

**Rutland Citizens Advice Bureau**  
**Report of the Directors and Trustees**  
**and**  
**Financial Statements**  
**for the year ended 31 March 2025**

**Registered Charity No. 1107907**  
**Company No. 5287678**  
**FCA Authorisation No. 617720**

**Rutland Citizens Advice Bureau**  
**Report of the Directors and Trustees**  
**And**  
**Financial Statements**  
**for the year ended 31 March 2025**

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## **Rutland Citizens Advice Bureau**

### **Report of the Directors and Trustees for the year ended 31 March 2025**

The Trustees (who are also the Directors for the purpose of Company Law) have pleasure in presenting their annual report and the financial statements for the year ended 31 March 2025. 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 applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

The following people were directors/trustees of the charity on the date of approval of the report:

<b>DIRECTORS/ TRUSTEES</b>	<b>ROLE</b>	<b>ELECTED BY</b>	<b>DATE ELECTED</b>
Elizabeth Cooper	Chair	Members	1 Apr 20
Michael Cropper	Trustee	Members	7 Oct 19
Christopher Mortlock	Trustee	Members	9 May 23
Susan Jarron	Trustee	Members	9 May 23
Barbie Coulson	Trustee	Members	10 Dec 24
Richard Gill	Trustee	Members	11 Jun 25
Nicola Bateman	Trustee	Members	11 Jun 25

The following people additionally served as directors/trustees during the year:

<b>EX/DIRECTORS TRUSTEES</b>	<b>ROLE</b>	<b>ELECTED BY</b>	<b>DATE ELECTED</b>	<b>DATE RESIGNED</b>
Graeme Baines	Trustee	Members	21 Nov 22	2 July 24
Philip Grimley	Trustee	Members	23 Jan 15	28 Nov 24
Tim Devas	Trustee	Members	9 Nov 20	28 Nov 24
Hannah Williams	Trustee	Members	21 Nov 22	30 July 25

In this report:

- The directors of the Charity are referred to as “trustees”,
- Rutland Citizens Advice Bureau is referred to as “CAR” or “the Charity”.

All trustees give their time freely and no trustee received remuneration in the year. Details of any trustee expenses are disclosed in note 9.

# **Rutland Citizens Advice Bureau**

## **Report of the Directors and Trustees for the year ended 31 March 2025**

### **OBJECTIVES AND ACTIVITIES**

#### **Charitable purpose**

The purpose of the charity is to promote any charitable purpose for the benefit of the community in Rutland and surrounding areas, by the advancement of education, the protection and preservation of health and relief of poverty, sickness and distress.

Fundamental to achieving its charitable aims, the Charity has an underlying goal of raising funds to enable it to provide the services which it is established to deliver.

CAR aims to fulfil its purpose through its objectives. The core aims of the Charity set CAR's strategic objectives. CAR aims 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, and to ensure individuals do not suffer due to a lack of knowledge or an inability to express their needs effectively.

Strategic objectives during the period of the report included:

- To maintain and grow the core advice function and to deliver a service that assists the population of Rutland;
- To work to increase awareness of, and improve access to the Charity;
- To support and develop the voluntary sector in Rutland and to support and help coordinate the activities of other charities. This enables CAR to broaden considerably its ability to fulfil the purposes of advancement of education, the protection and preservation of health and relief of poverty, sickness and distress beyond the delivery of core advice services;
- To work to highlight those policy, delivery and service issues that are, or have potential to impact negatively on the quality of life of Rutland residents; and
- To maintain membership of the Citizens Advice Network.

#### **Activities**

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the organisation and are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

During the past financial year, the organisation has continued to deliver both traditional advice services and services in support of the voluntary sector.

# **Rutland Citizens Advice Bureau**

## **Report of the Directors and Trustees for the year ended 31 March 2025**

### **Advice services:**

In addition to generalist advice the following specialist services were provided during the year:

- Debt
- Welfare Rights
- Housing
- Prevention of Homelessness

Additionally specialised advice was also provided to people with long term medical conditions.

CAR provided guidance and advice to a large number of clients (see below) and maintained quality standards throughout the year. As a result of the continued cost-of-living crisis the organisation has never been busier in terms of case load or numbers of clients seeking advice in CAR's 50 year history. CAR continued to provide advice for people with long term health conditions in the county. This work is supported by fundraising activities undertaken by 'For Rutland' - the name of CAR's fundraising group.

### **Campaigns**

CAR continues to play an active role in working to improve the policies and practices that affect peoples' lives, through contributing to the Citizens Advice head office's work in research and campaigns, and taking part in focus groups throughout the year.

### **Collaboration**

Over the past 12 months CAR has improved its partnership working and collaboration with partner agencies. This has included information sharing, development of and participation in events as well as regular meetings for the Charity and voluntary sector to attend.

