

Wales)

REGISTERED COMPANY NUMBER: 4141854 (England and

REGISTERED CHARITY NUMBER: 1115564

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2025
for
Swindon & District Citizens Advice Bureau

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

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

4141854 (England and Wales)

Registered Charity number

1115564

Registered office

Sanford House
Sanford Street
Swindon
Wiltshire
SN1 1QH

Trustees

M Box	Chair
S Warren	Vice Chair
J Bassi Singh	
A Bennett	(resigned March 25)
A Churchill	(Co-opted April 25)
C Davies	(Co-opted July 25)
C Gannicott	(resigned March 25)
P Gilvin	(resigned August 24)
D Langley	

Company Secretary

C Newport

Senior Leadership Team

Claire Newport – Chief Executive
Claire Salvage – Advice Service Manager
Lucija MacIntosh – Training & Quality Manager

Independent Examiner

Chris Vaughan
Accountants
195 Ermin Street
Swindon
Wiltshire
SN3 4NA

Advisers

Bankers

Lloyds Bank PLC
Swindon
Wiltshire

CCLA
St Alphanage House
2 Fore Street
London

REPORT OF THE TRUSTEES

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025.

Chair's Foreword

On behalf of the Board of Trustees, I am pleased to present the Annual Report and financial statements for Swindon & District Citizens Advice Bureau (CAS) for the year ended 31 March 2025.

This year has been defined by two major forces: a relentless rise in demand for our services, driven by the cost of living crisis and economic uncertainty, and a significant shift in our funding landscape. Our community needs us now more than ever, seeking advice on everything from housing and benefits to complex debt and employment issues.

Despite these challenges, I am immensely proud of our staff and dedicated volunteer teams. Through their professionalism and commitment, we delivered high-quality, free, and impartial advice, helping the people of Swindon and the surrounding district manage crises and rebuild their futures.

Crucially, CAS successfully adapted to fluctuating income by pursuing diversification, resulting in record growth in both service contracts and grant income. This adaptive strength ensures the sustainability and resilience of our organisation for the years ahead. We remain fundamentally committed to being an honest, stable, and essential resource for every resident who walks through our doors.

M Box *Chair of the Board of Trustees*

Structure, Governance and Management

Governing Document and Legal Status

Swindon & District Citizens Advice Bureau (also known as Citizens Advice Swindon) is constituted as a charitable company limited by guarantee, incorporated under the Companies Act 2006 (Company Registration No: 4141854). The charity is governed by its Memorandum of Association, which establishes its charitable objects and powers, and its Articles of Association, which detail its operational governance. All trustees are members of the company and agree to contribute a guarantee of £1 in the event of the company being wound up. None of the trustees has any beneficial interest in the company.

Affiliation and Quality Assurance

The organisation is a member of the National Association of Citizens Advice Bureaux (Citizens Advice). As the national membership body, Citizens Advice formally audits and monitors the quality and management processes within the local office, ensuring consistency and adherence to the national standards framework.

Recruitment and Appointment of Trustees

The Board aims to ensure that the needs of our clients are appropriately reflected through the diversity of the trustee board, and actively seeks to identify potential new trustees relevant to the nature of its work. A broad range of skills and expertise are represented, including Business, the Voluntary Sector, Local Government, and financial services. The Management Committee undertakes an annual skills audit which enables the identification of training opportunities and any skills gaps.

Where gaps are identified, individuals may be approached for co-option mid-year. The Board acknowledges the Good Governance Code recommending trustees usually serve no more than nine years. If the loss of a trustee's skillset or knowledge would be detrimental to the organisation, they may be asked to stay on following a thorough review of need and contribution. The Trustees successfully co-opted two new trustees from the beginning of 2025/2026 with knowledge of operational management and communications. Active recruitment will continue throughout 2025/2026, targeting specialist legal knowledge and fundraising expertise, as well as focusing on recruiting within under-represented communities.

Trustee Induction and Training

All new Trustees undergo a comprehensive induction period. This includes being briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, attending Trustee Board meetings, meeting with the Chief Executive and Chair of Trustees, and shadowing advice sessions to understand service delivery. Annual training records are maintained for all trustees, documenting relevant training undertaken both internally and externally.

Organisational Structure and Management Delegation

The strategic direction and policy of Swindon & District Citizens Advice Bureau are managed by the Board of Trustees, currently comprising six trustees, who meet a minimum of six times per year. The Senior Management Team and a representative of the Volunteers attend board meetings (other than for 'Confidential' agenda items), and all are encouraged to participate in discussions.

The Trustees delegate the day-to-day responsibility for the strategic, financial, and operational management of the service, including supervision of the management team, to the Chief Executive.

