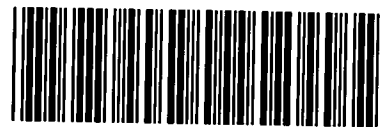


REGISTERED COMPANY NUMBER: 4141854 (England and Wales)
REGISTERED CHARITY NUMBER: 1115564

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2023
for
Swindon & District Citizens Advice
Bureau

Chris Vaughan
Accountants
195 Ermin Street
Swindon
Wiltshire
SN3 4NA

SATURDAY



A06 *ACIZVLF5* 23/12/2023 #135
COMPANIES HOUSE

Swindon and District Citizens Advice
Bureau

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for the Year Ended 31 March 2023

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Swindon & District Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2023

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

OBJECTIVES AND ACTIVITIES

Objectives and aims

The Charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Swindon and surrounding areas.

The aims of our charity are:

- To provide the advice people need for the problems they face, and
- To improve the policies and practices that affect their lives.

We do this through the provision of free, confidential, impartial and independent advice to anybody who needs us. We promote diversity and equality, and continue to challenge discrimination

Strategic Priorities

The overarching objectives of the organisation this year are as follows:

Advice <ul style="list-style-type: none">• We will protect and, where possible, increase the 'supply' of 1-1 advice provision available within Swindon, to enable more clients to access good quality advice• Maintain the provision of good quality advice• We will improve the accessibility of our service for marginalised clients	Advocacy <ul style="list-style-type: none">• We will increase the voice of our clients and potential clients, especially those who are most minoritised and marginalised.
Culture <ul style="list-style-type: none">• To be a collaborative, innovative and a high performing service that promotes equality, diversity and inclusion, and challenges discrimination. To value our staff teams and be a highly recommended place to work and volunteer	Organisational Health <ul style="list-style-type: none">• Maintain excellent external relationships to ensure best outcomes for our clients and safeguard the future of our service -including securing resources• Continue to develop all staff to the highest level of expertise and ensure continued recruitment, training and development of volunteers

Through the hard work and commitment of our 28 paid staff and 50 volunteers we provided a core generalist advice service alongside a range of specialist advice projects. The provision of holistic advice allows us to cover a range of topics which predominantly includes:

Welfare Benefits
Housing
Immigration and Nationality
Consumer
Health and Social Care

Debt and Money matters
Employment
Family and Personal
Discrimination
Utilities and Energy

Swindon & District Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2023

During 2022/3 our specialist advice offer included:

- Debt advice funded through the Money Advice Service
- Specialist Debt advice for the most vulnerable clients and those facing homelessness funded by Swindon Borough Council
- Debt and budgeting advice targeting Thames Water customers funded through the Thames Water Trust Fund
- Specialist Benefits advice mainly focussing on disability benefit appeals through our Swindon Borough Council funding
- Specialist Debt and Energy Advice funded by British Gas Energy Trust Supporting Communities at Risk programme
- Specialist Benefits Advice targeted Disability Benefits and Appeals
- Specialist Benefits advice for people affected by cancer funded by Macmillan
- Specialist Benefits advice funded through the Wiltshire & Swindon Community Foundation's Surviving Winter grant stream
- Immigration and nationality advice up to OISC level 2 funded by Swindon Borough Council
- Specialist Energy advice funded through Citizens Advice Energy Advice Project
- Income Maximisation advice, training and outreach through our Advice & Financial first Aid Project funded by Swindon Borough Council

Demand for our service has reached a record high with clients feeling the effects of the Cost of Living Crisis. We have continued to develop our strong partnerships with both statutory and voluntary sector agencies to help meet the rising demand for advice.

Our commitment to the recruitment, training and development of our volunteer workforce has continued. We have used this year to continue building back our strong volunteer workforce that had diminished during the Covid pandemic.

A key-element of the Citizens Advice Membership Scheme is the requirement of every member to undertake an annual Leadership Self-Assessment of Governance; (LSA) covering the following nine areas:

- Strategic business planning;
- Risk management;
- Financial management;
- People management;
- Operational performance management;
- Partnership working;
- Research and campaigning;
- Equality leadership

The assessment is approved by the National Citizens Advice service and any development outcomes are agreed in partnership. Every three years this assessment is verified through a site visit.

