

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

(a company limited by guarantee)

REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

Registered Charity No: 1109976

Company Registered No: 5351800

**GEORGE HAY PARTNERSHIP LLP
CHARTERED ACCOUNTANTS
BRIGHAM HOUSE
93 HIGH STREET
BIGGLESWADE
BEDFORDSHIRE
SG18 0LD**

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU
(a company limited by guarantee)

FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

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MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

Board's Report for the year ended 31 March 2024

The Board presents its report and the financial statements for the year ended 31 March 2024.

Reference and Administrative Information

Charity Name: Mid Bedfordshire Citizens Advice Bureau

Charity registration number: 1109976

Company registration number: 5351800

Registered Office and
Operational address: Century House
Market Square
Biggleswade
Bedfordshire

Additional
Operational address: 10 Bedford Street
Amphill
Bedfordshire

Trustee Board

Richard J Wiltshire	Chair until 16 August 2023 Treasurer from 16 August 2023 Elected as Chair on 16 August 2023
Neil EP McGowan	
Roger H Sanbrook	
Mark A Smith	
Clifford M Carter	
Philip H Steer	
David T Bushman	Resigned 3 May 2023
Kenneth Hugill	Resigned 20 July 2023

Administrator

Jo Hansen-Cole (Chief Officer)	Resigned 31 January 2024
Fran Marritt (Acting Chief Officer)	Appointed 31 January 2024

Independent Examiners

Colin Airey FCCA of George Hay Partnership LLP
Brigham House, 93 High Street, Biggleswade, Bedfordshire, SG18 0LD

Bankers

Barclays plc

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

Board's Report for the year ended 31 March 2024— (continued)

Structure, Governance and Management

Governing Document

The governing document is its Memorandum and Articles of Association and was incorporated on 3 February 2005. The Charity is a company limited by guarantee and has no share capital. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Recruitment and Appointment of Trustee Board

The Board of directors of the company is also the Board of trustees for the purposes of charity law. Under the requirements of the Memorandum and Articles of Association the members of Board are elected or co-opted to serve for a period of three years.

The Trust was formed to promote any charitable purpose for the benefit of the community in Mid-Bedfordshire and surrounding areas by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

A broad range of management and business experiences are represented on the Board. In the event of particular skills being lost through retirement individuals are approached to offer themselves for election or co-option to the Board.

Trustee Induction and Training

Apart from being advised by the Administrator of the duties of trustees, new members work alongside the existing trustees to experience the duties required and to become familiar with the range of work undertaken by the charity. Trustee bulletins and training events are provided by the National Citizens Advice Organisation.

Risk Management

The Board continues to review the major risks to which the charity is exposed. A strategic plan has been developed to target the direction the charity will take as the Central Bedfordshire unitary authority develops its strategy for the voluntary sector. The plan will be continuously updated and will seek to identify new sources of funding and projects. Internal risks are minimised by the implementation of procedures of authorisation of all transactions and projects.

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

Board's Report for the year ended 31 March 2024 - (continued)

Structure, Governance and Management (Continued)

Organisational Structure

The Mid Bedfordshire Citizens Advice Bureau has a Board that meets at least quarterly and is responsible for the strategic direction and policy of the charity. At the year end the Board had six members from a variety of backgrounds relevant to the work of the charity. The Administrator attends the Board meetings but has no voting rights. We have on average 30 volunteers supporting the service.

Day-to-day responsibility for the provision of services rests with the Administrator under the direction of trustees as appropriate. Training is provided when necessary to benefit the charity.

Objectives and Activities

The company's objectives and principal activities are to:

- promote any charitable purpose for the benefit of the community in Mid-Bedfordshire and surrounding areas by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.
- provide and maintain Local Citizens Advice (LCA) offices situated in Ampthill and Biggleswade which are open to the public.

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

Board's Report for the year ended 31 March 2024 - (continued)

Objectives and Activities (Continued)

The main objectives and activities for the year continue to focus upon giving help and advice to clients on a wide range of subjects. The strategies employed by the charity to achieve this include the following:

- providing main advice centres at Ampthill and Biggleswade.
- providing an effective Gateway service to facilitate access to the service and quality of advice.
- operating a specialist outreach service, which helps clients mainly with disability benefits.
- providing satellite to serve the residents of Lidlington, Marston Moretaine and Brogborough using premises kindly provided by Lidlington Church
- seeking diversity of funding to secure long term operation.
- maintaining and developing an informative website (www.midbedscab.org.uk).
- working with local statutory bodies and feeding evidence to Citizens Advice to influence research and campaigns.
- working with Advice Central and other advice agencies operating in Central Bedfordshire to improve access to advice services.