### **Voluntary and Community Sector**

Over the past 12 months CAR has continued with the delivery of a series of activities and initiatives in support of the Voluntary and Community Sector (VCS) including:

- promoting and increasing the supply of volunteers to multiple VCS groups in Rutland;
- delivering social media engagement training;
- promoting funding opportunities;
- developing space at the CAR offices as a community hub available for voluntary groups to use for meetings and other purposes;
- increasing collaboration and cooperation amongst VCS partners through the circulation of newsletters with details of community events; and
- establishment of and attendance at a variety of community events.

# Rutland Citizens Advice Bureau

## Report of the Directors and Trustees for the year ended 31 March 2025

### Fundraising Activities

CAR's funds consist of a) unrestricted income funds which can be used in the delivery of the charitable objectives at the trustees' discretion and b) restricted income funds which can only be used for particular restricted projects or purposes within the objects of the Charity. Restrictions arise when specified by the funder or when funds are raised for particular restricted projects or purposes. Expenditure which meets the restricted criteria is charged to that fund, together with a fair allocation of CAR support and administrative costs.

Overall, CAR is dependent on a small number of fund sources to support the majority of our work. In this context, the trustees have determined that the CAR strategy needs to:

- a) focus on agility and survival of the organisation;
- b) be able to respond rapidly to the changing political/economic environment in Rutland; and
- c) continue to widen our donor base and look for new sources of income.

CAR fundraising volunteers continued operating under the brand of 'For Rutland', organising significant fundraising events including the Bottle Tombola at the Rutland County Show in June 2024 and the Good & New Sale in March 2025.

During the reporting period CAR conducted a direct mail appeal to Parish and local Councils in Rutland for financial support.

### ACHIEVEMENTS AND PERFORMANCE

During 2024/25 the top three categories of advice remained Welfare Rights, Housing and Debt. We saw 3,032 unique clients during the year and assisted with 15,237 presenting issues. Presenting issues break down as follows:

Welfare rights – 8,928

Debt – 1,814

Housing – 1,901

Other – 2,594

The financial gain for clients in 2024/25 was over £2.5 million, which is made up of £1,558,329 for general advice clients and £982,162 for our tailored advice work for clients with long term health issues.

100% of clients who responded to survey questions are either satisfied or very satisfied with our service.

CAR continued to welcome clients from across the county; over the last 12 months 39% of clients came from wards and parishes outside Oakham\* and Uppingham. 62% of our clients were women and 38% men. Clients under pension age made up 67% of those seen and those over pension age 33%. *Note\* Oakham figure includes Barleythorpe*

## **Rutland Citizens Advice Bureau**

### **Report of the Directors and Trustees for the year ended 31 March 2025**

#### **Investment Activities**

The Charity does not currently hold any material investments, although it does make deposits into the Flagstone cash deposit platform to distribute its reserves, both unrestricted and restricted, across multiple short term savings accounts. This approach maximises interest earnings while ensuring the security of the funds. Current savings are considered alongside our reserves policy.

#### **Factors Affecting the Achievement of Objectives**

- Financial risk: this is addressed under the Financial Review;
- Higher demand on health and social care provision putting more pressure on statutory services;
- The future of Rutland County Council;
- Access to the services provided by clients and potential clients; and
- Recruitment of employees and volunteers.

#### **FINANCIAL REVIEW**

##### **Financial Position**

We began the financial year with a planned budgetary deficit of £61,515. However, the year end results were broadly balanced, with a small deficit of £3,612. This was achieved through restructuring measures, other operational challenges, and cost cutting initiatives. Total income for the year was £399,545 (2024: £484,846), of this £214,505 (2024: £262,227) related to restricted project activities by 'For Rutland', The Voluntary Sector Support, Trussell Trust, and a grant from Citizens Advice Innovation.

At 31 March 2025 the free reserves were £183,507, an increase from the 2024 figure of £152,234, which is above the reserves policy figure set by the trustee board, which aims to maintain sufficient funds. Current free reserves would cover approximately nine months of operational costs.

The National Citizens Advice financial health monitoring report noted our financial health in areas of liquidity and free reserves at the end of the financial year March 2024, rating them as minimal risk.

The Restricted funds at the year-end stood at £157,362 (2024: £192,438), these funds are earmarked for specific projects including: "For Rutland" and AVM.

While we are encouraged by the year's financial outcome, we must remain mindful of the severe challenges ahead, including increased demand for our services and rising salaries and operational costs, whilst the future of funding from Rutland County Council is uncertain as we move into a period of uncertainty about the operational model.

## **Rutland Citizens Advice Bureau**

### **Report of the Directors and Trustees for the year ended 31 March 2025**

#### **Financial Position (continued)**

The Board and management team are actively exploring opportunities for new funding streams and further small efficiencies to ensure our sustainability and as far as possible continued independence.

#### **Reserves Policy**

The trustees establish a Reserves Policy to ensure that the bureau's core activities can continue during unforeseen difficulties. In May 2024, the reserve amount was set at £125,000.

