

Citizens Advice Tadley & District Annual report 2023-24



**citizens
advice**

**Tadley
& District**

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Citizens Advice Tadley & District

Franklin Avenue, Tadley, Hampshire, RG26 4ET

0118 981 7567

admin@catadley.org

www.catadley.org

Freephone Adviceline **0808 2 78 79 87**

Help to Claim **0800 144 8 444**

Consumer Helpline **0808 223 1133**

Relay UK - if you can't hear or speak on the phone, you can type what you want to say: **18001 then 0800 240 4420**. You can use Relay UK with an app or a textphone. There's no extra charge to use it. Find out how to use Relay UK on the Relay UK website.

If English is not your first language, we might be able to arrange translation.

Foreword from the Chair of Trustees

It is a pleasure, as always, to report on another successful year at Citizens Advice Tadley & District, however we might choose to measure it. The Treasurer will report elsewhere on a year when again we outperformed our budget, and made a modest surplus rather than the forecast modest deficit. Mrs Micawber would approve!

The financial gains for clients are again outstanding. And on a rough calculation we assisted around 10% of the Tadley & District population. The trustees are immensely appreciative of the impact our staff and volunteers have on the lives of local people.

As I hinted would be the case at the end of my report last year, 2023-24 was a year of change. Rachel Campbell stood down as Chief Officer in the early summer, and we were fortunate to recruit an excellent replacement in Fraser Gleave. Fraser had worked at Citizens Advice Tadley previously before being seduced away to the Reading charity, so he brought local knowledge but also wider experience in a senior role at a larger Citizens Advice. I pay tribute to Rachel for leaving us on a very secure footing and with a happy group of staff and volunteers for Fraser to inherit. We were fortunate that for the short interim, Recruitment and Development Manager, Di Lewis, and recently promoted Advice Services Manager, Emma Blackburn, held the fort.

We also lost long-serving and hugely popular Officer Manager, Clare Hawkins, who was an important part of the service we provide and an inspiring fundraiser; and we have welcomed her replacement, Lisa How.

There have also been changes among trustees. After very long periods of service Janette Hewitt and Cllr Jo Slimin stood down as trustees. Janette continues to serve as an adviser. Almost everyone will know Jo Slimin as a local councillor and someone who has been a driving force for Citizens Advice in the town since its earliest days. Our debt to Jo is immeasurable. She continues to represent Tadley Town Council as an observer at our Board meetings. Former adviser and supervisor, David Lister, has joined the trustees, bringing long experience of work on the 'shopfloor' of Citizens Advice Tadley.

Finally, I would like to record the trustees' immense gratitude to all our donors and other supporters, listed elsewhere in this report, without whom none of what we have achieved would be possible.



Professor Tony Downes
Chair of Trustees

Chief Officer Review of the Year

This has been a year of enormous change for Citizens Advice Tadley, with the start of the year (and the end of 2022/23) marking the end of an era; almost all of our long-standing staff moved on to new ventures, along with several of our highly-valued volunteers. However, as with many challenges, this presented a new opportunity for our organisation to take stock of the many successes of previous years and look for a new way towards our most exciting ambitions.

As ever, this is an ongoing process, but some of the initial changes are visible in this report and worth calling to attention:

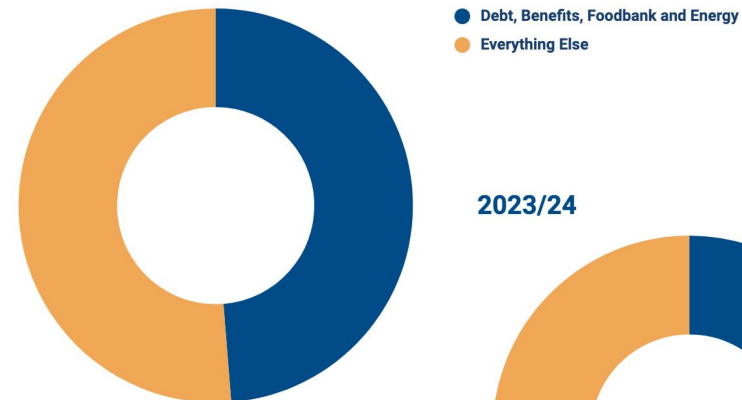
We've changed the way we run our reporting on outputs. The total number of clients for the year is now reviewed across the 12-month period, rather than adding our quarterly stats together. Though this previous method of accounting for clients reflected the cumulative workload on a quarterly basis, it didn't show the true number of individuals helped each year. As such, we've seen an exaggerated drop in client numbers for 23/24 compared to last year's report (2406 vs 3419) but the reality was more modest (2406 vs 2574). All other metrics from previous years remain accurate as they're not 'double-counted' through quarters.

We're getting better at recording our true impact. For regular readers of the CAT Annual Report, you'll have seen this had already been improving over the last few years, but there is still room for improvement. Though it's not like-for-like, the difference between the number of clients who report that we've helped to solve all or some of their issues and the percentage of outcomes we've recorded against those issues have been worlds apart.

For 23/24, 81% of clients said their problem was either completely or mostly solved following our advice. This compares to us recording results for just under 35% of the issues we helped with - itself a significant improvement over 22% in 22/23, 16% in 21/22 and a historic average of around 9% prior to that. We know that our service has an incredible impact on the lives of thousands of people in our community, and although this has previously been undervalued, we're making a big effort to better show this to everyone.

Comparing the percentage of issues that we helped with in 23/24 against pre-Covid, 19/20, by 'cost of living' vs all other issues:

2019/20



2023/24



We need to create capacity in order to best serve our community. The cost of living crisis is continuing and is getting worse for many. In some ways, it's becoming a tired narrative, but that fatigue is part of daily life for a huge number of people in our area and who we help each year. As the graphs (left) show, cost of living issues are continuing to rise at the expense of the 7 other 'headline' issues that we help with, including housing, consumer and employment problems. However, there is no sign that these other issues are going away - only that we're not helping as many people with them.

