and the equipment is replaced according to the economic life of the equipment. Rental charges are charged on a straight-line basis over the term of the lease.

1.7 Taxation

The charitable company, being a registered charity with minimal trading income, has been granted exemption from tax under Section 505 of the Income and Corporation Taxes Act 1988. No provision for taxation has therefore been made in these accounts.

1.8 Tangible fixed assets and depreciation

All assets individually or paid for as one invoice, costing £1,000 or more are capitalised.

Tangible fixed assets are stated at cost less depreciation and any accumulated impairment losses. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, as follows:

Fixtures & fittings	20% on the straight-line method
Computer & office equipment	33.3% on the straight-line method

1.9 Debtors

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

1.10 Cash at bank and in hand

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

1.11 Leases

Rental costs under operating leases are charged to the Statement of financial activities in equal amounts over the period of the leases.

THE BEDFORD & DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

1 Accounting Policies (continued)

1.12 Creditors and provisions

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

1.13 Pensions and retirement benefits

The charity operates a defined contribution scheme. The amount charged to the statement of financial activities in respect of pension costs and other post retirement benefits is the contributions payable in the year. Differences between contributions payable in the year and contributions actually paid are shown as either accruals or prepayments in the balance sheet.

1.14 Financial instruments

The charity only enters into basic financial instruments transactions that result in the recognition of financial assets and liabilities like trade and other accounts receivable and payable, loans from banks and other third parties and loans to related parties. Debt instruments (other than those wholly repayable or receivable within one year), including loans and other accounts receivable and payable, are initially measured at present value of the future cash flows and subsequently at amortised cost using the effective interest method. Financial assets and liabilities are offset and the net amount reported in the Balance Sheet when there is an 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.

1.15 Judgements in applying accounting policies and key sources of estimation uncertainty

In preparing the Financial Statements, management is required to make estimates and assumptions which affect reported income, expenses, assets, liabilities and disclosure of contingent assets and liabilities. Use of available information and application of judgement are inherent in the formation of estimates, together with expectations of future events that are believed to be reasonable under the circumstances. Actual results in the future could differ from such estimates.

Judgements

Impairment testing is carried out for all tangible assets at the year end date where there is an indication that impairment exists. For the purposes of impairment testing, the carrying amounts of the tangible assets are reviewed and an impairment loss is recognised where the carrying amounts exceed the assets recoverable amount.

Estimates

Depreciation methods, useful lives and residual values are reviewed at each balance sheet date. The gain or loss arising on the disposal or retirement of an item of property, plant and equipment is determined as the difference between the sales proceeds and the carrying amount of the assets and is recognised in Statement of Financial Activities.

The directors consider that there are no significant areas of key judgement or estimation uncertainty other than those identified in the accounting policies above.

1.16 Going concern

The Charity reported a significant cash inflow of £70,488 for the year and the Charity expects to make a small outflow in 2021/22. Whilst the year ending 31 March 2021 was significantly affected by Covid-19, the affect on our project work was minimal from a financial point of view overall. Whilst still not providing face-to-face services, we are still providing telephone support to those needing our support/advice and have increased our capacity to deliver services in this way. We expect funding to reduce slightly in 2021/22 and a bit more in 2022/23 but are reviewing our expenditure base and accommodation to reduce costs to match any reduction in funding.

After making further appropriate enquiries, together with our reserves and expenditure control, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the twelve months from the date of signing this report. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

THE BEDFORD & DISTRICT CITIZENS ADVICE BUREAU
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2021

2 Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Donations and gifts	1,000	-	1,000	150
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

3 Income from charitable activities

Grants and contract income receivable for charitable activity – advice and information	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
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General Advice:

Bedford Borough Council – Core Contract	152,500	-	152,500	157,499
Universal Credit Support – Help to Claim	-	26,510	26,510	25,437
Energy Projects	20,922	-	20,922	26,510
Other grants	2,340	1,300	3,640	3,074
	<u>175,762</u>	<u>27,810</u>	<u>203,572</u>	<u>212,520</u>