The trustees considered the Charity's free reserve requirements, considering the primary risks to the organisation. They identified the main risks to both income and expenditure and calculated the potential financial impact of adverse changes. The identified free reserves would allow for short-term drawdowns, providing time for mitigation actions and adjustments to new financial circumstances. Additionally, CAR continues with the risk sub-committee that meets quarterly and reports back to the Board at each meeting with a review of the risk register.

#### **Financial Risk**

The key areas of risk are:

- The loss of a major funding source including the non-renewal of a funding contract or reduction in scope of funding provided;
- The inability to reduce costs pro rata to any reduction in funding without putting the core service at risk;
- Increased redundancy obligations as a consequence of lack of staff turnover;
- Any unexpected expenditure, especially related to employment; and
- An increase in working capital required if funding is not received in advance.

The current advice grant received from Rutland County Council runs for 1 year to March 2026.

The reserves have been set at £125,000. Total free reserves at 31 March 2024 as set out in these accounts (excluding designated/restricted reserves) are £183,507.

The Reserves Policy will be reviewed annually in tandem with the bureau's strategy and risk assessment processes.

#### **Principal Funding Sources**

Rutland County Council will continue to be the primary source of funding to the end of the current agreement, with additional funding coming from individuals and private foundations as well as funding from the Trussell Trust, and the 'For Rutland' fundraising team.

The charity did not have any borrowings from either providers of funding or other sources at the balance sheet date.



## **Rutland Citizens Advice Bureau**

### **Report of the Directors and Trustees for the year ended 31 March 2025**

#### **Funds in Deficit**

No funds were in deficit at the balance sheet date.

#### **Redundancy payments**

As part of the charity's restructuring to reduce overhead costs and ensure long term sustainability, it was necessary to make two staff roles redundant during the year. The total redundancy payments amounted to £20,014. The trustees recognise the contribution of the staff affected and are grateful for their service.

#### **Investment Policy**

The Charity has the power to invest monies as set out in its Articles of Association.

#### **Plans for future periods**

The trustees review plans for the future regularly at Board meetings and at an annual strategy review meeting. Its core aims and objectives remain as set out. Current plans include:

##### Retain Citizens Advice Rutland as a Rutland based organisation

Retaining a local operation (with our own local telephone advice service) providing a blended service offering of face-to-face/telephone advice remains our key priority. We will ensure wide access to advice services for all Rutland residents.

##### Trustee/member recruitment including Fundraising and Research and Campaigns

Recruit trustees to achieve the objective of fundraising in light of the uncertainty of future funding from RCC.

Promote the worth of R&C work to potential funders and appoint a new trustee with responsibility for R&C.

##### Strategic review of services

Explore working with other local offices to pool resources for advice.

The Community Development Officer will continue to promote the work of CAR to the VCS and the community throughout the current year of the new VCS contract.

# **Rutland Citizens Advice Bureau**

## **Report of the Directors and Trustees for the year ended 31 March 2025**

### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

#### **Governing Document**

Rutland Citizens Advice Bureau is a registered charity and a company limited by guarantee known as Citizens Advice Rutland. The maximum liability of each member is limited to ten pounds. Rutland Citizens Advice Bureau is governed by its Articles of Association as amended in 2023. The Articles of Association provide for a maximum number of trustees of 15 and the minimum shall be 4. At 31 March 2025 the company had 17 members, 6 of whom were Trustees.

#### **Recruitment, Appointment of Trustees**

Trustees are appointed in accordance with the Articles of Association.

Trustees are recruited from those who have demonstrable interest in and commitment to the local community and the aims and objectives of the Charity. They will be required to demonstrate (or gain) the skills and experience identified as necessary to fulfil the roles. The Board of Trustees (the Board) and the Chief Executive Officer (CEO) oversee the recruitment/co-option of new board appointments. New trustees are required to undertake an application and interview process. A separate process agreed by the Board is followed for the election of the Chair. No other person or bodies external to the Charity were entitled to appoint persons to the Trustee Board.

#### **Organisational Structure**

Rutland Citizens Advice Bureau is governed by a Board of Trustees 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 Charity and for ensuring that it satisfies its legal and contractual obligations.

Trustees meet, at a minimum, quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management.

Newly appointed trustees are provided with a comprehensive induction to CAR through the provision of training courses and mentoring by established trustees. Training continues throughout any trustee's appointment.

#### **Arrangements for setting pay and remuneration of key management personnel**

The Board of Trustees is responsible for defining the pay policy, including deciding upon the salary of the CEO. In considering remuneration the Trustees will take account of relevant information including:

- information received from the Citizens Advice national network;
- market information;
- the Charity's financial position; and
- public sector pay awards

## **Rutland Citizens Advice Bureau**

### **Report of the Directors and Trustees for the year ended 31 March 2025**

#### **Citizens Advice Network**

Rutland Citizens Advice Bureau is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Rutland Citizens Advice Bureau in order to fulfil its charitable objectives and comply with the national membership requirements.