As such, towards the end of 2023/24 and heading into 2024/25, our focus has turned towards ensuring our service is running effectively, that volunteers are well supported and, of course, building our volunteer team. This means that there hasn't been a lot to show in terms of new and exciting initiatives. Instead, the analogy of 'reinforcing the foundations' provides an apt summary.

We've made a lot of progress to figure out what our community needs and expects from us. We know that our regular, reliable, face-to-face service is hugely valued, but we also know that it needs to be backed-up by better access through remote channels - particularly our Adviceline telephone support. We're also seeing and hearing that there's an appetite for better access for vulnerable and disconnected people, through outreach services in key locations across our rural catchment, as well as improving our 'out of hours' provision. We want to do these things well, bringing the unrivalled care, quality and expertise we offer to all parts of any future services. This means making sure that we have the capacity to absorb the management of additional staff, volunteers and stakeholders that new services would bring, without taking away from what we already deliver.

We're excited by the path we're heading along. We're confident of the difference that our expanded presence in the community can make to the lives of so many people in Tadley and the surrounding areas. It isn't without its challenges, but we have a clear vision of what we want to do and believe that it is worth doing. I'm extremely grateful to everyone in our organisation for giving their time, patience and skill to helping us move forwards - together, we are capable of making a real difference and I can't wait to reflect on everything we've done by this time next year.

Fraser Gleave
Chief Officer



AGM and Community Liaison Lunch, November 2023

Case studies and feedback

Here is a small sample of some of the work our advisers and specialist caseworkers have done for local clients this year.

Sarah gets Maternity Pay from a rogue boss

Sarah came to us explaining that she was being threatened with redundancy from the cleaning company she worked for. Not only was she worried about how she would find new work or afford to live in the meantime, there was the complication that she was 27 weeks pregnant. Not only that, but her partner, Bill, also worked for the same company and was up for redundancy, meaning there was the chance the whole family would soon be without employment. Sarah's employer knew that she was pregnant and they had informed her that she would not be eligible for any Statutory Maternity Pay (SMP) as they classified her as an "Agency Worker".

Working with Sarah, we were able to determine that, in fact, Sarah was an employee, as her contract and payslips indicated. This meant that she had greater rights than a 'worker', which something her employer had attempted to persuade her otherwise of. Because she was an employee, we calculated her 'qualifying weeks' for SMP, which had already passed by the time she'd contacted us. This meant that Sarah would be eligible for SMP. From here, we provided Sarah with the links to the relevant legislation so that she could raise the matter with her employer.

But that was not all, we also completed a 'benefit check', which identified that, after they had their child, Sarah and Bill would be eligible for £1,210 of Universal Credit per month, on top of their

earnings. Not confident with reading and writing, we agreed to book a follow-up appointment with them to complete a Universal Credit online application, which reassured them that they wouldn't have to do this alone.

Following our advice, Sarah's employer accepted they were required to pay SMP. After the birth of their son in November, the family was in receipt of both SMP and UC (totalling to £1957 per month), and ensuring their financial stability.

Arranging a fresh start for Maggie

Maggie initially came to us in crisis at our foodbank outreach, having fallen behind with essential costs after changing jobs. We helped her with a foodbank referral, but in the process discovered that her previous, insecure agency work had left her with various debts.

We supported Maggie through a few appointments with debt casework - negotiating with creditors on her behalf and placing her into a 'Breathing Space' to put a hold on creditor action. With this respite, Maggie was able to fully consider her options and decided a Debt Relief Order (DRO) would be the best for her so she could make a fresh start with her budget in her new job.

Through the Citizens Advice DRO Unit we processed her application. As a result, Maggie had £10,887 of debt written off!

Billah's energy supplier problems solved

In June 2023, Billah had received a number of large electricity bills totalling £2,700. Since October 2020 he'd had a faulty meter. Although he'd contacted his supplier a number of times, due to poor communication and missed engineer visits, the meter remained faulty. Billah had been reassured by the supplier that the issue would be resolved and he would not be liable for any arrears from this period. Nonetheless, he continued to report the issue and wait for a response. In May 2023, the meter was finally fixed, triggering 'overdue' bills. As a single parent with a young child, and a number of complex health conditions, the stress of the situation had a detrimental impact on Billah, leaving him anxious and distressed about the potential of having to find the money to pay this large debt they were being chased for.

We raised the problems with the energy supplier and were immediately able to have £1558 written-off, according to Ofgem back-billing rules. However a balance of £1142 remained. We outlined the various options to Billah and he decided to pursue the issue with the Energy Ombudsman, although they did not feel confident to do this themselves. We worked hard to pull together all the evidence and documentation involved in the case and submitted a complaint on his behalf.

After consideration by the Ombudsman, based on the evidence we provided of the supplier's various failings and promises not to charge Billah during that period, they found in Billah's favour. As a result, the remaining balance was written-off entirely and a goodwill gesture of £220 was provided to Billah in recognition of all the distress caused.

"Tadley CA were excellent."

"Excellent service, other organisations could learn a lot from CA."

"I've been getting so much help from Janette... lovely lady who has helped me so much I can't thank her enough literally has guided me through the process of family court at a very distressing time .. thank you Citizens Advice I'd be lost without you..."

"The situation is ongoing and hopefully will be resolved soon one way or another. I'm most grateful for the help that Clare has offered me."

"Just that the people treat you with the utmost respect, which in this day and age, is a wonderful experience."

"I have used the service a few times and as always this time was very helpful."