Debt Advice:

Money and Pensions Service	-	213,167	213,167	112,854
House of Industry – Debt Housing	-	72,826	72,826	72,826
	<u>-</u>	<u>285,993</u>	<u>285,993</u>	<u>185,680</u>

Benefits & Welfare Advice:

Bedford Borough Council – Welfare Benefits	-	40,005	40,005	40,005
The Harpur Trust	-	49,000	49,000	44,555
Benefits Advice Service	11,820	-	11,820	18,444
	<u>11,820</u>	<u>89,005</u>	<u>100,825</u>	<u>103,004</u>

Total income from charitable activities	187,582	402,808	590,390	501,204
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

4 Activities for generating funds

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Room hire	2,100	-	2,100	31,106
Other income	390	-	390	1,015
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
	2,490	-	2,490	32,121
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

THE BEDFORD & DISTRICT CITIZENS ADVICE BUREAU
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2021

5 Investments

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Interest received	1,540	-	1,540	1,633
	<u>1,540</u>	<u>-</u>	<u>1,540</u>	<u>1,633</u>

6 Expenditure on charitable activities by fund

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
General Advice	239,679	16,294	255,973	215,189
Debt Advice	-	165,867	165,867	193,580
Benefits & Welfare Advice	2,281	89,359	91,640	82,063
	<u>241,960</u>	<u>271,520</u>	<u>513,480</u>	<u>490,832</u>

7 Analysis of expenditure on charitable activities

	Basis of Allocation	General Advice £	Debt Advice £	Benefits Advice £	Total 2021 £	Total 2020 £
Direct costs:						
Salaries and wages	Direct	155,114	118,068	66,733	339,915	386,737
Staff and volunteers	Direct	108	1,274	2,186	3,568	9,747
Office costs	Direct	-	913	329	1,242	904
Premises costs	Direct	-	-	-	-	315
Governance	Direct	-	-	-	-	30
Other costs	Direct	-	-	-	-	49
		<u>155,222</u>	<u>120,255</u>	<u>69,248</u>	<u>344,725</u>	<u>397,782</u>
Support costs:						
Salaries & wages	Staff/Hrs	46,501	21,794	10,699	78,994	-
Staff and volunteers	Staff/Hrs	3,029	1,412	693	5,134	14,158
Office costs	Staff/Hrs	19,019	7,397	3,631	30,047	47,057
Premises costs	Staff/Hrs	29,162	13,592	6,673	49,427	20,214
Governance costs	Staff/Hrs	2,617	1,220	599	4,436	6,036
Other costs	Staff/Hrs	423	197	97	717	5,585
		<u>100,751</u>	<u>45,612</u>	<u>22,392</u>	<u>168,755</u>	<u>93,050</u>
Total expenditure on charitable activities						
		<u>255,973</u>	<u>165,867</u>	<u>91,640</u>	<u>513,480</u>	<u>490,832</u>

THE BEDFORD & DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

8 Net incoming resources for the year	2021	2020
	£	£
This is stated after charging		
Operating leases – land & buildings	43,625	10,332
Auditor/Examiner's remuneration:		
- Audit	-	3,000
- Independent examination	3,300	-
Depreciation and Impairment Charges	664	673

9 Trustees

During the current or previous year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or to any person known to be connected with them. Reimbursement of travel and incidental expenses to the trustees came to £29 during the year to 31 March 2021, paid to one trustee (2019/20: £30 paid to one trustee). Trustees' expenses related to costs of Trustees' meetings including the AGM totalled £194 (2019/20: £36).

10 Employees	2021	2020	2021	2020
	FTE	FTE	Head	Head
	Number	Number	Count	Count
Number of employees				
The average number of employees, analysed by function was:				
Advice workers and support staff	11	10	14	13
Key management personnel	4	4	4	4
	15	14	18	17
Employment costs			2021	2020
			£	£
Wages and salaries			379,457	351,548
Social security costs			30,113	25,848
Pensions costs			9,339	9,341
			418,909	386,737

No employee received remuneration amounting to more than £60,000 in the period (2019/20: NIL)

The key management personnel of the Charity comprise the Chief Executive Officer, Deputy Chief Executive and two Service Delivery Managers (2019/20: Chief Executive only). The total employee benefits of the key management personnel of the Charity were £142,911 (2019/20: £50,857).