Achievements and Performance

The main areas of charitable activity are to provide the advice people need for the problems they face and equally to improve the policies and practices that affect people's lives.

The LCA website (www.midbedscab.org.uk) has continued to provide a source for the wider public to access information by linking into the national Citizens Advice website which informs on many topics.

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

Board's Report for the year ended 31 March 2024 - (continued)

Financial Review

In 2023/24 our main sponsor maintained our core funding with an additional provision to increase capacity due to the pressures of the cost of living. We continued to search for new sources of funding, with some success in respect of donations and project funding, but we have not assured funding to provide long term security. The Board continues to seek to develop new sources of funding to assure long term security.

Principal Funding Sources

The LCA is grateful for its funding generated via local and national grants and donations. Core funding for the service came from Central Bedfordshire Council. Financial support from other local organisations was also much appreciated. We wish to thank those individuals and groups who either supported us or made individual donations.

We have continued to maintain our Outreach project and home-visiting during this year. Ensuring funding streams for a post of this nature remains challenging and in August 2023 we agreed a partnership with a neighbouring LCA to deliver this service with shared costs.

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

Board's Report for the year ended 31 March 2024 - (continued)

Investment Policy

The Board has considered the most appropriate policy for investing funds.

Reserves Policy

The Board has examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be between 3 and 6 months of the expenditure. Expenditure for the year ending the 31 March 2024 was £188,695 and therefore the target is £47,174 to £94,348 in unrestricted funds. The reserves are needed to meet the working capital requirements of the charity. The present unrestricted fund of the charity is £97,111 (2023 £155,878)

Plans for Future Periods

The charity plans to continue with the activities outlined above and take an active role to achieve its objectives in response to the more competitive and challenging public service environment and the cost of living crisis. Plans therefore are in train to:

- maintain and improve the current level of phone and email service provision.
- increase outreach surgeries and clinics in villages and towns where we do not have an office base.
- continue to be able to offer the Citizens Advice service to housebound clients in their own homes and give advice on accessing benefits, grants and other services to help vulnerable members of the community

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

Board's Report for the year ended 31 March 2024 — (continued)

Responsibilities of the Board

Company law requires the Board to prepare the financial statements for each financial year, which gives a true and fair view of the state of affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements the board should follow best practice and:

- select suitable accounting policies and apply them consistently;
- make judgments and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue on that basis.

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

Members of the Board

Members of the Trustee Board, who are directors for the purpose of company law and trustees for the purpose of charity law, who served during the year and up to the date of this report are set out on page 1.

Independent Examiner

CA Airey FCCA of George Hay Partnership LLP was re-appointed as the charitable Independent Examiner company's reporting accountant and has expressed his willingness to continue to act in that capacity.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (FRS 102) and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Approved by the Board on 17.10.2024 and signed on its behalf by:

NEP McGowan

Mr N.E.P. McGowan - Chair of the Board

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

Independent Examiner's Report to the Trustees of Mid Bedfordshire Citizens Advice Bureau

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024, which are set out on pages nine to seventeen

Responsibilities of trustees and examiner

As the charity trustees of the Company, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011.

As the charity's trustees, you have considered that an audit is not required for this year under section 144 of the Charities Act 2011 and that an independent examination is needed.

I report in respect of my examination of the Company's accounts carried out under section 145 of the Act and in carry out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.

CA Airey

Dated : 12.12.2024

*CA Airey FCCA of
George Hay Partnership LLP
Chartered Accountants
93 High Street
Biggleswade
Bedfordshire*

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

Statement of Financial Activities (including Income & Expenditure Account) for the year ended 31 March 2024