"The advice I received was documented well in an email and I was able to access the information when I needed it. The lady was very attentive and easy to talk to."

"The person was very calming and did not rush me explaining things in a way made things easier to undertake."

Our Impact



2,406 clients



8,446 issues



10,901 activities

Top 3 Issues

1

Benefits and Tax Credits

2

Utilities and communications

3

Debt



54% of our clients are disabled or have a long-term health condition*

*23% reported no health condition; 23% prefer not to say



£4,593,666

financial gains for clients

including:



£168,667

debts written off



£95,151

grants, fuel and food vouchers

Our Financial Impact



In total, Citizens Advice Tadley generated **£873,026** in savings for the local authority, NHS, DWP and criminal justice system by preventing homelessness, housing evictions, reducing the use of GP and mental health services and keeping people in work.

Our methodology has been developed by New Economy. The model is approved by financial value experts from HM Treasury and represents a minimum return on value.

Partnerships, Projects and Outreach Work

Hampshire Macmillan Citizens Advice Service	Specialist casework and financial support for cancer patients and their families
Basingstoke Foodbank	Advice services for people using the Tadley Foodbank
Community Care	Specialist casework for vulnerable people or those with caring responsibilities
Cost of Living Casework	Helping vulnerable people improve their financial wellbeing during this crisis
Energy Advice Programme	Support with energy efficiency measures and dealing with provider issues
Household Support Fund	Providing advice and grants to people struggling to pay their energy bills
Mental Health Support	Service to access benefits and other help for people with long-term mental health conditions
Legal Advice	Employment and family law sessions provided by Rowberry Morris solicitors
Out of Hours	Advice for people who cannot access our service during our normal opening hours
Advice First Aid	Empowering staff and volunteers in other community organisations to support people towards our self-help advice and identifying when specialist help is needed from our office
Tadley Community Pantry	Providing direct access to drop-in advice alongside community partners supporting people most affected by the cost of living
Hate Crime	Providing support to people to report any incidents of hate crime to the police
Remote Debt and Benefits Casework	Specialist casework for people struggling with key cost of living issues who need to or prefer to work over the telephone or by email
Office Refresh 2023	A full renovation of our offices in the Turbary Building, bringing our brand to the fore.

Acknowledgements

Our thanks go to the following people who volunteered and worked at Citizens Advice Tadley during the period April 2023 - March 2024.

Our Volunteers

Simon Brewin, Michael Chambers, Sandra Choules, Louise Clarke, Sue Davitt, Dorcas Green, Martin Heath, Lesley Hawker, Jane Hazell, Graham Hewitt, Janette Hewitt, Mark Holman-Linsey, Ann Lamacraft, David Lister, Maura Livingstone, Gill McMillan, Christine McGarvie, Ruth Porter, Martin Schimmer, Sandra Smith, Mike Sowden, David Stanley, David Telling, David Wales, Anne Watson, Angela Wilkes, Susan Williams

Our Trustees

Chair: Professor Tony Downes
Vice Chair: Neil Hughes
Treasurer: Kevin Rafferty
Secretary: Katherine Birkinshaw
Secretary: Edward Jones
Ian Gribben
Cllr Janette Hewitt
Stephen Hodgson

Anna Illingworth
David Lister
Vanessa Richards
Cllr Jo Slimin

Board Observers

Cllr Derek Mellor
Cllr Ken Rhatigan

Our Staff

Chief Officer: Rachel Campbell, Fraser Gleave
Advice Services Manager: Emma Blackburn
Advice Session Supervisors: Angela Adams, Emma Blackburn, Di Lewis
Caseworkers: Angela Adams, Clare Bennett, Petra Fearnley, Janet Mukundu, Mike Holt
Quality Assurance and Out of Hours Adviser: Fraser Gleave
Recruitment and Development Manager: Di Lewis
Office Manager: Clare Hawkins, Lisa How
Office Administrator: Shannon Montford, Catherine Lock

A volunteer's perspective

I've been a volunteer now for around 3 years.

What made me put myself forward? When I was in my twenties (I'm 66 now) my father-in-law was involved with CA as an adviser in his local town of Malton in North Yorkshire. He used to come home with some interesting and sometimes heartbreaking stories of people in need of assistance. At that time I thought to myself, I would like to be involved with that when I get older and have the time available. So here I am.

What do I get out of it? I enjoy helping people who find it difficult or cannot navigate their way through a situation or problem, will all need help at some point in our lives and it's very rewarding knowing that you have set someone's mind at ease over an issue or problem they are facing.

When you are involved with CA you give something back into your community and you learn more about local issues and problems people face on a day to day basis. You personally learn a great deal as an individual and interacting with staff and clients makes you think deeper and helps broaden your horizon and keeps your mind active. I hope to be involved for some time to come and would encourage anybody who has the time to get involved.

Dave Stanley
Volunteer

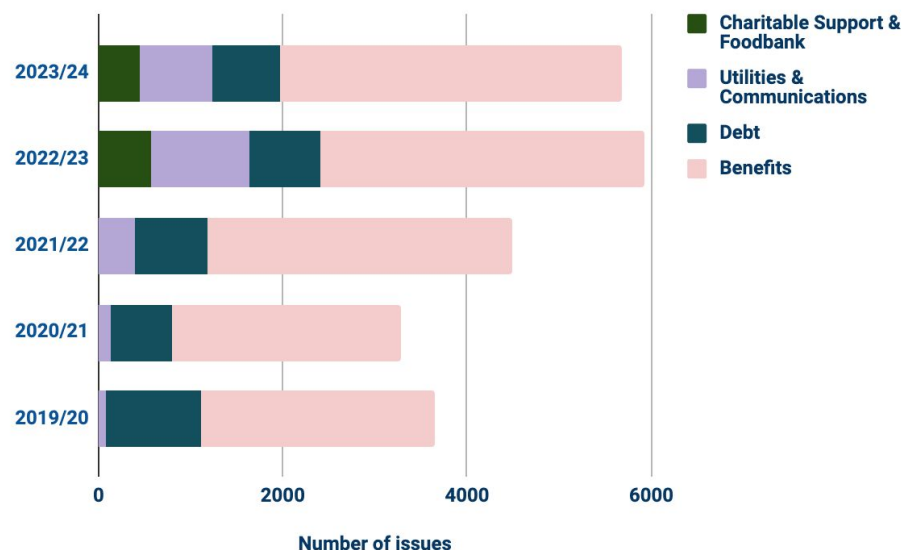
Research and Campaigns

As a service, we hold a huge amount of data about the problems the people in our community face.