Risk Management and Information Assurance

The Trustees review the charity's main risks as part of the annual business planning process, maintaining a Risk Register throughout the year to ensure appropriate controls provide reasonable mitigation. Risk categories reviewed include: (i) Finance (ii) Governance (iii) Management (iv) Staffing (v) Service Delivery (vi) Stakeholder relationships (vii) ICT/Systems (viii) EDI (ix) Information assurance

Key Risks and Mitigating Actions:

Key Risk	Mitigation Strategy
Financial Volatility (Reliance on core public funding; recommissioning of key contracts like MAPS/Macmillan)	Prioritise influencing funders, seek new opportunities, and build reserves to manage short-term funding gaps. Monitor all funding agreements closely.
Service Delivery Capacity (Increasing demand; flat core contract funding)	Seek complementary funding to supplement core delivery. Prioritise growing adviser and caseworker capacity through training and retention efforts.
Workforce Retention (Ability to pay competitive salaries)	Review the employment offer and look at alternative ways to reward and retain skilled staff and volunteers.
Reputational Damage / Data Loss (Handling of sensitive information)	Policies are regularly reviewed and communicated. All staff undertake annual Data Protection training. The Information Assurance Management Team oversees data security compliance with GDPR and the Data Protection Act 2018, holding joint responsibility for client data with the national Citizens Advice Service.

The external environment poses additional risk from increased competition within the VCSE marketplace and uncertainty regarding the impact of political developments on budgets.

All policies and procedures are regularly reviewed. Comprehensive pre-engagement checks (including DBS where appropriate, references, and induction) are conducted for all prospective employees to safeguard beneficiaries and staff.

Public Benefit

The Trustees, who are also the Directors under company law, confirm they have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers and duties.

The provision of free, confidential, impartial, and independent advice directly delivers benefit to the public by advancing education, protecting and preserving health, and relieving poverty, sickness, and distress within Swindon and the surrounding areas. Our activities transform the lives of individuals, resulting in clear public benefit through:

- **Greater Independence:** Clients gain knowledge and a better understanding of their rights and responsibilities, enabling them to move forward and address their issues. They are better prepared to take action themselves to avoid problems arising in the future.
- **Better Prospects:** Clients learn key life skills such as budgeting, problem-solving, planning, and managing personal affairs, and are better informed to make and manage their decisions.
- **Improved Wellbeing:** Clients benefit from reduced risks of crisis or harm (e.g., eviction, debt, homelessness), experience reduced anxiety, and see improvements related to the wider determinants of their health and wellbeing, often resulting from improved circumstances and income maximisation.

Objectives and Activities

Charitable Objects, Core Aims, and Values

The formal objects of the Charity 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, particularly for the community in Swindon and surrounding areas.

Our core aims are twofold:

1. **To provide the advice people need for the problems they face.**
2. **To improve the policies and practices that affect their lives.**

We achieve this through the provision of **free, confidential, impartial, and independent advice** to anybody who needs us, promoting diversity, equality, and challenging discrimination.

The work is underpinned by our core Values: We are an inclusive and person-centered organisation that is responsive to the needs of our clients, staff, volunteers, and partners. We are committed to working in a way that promotes respect, dignity, and equality for all.

Strategic Priorities

We operate at the heart of the local voluntary sector, aiming to lead in advice provision. We use our local knowledge to campaign on big issues, ensuring our work helps everyone—not just those we support directly.

We continually strive to properly understand and adapt our service to fit the needs of our communities in Swindon. This is particularly challenging as the financial climate is uncertain for both the voluntary sector and our clients. Managing expectations is paramount to the successful delivery of our service to the most vulnerable in society, especially as funders face difficult spending decisions that may impact the availability of support.

Review of the Year: Achievements and Performance

Through the hard work and commitment of our **32 paid staff** and **55 dedicated volunteers**, we significantly expanded our reach and impact across the community in 2024/2025. Our multi-channel service delivery (phone, email, and in-person) ensures advice is accessible to all.

Operational Reach and Core Activity

Our service provides holistic advice across a wide range of topics, ensuring we address the root cause of client problems. Key areas of advice include:

- Welfare Benefits & Tax Credits
- Debt and Financial Wellbeing
- Housing
- Employment
- Immigration and Nationality
- Family and Personal
- Consumer
- Discrimination
- Health and Social Care
- Utilities and Energy

Our main charitable activities encompass the provision of general advice, specialist casework in debt, welfare benefits, and energy, and our Financial Wellbeing service, which focuses on income maximisation, budgeting, and energy advice to individuals and community groups.