#### **Related parties**

The Charity co-operates and liaises with a number of other advisory services, local charities and Local Authority departments on behalf of clients.

## **Rutland Citizens Advice Bureau**

### **Report of the Directors and Trustees for the year ended 31 March 2025**

#### **Reference and administrative details**

Charity Name: Rutland Citizens Advice Bureau

Charity Registration No: 1107907

Company Registration No: 5287678

Finance Conduct Authority Authorisation No: 617720

Registered Office: 56 High Street, Oakham, Rutland, LE15 6AL

Chair: Elizabeth Cooper

Chief Executive Officer: Emma Jefferson

Deputy Chief Executive Officer: Clare Bryan

Bankers (for the period of the report): CAF Bank Limited, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent. ME19 4JQ

Independent Examiner: Azets Audit Services, Thorpe House, 93 Headlands, Kettering, Northants. NN15 6BL

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and reporting by Charities and in accordance with the provisions applicable to companies subject to the small companies' regime.

The report of the trustees was approved by order of the board of trustees, as the company directors, on 23rd September 2025 and signed on the board's behalf by:



.....  
Elizabeth Cooper  
Chair of Trustees

## **Rutland Citizens Advice Bureau**

### **Independent Examiner's report to the Trustees of Rutland Citizens Advice Bureau**

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2025, which are set out on pages 12 to 27.

#### **Responsibilities and basis of report**

As the charity 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 company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

#### **Independent examiner's statement**

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, 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 that in any material respect:

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.



Paul Tyler FCA  
Azets Audit Services  
Thorpe House  
93 Headlands  
Kettering  
Northamptonshire  
NN15 6BL

Date: 25/01/2025

## Rutland Citizens Advice Bureau

### Statement of financial activities for the year ended 31 March 2025 Incorporating the Income and Expenditure Account

	Note	Unrestricted funds £	Restricted funds £	Total funds 2025 £	Total funds 2024 £
<b>Income and endowments from:</b>					
Donations and legacies	2	6,975	30,260	37,235	74,947
Charitable activities	3				
Grants and contracts		164,178	97,625	261,803	317,080
Other (including fundraising)		-	85,108	85,108	83,794
Investment income	4	13,887	1,512	15,399	9,025
<b>Total Income</b>		<b>185,040</b>	<b>214,505</b>	<b>399,545</b>	<b>484,846</b>
<b>Expenditure on:</b>					
Raising funds	5	24,749	30,932	55,681	47,960
Charitable activities	6				
Advice provision		99,907	223,231	323,138	338,581
Grants allocated		-	-	-	-
Service provision		-	-	-	-
Other		24,338	-	24,338	56,658
<b>Total Expenditure</b>		<b>148,994</b>	<b>254,163</b>	<b>403,157</b>	<b>443,199</b>
<b>Net income/(expenditure) and net movement in funds</b>		<b>36,046</b>	<b>(39,658)</b>	<b>(3,612)</b>	<b>41,647</b>
<b>Transfers between Funds</b>		<b>(4,582)</b>	<b>4,582</b>	<b>-</b>	<b>-</b>
Fund balances at 1 April 2024	14	184,552	192,438	376,990	335,343
<b>Fund balances at 31 March 2025</b>	<b>14</b>	<b>216,016</b>	<b>157,362</b>	<b>373,378</b>	<b>376,990</b>

There are no recognised gains or losses in the year, other than those included in the statement of financial activities.

All income and expenditure derives from continuing operations.

# Rutland Citizens Advice Bureau

## Balance Sheet as at 31 March 2025

	Note	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
<b>Fixed Assets</b>					
Tangible Assets	10	2,509	-	2,509	2,318
<b>Current Assets</b>					
Stock	11	409	-	409	756
Debtors	12	3,858	334	4,192	18,682
Short term deposits		154,580	90,951	245,531	204,575
Cash at bank and in hand		77,194	66,274	143,468	176,372
		236,041	157,559	393,600	400,385
<b>Creditors - amounts falling due within one year</b>	13	22,534	197	22,731	25,713
<b>Net Current Assets</b>		213,507	157,362	370,869	374,672
<b>Net Assets</b>		216,016	157,362	373,378	376,990
<b>Represented by:</b>					
<b>Funds of the Charity</b>	14				
Unrestricted funds					
General funds		186,016	-	186,016	154,552
Designated funds		30,000	-	30,000	30,000
Restricted funds		-	157,362	157,362	192,438
		216,016	157,362	373,378	376,990

For the year ending 31 March 2025 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to **small** companies.

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.