Earlier in this report, we described and showed how the cost of living crisis continues, with the number of issues relating to living standards remaining extremely high for 2023/24.

A retrospective look over the last 5 years - to include an overview of our services 'pre-pandemic' - emphasises this striking trend and definitively dispels any perception that the cost of living crisis is in any way 'over'.

Comparing the number of issues we helped with during each year, broken down by key cost of living issues:



In addition to reporting our findings in this report and within the Citizens Advice network, this year we also increased our engagement with external stakeholders.

One of the key channels we've explored has been by approaching policy-makers directly. This included:

- Meeting with local MPs and providing evidence on the necessity of increasing benefits rates in 2024, which was then included in the Autumn Budget.
- Providing evidence to local councillors on the effects of local housing associations removing carpets and white goods as a matter of routine before letting to new tenants, which was heard at the HA scrutiny committee meeting.
- Provided evidence to Citizens Advice leading to the change to Debt Relief Orders in 2024, which was confirmed by ministers as an influencing factor in the decision.

We've also continued to promote awareness of key issues to the public, with our social media channels providing the most regular ongoing outlet of bite-size information. Additionally this year, we also supported this work with regular features on local radio to discuss some of these 'burning issues', give our perspective and sometimes offer basic information and advice about how to deal with these issues.

Although it can sometimes be difficult to evidence the impact of these activities, we're proud of the response we've had to both our promotion of issues and the resulting policy changes we've seen.

Evidence forms

Here are some examples of the 143 evidence forms we have produced this year.

What is the problem?

The client has taken out an IVA and the IVA company have included a joint Tax Credit debt. The client's partner is the person who the joint Tax Credit debt is with and they are now being pursued.

What is the impact of the problem?

The client was incorrectly advised by the IVA firm that their joint Tax Credit debt could be included in her IVA and that her partner would no longer be liable. This error is causing stress/anxiety to both the client/her partner. This constitutes poor practice by the IVA firm to allow this client to include the joint Tax Credit debt. Citizens Advice may need to help the client with correct advice.

What is the problem?

Threat of a s21 eviction notice. This may be because of ongoing dispute over overpayment of rent. However, the Landlord is stating that he wants to sell property. Our client gets Housing Benefit (HB) paid directly to landlord. HB which was suspended for 3 months. Client paid for rent directly to Landlord, but Landlord received back-rent from Council when HB re-instated. Landlord didn't give CI back the overpaid rent money. CI is considering making a claim in Small Claims Court but this won't resolve the housing issue.

What is the impact of the problem?

CI is concerned they will lose their home and may be made homeless.

What is the problem?

Despite informing the Universal Credit (UC) adviser in a 3-way call (in which client was supported by a Citizens Advice adviser) to the UC Helpline that she is disabled, cannot walk, cannot leave the house, and would require a home visit for any appointment, client has been asked via her Journal to attend a face to face appointment at her local Job Centre. The Department for Work and Pensions have been provided with evidence of client's disability and have granted her 'Limited Capability WRA but are failing to make reasonable adjustments in their arrangements for interview. Agreements made via the Helpline are subsequently ignored in communications via the client's Journal.

What is the impact of the problem?

Client is distressed and unsure how to proceed. She does not feel listened to by UC and she feels that UC are refusing to take her disability into account in the requirements they are imposing on her. In addition to her physical disabilities client suffers from anxiety. This is made worse by the way UC are dealing with her, ignoring her needs for reasonable adjustments to be made in their dealings with her.

Finance

Detailed information on Citizens Advice Tadley's financial performance is available in our Statutory Accounts and Trustees Reports.

Principal Funder

The trustees and team at Citizens Advice Tadley extend their gratitude to Basingstoke and Deane Borough Council who continue to support the core operating costs of the charity.



Our Funders, Partners and Supporters

Aldermaston Parish Council

Allotments for the Labouring Poor

Basingstoke Foodbank

Basingstoke Voluntary Action

Bramley Parish Council

Brimpton Parish Council

Citizens Advice Hampshire

Citizens Advice East Hampshire

Greenham Trust

The Good Exchange

Home-Start Basingstoke

Kingsclere Parish Council

Loddon Valley Lions

Mortimer West End Parish Council

The National Association of Citizens Advice Bureaux for the Energy Advice Programme

The National Lottery Community Fund

Rotary Club of Basingstoke Loddon

Tadley & District Community Association

Tadley Town Council

Turbary Allotment Charity

Fundraising

We had another good year attending various fundraising events across the area, including our regular stalls at the Tadley Treacle Fair and the Tadley Christmas Lights Switch On.

The highlight of this year was being chosen as one of the Basingstoke Mayor's charities of the year. We attended the three big events of the year where we were beneficiaries - the Basingstoke Variety Show, Mayor's Carol Concert and the Mayor's Spring Concert.



We're extremely grateful to Mayor David Leeks for his support and for helping us promote our role in the local community.