Specialist Projects and Commissioned Work (2024/2025):

This year saw robust delivery across our specialist projects, funded by key partners:

- **Financial Wellbeing:** Income Maximisation, debt, and budgeting advice, including outreach, funded by Swindon Borough Council.
- **Debt Advice:** Specialist provision for the most vulnerable and those facing homelessness (Swindon Borough Council) and general debt advice (Money Advice Service).
- **Energy Advice:** Specialist Debt and Energy Advice funded by the British Gas Energy Trust Supporting Communities at Risk programme, alongside a National Citizens Advice energy project.
- **Specialist Benefits:** Targeted support for Disability Benefits and Appeals (Swindon Borough Council/ICB funding) and specialist benefits advice for people affected by cancer (Macmillan).
- **Crisis Support and Income Maximisation:** Provision of Surviving Winter grants and specialist advice to people facing fuel poverty, funded through the Wiltshire & Swindon Community Foundation.

We continued to develop strong partnerships with both statutory and voluntary sector agencies to help meet the rising demand for advice and ensure effective client referral pathways.

Statistical Impact and Client Profile

Demand for our services increased significantly, demonstrating our vital role during the continuing cost-of-living crisis:

Metric	2024/2025	2023/2024	Change
People Advised	9,118	8,371	+9%
Case Activities	41,512	38,918	+7%
Issues Dealt With	43,751	36,415	+20%

Our most common enquiry areas were **Welfare Benefits and Tax Credits** and **Debt Advice**, accounting for **40%** of all issues raised.

Key Financial Outcomes for Clients:

The direct financial relief we provided to the Swindon community was substantial:

- **Debt Negotiated:** £9.17 million worth of debt was successfully rescheduled, reduced, or written off, making clients' financial lives more sustainable.
- **Income Maximised:** The service generated a total of **£6.2 million in additional income** for clients through benefits claims and income maximisation work.
- **Crisis Grants:** We helped **1,265 vulnerable households** to successfully apply for charitable grants for essential household items (e.g., cooker, ovens, bedding) and crisis support (fuel or food vouchers).

Client Demographics:

Our service reached those most in need within the local community:

- **Vulnerability:** 62% of clients had a disability or a long-term health condition.
- **Diversity:** 38% were members of a racially minoritised group.
- **Age:** 21% of clients were over 65

A comparison with the general population of Swindon confirms that the clients we help are significantly 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, and live in areas with higher levels of disadvantage or deprivation.

The Impact We Made in 2024/25

While it is impossible to quantify every action we take, we have used robust, Treasury-approved models to measure the financial and social value generated by our service, alongside the direct financial benefits delivered to our clients.

Return on Investment (ROI): For every £1 invested in our service in 2024/2025, we generated:

- **£14.61 in Value to the People We Helped:** This reflects the direct financial outcomes achieved for individual clients, such as securing back-dated benefits, writing-off unmanageable debts, and gaining refunds for consumer issues.

The total value generated for clients this year is estimated at **£13,542,927**.

- **£3.48 in Savings to Government:** Our preventative work helps reduce demand on public services. By assisting clients to avoid eviction (reducing re-housing costs), securing

appropriate benefits (reducing payments for out-of-work benefits), and alleviating stress (reducing demand on the NHS).

It is estimated that we saved local and national government over **£3,225,426** this year.

- **£21.73 in Public Value:** When people resolve their problems, they experience higher levels of wellbeing, greater participation in society, and improved productivity. This calculation also includes the value generated by our dedicated volunteer workforce.

The total public value for this year is estimated at **£20,138,052**.

Our Value to Individuals

We know that problems rarely happen in isolation and can have severe consequences, particularly for health and mental wellbeing. By providing holistic support, we stop situations from escalating and help people regain control of their lives. After receiving our advice, clients report significant improvements:

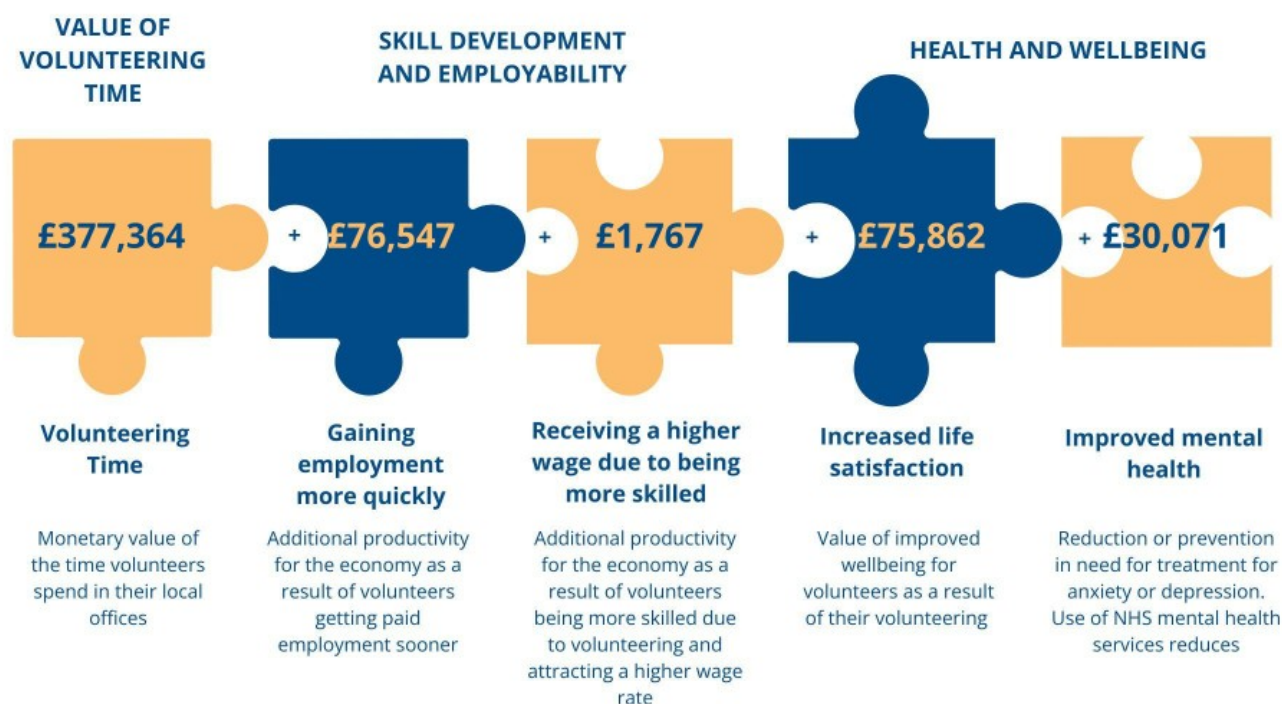
- **8 in 10** people said they felt **less stressed, depressed, or anxious** after our advice.
- **6 in 10** people said they felt their **physical health had improved** following seeking advice from us.
- **9 in 10** people said we **"helped them find a way forward."**
- **8 in 10** people said we **"resolved their problems."**

Our Value to the Community

If left unsolved, problems impact not only individuals but also the wider community. By helping to solve these issues, our work creates considerable value to society. Furthermore, our unique insight into the everyday challenges faced by local people enables us to advocate for changes to national and local government policy, as well as industry practices, to make things better for everyone.

Contribution of our Volunteers

Our dedicated team of volunteers are the lifeblood of the organisation. The value of volunteering in terms of activities and improved outcomes is quantified below.



Value of activities and improved outcomes to stakeholders	Value (£)
Volunteers	75,862
Local Citizens Advice office	377,364
Economy	78,314
NHS	30,071
TOTAL	561,611

Financial Review

We have continued to focus on ensuring sound financial management and sustainable decision-making to deliver our strategic objectives and those of our funders. We work hard to deliver a cost-effective service that meets the needs of our local communities. This has continued to be a challenge as demand for our service outstrips supply.

The Trustees are acutely aware that the external commissioning environment could result in a reduction in funding in 2026 and beyond, so contingency planning is currently taking place. Scenario planning is being undertaken to ensure the charity has financial resilience built into its future model.

In this reporting period, the charity achieved a surplus of £73,748. However, this surplus is held in restricted funds, relating mainly to savings from unfilled posts, and will be carried forward to next year to ensure the continuation of existing service delivery.

At the year end, the charity's total funds stand at £769,236, of which £316,510 is restricted and £452,726 is unrestricted. Of the unrestricted funds, £117,942 has been allocated for contingencies should the need arise (e.g., contractual commitments).

Gratitude to Our Funders

The Trustees extend our deepest gratitude to all of our dedicated funders. Without your partnership and commitment, the scale of our impact and the quality of our service would not be possible.

- We thank Swindon Borough Council and BSW ICB for their continued support of the charity's core operating capacity through our current commissioned contract.
- We were grateful to receive project specific funding from Swindon Borough Council Revenues and Benefits Department to continue and expand our successful AFFA income maximisation and prevention project. Further funding to extend this was also gratefully received from the BSW ICB Health Inequalities fund. While both of these income streams concluded in March 2025, Swindon Borough Council has agreed to continue funding this much needed work through the Household Support Fund in the 2025/26 financial year.
- Significant funding from the British Gas Energy Trust has allowed us to expand our work in energy and debt advice, helping us meet client need in this critical and growing area of concern.
- This year we also received increased funding from the Wiltshire and Swindon Community Foundation under the Surviving Winter programme, which enabled us to support vulnerable clients with one-off energy payments and vital income maximisation advice.
- Our impactful Macmillan project continued to go from strength to strength, with 2.2 full-time equivalent caseworkers funded to support people affected by cancer with benefits and financial worries.
- The majority of our specialist debt casework continues to be funded by the Money and Pensions Service (MaPS), through which we are able to provide much-needed face-to-face debt advice and support across our community.