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

The financial statements were approved by the Board on 23rd September 2025 and signed on their behalf by:

Elizabeth Cooper – Chair of Trustees

Chris Mortlock – Finance Trustee

Company Registration No: 5287678  
Charity Registration No: 1107907

# Rutland Citizens Advice Bureau

## Statement of Cash Flows for year ended 31 March 2025

	Total 2025 £	Total 2024 £
<b>Cash flows from operating activities</b>		
Net income/(expenditure)	(3,612)	41,647
Adjustments for:		
Depreciation	2,486	4,832
Interest income	(15,399)	(9,025)
Decrease/(increase) in stock	347	150
(Increase)/Decrease in debtors	14,490	(15,793)
(Decrease)/Increase in creditors	(2,982)	(4,226)
Net cash provided by/(used in) operating activities	<u>(4,670)</u>	<u>17,585</u>
<b>Cash flows from investing activities</b>		
Purchase of fixed assets	(2,677)	-
Interest receivable	15,399	9,025
Net cash (used in)/provided by investing activities	<u>12,722</u>	<u>9,025</u>
<b>Change in cash and cash equivalents in the reporting period</b>	8,052	26,610
Cash and cash equivalents at 1 April 2024	380,947	354,337
Cash and cash equivalents at 31 March 2025	<u>388,999</u>	<u>380,947</u>
<b>Components of cash and cash equivalents</b>		
Short term deposits	245,531	204,575
Cash at bank and in hand	<u>143,468</u>	<u>176,372</u>
	<u>388,999</u>	<u>380,947</u>



## **Rutland Citizens Advice Bureau**

### **Notes to the financial statements for the year ended 31 March 2025**

#### **1. Accounting policies**

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

##### **a) Basis of preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the UK and Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and Generally Accepted Accounting Practice.

Rutland Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The financial statements are prepared in Sterling, which is the functional currency of the company, and are rounded to the nearest £. The company's accounts present information about it as an individual undertaking.

##### **b) Legal status of the Charity**

The charity is a private company limited by guarantee and has no share capital. In the event of the company being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity. The registered office address is 56 High Street, Oakham, Rutland, LE15 6AL.

##### **c) Going concern**

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

##### **d) Judgements and key sources of estimation uncertainty**

In applying the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying value of assets and liabilities. Although actual results may differ from estimates of this type, in the opinion of the trustees, this is unlikely to result in material adjustments to the carrying value of assets and liabilities.

## **Rutland Citizens Advice Bureau**

### **Notes to the financial statements for the year ended 31 March 2025**

#### **1. Accounting policies (continued)**

##### **e) Incoming resources**

###### **i) Donations and grants receivable**

Grants made to finance the activities of the charity are credited to the income and expenditure account in the period to which they relate. Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.

###### **ii) Bank interest**

Bank interest is included in the income and expenditure account on receipt.

###### **iii) Other income**

Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included as they were received.

###### **iv) Volunteers**

The value of services provided by volunteers is not incorporated into these financial statements.

###### **v) Deferred income**

Grants and fees that are received in advance of delivering services required by performance-related conditions are accounted for as a liability and released to income in the reporting period in which conditions that limit recognition are met.

###### **vi) Legacies**

Legacies are recognised on the earlier of the date the charity is aware that probate has been granted, the estate has been finalised and the charity notified that a distribution will be made, or when a distribution is received from the estate. Legacies are only recognised in the Statement of Financial Activities when it is considered probable that a distribution will be received and that distribution can be measured reliably. When the criteria for income recognition have not been met, the legacy is treated as a contingent asset.

##### **f) Resources expended**

All expenditure is accounted for on an accruals basis. All expenditure directly related to the provision of advice services is included within charitable expenditure. Other costs incurred have been allocated between fundraising, advice and administration as appropriate. Where such costs

## **Rutland Citizens Advice Bureau**

### **Notes to the financial statements for the year ended 31 March 2025**

#### **1. Accounting policies (continued)**

relate to more than one functional cost category they have been split on an estimate of time or income, as appropriate.

##### **g) Fixed assets and depreciation**

Fixed assets are included at cost. Items are capitalised if their value is over £1,000.

Depreciation is charged on a straight line basis on the costs of the assets over their estimated useful lives as follows:

Fixtures & fittings:	Remaining period of lease: maximum 6 years
Equipment:	10 years
Computers:	3 years

##### **h) Stocks**

Stock is recognised at the lower of cost and net realisable value. Cost comprises direct materials and, where applicable, those overheads that have been incurred in bringing stock to its present location and condition.

##### **i) Debtors**

Trade and other debtors are measured at the transaction price (including transaction costs). Where the arrangement constitutes a financing transaction, the transaction is recognised at the present value of the future cashflows discounted at a market rate of interest.

##### **j) Cash and cash equivalents**

Cash and cash equivalents include cash in hand, deposits held at call with banks and other highly-liquid short-term investments with a short maturity of 3 months or less.

##### **k) Creditors**

Creditors 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 can be measured or estimated reliably.

Trade and other creditors are measured at the transaction price. Where the arrangement constitutes a financing transaction, the transaction is recognised at the present value of the future cashflows discounted at a market rate of interest.

## **Rutland Citizens Advice Bureau**

### **Notes to the financial statements for the year ended 31 March 2025**

#### **1. Accounting policies (continued)**

##### **l) Fund accounting**

Unrestricted funds are donations and other income generated for the objects of the charity without specified purposes. These can be used in accordance with the charitable objects at the discretion of the trustees.