We continue to list live projects on The Good Exchange where you can see what we're currently raising funds for, including both ongoing projects and new initiatives we'd like to launch in the community. You can make a contribution towards these projects online at: <https://thegoodexchange.com/>

Look for the 'match funding' logo on projects that have match funding grant offers that will double or triple your donations.



How you can help us

Donate to Citizens Advice Tadley, your local independent advice charity.

We are not centrally funded and rely on grants or our own fundraising to keep our service open. Please get in touch if you would like to become one of our regular donors or if you are able to give a one-off donation.

You can also support us through your regular online shopping

Whenever you buy anything online - from your weekly shop to your annual holiday or insurance renewal - you can raise free donations for Citizens Advice Tadley all by shopping at your favourite retailers through the easyfundraising website.

Find out more online:

www.easyfundraising.org.uk/causes/tadleycitizensadvice/



Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumer on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.



Tadley and District Citizens Advice Bureau (t.a. Citizens Advice Tadley & District), Company Limited by Guarantee No. 5900656, Charity Registration No. 1118080, FRN: 617764, ICO Number: Z9752135

Published by Citizens Advice Tadley & District, November 2024.

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2024
for
Tadley and District Citizens Advice
Bureau

Brewers Chartered Accountants
Bourne House
Queen Street
Gomshall
Surrey
GU5 9LY

**Contents of the Financial Statements
for the Year Ended 31 March 2024**

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Reference and Administrative Details
for the Year Ended 31 March 2024

REGISTERED OFFICE	Franklin Avenue Tadley Hampshire RG26 4ET
REGISTERED COMPANY NUMBER	5900656 (England and Wales)
REGISTERED CHARITY NUMBER	1118080
INDEPENDENT EXAMINER	Brewers Chartered Accountants Bourne House Queen Street Gomshall Surrey GU5 9LY

**Report of the Trustees
for the Year Ended 31 March 2024**

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

The Charity is a limited Company, limited by guarantee, and is governed by its Memorandum and Articles of Association. The Trustees confirm that they have had regard to the Charity Commission's public benefit guidance.

The following people were trustees during the year:

Prof Antony (Tony) Downes	Chair	
Neil Michael Hughes	Vice Chair	
Edward Alexander Jones	Company Secretary	
Kevin Michael Rafferty	Treasurer	
Cllr Janette Margaret Hewitt	Baughurst Parish Council representative	
Cllr Josephine Barbara Slimin	Tadley Town Council representative	
Anna Mary Illingworth		
Vanessa Coral May Richards		
Ian Stuart Gribben		
Stephen Wayne Hodgson		
Katherine Jane Birkinshaw	Former Company Secretary	Resigned June 21 st , 2023
David Jeremy Lister		App'ted November 9 th , 2023

The following people also attended meetings during the year:

Ex Officio Members	Role
Rachel Campbell	Chief Officer to August 2023
Fraser Gleave	Chief Officer from 29 August 2023
Martin Heath	Staff Representative
Cllr Derek Mellor	Hampshire County Council Representative
Cllr Ken Rhatigan	Basingstoke and Deane Borough Council
Clare Hawkins	Office Manager/Minute Secretary

OBJECTIVES AND ACTIVITIES

Objectives

The charity's objectives are to promote any charitable purpose for the benefit of the community in Tadley and the surrounding area, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness, and distress

Aims, Objectives, Strategies and Activities for the Year

CA Tadley seeks to provide the advice people need for the problems they face, and to improve the policies and practices that affect people's lives.

It provides free, independent, confidential, and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

The principal activity of CA Tadley remains the provision of advice for members of the public. This is provided through telephone, email, and face to face drop in and pre-arranged interviews

**Report of the Trustees
for the Year Ended 31 March 2024**

OBJECTIVES AND ACTIVITIES

Opening Hours

Monday	10 am - 3.30 pm
Tuesday	10 am - 3.30 pm
Wednesday	10 am - 3.30 pm
Thursday	10 am - 3.30 pm
Friday	10 am - 1.00 pm

Specialist Advice is offered through:

- Relationship Advice: Rowberry Morris - alternate Wednesdays 10 am - 1 pm
- Employment Advice: Rowberry Morris - alternate Wednesdays 10 am - 1 pm

Projects

The aim of projects, which are supported by additional funding, is to build on the excellent work done by the core service. This enables CA Tadley to provide extra support and in-depth case work to the most vulnerable of our clients. To obtain the necessary funding to provide the additional services, applications were made to various local and national providers of community finance.

	Days	Funded by
Advice for people affected by cancer	Monday - Friday	Macmillan
Benefits advice for vulnerable clients and their carers including home visits	Monday	Turbary Allotment Charity Greenham Trust and Parish CouncilsTadley Town Council
Out of Hours Advice	Thursday	The Miss Lawrence Trust, Peter Baker Foundation, Allotments for the Labouring Poor and Tadley Town Council
Benefits support and advice for clients with mental health issues	Thursday	Basingstoke Foodbank
Tadley Foodbank Outreach Clinic	Tuesday	Basingstoke & Deane Borough Council, Greenham Trust
Cost of Living Advice	Tuesday / Wednesday	The National Lottery Community Fund
Specialist debt and benefits advice	Tuesday / Wednesday	Basingstoke & Deane Borough Council
Advice First Aid: training members of our community to provide advice first aid	Various	National Association of Citizens Advice Bureaux
Energy Advice Programme	Monday / Tuesday	

We monitor the needs of the community by comparing our clients to the community profile to ensure that those who need help with problems can access our service.

Recruitment is ongoing for volunteer advisers and admin support. Induction, training, and support are provided to meet individual needs to ensure that the necessary knowledge and skills are in place.