Again this year we were rated 'Green' in all areas meaning we achieved excellent scores in the Performance Quality Framework. The LSA aligns with external standards, compliance also indicates compliance with the requirements of the Advice Quality Standard (AQS) and Money Advice Service (MAS) debt quality framework.

We also continue to hold the Advice Quality Standard Mark with casework accreditation in Debt, Benefits and Disability.

Public benefit

The Citizens Advice service provides help whoever you are, whatever the problem.

We provide advice, specialist casework and information, face-to-face, on the telephone, by email and via www.citizensadvice.org.uk.

We also campaign locally and nationally for improvements to services and the law. We use the evidence we collect from helping our clients to make a difference for people who may never come to a Citizens Advice office by communicating our evidence for change to policymakers in government and the wider public and private sector. A visit to a Citizens Advice local office for one person could lead to a change in policy or law that will positively affect the lives of many more.

Our generalist advice service, funded through a contract with Swindon Borough Council, remains our "core" activity offering an essential service to the diverse communities and individuals who live in Swindon and the surrounding area.

Report of the Trustees
for the Year Ended 31 March 2023

Citizens Advice is nationally recognised as a place where if you have a problem of any kind help will be provided. This is a great strength for us and a challenge in being able to ensure access to everyone who needs our help.

Through our work we aim to reduce poverty and improve the general wellbeing of its clients. We contribute to the local economy through encouraging and assisting in the take up of welfare benefits and working with clients to manage their debt.

STRATEGIC REPORT

Achievement and performance Charitable activities

Key achievements during 2022/23

- 9,369 people helped (20% increase on 2021/22)
- 30,509 different issues presented (25% increase on 2021/22)
- 877 external referrals received from partner agencies (29% increase on 2021/22)
- increased client's income by £6,219,503 through advice, successful benefits applications and appeals
- helped clients deal with £5,763,174 of personal debt; average individual client debt was £7,674

Demand for our service this year has continued to climb throughout the year, hitting another record high this year. More people face the challenges of rising costs, sparked by huge increases in energy prices and inflation.

The most common issues presented during the year related to Benefits, Tax Credits or Universal Credit, Housing and Debt

A comparison of our client profile to the general population of Swindon shows that the clients we help locally are more likely to:

- live on a low income
- be disabled or have a long-term health condition
- be from diverse backgrounds
- be at risk of fuel poverty
- live in rented accommodation
- be economically inactive
- live in areas with higher levels of disadvantage or deprivation

Using a treasury approved model, we know that for every £1 invested in Citizens Advice Swindon:

- we benefit our clients by £10.67
- our public value is £24.74
- we bring fiscal benefits of £3.32

Using this model we calculate that we also:

- saved Swindon Borough Council £194,779 by preventing homelessness and housing evictions
- saved all Housing Providers £558,611 by preventing evictions
- saved the NHS £432,377 by reducing use of mental health and GP services, and keeping people in work

The difference this makes:

- 88% of people said the service helped them find a positive way forward
- 90% said they would definitely recommend our service to others
- 8 in 10 people said that their problem was solved mostly, partly or completely following our advice
- 8 in 10 of people said they felt less stressed, depressed or anxious as a result of the help they received from Citizens Advice Swindon
- 7 in 10 of people said their physical health had improved as a result of the help they received from Citizens Advice Swindon

Report of the Trustees
for the Year Ended 31 March 2023

Volunteering Opportunities

Our dedicated team of volunteers are the lifeblood of the organisation. This year we surveyed them to find out more about their experiences with us. When asked:

- 100% said they had acquired one or more new skills through volunteering with us
- 4 in 5 said working for us had increased their employability
- 97% said it kept them mentally active
- 4 in 5 said it had a positive impact on their general health and mental wellbeing
- 92% said they felt more engaged with their community
- 8 in 10 said they had increased confidence in their own abilities

The estimated value of the work carried out by our volunteers this year is £371,574. 80% of volunteers who left us this year did so because they had gained employment or were undertaking further education.

Financial review
Financial position

The charity has benefitted from a number of additional funding streams and new projects to further enhance the secure financial position that has been built up in recent years. However, the trustees are aware that the external commissioning environment could result in a reduction in funding in 2023 and beyond, so contingency plans have been put in place and scenario planning is being undertaken to ensure the charity has financial resilience built in.

The financial position summarised in the Statement of Financial activities shows an overall surplus in income over expenditure of £79,520. However, this is a result of future scenario planning and approved carry forward of restricted reserves for continuation of existing projects.