Income received for the restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

Designated funds are allocated out of unrestricted funds by the trustees for specific purposes. The use of such funds is at the trustees' discretion.

##### **m) Leases**

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

##### **n) Taxation**

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

##### **o) Pension**

The charity operates a defined contribution group personal pension plan for its employees. Payments are charged to the Statement of Financial Activities in the period in which they are incurred.

##### **p) Termination benefits**

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

##### **q) VAT**

The charity has been able to recover VAT in accordance with the agreed partial exemption method.

## Rutland Citizens Advice Bureau

### Notes to the financial statements for the year ended 31 March 2025

#### 2 Donations and legacies

	Unrestricted £	Restricted £	2025 £	2024 £
<b>Voluntary income</b>				
Donations	6,975	30,260	37,235	44,947
Legacies	-	-	-	30,000
	<u>6,975</u>	<u>30,260</u>	<u>37,235</u>	<u>74,947</u>

The income from donations and legacies was £37,235 (2024: £74,947) of which £6,975 was unrestricted (2024: £35,401) and £30,260 was restricted (2024: £39,546).

#### 3 Income from Charitable Activities

	Unrestricted £	Restricted £	2025 £	2024 £
Local Authority contracts	10,000	50,000	60,000	75,499
Local Authority grants	150,000	-	150,000	190,000
Other grants and contracts	4,178	47,625	51,803	51,581
Other paid advisory services	-	-	-	7
Fundraising events	-	85,108	85,108	78,787
National Insurance rebate	-	-	-	5,000
	<u>164,178</u>	<u>182,733</u>	<u>346,911</u>	<u>400,874</u>

The income from charitable activities was £346,911 (2024: £400,874) of which £164,178 was unrestricted (2024: £180,007) and £182,733 was restricted (2024: £220,867).

#### 4 Investment income

	Unrestricted £	Restricted £	2025 £	2024 £
Bank Interest received	<u>13,887</u>	<u>1,512</u>	<u>15,399</u>	<u>9,025</u>

The income from investments was £15,399 (2024: £9,025) of which £13,887 was unrestricted (2024: £7,211) and £1,512 was restricted (2024: £1,814).

## Rutland Citizens Advice Bureau

### Notes to the financial statements for the year ended 31 March 2025

#### 5 Expenditure

	Direct Staffing £	Other direct costs £	Support costs £	2025 £	2024 £
<b>Cost of raising funds</b>					
Other fundraising	33,495	16,463	5,723	55,681	47,960
<b>Charitable Activities</b>					
Advice provision	266,860	10,683	45,595	323,138	338,581
Partner funding	-	-	-	-	-
Grants allocated	-	-	-	-	-
Grant service provision	-	-	-	-	-
Other	20,786	-	3,552	24,338	56,658
	<u>321,141</u>	<u>27,146</u>	<u>54,870</u>	<u>403,157</u>	<u>443,199</u>

Total expenditure was £403,157 (2024: £443,199) of which £148,994 was unrestricted (2024: £180,432) and £254,163 was restricted (2024: £262,767).

#### 6 Charitable activities

	2025 £	2024 £
Staff costs	287,646	316,854
Sub-contractors	-	-
VCF costs	2,163	3,508
CitA Innovation costs	8,520	9,126
VCF Mapping	-	12,707
Other grants	-	-
Other direct costs	-	-
Allocated support and governance costs (note 7)	49,147	53,044
	<u>347,476</u>	<u>395,239</u>

Expenditure on charitable activities was £347,476 (2024: £395,239) of which £124,245 was unrestricted (2024: £171,479) and £223,231 was restricted (2024: £223,760).

#### 7 Analysis of support and governance costs

	Support £	Governance £	2025 £	2024 £
Management costs	4,382	5	4,387	5,795
Office, IT and communications	14,282	-	14,282	17,712
Premises costs	25,075	-	25,075	22,768
Legal and professional fees	-	7,780	7,780	5,557
Independent examination services	-	2,814	2,814	4,563
AGM costs	-	532	532	275
	<u>43,739</u>	<u>11,131</u>	<u>54,870</u>	<u>56,670</u>
Analysed between				
Cost of raising funds	4,562	1,161	5,723	3,626
Charitable activities	39,177	9,970	49,147	53,044
	<u>43,739</u>	<u>11,131</u>	<u>54,870</u>	<u>56,670</u>

## Rutland Citizens Advice Bureau

### Notes to the financial statements for the year ended 31 March 2025

#### 8 Net income/(expenditure) for the year

	2025	2024
	£	£
This is stated after charging:		
Depreciation	2,486	4,832
Operating costs of leases, properties & machines	10,602	10,516
Independent Examiner's remuneration		
Independent examination	2,814	4,563
Other services	2,227	1,678
	<u>2,227</u>	<u>1,678</u>

#### 9 Information regarding Trustees and Employees

	2025	2024
	£	£
Wages and salaries	292,302	300,205
Social security costs	18,014	25,903
Pension costs	10,825	12,403
	<u>321,141</u>	<u>338,511</u>

The average number of employees was:

2025	2024
No	No
12	13

The average number of employees, on a fulltime equivalent, analysed by function was:

	2025	2024
	No	No
Charitable purposes	5.3	6.5
Fundraising & publicity	0.2	0.3
Management and administration of charity	2.5	3
	<u>8.0</u>	<u>9.8</u>

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

There was no trustees' remuneration or other benefits for the year ended 31 March 2025 or 31 March 2024. No trustees received benefits under any pension scheme.