Contribution of Volunteers

The charity receives help and support in the form of voluntary assistance, in advising the public and administering the charity. Volunteer roles include trustee; adviser; IT support; fundraising; research & campaigns, bookkeeping and admin support. Citizens Advice Tadley, based on our annual return, has the valued help of 23 volunteers in the current year.

**Report of the Trustees
for the Year Ended 31 March 2024**

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Achievements

We offer 25 hours of advice per week supported by a paid Chief Officer, Advice Services Manager, Office Manager, Training Officer, Administration Officer and some paid and volunteer Advice Session Support and Advisers.

In the year we helped 2,406 clients with 8,446 issues. 10,901 interactions were made either with or on behalf of clients, face-to-face, by phone, email or letter. The main enquiry issues were, in order: Benefits and Tax Credits (including Universal Credit), Utilities and Communications, Debt, Housing, Travel and Transport, Charitable Support and Foodbanks.

Financial outcomes, or money gained for clients, included benefits and pensions, back dated payments, and tribunal awards. This is a verified figure from clients who have kept us informed and the real total is likely to be much higher. We secured annualised gains of £4,593,666 on behalf of clients during the year (including Macmillan).

This year has seen 7 new volunteer assessors undergo the extensive Citizens Advice training programme. Other training was completed, as appropriate, in particular sessions on energy advice. All members of trustees, staff and volunteers undertook training in Data Protection, the Senior Management Certification Regime and Equality, Diversity and Inclusion.

Liaison meetings have taken place with a variety of local partners including Local Authorities and other voluntary agencies on topics such as carers and energy advice. We are also active members of the Hampshire Consortium of Citizens Advice.

In 2023/24 we submitted 143 separate items of evidence to our national Research and Campaigns unit about the effect of poor policies and practices in the Tadley area.

Quarterly Board Meetings have been held, attended by Trustees and observers. Committee meetings have been held in Compliance and Reporting, latterly Finance and Compliance, Strategy, Research and Campaigns and Staffing.

Public Benefit

The trustees have considered the guidance provided by the Charity Commission and its impact on the work of the charity.

Fundraising activities

Total fundraising income for the year was £151 (2023 £3,046). Fundraising expenditure incurred in fundraising activities during the year was £0 (2023 £0).

Factors Affecting the Achievement of Objectives

The charity is aware of the financial pressures experienced by its major funders and in view of this has taken active measures to seek additional sources of funding for its services.

FINANCIAL REVIEW

Principal funding sources

The Trustees extend their gratitude to Basingstoke and Deane Borough Council; Tadley Town Council; Greenham Trust and local Parishes who continued to support the core operating capacity of the charity. Additionally, project-specific funding was received from The National Lottery Community Fund; Allotments for the Labouring Poor; Turbary Allotment Charity; Citizens Advice; Citizens Advice Hampshire; Macmillan; Loddon Valley Lions and Basingstoke Foodbank.

**Report of the Trustees
for the Year Ended 31 March 2024**

FINANCIAL REVIEW

Financial Position

Incoming resources in the year were £242,476 (2023 £203,003) of this £62,715 (2023 £52,574) related to project restricted activities.

A surplus of £11,684 was made in the year (2023 deficit of £17,147). At 31 March 2024 total funds were £149,847 (2023 £138,163) of which £0 represented restricted funds (2023 £0).

Reserves Policy

CA Tadley is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. Tadley CA will maintain a projection of income for at least 3 years ahead and will ensure that this continues to be derived from as wide a variety of sources possible. The financial position of CA Tadley is entirely dependent on the continued support of grant making bodies, in particular Basingstoke and Deane Borough Council.

The trustees' policy is to maintain about 3 months costs which would total £53,557, a closure cost of £12,000 in respect of redundancy pay and £13,251 for the lease totalling £78,808.

FUTURE PLANS

CA Tadley aims to continually improve access to its service and intends to extend its service to an even wider number of the community. This will be achieved by consolidating our services following a significant turnover of staff and the loss of a number of volunteers. We aim to continue to offer advice, by telephone and email along with a face-to-face drop-in service and by pre-arranged interviews.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The charity 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.

Tadley and District Citizens Advice Bureau is a registered charity and a company limited by guarantee. Tadley and District Citizens Advice Bureau is also known and referred to as CA Tadley. The maximum liability of each member is limited to £10. At 31 March 2024, the company had 8 individual members and 6 organisations (2023 - 8 and 6) excluding trustees.

CA Tadley is governed by its Memorandum and Articles of Association as adopted in 2017.

Recruitment and appointment of new trustees

Trustees, who are also Directors of the Company, are elected from the local community. Appointment of new Trustees is undertaken by the Trustee Board as and when required and notified to Companies House by the Company Secretary.

Under the Memorandum and Articles of Association as adopted in October 2017, the number of Trustees shall be a minimum of 3 and a maximum of 15. Trustees may be elected at the AGM and shall hold office from the conclusion of that meeting. Co-opted Trustees can be appointed at a meeting of the Trustee Board and may serve for a maximum of 3 years and then must be elected at the next AGM. The Officers of the Charity are elected by the fellow members of the Trustee Board.

**Report of the Trustees
for the Year Ended 31 March 2024**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

CA Tadley is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of CA Tadley and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public. The Trustees ensure that the Board is operating effectively by annual review of its performance and that of its chair. National Citizens Advice requires and audits an annual Leadership Self-Assessment. The members of the Trustee Board consist of:

- 1 Elected Members
.
- 2 Representatives of member organisation who are appointed by the bodies they represent and who are not Trustee Directors.
.
- 3 Co-opted trustees who are appointed by the Trustee Board
.
- 4 In attendance: staff members or volunteers who are elected by their fellow volunteer advisers and the Chief Officer and the Office Manager.
.

Induction and training of new trustees

Newly appointed Trustees are provided with a comprehensive induction to CA Tadley through the provision of training courses and mentoring by established trustees.

