

**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**

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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

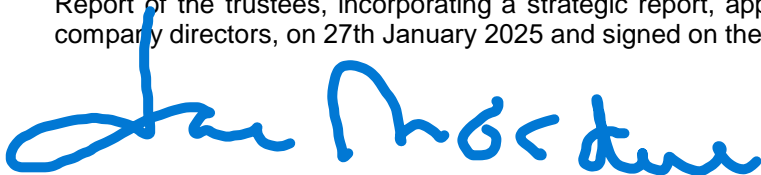
Joanne Gurner, Operations Manager

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				
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	3	302	-	302	5,150
<b>Charitable activities</b>	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	-
<b>Total</b>		<u>192,643</u>	<u>417,079</u>	<u>609,722</u>	<u>641,986</u>
<b>EXPENDITURE ON</b>					
<b>Charitable activities</b>	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
<b>Total</b>		<u>65,516</u>	<u>640,464</u>	<u>705,980</u>	<u>518,203</u>
<b>NET INCOME/(EXPENDITURE)</b>		127,127	(223,385)	(96,258)	123,783
<b>Transfers between funds</b>	18	(172,094)	172,094	-	-
<b>Net movement in funds</b>		(44,967)	(51,291)	(96,258)	123,783
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		374,612	69,935	444,547	320,764
<b>TOTAL FUNDS CARRIED FORWARD</b>		<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 £
<b>FIXED ASSETS</b>					
Tangible assets	13	34,974	-	34,974	42,418
<b>CURRENT ASSETS</b>					
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>
<b>CREDITORS</b>					
Amounts falling due within one year	16	(32,154)	-	(32,154)	(71,658)
<b>NET CURRENT ASSETS</b>		<u>294,671</u>	<u>18,644</u>	<u>313,315</u>	<u>402,129</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>329,645</u>	<u>18,644</u>	<u>348,289</u>	<u>444,547</u>
<b>NET ASSETS</b>		<u>329,645</u>	<u>18,644</u>	<u>348,289</u>	<u>444,547</u>
<b>FUNDS</b>	18				
Unrestricted funds				329,645	374,612
Restricted funds				18,644	69,935
<b>TOTAL FUNDS</b>				<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 above a dotted line.

Trustee

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

	Notes	2024 £	2023 £
<b>Cash flows from operating activities</b>			
Cash generated from operations	1	(138,548)	171,244
Net cash (used in)/provided by operating activities		(138,548)	171,244
<b>Cash flows from investing activities</b>			
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		(3,774)	(48,757)
<b>Change in cash and cash equivalents in the reporting period</b>		(142,322)	122,487
<b>Cash and cash equivalents at the beginning of the reporting period</b>		352,471	229,984
<b>Cash and cash equivalents at the end of the reporting period</b>		210,149	352,471

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 £
<b>Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)</b>	(96,258)	123,783
<b>Adjustments for:</b>		
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
<b>Net cash (used in)/provided by operations</b>	<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 £
<b>Net cash</b>			
Cash at bank and in hand	352,471	(142,322)	210,149
	<u>352,471</u>	<u>(142,322)</u>	<u>210,149</u>
<b>Liquid resources</b>			
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>
<b>Total</b>	<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 £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	5,150	-	5,150
<b>Charitable activities</b>			
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
<b>Total</b>	<u>175,224</u>	<u>466,762</u>	<u>641,986</u>
<b>EXPENDITURE ON</b>			
<b>Charitable activities</b>			
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
<b>Total</b>	<u>73,456</u>	<u>444,747</u>	<u>518,203</u>
<b>NET INCOME</b>	101,768	22,015	123,783
<b>Transfers between funds</b>	(20,890)	20,890	-
<b>Net movement in funds</b>	80,878	42,905	123,783
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward	293,734	27,030	320,764
<b>TOTAL FUNDS CARRIED FORWARD</b>	<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 £
<b>COST</b>			
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
<b>DEPRECIATION</b>			
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
<b>NET BOOK VALUE</b>			
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 £
<b>Unrestricted funds</b>				
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>
<b>Restricted funds</b>				
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>
<b>TOTAL FUNDS</b>	<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 £
<b>Unrestricted funds</b>			
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>
<b>Restricted funds</b>			
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>
<b>TOTAL FUNDS</b>	<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 £
<b>Unrestricted funds</b>				
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>
<b>Restricted funds</b>				
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>
<b>TOTAL FUNDS</b>	<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 £
<b>Unrestricted funds</b>			
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>
<b>Restricted funds</b>			
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>
<b>TOTAL FUNDS</b>	<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 £
<b>INCOME AND ENDOWMENTS</b>		
<b>Donations and legacies</b>		
Donations	302	5,150
<b>Investment income</b>		
Deposit account interest	2,396	1,026
<b>Charitable activities</b>		
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	-
	<hr/> 597,587	<hr/> 635,810
<b>Other income</b>		
Other income	9,437	-
	<hr/> 609,722	<hr/> 641,986
<b>Total incoming resources</b>		
<b>EXPENDITURE</b>		
<b>Charitable activities</b>		
Salaries and wages	282,034	180,802
Office costs	4,225	1,071
Other costs	-	(344)
Staff and volunteers	1,509	1,042
	<hr/> 287,768	<hr/> 182,571
<b>Support costs</b>		
<b>Management</b>		
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
	<hr/> 411,315	<hr/> 321,132
<b>Governance costs</b>		
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
<b>Net (expenditure)/income</b>	<u>(96,258)</u>	<u>123,783</u>