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, consistent with the Trustees' duty to ensure prudent management of charitable assets.

Reserves Policy

This reserves policy is monitored and reviewed by the Trustees annually.

The Trustees have determined to retain 3 months of operating costs in reserves to meet unexpected events (such as a significant loss of funding). The amount of reserves is calculated from the annual budget and currently amounts to £238,687.

The calculation of reserves is after designating funds for the following purposes:

- **Redundancy Liabilities:** These are calculated in March each year as the cost of redundancy liabilities for all staff as at the end of the new financial year. We have designated £117,942 for this fund.
- **Service Demand Fund:** Demand on our service has risen continuously over the past 12 months, and the service is operating at full capacity. Maintaining the core service is vital.

These funds come from restricted reserves accrued through savings made in previous years. We have designated £159,451 for this fund in 2025/26. This will be reviewed throughout the year as we seek ways to make the core service more efficient and financially sustainable.

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 Trustees have agreed priorities for 2025/26 in line with the following strategic objectives:

<p>Advice</p> <ul style="list-style-type: none"> • We'll be there for people when they need us • We'll take early action and make prevention a priority - aiming to prevent more people reaching crisis by addressing problems earlier • We'll maintain the provision of good quality advice 	<p>Advocacy</p> <ul style="list-style-type: none"> • We'll be the voice of our clients and potential clients, especially those who are most vulnerable and marginalised. • We'll Identify inequalities and share our findings with the aim of influencing change
<p>Culture</p> <ul style="list-style-type: none"> • We'll be a great place to work and build a culture that allows us to be the best we can be for the people who need us • We'll be a collaborative, innovative and a high performing service that promotes equity, diversity and inclusion, and challenges discrimination. 	<p>Organisational Health</p> <ul style="list-style-type: none"> • We'll work to improve our financial sustainability as a service • We'll continue to develop our staff to the highest level of expertise and ensure continued recruitment, training and development of volunteers • We'll maintain excellent external relationships to ensure best outcomes for our clients and safeguard the future of our service

1. **Maximising Advice Delivery:** We will continue to review and adapt our multi-channel delivery model (digital, phone, and in-person) and seek capacity-building funding to ensure we can meet the increasing demand for our services, fulfilling our core purpose of providing the advice people need for the problems they face.
2. **Developing Our People and Capacity:** We are committed to increasing and retaining our dedicated volunteer workforce and professional staff. By investing in training and ensuring competitive remuneration, we bolster the expertise and capacity required to sustain the delivery of high-quality, complex advice.
3. **Strengthening Strategic Partnerships:** We will deepen our collaborative efforts by:

- Working across the regional network of South West Local Citizens Advice offices to seek opportunities for new funding streams and improved cross-boundary service delivery.
 - Working proactively with Swindon Borough Council to align with and enhance their prevention agenda, specifically targeting communities and individuals most in need of early intervention.
 - Collaborating with partners as Vice Chair of the Swindon Mental Health Alliance to shape local health policy and ensure smooth referral pathways for vulnerable clients.
4. **Ensuring Financial Resilience and Operational Integrity:** Building on recent success in income diversification, we will continue to consolidate service contracts and grant income to secure long-term financial stability. Crucially, we will prioritise and enhance cyber security and information governance to protect client data and ensure the operational integrity of our service. This resilience allows us to maintain our independent voice and capacity to use our insights to improve the policies and practices that affect their lives.

The Board is confident that Swindon & District CAB is well-positioned, both financially and operationally, to meet the complex needs of the community in the coming year.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 17th November 2025 and signed on the board's behalf by:

M Box - Chair

Independent Examiner's Report to the Trustees of
Swindon and 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 2025.