Citizens Advice Swindon has a broad range of funders and the trustees would like to thank Swindon Borough Council and BSW Integrated Care System, Macmillan, Money and Pension Service, Thames Water Trust Fund, British Gas Energy Trust, DWP, Wiltshire and Swindon Community Foundation, and Citizens Advice Energy Project for their support this year through a range of contracts and grants.

The trustees recognise that there is a heavy reliance on Local Authority funding and aim to continue to diversify funding streams as much as possible to allow us to complement our core funded delivery.

The charity remains in a stable position in relation to core funds with a 5 plus 2 year contract awarded in October 2021 by Swindon Borough Council and BSW ICS commissioned contract. Macmillan have confirmed further funding until December 2024, MAPS until March 2025 and British Gas Energy Trust will continue until March 2026.

Investment policy and objectives

The service's excess funds have historically been held in the COIF Charities Deposit Fund. The current account is regularly reviewed and any funds not needed in the short term are invested in the COIF fund.

Reserves policy

This reserves policy is monitored and reviewed by the trustees annually

Unrestricted and designated reserves

The trustees have reviewed the Charity's needs for reserves in line with the guidance issued by the Charity Commission and have agreed that unrestricted free reserves (not designated or reserved for specific purposes should be set at 3 months' running costs (£232,670 at 31/03/23). The Trustee Board believes that the organisation should aim to have reserves at this level to ensure the Charity can run efficiently and wind down the charity responsibly if necessary.

The Trustee Board also recognises, plans for and designates specific unrestricted funds for the following purposes:

- Contractual commitment reserve - a reserve to ensure that the charity is able to cover contracted payments to staff such as redundancy (£115,221 at 31/3/23).

Swindon & District Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2023

Restricted reserves

Funds that are restricted by the donor or funder are listed within the accounts and cannot be used for the general purposes of the charity. Their existence, and the sums of money therein, do not imply that there has been an underspend but may result from a variety of circumstances including timing differences between the organisation's financial year and the funding year of the project concerned.

Future plans

The charity has adopted the following strategic objectives in its Business Plan:

- We will protect and, where possible, increase the 'supply' of 1-1 advice provision available within Swindon, to enable more clients to access good quality advice
- Maintain the provision of good quality advice
- We will improve the accessibility of our service for marginalised clients
- We will increase the voice of our clients and potential clients, especially those who are most minoritised and marginalised.
- To be a collaborative, innovative and a high performing service that promotes equality, diversity and inclusion, and challenges discrimination.
- To value our staff teams and be a highly recommended place to work and volunteer Organisational Health
- Maintain excellent external relationships to ensure best outcomes for our clients and safeguard the future of our service -including securing resources
- Continue to develop all staff to the highest level of expertise and ensure continued recruitment, training and development of volunteers

These objectives are measured and monitored on a quarterly basis using SMART objectives detailed in the action plan.

We are committed to extending and embedding our Advice & Financial First Aid project as the frontline response to the Cost of Living crisis. Helping people maximise income and reduce expenditure. This will also allow us to provide training to frontline workers in identifying advice needs, signposting and ensuring those who need advice get it in a timely manner.

We will continue to invest in training new generalist advisers to help meet increased demand and look at options to grow our own paid staff workforce.. We will continue to onboard more volunteers to help meet demand; and invest in training to ensure the ongoing upskilling of our staff and volunteers to meet the challenges of fast changing legislation.

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.

Swindon and District Citizens Advice Bureau (Citizens Advice Swindon) is a charitable company, limited by guarantee. The charitable company was established under Memorandum of Association, which sets out the objects and powers of the charitable company and is governed under its Articles of Association.

Members support the aims of the organisation and are invited to the Annual General Meeting. Members elect the trustees of the management committee and these individuals are also company directors. In the event of the charitable company being wound up, members are required to contribute an amount not exceeding £1.

Swindon and District Citizens Advice Bureau is a member of Citizens Advice, the National Association of Citizens Advice Bureaux. As the membership body Citizens Advice formally audits and monitors quality and management processes within the local office.

Recruitment and appointment of new trustees

Our aim is to ensure that the needs of our clients are appropriately reflected through the diversity of the trustee body and to enhance the potential pool of trustees, the charity seeks to identify potential new trustees relevant to the nature of its work.