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Incoming Resources					
<i>Voluntary Income:</i>					
Donations and Grants		128,735	100	128,835	227,517
<i>Activities for Generating Funds:</i>					
Investment Income	6	1,093	-	1,093	198
Fundraising Events		-	-	-	-
Other		-	-	-	258
Total Incoming Resources		<u>129,828</u>	<u>100</u>	<u>129,928</u>	<u>227,973</u>
Resources Expended					
<i>Costs of Generating Funds:</i>					
Fundraising Trading; Cost of Goods					
Sold and Other Costs	2	-	-	-	1,536
Charitable Activities	2	165,229	23,466	188,695	190,538
Total Resources Expended		<u>165,229</u>	<u>23,466</u>	<u>188,695</u>	<u>192,074</u>
Net Incoming Resources Before					
Other Recognised Gains	3	(35,401)	(23,366)	(58,767)	35,899
Transfers between Funds	11	(23,366)	23,366	-	-
		<u>(58,767)</u>	<u>-</u>	<u>(58,767)</u>	<u>35,899</u>
Other Recognised Gains		-	-	-	-
Net Movement in Funds		<u>(58,767)</u>	<u>-</u>	<u>(58,767)</u>	<u>35,899</u>
Reconciliation of Funds					
Total Funds Brought Forward		155,878	9,088	164,966	129,067
Total Funds Carried Forward		<u>97,111</u>	<u>9,088</u>	<u>106,199</u>	<u>164,966</u>

All incoming resources and resources expended derive from continuing activities.

Movements in funds are disclosed in Note 11 to the accounts

The notes on pages 12 to 18 form part of these accounts.

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

BALANCE SHEET

At 31 March 2024

	Notes	2024		2023	
		£	£	£	£
CURRENT ASSETS:					
Cash at Bank and in Hand		184,867		212,172	
Debtors	7	<u>2,448</u>		<u>759</u>	
		187,315		212,931	
CURRENT LIABILITIES:					
Creditors	8	<u>61,718</u>		<u>25,336</u>	
NET CURRENT ASSETS			125,597		187,595
SPECIFIED PROVISIONS	9		19,398		22,629
NET ASSETS			<u>106,199</u>		<u>164,966</u>
REPRESENTED BY:					
Unrestricted Income Funds:					
General Fund	10		97,111		95,878
Designated Fund	10		-		60,000
			<u>97,111</u>		<u>155,878</u>
Restricted Income Funds:					
Outreach			-		-
Document Scanner Funding			403		403
Lidlington Satellite Funding			157		157
Coronavirus Emergency Funding			64		64
Fundraising Purposes			8,464		8,464
			<u>106,199</u>		<u>164,966</u>

The notes on pages 12 to 18 form part of these accounts.

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

BALANCE SHEET - (Continued)

At 31 March 2024

The directors are satisfied that the company was entitled to exemption under Section 477 of the Companies Act 2006 and that members have not required an audit in accordance with Section 476.

The directors acknowledge their responsibilities for:

- i. ensuring that the company keeps accounting records which comply with sections 386 and 387; and
- ii. preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of section 394 and 395, and which otherwise comply with the requirements of this Act relating to accounts, so far as applicable to the company.

With regard to the Companies Act disclosure requirements only, these financial statements are prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP.

The accounts on pages 9 to 18 were approved by the Board on 17.10.2024 and signed on its behalf by:

NEP McGowan

Mr N.E.P. McGowan – Chair of the Board

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

1. Accounting policies

Basis of preparation

The financial statements have been prepared under the historic cost convention in accordance with the Statement of Recommended Practice. The charity meets the definition of a public benefit entity under FRS 102.

Statement of compliance

The financial statements have been prepared in accordance with the Statement of Recommended Practice — Accounting and Reporting by Charities SORP (FRS 102) effective 1st January 2019, applicable UK Accounting Standards and the Companies Act 2006. The principal accounting policies adopted in the preparation of the financial statements are set out below.

Going concern

The accounts have been prepared on a going concern basis. The trustees consider have a reasonable expectation about the charity's ability to continue and have confidence that the current operating model and reserves are sufficient to mitigate the current situation whilst continuing to look for further funding opportunities.

Incoming resources

Investment income and other incoming resources are recognised on a receivable basis.

Resources expended

Resources expended are recognised in the period in which they are incurred and are allocated to the particular activity where the cost relates directly to that activity.

Taxation

The company is a registered charity and as such is not generally liable to taxation.

Pension Costs

The Charity contributes to a defined pension contribution scheme for the benefit of its employees. Contributions are recognized in the financial statements when they are due.

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

1. Accounting policies (continued)

Funds Structure

Unrestricted Funds

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general or designated funds.

Restricted Funds

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of management and support costs.