Related parties

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

The charity also co-operates and liaises with several other advisory services, local charities, and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

**Tadley and District Citizens Advice
Bureau**

**Report of the Trustees
for the Year Ended 31 March 2024**

TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- a) select suitable accounting policies and apply them consistently.
- b) observe the methods and principles in the Charities SORP.
- c) make judgments and accounting estimates that are reasonable and prudent.
- d) state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue to operate.

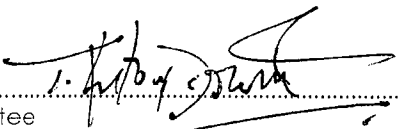
The trustees are responsible for keeping sufficient accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant independent examination information of which the charity's independent examiner is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant independent examination information and to establish that the independent examiner is aware of that information.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by order of the board of trustees on 18th November 2024 and signed on its behalf by:


.....
Trustee

Prof Antony Downes

**Independent Examiner's Report to the Trustees of
Tadley and District Citizens Advice
Bureau**

Independent examiner's report to the trustees of Tadley and District Citizens Advice Bureau ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

Responsibilities and basis of report

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

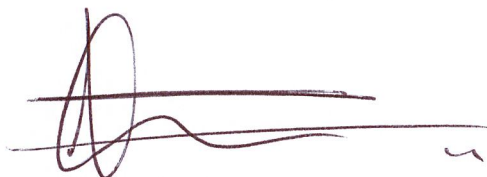
Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act').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

Independent examiner's statement

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.



Mr. A. Skilton, ACA

Brewers Chartered Accountants
Bourne House
Queen Street
Gomshall
Surrey
GU5 9LY

Date: 16 December 2024

Statement of Financial Activities
for the Year Ended 31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		4,762	-	4,762	4,635
Charitable activities					
Project Specific Funding		106,137	51,648	157,785	-
Grants		66,850	11,066	77,916	195,001
Other trading activities	2	150	(1)	149	3,050
Investment income	3	1,861	-	1,861	321
Total		<u>179,760</u>	<u>62,713</u>	<u>242,473</u>	<u>203,007</u>
EXPENDITURE ON					
Charitable activities					
Support costs		144,488	80,714	225,202	214,783
Governance		4,768	819	5,587	5,371
Total		<u>149,256</u>	<u>81,533</u>	<u>230,789</u>	<u>220,154</u>
NET INCOME/(EXPENDITURE)					
Transfers between funds	11	30,504 (18,820)	(18,820) 18,820	11,684 -	(17,147) -
Net movement in funds		11,684	-	11,684	(17,147)
RECONCILIATION OF FUNDS					
Total funds brought forward		138,163	-	138,163	155,310
TOTAL FUNDS CARRIED FORWARD		<u>149,847</u>	<u>-</u>	<u>149,847</u>	<u>138,163</u>

The notes form part of these financial statements

**Tadley and District Citizens Advice
Bureau**

**Balance Sheet
31 March 2024**

	Notes	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
CURRENT ASSETS					
Debtors	9	9,419	-	9,419	9,043
Cash at bank		<u>178,449</u>	<u>-</u>	<u>178,449</u>	<u>193,007</u>
		187,868	-	187,868	202,050
CREDITORS					
Amounts falling due within one year	10	<u>(38,021)</u>	<u>-</u>	<u>(38,021)</u>	<u>(63,887)</u>
NET CURRENT ASSETS		<u>149,847</u>	<u>-</u>	<u>149,847</u>	<u>138,163</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>149,847</u>	<u>-</u>	<u>149,847</u>	<u>138,163</u>
NET ASSETS		<u>149,847</u>	<u>-</u>	<u>149,847</u>	<u>138,163</u>
FUNDS	11				
Unrestricted funds				<u>149,847</u>	<u>138,163</u>
TOTAL FUNDS				<u>149,847</u>	<u>138,163</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

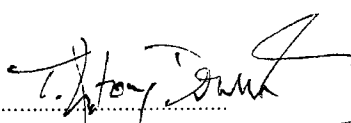
The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

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

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 14th November 2024 and were signed on its behalf by:


.....
Trustee

Prof Antony Downes

The notes form part of these financial statements

**Notes to the Financial Statements
for the Year Ended 31 March 2024**

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and Companies Act 2006.

CA Tadley meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless stated in the relevant accounting policy note.

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.

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.

Debtors

Debtors are recognised at the settlement amount due after any trade discount offered.

Creditors

Creditors are recognized where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognized at their settlement amount after allowing for any trade discount due.

Pension

A stakeholder pension scheme is available.

Leases

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases. The charity has taken out a lease which terminates on December 31st, 2027. Currently, the majority of this rent is covered by an amount of grant received from the landlord.

Irrecoverable VAT

The charity is not VAT registered and therefore does not charge or reclaim any VAT.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

1. ACCOUNTING POLICIES - continued

Description of expenditure

Expenditure previously categorised as expenditure on Raising funds has been classified in the current year as expenditure on Charitable activities, to better reflect the nature of the expenditure. Comparative figures have been adjusted accordingly.

2. OTHER TRADING ACTIVITIES

	31.3.24	31.3.23
	£	£
Fundraising events	<u>149</u>	<u>3,050</u>

3. INVESTMENT INCOME

	31.3.24	31.3.23
	£	£
Deposit account interest	<u>1,861</u>	<u>321</u>

4. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.24	31.3.23
	£	£
Other operating leases	<u>16,563</u>	<u>15,256</u>

5. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

	31.3.24	31.3.23
	£	£
Trustees' expenses	<u>-</u>	<u>206</u>

CA Tadley paid £2,053 (2023 £1,609) in the year ended 31 March 2024 for various insurance services.