A broad range of skills and expertise are represented on the Management Committee which include Business, Local

Government, social care, financial services and legal skills. Each year the committee undertakes a skills audit which enables the identification of training & development opportunities and any skills gaps. In the event of particular skills being lost due to retirements or where gaps in skills are identified, individuals may be approached for co-option mid-year if it is felt they match the required needs of the bureau.

The Trustees are committed to pursuing the recruitment of new trustees next year with an aim to further increase expertise in Business Development and , as well as targeting recruitment within under represented communities.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

Swindon & District Citizens Advice Bureau currently has a management committee 5 trustees who meet a minimum of six times a year and are responsible for the strategic direction and policy of the charity. Other than for 'Confidential' agenda items, the Senior Management Team attends board meetings as does a representative of the Volunteers. All are encouraged to take a full part in the board's discussions before trustees reach their decisions.

Day to day responsibility for the provision of services rests with the Chief Executive. The Chief Executive is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met. The Trustees delegate to the Chief Executive the day-to-day responsibility for the strategic, financial and operational management of the service, including supervision of the management team.

Induction and training of new trustees

All new Trustees undergo a period of induction, this consists of attending trustee board meetings, meeting with the Chief Executive and Chair of Trustees and shadowing advice sessions. Annual training records are kept for all trustees which includes a record of any training undertaken outside of the organisation which is relevant to their role.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The trustees review the main risks to the charity as part of its annual business planning process, this identifies the current constraints and potential risks to current and future service delivery.

A risk register is kept under review throughout the year to ensure appropriate controls are in place to provide reasonable mitigation and assurance against identified issues. The trustees review risk against the following categories:

- (i) Finance
- (ii) Governance
- (iii) Management
- (iv) Staffing
- (v) Service Delivery
- (vi) Stakeholder relationships
- (vii) Engagement with the wider service
- (viii) ICT/Systems
- (ix) EDI
- (x) Information assurance

Report of the Trustees
for the Year Ended 31 March 2023

The main risks identified and the actions proposed to mitigate these are:

- Maintaining current financial stability - Although the current financial position is strong, the outlook over future years is less certain. We will prioritise influencing stakeholders and funders to continue funding priority services. We will work in partnership with SBC and the ICB to look at new opportunities to meet demand.
- Inability to maintain service delivery levels at current level due to flat rate funding with no inflationary increase built into 7-year contract – We will seek funding opportunities to complement our core delivery and build reserves to help with short term funding gaps
- Ability to pay salaries that attract and retain talent within the workforce. Ability to pay cost of living rise each year. We will review our employment offer to staff and look at alternative ways to reward staff.
- Rising demand means that we need to build our adviser and caseworker capacity - we will prioritise growing our workforce and concentrate on training and retention
- Reputational damage through risks relating to the handling of information - risks are regularly reviewed and policies updated and communicated. All staff undergo annual Data Protection training.

The trustees continue to regularly monitor all of the funding agreements and contracts to ensure that the individual terms of each funding provider are met.

All policies and procedures are regularly reviewed by the trustees to ensure that they continue to meet the needs of the charity.

In addition to the above the charity is involved in an area of voluntary service in which it is essential, for the protection of those served by the charity, for employees to be properly assessed in order to minimise risk both to the charity's beneficiaries and the employees themselves. For this reason, before any prospective employee is engaged by the charity, comprehensive checks will be conducted by way of reference to the Disclosure and Barring Service if appropriate, previous references and an induction programme.

Information Assurance & Data Protection

The trustee board oversee the information security of all personal information of our clients, staff, funders and strategic partners that is processed. Swindon & District Citizens Advice hold joint responsibility for client data that is held in our case management system, with the national Citizens Advice Service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements the General Data Protection Regulation and Data Protection Act 2018.