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - (continued)

For the year ended 31 March 2024

2. Resources Expended

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Fundraising Trading					
Cost of Goods Sold and Other Costs		-	-	-	1,536
		-	-	-	1,536
Charitable Costs					
Salaries, including Pensions	4	130,614	19,806	150,420	153,482
Cleaning		355	16	371	572
Rent and Rates		11,120	1,234	12,354	12,244
Repairs and Service Charges		-	-	-	33
Electricity and Gas		1,951	217	2,168	1,498
I.T. Costs		5,494	610	6,104	6,122
Technical Support Charges		-	-	-	-
Stationery and Equipment		937	103	1,040	811
Telephone and Postage		5,023	584	5,607	5,300
Subscriptions		4,129	516	4,645	5,563
Training and Recruitment		72	146	218	-
Insurance		1,050	117	1,167	1,453
Sundry Expenses		363	28	391	298
<u>Governance Costs</u>					
Travel Expenses		1,397	89	1,486	297
Independent Examiner's Fees		1,440	-	1,440	1,740
Bank Charges		140	-	140	149
Professional Fees		1,144	-	1,144	976
		165,229	23,466	188,695	190,538

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2024 – (continued)

3. Net incoming resources

The net incoming resources are stated after charging:

	2024	2023
	£	£
Independent Examiners Fee	<u>1,440</u>	<u>1,740</u>

4. Staff Costs and Numbers

	2024	2023
	£	£
Staff Costs		
Wages and Salaries	139,101	141,993
National Insurance Costs	3,853	3,889
Pension Costs	<u>7,466</u>	<u>7,600</u>
	<u>150,420</u>	<u>153,482</u>
Average Number Employed	<u>12</u>	<u>10</u>

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

Total employment benefits of key management personnel were £29,589 (2023 £35,096)

5. Trustees Remuneration and Benefits

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 (2023 £nil).

Trustees' expenses amounting to £nil were paid during the year ended 31 March 2024 (2023 £nil).

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2024 – (continued)

6. Investment Income

	2024	2023
	£	£
Bank Interest	<u>1,093</u>	<u>198</u>

7. Debtors

	2024	2023
	£	£
Amounts falling due within one year:		
Sundry Debtors and Prepayments	<u>2,448</u>	<u>759</u>

8. Creditors

	2024	2023
	£	£
Amounts falling due within one year:		
Sundry Creditors and Accruals	<u>61,718</u>	<u>25,336</u>

9. Specified Provisions

Reserves have been provided for specific expenditure:

	2024	2023
	£	£
Repairs and Renewals Fund	600	600
Redecoration Fund	2,500	2,500
Redundancy Fund	<u>16,298</u>	<u>19,529</u>
	<u>19,398</u>	<u>22,629</u>

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2024 – (continued)

10. Analysis of Net Assets between Funds

	General Purpose Funds	Restricted Funds	Total
	£	£	£
Current Assets	178,227	9,088	187,315
Current Liabilities	(81,116)	-	(81,116)
	<u>97,111</u>	<u>9,088</u>	<u>106,199</u>
	<u>=====</u>	<u>=====</u>	<u>=====</u>

The designated funds of £60,000 earmarked from unrestricted funds in 31.03.23 were used during the year due to retracted grants.

11. Movement in Funds

The funds of the charity include unrestricted funds and also restricted funds comprising of grants held on trust.

Balance 31.03.23	Incoming Resources	Resources Expended	Balance 31.03.2024
£	£	£	£
164,966	129,928	(188,695)	106,199
<u>=====</u>	<u>=====</u>	<u>=====</u>	<u>=====</u>

12. Financial Commitments

Finance commitments as of 31 March 2024 amounted to £nil (2023 £2,282).

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2024 – (continued)

13. Related Party Disclosures

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

During the year, payments were made to Citizens Advice to the value of £1,969 (2023 £3,181) in respect of subscriptions, insurance and sundries. Receipts from Citizens Advice for contracts and grant funding totalled £nil (2023 £22,383).

Also during the year payments were made to Citizens Advice Bedford (Charity Number 1106738) to the value of £5,037 (2023 £nil) in respect of job share costs.

14. Share Capital

Mid Bedfordshire Citizens Advice Bureau is a company limited by guarantee and does not have a share capital.

15. Guarantee

Every member of the company undertakes to contribute to the assets of the company in the event of its being wound up during the time that he or she is a member or within one year afterwards, for payment of the debts and liabilities of the company contracted before he or she ceases to be a member, and of the costs, charges and expense of winding up the same and for the adjustment of the rights of contributors amongst themselves, such amount as may be required not exceeding, in the case of any member, the sum of £1.