Responsibilities and basis of report

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

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

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the 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
The Institute of Chartered Accountants in England and Wales

Chris Vaughan
Accountants
195 Ermin Street
Swindon
Wiltshire
SN3 4NA

17th November 2025

Swindon and District Citizens Advice
Bureau

Statement of Financial Activities
for the Year Ended 31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	2,658	930,646	933,304	955,127
Other trading activities	3	-	14,377	14,377	4,761
Investment income	4	7,619	-	7,619	7,130
Other income		<u>2,619</u>	<u>2,797</u>	<u>5,416</u>	<u>1,191</u>
Total		<u>12,896</u>	<u>947,820</u>	<u>960,716</u>	<u>968,209</u>
 EXPENDITURE ON					
Charitable activities	5				
Advice Services		<u>3,711</u>	<u>883,257</u>	<u>886,968</u>	<u>907,679</u>
 NET INCOME					
Transfers between funds	15	9,185 <u>6,914</u>	64,563 <u>(6,914)</u>	73,748 <u>-</u>	60,530 <u>-</u>
 Net movement in funds		16,099	57,649	73,748	60,530
 RECONCILIATION OF FUNDS					
Total funds brought forward		<u>436,627</u>	<u>258,861</u>	<u>695,488</u>	<u>634,958</u>
 TOTAL FUNDS CARRIED FORWARD		<u><u>452,726</u></u>	<u><u>316,510</u></u>	<u><u>769,236</u></u>	<u><u>695,488</u></u>

Swindon and District Citizens Advice
Bureau

Balance Sheet
31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
CURRENT ASSETS					
Debtors	12	-	-	-	150,341
Cash at bank and in hand		<u>452,726</u>	<u>333,587</u>	<u>786,313</u>	<u>647,651</u>
		452,726	333,587	786,313	797,992
CREDITORS					
Amounts falling due within one year	13	-	(17,077)	(17,077)	(102,504)
		<u> </u>	<u> </u>	<u> </u>	<u> </u>
NET CURRENT ASSETS		<u>452,726</u>	<u>316,510</u>	<u>769,236</u>	<u>695,488</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>452,726</u>	<u>316,510</u>	<u>769,236</u>	<u>695,488</u>
		<u> </u>	<u> </u>	<u> </u>	<u> </u>
NET ASSETS		<u><u>452,726</u></u>	<u><u>316,510</u></u>	<u><u>769,236</u></u>	<u><u>695,488</u></u>
FUNDS	15				
Unrestricted funds				452,726	436,627
Restricted funds				<u>316,510</u>	<u>258,861</u>
TOTAL FUNDS				<u><u>769,236</u></u>	<u><u>695,488</u></u>

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

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

The trustees acknowledge their responsibilities for

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

The financial statements were approved by the Board of Trustees and authorised for issue on 17th November 2025 and were signed on its behalf by:

M Box - Chair

Swindon and District Citizens Advice
Bureau

Cash Flow Statement
for the Year Ended 31 March 2025

	Notes	31.3.25 £	31.3.24 £
Cash flows from operating activities			
Cash generated from operations	1	<u>192,195</u>	<u>(171,998)</u>
Net cash provided by/(used in) operating activities		<u>192,195</u>	<u>(171,998)</u>
Cash flows from investing activities			
Interest received		<u>7,619</u>	<u>7,130</u>
Net cash provided by investing activities		<u>7,619</u>	<u>7,130</u>
		<u> </u>	<u> </u>
Change in cash and cash equivalents in the reporting period		199,814	(164,868)
Cash and cash equivalents at the beginning of the reporting period	2	<u>586,499</u>	<u>751,367</u>
Cash and cash equivalents at the end of the reporting period	2	<u><u>786,313</u></u>	<u><u>586,499</u></u>

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

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

	31.3.25 £	31.3.24 £
Net income for the reporting period (as per the Statement of Financial Activities)	73,748	60,530
Adjustments for:		
Interest received	(7,619)	(7,130)
Decrease/(increase) in debtors	150,341	(83,042)
Decrease in creditors	<u>(24,275)</u>	<u>(142,356)</u>
Net cash provided by/(used in) operations	<u>192,195</u>	<u>(171,998)</u>

2. ANALYSIS OF CASH AND CASH EQUIVALENTS

	31.3.25 £	31.3.24 £
Cash in hand	54	16
Notice deposits (less than 3 months)	786,259	647,635
Overdrafts included in bank loans and overdrafts falling due within one year	<u>-</u>	<u>(61,152)</u>
Total cash and cash equivalents	<u>786,313</u>	<u>586,499</u>

3. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank and in hand	647,651	138,662	786,313
Bank overdraft	<u>(61,152)</u>	<u>61,152</u>	<u>-</u>
	<u>586,499</u>	<u>199,814</u>	<u>786,313</u>
Total	<u>586,499</u>	<u>199,814</u>	<u>786,313</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 2025

2. DONATIONS AND LEGACIES

	31.3.25	31.3.24
	£	£
Donations	2,658	114
Grants	680,540	833,046
Service contracts	250,106	121,967
	<u>933,304</u>	<u>955,127</u>