Swindon & District Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2023

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

4141854 (England and Wales)

Registered Charity number

1115564

Registered office

1 Sanford Street

Swindon

Wiltshire

SN1 1HE

Swindon & District Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2023

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
4141854 (England and Wales)

Registered Charity number
1115564

Registered office
1 Sanford Street
Swindon
Wiltshire
SN1 1HE

Trustees
M Box Chair
A Bennett Vice Chair
C Gannicott Treasurer
M Howard
D Langley

Company Secretary
C Newport

Chief Executive
C Newport

Independent Examiner
Chris Vaughan
Accountants
195 Ermin Street
Swindon
Wiltshire
SN3 4NA

Advisers
Bankers
Lloyds Bank PLC
5 High Street
Swindon
Wiltshire

CCLA
St Alphanage House
2 Fore Street
London

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 7 December 2023 and signed on the board's behalf by:



M Box – Chair of Trustees

Independent Examiner's Report to the Trustees of
Swindon & District Citizens Advice
Bureau

Independent examiner's report to the trustees of Swindon 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 2023.

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 registered member of 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:

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.



Christopher Vaughan
Institute of Chartered Accountants in England and Wales
Chris Vaughan
Accountants
195 Ermin Street
Swindon
Wiltshire
SN3 4NA

7 December 2023

Swindon & District Citizens Advice
Bureau

Statement of Financial Activities
for the Year Ended 31 March 2023

	Notes	Unrestricted funds £	Restricted funds £	31.3.23 Total funds £	31.3.22 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	273	813,982	814,255	716,384
Investment income	3	<u>2,556</u>	<u>-</u>	<u>2,556</u>	<u>746</u>
Total		<u>2,829</u>	<u>813,982</u>	<u>816,811</u>	<u>717,130</u>
EXPENDITURE ON					
Charitable activities	4				
Advice Services		-	737,173	737,173	590,702
Other		<u>-</u>	<u>118</u>	<u>118</u>	<u>-</u>
Total		<u>-</u>	<u>737,291</u>	<u>737,291</u>	<u>590,702</u>
NET INCOME		2,829	76,691	79,520	126,428
Transfers between funds	14	<u>(12,093)</u>	<u>12,093</u>	<u>-</u>	<u>-</u>
Net movement in funds		(9,264)	88,784	79,520	126,428
RECONCILIATION OF FUNDS					
Total funds brought forward		411,542	143,896	555,438	429,010
TOTAL FUNDS CARRIED FORWARD		<u>402,278</u>	<u>232,680</u>	<u>634,958</u>	<u>555,438</u>

The notes form part of these financial statements

Swindon & District Citizens Advice
Bureau

Balance Sheet
31 March 2023

	Notes	Unrestricted funds £	Restricted funds £	31.3.23 Total funds £	31.3.22 Total funds £
CURRENT ASSETS					
Debtors	11	-	67,299	67,299	44,197
Cash at bank and in hand		<u>402,278</u>	<u>389,724</u>	<u>792,002</u>	<u>659,336</u>
		402,278	457,023	859,301	703,533
CREDITORS					
Amounts falling due within one year	12	-	(224,343)	(224,343)	(148,095)
		<u>402,278</u>	<u>232,680</u>	<u>634,958</u>	<u>555,438</u>
NET CURRENT ASSETS					
		<u>402,278</u>	<u>232,680</u>	<u>634,958</u>	<u>555,438</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>402,278</u>	<u>232,680</u>	<u>634,958</u>	<u>555,438</u>
NET ASSETS		<u>402,278</u>	<u>232,680</u>	<u>634,958</u>	<u>555,438</u>
FUNDS	14				
Unrestricted funds				402,278	411,542
Restricted funds				<u>232,680</u>	<u>143,896</u>
TOTAL FUNDS				<u>634,958</u>	<u>555,438</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

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

The financial statements were approved by the Board of Trustees and authorised for issue on 7 December 2023 and were signed on its behalf by:

M Box – Chair of Trustees



A Bennett – Vice Chair of Trustees



The notes form part of these financial statements

**Swindon and District Citizens Advice
Bureau**

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

	Notes	31.3.23 £	31.3.22 £
Cash flows from operating activities			
Cash generated from operations	1	<u>128,682</u>	<u>161,886</u>
Net cash provided by operating activities		<u>128,682</u>	<u>161,886</u>
Cash flows from investing activities			
Interest received		<u>2,556</u>	<u>746</u>
Net cash provided by investing activities		<u>2,556</u>	<u>746</u>
Change in cash and cash equivalents in the reporting period		131,238	162,632
Cash and cash equivalents at the beginning of the reporting period	2	<u>620,129</u>	<u>457,497</u>
Cash and cash equivalents at the end of the reporting period	2	<u>751,367</u>	<u>620,129</u>