No travel costs were paid to members of the Trustee Board in the year (2024: £nil).

Total remuneration paid to key management personnel in the year was £97,182 (2024: £95,201).

The bureau paid £3,620 in the year ended 31 March 2025 (2024: £3,381) for various insurance services, including professional indemnity cover.

Wages and salaries include redundancy payments made to two employees during the year to 31 March 2025 totalling £20,014 (2024: £nil).

## Rutland Citizens Advice Bureau

### Notes to the financial statements for the year ended 31 March 2025

#### 10 Tangible assets

	Computer Equipment £	Fixtures, fittings and equipment £	Total £
<b>Cost</b>			
At 1 April 2024	5,947	13,689	19,636
Additions	-	2,677	2,677
At 31 March 2025	<u>5,947</u>	<u>16,366</u>	<u>22,313</u>
<b>Depreciation</b>			
At 1 April 2024	5,555	11,763	17,318
Charge for year	392	2,094	2,486
At 31 March 2025	<u>5,947</u>	<u>13,857</u>	<u>19,804</u>
<b>Net Book Value</b>			
At 31 March 2025	<u>-</u>	<u>2,509</u>	<u>2,509</u>
At 31 March 2024	<u>392</u>	<u>1,926</u>	<u>2,318</u>

#### 11 Stocks

	2025 £	2024 £
Stamp stock	409	756
	<u>409</u>	<u>756</u>

#### 12 Debtors

	2025 £	2024 £
Value Added Tax	-	3,082
Other Debtors	-	12,500
Prepayments and Accrued Income	4,192	3,100
	<u>4,192</u>	<u>18,682</u>



## Rutland Citizens Advice Bureau

### Notes to the financial statements for the year ended 31 March 2025

<b>13 Creditors - amounts falling due within one year</b>	<b>2025</b>	<b>2024</b>
	£	£
Trade creditors	4,147	892
Other creditors	4,913	8,502
Accruals	5,478	8,441
Taxation and social security	6,578	6,148
Value Added Tax	1,614	-
Deferred Income	-	1,730
Grants deposited in advance	-	-
	<u>22,730</u>	<u>25,713</u>
 <b>Movement on deferred income account</b>	 £	 £
Deferred income brought forward	1,730	4,429
Income deferred in the year	-	1,730
Amount released in the year	-	-
Amount released from previous year	<u>(1,730)</u>	<u>(4,429)</u>
Deferred income carried forward	<u>-</u>	<u>1,730</u>

Income of £1,730 was deferred at 31 March 2024 as it related to income from the Trussell Trust received for services that had not been provided by 31 March 2024.

## Rutland Citizens Advice Bureau

### Notes to the financial statements for the year ended 31 March 2025

#### 14 Funds

Year ended 31 March 2025	At 1 April 2024	Incoming Resources	Outgoing Resources	Transfer between funds	At 31 March 2025
	£	£	£	£	£
<b>Restricted funds:</b>					
For Rutland	109,662	116,880	(102,631)	-	123,911
VCF	7,815	50,000	(46,233)	-	11,582
Trussell Trust/Food Bank	-	22,995	(24,114)	1,119	-
CitA Innovation	10,104	24,630	(29,810)	-	4,924
Advice Donation	40,000	-	(34,139)	-	5,861
Deprivation Advice Donation	7,158	-	(10,621)	3,463	-
RCC AVM	17,699	-	(6,615)	-	11,084
CitA Cost of Living	-	-	-	-	-
<b>Total Restricted Funds</b>	<b>192,438</b>	<b>214,505</b>	<b>(254,163)</b>	<b>4,582</b>	<b>157,362</b>
<b>Unrestricted Funds</b>					
General Funds	154,552	185,040	(148,994)	(4,582)	186,016
Jeff Ward Fund	30,000	-	-	-	30,000
<b>Total Unrestricted Funds</b>	<b>184,552</b>	<b>185,040</b>	<b>(148,994)</b>	<b>(4,582)</b>	<b>216,016</b>
<b>Total Funds</b>	<b>376,990</b>	<b>399,545</b>	<b>(403,157)</b>	<b>-</b>	<b>373,378</b>

Net transfers to restricted funds represent transfers from unrestricted funds of £4,582 to finance deficits on restricted funds.