There were no related party transactions in the period.

6. STAFF COSTS

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

	31.3.24	31.3.23
	<u>10</u>	<u>10</u>
Charitable activities		

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

The Key Management Personnel of CA Tadley comprise of the Trustees and the Chief Officer. Total amounts paid in respect of the Key Management Personnel comprise of £31,269 (2023: £38,419).

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

7. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	4,634	1	4,635
Charitable activities			
Grants	142,427	52,574	195,001
Other trading activities	3,051	(1)	3,050
Investment income	<u>321</u>	<u>-</u>	<u>321</u>
Total	<u>150,433</u>	<u>52,574</u>	<u>203,007</u>
EXPENDITURE ON			
Charitable activities			
Support costs	157,049	57,734	214,783
Governance	<u>5,371</u>	<u>-</u>	<u>5,371</u>
Total	<u>162,420</u>	<u>57,734</u>	<u>220,154</u>
NET INCOME/(EXPENDITURE)	(11,987)	(5,160)	(17,147)
Transfers between funds	<u>(5,160)</u>	<u>5,160</u>	<u>-</u>
Net movement in funds	(17,147)	-	(17,147)
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>155,310</u>	<u>-</u>	<u>155,310</u>
TOTAL FUNDS CARRIED FORWARD	<u>138,163</u>	<u>-</u>	<u>138,163</u>

8. PURPOSES OF RESTRICTED FUNDS

Macmillan

Funding provided by Citizens Advice Hampshire to provide advice for cancer sufferers and their carers offering hospital and hospice outreach appointments and home visits. This service is available to clients living or being treated in Hampshire.

Debt and Benefits

The aim of this project is to provide a specialist debt and benefits caseworker for local clients accessing this service. Funding was provided by the National Lottery Fund.

Foodbank Outreach

A fund to provide support to people making use of the local foodbank.

Cost of Living

A fund from local government, to help people obtain relief from the cost-of-living crisis. Basingstoke and Deane Borough Council provided funding, with part of the grant match funded by the Greenham Trust.

Pride in Place

Funded by Basingstoke and Deane Borough Council, this project provides additional supervision capacity to enable CA Tadley to better support trainee volunteers.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23
	£	£
Prepayments and accrued income	<u>9,419</u>	<u>9,043</u>

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23
	£	£
Social security and other taxes	4,157	2,897
Other creditors	1,187	(1)
Accruals and deferred income	<u>32,677</u>	<u>60,991</u>
	<u>38,021</u>	<u>63,887</u>

Deferred Income relates to Unrestricted Funds received in 2023/24 for Projects from 1st April 2024 (£8,548 Community Care, £9,912 Mental Health, £8,417 Pride in Place and £1,050 Core Costs).

11. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	138,163	38,936	(27,252)	149,847
CC	-	(4,739)	4,739	-
MENTAL HEALTH	-	(3,319)	3,319	-
OUT OF HOURS	-	(374)	374	-
	138,163	30,504	(18,820)	149,847
Restricted funds				
MM	-	(10,857)	10,857	-
F/BANK	-	(5,127)	5,127	-
Debt & Benefits	-	(168)	168	-
Pride in Place	-	(1,965)	1,965	-
Cost of Living	-	(703)	703	-
	-	(18,820)	18,820	-
TOTAL FUNDS	<u>138,163</u>	<u>11,684</u>	<u>-</u>	<u>149,847</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

11. 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	159,493	(120,557)	38,936
CC	8,549	(13,288)	(4,739)
MENTAL HEALTH	9,957	(13,276)	(3,319)
OUT OF HOURS	1,761	(2,135)	(374)
	179,760	(149,256)	30,504
Restricted funds			
MM	35,533	(46,390)	(10,857)
F/BANK	2,146	(7,273)	(5,127)
Debt & Benefits	8,333	(8,501)	(168)
Pride in Place	-	(1,965)	(1,965)
Cost of Living	16,701	(17,404)	(703)
	62,713	(81,533)	(18,820)
TOTAL FUNDS	<u>242,473</u>	<u>(230,789)</u>	<u>11,684</u>

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	155,310	(780)	(16,367)	138,163
CC	-	(4,053)	4,053	-
MENTAL HEALTH	-	(1,501)	1,501	-
OUT OF HOURS	-	(804)	804	-
Advice First Aid	-	(579)	579	-
Energy Advisor	-	(4,270)	4,270	-
	155,310	(11,987)	(5,160)	138,163
Restricted funds				
MM	-	(10,975)	10,975	-
F/BANK	-	(643)	643	-
MAPS	-	6,458	(6,458)	-
	-	(5,160)	5,160	-
TOTAL FUNDS	<u>155,310</u>	<u>(17,147)</u>	<u>-</u>	<u>138,163</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

11. 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	150,430	(151,210)	(780)
CC	-	(4,053)	(4,053)
MENTAL HEALTH	1	(1,502)	(1,501)
OUT OF HOURS	1	(805)	(804)
Advice First Aid	-	(579)	(579)
Energy Advisor	1	(4,271)	(4,270)
	150,433	(162,420)	(11,987)
Restricted funds			
Restricted Fund	1	(1)	-
MM	33,743	(44,718)	(10,975)
F/BANK	2,146	(2,789)	(643)
MAPS	16,684	(10,226)	6,458
	52,574	(57,734)	(5,160)
TOTAL FUNDS	<u>203,007</u>	<u>(220,154)</u>	<u>(17,147)</u>

12. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024.

13. RESERVES POLICY

CA Tadley is required to ensure that free monies is available in each financial year to meet any reasonably foreseeable contingency.

As per the trustees report, CA Tadley has a reserve policy totalling £79,000. This leaves a total of £70,847 uncommitted reserves at the year-end.