The notes form part of these financial statements

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

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

	31.3.23 £	31.3.22 £
Net income for the reporting period (as per the Statement of Financial Activities)	79,520	126,428
Adjustments for:		
Interest received	(2,556)	(746)
Increase in debtors	(23,102)	(32,758)
Increase in creditors	74,820	68,962
Net cash provided by operations	<u>128,682</u>	<u>161,886</u>

2. ANALYSIS OF CASH AND CASH EQUIVALENTS

	31.3.23 £	31.3.22 £
Cash in hand	24	54
Notice deposits (less than 3 months)	791,978	659,282
Overdrafts included in bank loans and overdrafts falling due within one year	<u>(40,635)</u>	<u>(39,207)</u>
Total cash and cash equivalents	<u>751,367</u>	<u>620,129</u>

3. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.22 £	Cash flow £	At 31.3.23 £
Net cash			
Cash at bank and in hand	659,336	132,666	792,002
Bank overdraft	<u>(39,207)</u>	<u>(1,428)</u>	<u>(40,635)</u>
	<u>620,129</u>	<u>131,238</u>	<u>751,367</u>
Total	<u>620,129</u>	<u>131,238</u>	<u>751,367</u>

1. 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.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

Allocation and apportionment of costs

All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor areas, per capita or estimated usage.

Tangible fixed assets

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

Fixtures and fittings	- 33% on cost
Computer equipment	- 33% on cost

Taxation

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

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

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

2. DONATIONS AND LEGACIES

	31.3.23	31.3.22
	£	£
Donations	275	-
Grants	<u>813,980</u>	<u>716,384</u>
	<u>814,255</u>	<u>716,384</u>

Grants received, included in the above, are as follows:

	31.3.23	31.3.22
	£	£
Other grants	<u>813,980</u>	<u>716,384</u>

3. INVESTMENT INCOME

	31.3.23	31.3.22
	£	£
Deposit account interest	<u>2,556</u>	<u>746</u>

4. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Grant funding of activities (see note 5) £	Support costs (see note 6) £	Totals £
Advice Services	<u>640,243</u>	<u>15,441</u>	<u>81,489</u>	<u>737,173</u>

5. GRANTS PAYABLE

	31.3.23	31.3.22
	£	£
Advice Services	<u>15,441</u>	<u>-</u>

6. SUPPORT COSTS

	Management £	Information technology £	Other £	Governance costs £	Totals £
Advice Services	<u>44,537</u>	<u>7,757</u>	<u>27,393</u>	<u>1,802</u>	<u>81,489</u>

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

7. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

	31.3.23	31.3.22
	£	£
Trustees' expenses	<u>118</u>	<u>-</u>

8. STAFF COSTS

	31.3.23	31.3.22
	£	£
Wages and salaries	579,817	483,730
Social security costs	45,477	38,422
Other pension costs	<u>28,209</u>	<u>23,083</u>
	<u>653,503</u>	<u>545,235</u>

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

	31.3.23	31.3.22
Advice Workers	24	25
Administration	<u>5</u>	<u>6</u>
	<u>29</u>	<u>31</u>

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

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	-	716,384	716,384
Investment income	<u>746</u>	<u>-</u>	<u>746</u>
Total	<u>746</u>	<u>716,384</u>	<u>717,130</u>
EXPENDITURE ON			
Charitable activities			
Advice Services	<u>-</u>	<u>590,702</u>	<u>590,702</u>
NET INCOME	746	125,682	126,428
Transfers between funds	<u>131,902</u>	<u>(131,902)</u>	<u>-</u>
Net movement in funds	132,648	(6,220)	126,428
RECONCILIATION OF FUNDS			
Total funds brought forward	278,894	150,116	429,010

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

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
TOTAL FUNDS CARRIED FORWARD	<u>411,542</u>	<u>143,896</u>	<u>555,438</u>

10. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2022 and 31 March 2023	<u>6,221</u>	<u>5,264</u>	<u>11,485</u>
DEPRECIATION			
At 1 April 2022 and 31 March 2023	<u>6,221</u>	<u>5,264</u>	<u>11,485</u>
NET BOOK VALUE			
At 31 March 2023	<u>-</u>	<u>-</u>	<u>-</u>
At 31 March 2022	<u>-</u>	<u>-</u>	<u>-</u>