Year ended 31 March 2024	At 1 April 2023	Incoming Resources	Outgoing Resources	Transfers between funds	At 31 March 2024
	£	£	£	£	£
<b>Restricted Funds</b>					
For Rutland	116,026	110,147	(116,511)	-	109,662
VCF	13,535	50,000	(55,720)	-	7,815
VCF Mapping	3,251	20,499	(26,038)	2,288	-
Trussell Trust/Food Bank	-	26,951	(33,961)	7,010	-
CitA Innovation	-	24,630	(14,526)	-	10,104
Advice Donation	40,000	-	-	-	40,000
Deprivation Advice Donation	-	10,000	(2,842)	-	7,158
RCC AVM	-	20,000	(2,301)	-	17,699
CitA Cost of Living	10,963	-	(10,868)	(95)	-
<b>Total Restricted Funds</b>	<b>183,775</b>	<b>262,227</b>	<b>(262,767)</b>	<b>9,203</b>	<b>192,438</b>
<b>Unrestricted Funds</b>					
General Funds	151,568	192,619	(180,432)	(9,203)	154,552
Jeff Ward Fund	-	30,000	-	-	30,000
<b>Total Unrestricted Funds</b>	<b>151,568</b>	<b>222,619</b>	<b>(180,432)</b>	<b>(9,203)</b>	<b>184,552</b>
<b>Total Funds</b>	<b>335,343</b>	<b>484,846</b>	<b>(443,199)</b>	<b>-</b>	<b>376,990</b>

Net transfers to restricted funds represents transfers from unrestricted funds of £9,298 to finance deficits on restricted funds and £95 from unrestricted to restricted funds.

## **Rutland Citizens Advice Bureau**

### **Notes to the financial statements for the year ended 31 March 2025**

#### **15. Purpose of Restricted funds**

The specific purposes for which the restricted funds are to be applied are as follows:

**For Rutland** – This fund was set up to raise funds specifically to benefit the Rutland community. The focus is on the provision of services for those living with cancer, dementia or other long-term illnesses or conditions.

**VCF** – Provision of Voluntary and Community Sector Infrastructure Support in Rutland funded by Rutland County Council.

**Trussell Trust/Food Bank** – Grants given by Trussell Trust and Rutland Food Bank to provide high quality advice on income maximisation to those accessing the food support, who are identified as being at risk of destitution.

**Advice Donation** – A donation made to fund general advice provision over the coming years as funding from other sources declines.

**CitA Innovation** – A grant from National Citizens Advice to improve CAR's service delivery within small rural communities.

**Deprivation Advice Donation (from 2023/24)** – a donation made by an individual towards the costs of providing advice to those attending the Rutland Foodbank which will be fully spent during 2025/26.

**RCC AVM (from 2023/24)** – A grant from Rutland County Council to help fund the provision of a Mental Health Prevention and Resilience project in Rutland. This was put on hold during the year and will recommence in 2024/25 and 2025/26.

#### **Designated Funds:**

**Jeff Ward Fund** – for adviser salaries and gaps in existing future funding.

## Rutland Citizens Advice Bureau

### Notes to the financial statements for the year ended 31 March 2025

#### 16. Analysis of net assets between funds

Comparative information for the year ended 31 March 2024

	Unrestricted Funds £	Restricted Funds £	Total 2024 £
Fixed assets	2,318	-	2,318
Stock	756	-	756
Debtors	2,692	15,990	18,682
Short term deposits	144,501	60,074	204,575
Cash at bank and in hand	53,776	122,596	176,372
Creditors due within one year	(19,491)	(6,222)	(25,713)
	<u>184,552</u>	<u>192,438</u>	<u>376,990</u>

#### 17. Financial commitments

##### Capital Commitments

At 31 March 2025 there were no capital commitments.

##### Operating lease commitments

At 31 March 2025 the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2025 £	2024 £
Within one year	9,861	10,435
Between two and five years	7,500	17,361
Later than 5 years	-	-
	<u>17,361</u>	<u>27,796</u>

## **Rutland Citizens Advice Bureau**

### **Notes to the financial statements for the year ended 31 March 2025**

#### **18. Related party transactions**

Rutland Citizens Advice Bureau is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Rutland Citizens Advice Bureau in order to fulfil its charitable objectives and comply with the national membership requirements. There were transactions between Rutland Citizens Advice Bureau and Citizens Advice in relation to insurance, information services and, as explained in note 14, grant funding.

There have been no other related party transactions during the year.

#### **19. Pension costs**

A pension scheme for employees is operated on a defined contributions basis. The scheme is open to all employees at any time. The charity contributes 4% of pensionable earnings and the employee a minimum % of gross salary to meet statutory requirements. The assets of the scheme are held separately from those of the charity in an independently administered fund. The fund administrators are Aviva. The pension cost shown in the accounts for the year represents contributions payable by the charity and amounted to £10,825 (2024: £12,403). There were contributions of £nil (2024: £1,929.51) payable or outstanding at the year end.