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

	31.3.25	31.3.24
	£	£
Other grants	<u>680,540</u>	<u>833,046</u>

3. OTHER TRADING ACTIVITIES

	31.3.25	31.3.24
	£	£
Sales	<u>14,377</u>	<u>4,761</u>

4. INVESTMENT INCOME

	31.3.25	31.3.24
	£	£
Deposit account interest	<u>7,619</u>	<u>7,130</u>

5. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Grant funding of activities (see note 6) £	Support costs (see note 7) £	Totals £
Advice Services	<u>752,764</u>	<u>36,134</u>	<u>98,070</u>	<u>886,968</u>

6. GRANTS PAYABLE

	31.3.25	31.3.24
	£	£
Advice Services	<u>36,134</u>	<u>53,132</u>

7. SUPPORT COSTS

Management	Information technology	Other	Governance costs	Totals
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Advice Services	£ 45,917	£ 7,592	£ 41,915	£ 2,646	£ 98,070
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Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

9. STAFF COSTS

	31.3.25 £	31.3.24 £
Wages and salaries	684,890	680,510
Social security costs	51,363	57,160
Other pension costs	31,698	33,788
	<u>767,951</u>	<u>771,458</u>

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

	31.3.25	31.3.24
Advice Workers	24	32
Administration	<u>2</u>	<u>2</u>
	<u>26</u>	<u>34</u>

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

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	114	955,013	955,127
Other trading activities	-	4,761	4,761
Investment income	7,130	-	7,130
Other income	<u>-</u>	<u>1,191</u>	<u>1,191</u>
Total	<u>7,244</u>	<u>960,965</u>	<u>968,209</u>
EXPENDITURE ON			
Charitable activities			
Advice Services	<u>(9,505)</u>	<u>917,184</u>	<u>907,679</u>
NET INCOME	16,749	43,781	60,530
Transfers between funds	17,600	(17,600)	-

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

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued			
	Unrestricted funds £	Restricted funds £	Total funds £
Net movement in funds	34,349	26,181	60,530
RECONCILIATION OF FUNDS			
Total funds brought forward	402,278	232,680	634,958
TOTAL FUNDS CARRIED FORWARD	<u>436,627</u>	<u>258,861</u>	<u>695,488</u>
11. TANGIBLE FIXED ASSETS			
	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2024 and 31 March 2025	<u>6,221</u>	<u>5,264</u>	<u>11,485</u>
DEPRECIATION			
At 1 April 2024 and 31 March 2025	<u>6,221</u>	<u>5,264</u>	<u>11,485</u>
NET BOOK VALUE			
At 31 March 2025	<u>-</u>	<u>-</u>	<u>-</u>
At 31 March 2024	<u>-</u>	<u>-</u>	<u>-</u>
12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR			
	31.3.25 £	31.3.24 £	
Prepayments and accrued income	<u>-</u>	<u>150,341</u>	
13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR			
	31.3.25 £	31.3.24 £	
Bank loans and overdrafts (see note 14)	-	61,152	
Trade creditors	-	6,016	
Social security and other taxes	75	18,291	
Accrued expenses	<u>17,002</u>	<u>17,045</u>	
	<u>17,077</u>	<u>102,504</u>	

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

14. LOANS

An analysis of the maturity of loans is given below:

	31.3.25 £	31.3.24 £
Amounts falling due within one year on demand:		
Bank overdrafts	<u>-</u>	<u>61,152</u>

15. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	321,406	9,185	4,193	334,784
Designated Funds	<u>115,221</u>	<u>-</u>	<u>2,721</u>	<u>117,942</u>
	436,627	9,185	6,914	452,726
Restricted funds				
Masdap	41,908	2,982	-	44,890
Macmillan	(10,331)	10,476	-	145
Energy Best Deal	48,612	9,611	-	58,223
Others	81,746	(12,495)	(1,094)	68,157
Swindon Borough Council	58,168	49,446	-	107,614
Thames Water	5,820	-	(5,820)	-
AFFA	14,856	(1,359)	-	13,497
British Gas	<u>18,082</u>	<u>5,902</u>	<u>-</u>	<u>23,984</u>
	<u>258,861</u>	<u>64,563</u>	<u>(6,914)</u>	<u>316,510</u>
TOTAL FUNDS	<u>695,488</u>	<u>73,748</u>	<u>-</u>	<u>769,236</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	12,896	(3,711)	9,185
Restricted funds			
Masdap	57,735	(54,753)	2,982
Macmillan	122,410	(111,934)	10,476
Energy Best Deal	32,563	(22,952)	9,611
Others	117,861	(130,356)	(12,495)
Swindon Borough Council	426,591	(377,145)	49,446
AFFA	54,925	(56,284)	(1,359)
British Gas	<u>135,735</u>	<u>(129,833)</u>	<u>5,902</u>