11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23 £	31.3.22 £
Trade debtors	19,000	22,830
Other debtors	-	7,567
Prepayments and accrued income	<u>48,299</u>	<u>13,800</u>
	<u>67,299</u>	<u>44,197</u>

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23 £	31.3.22 £
Bank loans and overdrafts (see note 13)	40,635	39,207
Trade creditors	4,237	3,197
Social security and other taxes	-	5,734
Accruals and deferred income	<u>179,471</u>	<u>99,957</u>
	<u>224,343</u>	<u>148,095</u>

Swindon and District Citizens Advice
Bureau

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

13. LOANS

An analysis of the maturity of loans is given below:

	31.3.23 £	31.3.22 £
Amounts falling due within one year on demand:		
Bank overdrafts	<u>40,635</u>	<u>39,207</u>

14. MOVEMENT IN FUNDS

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	310,612	2,829	(26,384)	287,057
Designated Funds	<u>100,930</u>	<u>-</u>	<u>14,291</u>	<u>115,221</u>
	411,542	2,829	(12,093)	402,278
Restricted funds				
Masdap	48,329	(4,406)	-	43,923
North Swindon Advice Point	-	(184)	184	-
Macmillan	(7,595)	(4,498)	12,093	-
Energy Best Deal	14,203	17,612	-	31,815
East Swindon	-	(19,202)	19,202	-
Others	36,232	41,326	-	77,558
Swindon Borough Council	51,360	30,003	(19,386)	61,977
Thames Water	1,367	1,504	-	2,871
AFFA	<u>-</u>	<u>14,536</u>	<u>-</u>	<u>14,536</u>
	<u>143,896</u>	<u>76,691</u>	<u>12,093</u>	<u>232,680</u>
TOTAL FUNDS	<u>555,438</u>	<u>79,520</u>	<u>-</u>	<u>634,958</u>

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

14. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	2,829	-	2,829
Restricted funds			
Masdap	54,463	(58,869)	(4,406)
North Swindon Advice Point	-	(184)	(184)
Macmillan	54,310	(58,808)	(4,498)
Energy Best Deal	20,364	(2,752)	17,612
East Swindon	1	(19,203)	(19,202)
Others	102,993	(61,667)	41,326
Swindon Borough Council	484,209	(454,206)	30,003
Thames Water	33,999	(32,495)	1,504
AFFA	63,643	(49,107)	14,536
	<u>813,982</u>	<u>(737,291)</u>	<u>76,691</u>
TOTAL FUNDS	<u>816,811</u>	<u>(737,291)</u>	<u>79,520</u>

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	185,257	746	124,609	310,612
Designated Funds	<u>93,637</u>	<u>-</u>	<u>7,293</u>	<u>100,930</u>
	278,894	746	131,902	411,542
Restricted funds				
Masdap	17,189	31,140	-	48,329
North Swindon Advice Point	-	(239)	239	-
Macmillan	6,708	(14,303)	-	(7,595)
Energy Best Deal	3,965	10,238	-	14,203
East Swindon	-	(12,303)	12,303	-
Others	17,505	32,977	(14,250)	36,232
Swindon Borough Council	103,830	77,724	(130,194)	51,360
Thames Water	<u>919</u>	<u>448</u>	<u>-</u>	<u>1,367</u>
	<u>150,116</u>	<u>125,682</u>	<u>(131,902)</u>	<u>143,896</u>
TOTAL FUNDS	<u>429,010</u>	<u>126,428</u>	<u>-</u>	<u>555,438</u>

14. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	746	-	746
Restricted funds			
Masdap	78,564	(47,424)	31,140
North Swindon Advice Point	-	(239)	(239)
Macmillan	54,687	(68,990)	(14,303)
Energy Best Deal	10,238	-	10,238
East Swindon	-	(12,303)	(12,303)
Others	86,809	(53,832)	32,977
Swindon Borough Council	452,086	(374,362)	77,724
Thames Water	34,000	(33,552)	448
	<u>716,384</u>	<u>(590,702)</u>	<u>125,682</u>
TOTAL FUNDS	<u>717,130</u>	<u>(590,702)</u>	<u>126,428</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	185,257	3,575	98,225	287,057
Designated Funds	<u>93,637</u>	<u>-</u>	<u>21,584</u>	<u>115,221</u>
	278,894	3,575	119,809	402,278
Restricted funds				
Masdap	17,189	26,734	-	43,923
North Swindon Advice Point	-	(423)	423	-
Macmillan	6,708	(18,801)	12,093	-
Energy Best Deal	3,965	27,850	-	31,815
East Swindon	-	(31,505)	31,505	-
Others	17,505	74,303	(14,250)	77,558
Swindon Borough Council	103,830	107,727	(149,580)	61,977
Thames Water	919	1,952	-	2,871
AFFA	<u>-</u>	<u>14,536</u>	<u>-</u>	<u>14,536</u>
	<u>150,116</u>	<u>202,373</u>	<u>(119,809)</u>	<u>232,680</u>
TOTAL FUNDS	<u>429,010</u>	<u>205,948</u>	<u>-</u>	<u>634,958</u>