No employees were made redundant in the year (2019/20: None). The total cost of the redundancy payments amounted to £Nil (2019/20: £Nil).

THE BEDFORD & DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

11 Pensions

There is a defined contribution pension scheme for employees. The basis for allocating the employer expense between activities is based on the salary cost of staff working on that activity. The CAB automatically enrolls eligible jobholders into a qualifying scheme in accordance with pensions legislation. The assets of the scheme are held separately from those of the company in an independently administered fund. The fund is a Group Personal Pension Scheme with Standard Life. The pension cost charge for the year represents contributions payable by the charitable company to the fund and amounted to £9,339 (2019/20: £9,341). The cost of the pension is allocated to each individual project within which an employee works. At the year-end £Nil was owed to the pension scheme (2019/20: £257).

12 Volunteers

The Charity receives help and support in the form of voluntary assistance in advising the public and administering the Charity.

As at 31 March 2021, we had 50 volunteers and we estimate the value of this help equates to £318,641 in respect to the current year.

The Trustee Board and Senior Management Team recognise the invaluable contribution made by our volunteers without whom the service could not operate. In accordance with FRS 102 and the Charities SORP, the economic contribution of volunteers is not recognised in the financial statements.

13 Fixed Assets

	Computer & Office Equipment £	Fixtures & Fittings £	Total £
Cost			
At 1 April 2020	52,299	5,531	57,830
Disposals	(52,299)	(5,531)	(57,830)
Additions	5,365	-	5,365
At 31 March 2021	5,365	-	5,365
Depreciation			
At 1 April 2020	52,299	5,531	57,830
Disposals	(52,299)	(5,531)	(57,830)
Charge for the year	664	-	664
At 31 March 2021	664	-	664
Net book value			
At 31 March 2021	4,701	-	4,701
At 31 March 2020	-	-	-

THE BEDFORD & DISTRICT CITIZENS ADVICE BUREAU
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2021

14	Debtors	2021	2020
		£	£
	Prepayments	585	-
	Accrued income	40,192	21,329
		40,777	21,329
15	Creditors: amounts falling due within one year	2021	2020
		£	£
	Social security costs	7,631	6,874
	Pensions	-	257
	Accruals	45,301	31,700
	Other creditors	136	-
		53,068	38,831
16	Financial instruments	2021	2020
		£	£
	Financial assets		
	Financial assets measured at fair value through profit & loss:		
	- Cash at bank and in hand	172,860	102,372
	- Short term deposits	145,691	144,151
	- Prepayments	585	-
	- Accrued income	40,192	21,329
		359,328	267,852
	Financial liabilities		
	Financial assets measured at fair value through profit & loss:		
	- Taxation and social security costs	7,631	6,874
	- Pensions	-	257
	- Accruals	45,301	31,700
	- Other creditors	136	-
		53,068	38,831

THE BEDFORD & DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

17 Unrestricted funds

	Balance at 01 April 2020 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2021 £
General funds	131,022	192,612	241,960	(11,939)	69,735
Designated funds: Reserves policy	-	-	-	144,920	144,920
Total Unrestricted funds	131,022	192,612	241,960	132,981	214,655

There is a new designated fund of £144,920 to match the reserves policy of 3 months' budgeted operating costs (2019/20: £Nil).

18 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of grants received for specific purposes:

	Balance at 01 April 2020 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2021 £
Universal Credit – Help to Claim	30,256	26,510	16,294	-	40,472
Money and Pensions Service	64,392	213,167	150,855	(126,704)*	-
House of Industry	(15,758)	72,826	15,013	-	42,055
Bedford Borough Welfare Benefits	2,685	40,005	52,774	-	(10,084)
The Harpur Trust	10,147	49,000	36,584	-	22,563
Other	6,277	1,300	-	(6,277)*	1,300
Total	97,999	402,808	271,520	(132,981)*	96,306

* Funds transferred into unrestricted funds from restricted funds represent funds not expected to be repaid and therefore no longer restricted.