	<u>947,820</u>	<u>(883,257)</u>	<u>64,563</u>
TOTAL FUNDS	<u>960,716</u>	<u>(886,968)</u>	<u>73,748</u>

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

15. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	287,057	16,749	17,600	321,406
Designated Funds	115,221	-	-	115,221
	402,278	16,749	17,600	436,627
Restricted funds				
Masdap	43,923	(2,015)	-	41,908
Macmillan	-	(10,331)	-	(10,331)
Energy Best Deal	31,815	16,797	-	48,612
East Swindon	-	100	(100)	-
Others	77,558	28,800	(24,612)	81,746
Swindon Borough Council	61,977	(3,809)	-	58,168
Thames Water	2,871	2,949	-	5,820
AFFA	14,536	320	-	14,856
British Gas	-	10,970	7,112	18,082
	232,680	43,781	(17,600)	258,861
TOTAL FUNDS	634,958	60,530	-	695,488

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	7,244	9,505	16,749
Restricted funds			
Masdap	55,901	(57,916)	(2,015)
Macmillan	94,579	(104,910)	(10,331)
Energy Best Deal	35,544	(18,747)	16,797
East Swindon	-	100	100
Others	163,962	(135,162)	28,800
Swindon Borough Council	421,816	(425,625)	(3,809)
Thames Water	8,500	(5,551)	2,949
AFFA	63,642	(63,322)	320
British Gas	117,021	(106,051)	10,970
	960,965	(917,184)	43,781

TOTAL FUNDS

<u>968,209</u>	<u>(907,679)</u>	<u>60,530</u>
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Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

15. MOVEMENT IN FUNDS - continued

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

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	287,057	25,934	21,793	334,784
Designated Funds	115,221	-	2,721	117,942
	402,278	25,934	24,514	452,726
Restricted funds				
Masdap	43,923	967	-	44,890
Macmillan	-	145	-	145
Energy Best Deal	31,815	26,408	-	58,223
East Swindon	-	100	(100)	-
Others	77,558	16,305	(25,706)	68,157
Swindon Borough Council	61,977	45,637	-	107,614
Thames Water	2,871	2,949	(5,820)	-
AFFA	14,536	(1,039)	-	13,497
British Gas	-	16,872	7,112	23,984
	232,680	108,344	(24,514)	316,510
TOTAL FUNDS	634,958	134,278	-	769,236

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	20,140	5,794	25,934
Restricted funds			
Masdap	113,636	(112,669)	967
Macmillan	216,989	(216,844)	145
Energy Best Deal	68,107	(41,699)	26,408
East Swindon	-	100	100
Others	281,823	(265,518)	16,305
Swindon Borough Council	848,407	(802,770)	45,637
Thames Water	8,500	(5,551)	2,949
AFFA	118,567	(119,606)	(1,039)
British Gas	252,756	(235,884)	16,872
	1,908,785	(1,800,441)	108,344

TOTAL FUNDS

<u>1,928,925</u>	<u>(1,794,647)</u>	<u>134,278</u>

16. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

17. 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.

18. DESIGNATED FUNDS

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

19. DEPRECIATION

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

20. 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 2025

	31.3.25 £	31.3.24 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	2,658	114
Grants	680,540	833,046
Service contracts	<u>250,106</u>	<u>121,967</u>
	933,304	955,127
Other trading activities		
Sales	14,377	4,761
Investment income		
Deposit account interest	7,619	7,130
Other income		
Other income	<u>5,416</u>	<u>1,191</u>
Total incoming resources	960,716	968,209
EXPENDITURE		
Charitable activities		
Wages	658,457	650,823
Social security	51,363	57,160
Pensions	31,698	33,788
Volunteer expenses	6,336	6,959
Publicity and promotion	1,600	1,926
Clients' insolvency fees	3,310	12,050
Grants to institutions	<u>36,134</u>	<u>53,132</u>
	788,898	815,838
Support costs		
Management		
Wages	26,433	29,687
Telephone	11,911	12,975
Postage and stationery	7,573	6,353
Legal and professional fees	<u>-</u>	<u>7,294</u>
	45,917	56,309
Information technology		
Computers and IT Equipment	7,592	3,878
Other		
Insurance	4,661	5,677
Sundries	29,175	20,792
Carried forward	33,836	26,469

Swindon and District Citizens Advice
Bureau

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

	31.3.25 £	31.3.24 £
Other		
Brought forward	33,836	26,469
Training and recruitment	<u>8,079</u>	<u>3,935</u>
	41,915	30,404
Governance costs		
Accountancy and legal fees	<u>2,646</u>	<u>1,250</u>
Total resources expended	<u>886,968</u>	<u>907,679</u>
Net income	<u><u>73,748</u></u>	<u><u>60,530</u></u>