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

14. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	3,575	-	3,575
Restricted funds			
Masdap	133,027	(106,293)	26,734
North Swindon Advice Point	-	(423)	(423)
Macmillan	108,997	(127,798)	(18,801)
Energy Best Deal	30,602	(2,752)	27,850
East Swindon	1	(31,506)	(31,505)
Others	189,802	(115,499)	74,303
Swindon Borough Council	936,295	(828,568)	107,727
Thames Water	67,999	(66,047)	1,952
AFFA	63,643	(49,107)	14,536
	<u>1,530,366</u>	<u>(1,327,993)</u>	<u>202,373</u>
TOTAL FUNDS	<u>1,533,941</u>	<u>(1,327,993)</u>	<u>205,948</u>

15. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2023.

16. RESTRICTED FUNDS

The charity's restricted funds have the following purposes:

(i) MASDAP

Face to Face debt case work.

(ii) Swindon Borough Council

This fund comprises a service contract with Swindon Borough Council for the provision of the bureau's services. This covers the costs of staff and running costs in connection with the operation of the bureau.

(iii) Outreaches

Resources provided to finance advice points in North Swindon and East Swindon, carrying out the same functions as the main branch.

(iv) Macmillan

Fund utilised to provide advice to cancer sufferers and their families.

(v) Energy Best Deal

Grant to fund talks on energy and switching energy suppliers etc..

(vi) AFFA

Funds received for the provision of budget and income maximisation advice.

(vii) Other

Smaller funds to provide advice to people affected by MS, Sovereign Housing tenants and the administration of Pension Wise appointments in Swindon. Funds are also provided for:

- multidisciplinary work with the health service;;
- advice regarding benefits availability in connection with winter costs;
- assistance with paying debt relief orders for eligible clients;and
- budgeting advice.

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

17. DESIGNATED FUNDS

The charity's designated funds have the following purpose:
Redundancy liabilities

18. DEPRECIATION

Expenditure on fixed assets amounting to less than £1000 per item is not capitalised.

19. CONTROL

The charity is controlled by its trustees who are named on page 6. No individual exercises overall control.

Swindon and District Citizens Advice
Bureau

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

	31.3.23 £	31.3.22 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	275	-
Grants	<u>813,980</u>	<u>716,384</u>
	814,255	716,384
Investment income		
Deposit account interest	<u>2,556</u>	<u>746</u>
Total incoming resources	816,811	717,130
EXPENDITURE		
Charitable activities		
Wages	563,743	464,882
Social security	45,477	38,422
Pensions	28,209	23,083
Volunteer expenses	1,582	138
Publicity and promotion	1,232	-
Grants to institutions	<u>15,441</u>	<u>-</u>
	655,684	526,525
Other		
Trustees' expenses	118	-
Support costs		
Management		
Wages	16,074	18,848
Occupancy costs	10,336	1,951
Telephone	11,037	10,221
Postage and stationery	7,090	8,184
Repairs and renewals	<u>-</u>	<u>66</u>
	44,537	39,270
Information technology		
Computers and IT Equipment	7,757	1,049
Other		
Insurance	6,089	4,766
Sundries	17,709	15,356
Training and recruitment	<u>3,595</u>	<u>2,236</u>
	27,393	22,358
Governance costs		
Accountancy and legal fees	1,802	1,500

This page does not form part of the statutory financial statements

Swindon and District Citizens Advice
Bureau

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

	31.3.23 <u>£</u>	31.3.22 <u>£</u>
Total resources expended	<u>737,291</u>	<u>590,702</u>
Net income	<u>79,520</u>	<u>126,428</u>