Descriptions of Restricted Funds

Universal Credit – Help to Claim: Citizens Advice nationally has contracted with Citizens Advice Bedford to assist people to make a new claim for Universal Credit, from assessment of eligibility for the benefit up to receipt of their first payment. This service is funded until March 2022.

Money and Pensions Service: Citizens Advice nationally has contracted with Citizens Advice Bedford to provide specialist debt advice and support to clients who reside in Bedford Borough. This service is funded until March 2022.

House of Industry: Specialist debt advice for people at risk of becoming homeless. This service is currently funded until March 2023.

Bedford Borough Welfare Benefits: To provide specialist welfare benefit advice to clients of Bedford Borough Social Services clients. This service is currently funded until March 2022 but is expected to be renewed for another year.

The Harpur Trust: To provide for a specialist Welfare Benefits advisor. This service is currently funded until March 2023.

THE BEDFORD & DISTRICT CITIZENS ADVICE BUREAU
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2021

19 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2021 are represented by:			
Tangible fixed assets	4,701	-	4,701
Net current assets	209,697	96,306	306,003
	214,398	96,306	310,704
	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2020 are represented by:			
Tangible fixed assets	-	-	-
Net current assets	131,022	97,999	229,021
	131,022	97,999	229,021

20 Commitments under operating leases

As lessee:

As at 31 March 2021, the company had commitments under non-cancellable operating leases as follows:

	Land and buildings		Other	
	2021 £	2020 £	2021 £	2020 £
Within one year	3,750	3,333	1,515	576
Between one and five years	-	-	-	-

THE BEDFORD & DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

21 Related parties

Citizens Advice Bedford subscribes to the membership scheme of The National Association of Citizens Advice Bureaux (Citizens Advice), the national charity (Charity Number: 279057) which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of the Bureau in order to fulfil its charitable objects and comply with the national membership requirements.

During the 2020/21 financial year, payments were made to Citizens Advice to the value of £6,142 (2019/20: £6,885) in respect of subscriptions and sundries. Receipts from Citizens Advice for contracts and grant funding totalled £260,599 (2019/20: £165,420).

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where any of the Trustees holds the position of a Trustee/Director of another charity they would declare a conflict of interest and then may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

22 Reconciliation of cash flows from operating activities	2021 £	2020 £
Net income / (expenditure) for the reporting period	81,940	44,276
Add: Depreciation charge	664	673
Less: Dividends, interest and rents from investments	(1,540)	(1,633)
(Increase) / decrease in debtors	(19,448)	(3,821)
Increase / (decrease) in creditors and provisions	14,237	(64,894)
Net cash provided by operating activities	75,853	(25,399)

23 Analysis of cash and cash equivalents	2021 £	2020 £
Cash at bank and in hand	172,860	102,372
Total cash and cash equivalents	172,860	102,372

23A Analysis of changes in net debt

	At start of year £	Cashflows in year £	At end of year £
Cash	102,372	70,488	172,860
	102,372	70,488	172,860

THE BEDFORD & DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

24 Members liability

The Charity (which has the working name of 'Citizens Advice Bedford (CAB)') was formed as a company limited by guarantee on 27 July 2004 (Company Number: 05190146). The full name of the charity is The Bedford & District Citizens Advice Bureau and was registered with the Charity Commission on 12 November 2004 (Charity Number: 1106738). It is governed by its Memorandum and Articles of Association, as last updated on 24 March 2011.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

25 Post Balance Sheet Events

At the balance sheet date, restricted funds brought forward and not fully utilised have been quantified. The trustees liaised with funders where appropriate regarding potential reimbursement of funds or employing the available funds in line within their future agreement and engagement. The result of the negotiation is expected at the beginning of 2022.