

Charity registration number 1121196

Company registration number 06317053 (England and Wales)

BROXBOURNE CITIZENS ADVICE BUREAU
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

BROXBOURNE CITIZENS ADVICE BUREAU

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	D. Smith	
	A.M. Clarke	
	S.E. Norgrove	(Resigned 29 October 2024)
	R.M. Spiers	(Appointed 7 June 2024)
	M. Wallace	(Appointed 28 June 2024)
	S. Carr	(Appointed 28 October 2023)
Chief Executive Officer	M. Mansour	
Charity number	1121196	
Company number	06317053	
Principal address	Nigel Copping Community Building Sanville Gardens Stanstead Abbots Hertfordshire SG12 8GA	
Registered office	Nigel Copping Community Building Sanville Gardens Stanstead Abbots Hertfordshire SG12 8GA	
Independent examiner	Donnelly & Co 11 Anton Street Lower Clapton E82AD	
Bankers	HSBC 34 Broad Walk Harlow CM20 1JA	

BROXBOURNE CITIZENS ADVICE BUREAU

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BROXBOURNE CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024

The trustees present their annual report and financial statements for the year ended 31 March 2024.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's memorandum and articles of association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016)

Objectives and activities

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

Vision: The charity seeks a future where the residents of Broxbourne are well informed and sufficiently confident to address their own advice needs and without the need for third party advocacy or representation.

Mission: The charity provides free, independent, confidential and impartial advice and advocacy to the residents of Broxbourne.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Achievements and performance

Citizens Advice Broxbourne continued to deliver support and advice to the residents of Broxbourne, Hoddesdon, Cheshunt and Waltham Cross. At the start of the year, we took steps to increase the locations where we offer face-to-face client appointments, and started an extensive outreach face-to-face advice at the Council rooms in Broxbourne District Council offices, Hoddesdon Library and CVSBEH offices in Waltham Cross, and Scania House in partnership with B3Living. Thanks to contributions from Broxbourne District Council and Henry Smith Foundation who made it possible for us to expand our outreach service.

As our advisers moved on to use the national Citizens Advice telephone platform Adviceline, using a dedicated freephone number for Broxbourne residents. This improved access to our service because outside the hours worked by our advisers, calls can be answered on the same number by other local Citizens Advice offices or the national backup centres. Clients may receive immediate help, but if they need local advice they are referred on to us for a call back. Some of our advisers also take calls for other Citizens Advice offices and we participate in responses to emails in the national queue, as part of our Citizens Advice membership commitment.

Although the majority of our advice continues to be delivered by telephone, we can now provide face-to-face advice where this is needed, and thanks to funding from the National Lottery Awards for All, we will be developing other channels, including video and email advice, over the next year.

Personnel

The organisation continues to be led by an active trustee board which holds quarterly meetings. The trustee board reviewed the organisation's financial position and decided that we would need a CEO for a minimum of four days per week to fulfil the role effectively.

Thanks to the support from Broxbourne District Council and the investment in a Business Development Manager, which has been a successful endeavor. We have been able to secure multi-year funding from Henry Smith and National Lottery to recruit a new chief executive officer and enhance our specialist advice service staffing. Following the successful recruitment of our CEO, M. Mansour, the charity has been making large strides in reviewing our operating models and expanding our outreach service with a forward planning on organisational sustainability and community standing in Broxbourne.

During the year, there were some changes to the trustee board. In June 2023, two new trustee members have joined our board of trustees, bring expertise in HR and IT to the board. In October 2024, the chair of board, Selina Norgrove, stepped down and a unanimous decision by the board of trustees member to share the chair responsibilities between

BROXBOURNE CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

our current co-chairs, A. Clarke and D. Smoth. Active recruitment is ongoing for new trustees to develop the board's capacity.

To prepare for the future, we needed to update our strategic plan. We held an "away day" for the trustees during May, including the trustee board and representatives from volunteers and paid staff. The day was well structured, with inputs from everyone. The output was a four-point plan for the next three years focusing on the four cornerstones of service delivery, fund raising, governance and equality and diversity. The plan has been crafted into a document that is published on our communication channels and revisited in sections at each Board meeting.

Governance

At the end of 2024 Citizens Advice Broxbourne carried out a leadership self-assessment (LSA) exercise. This is a requirement of our membership of national Citizens Advice. It consists of a rigorous audit that examines nine different areas of leadership and helps the trustees to measure how well they, and the organisation are performing. It also identifies where improvements can be introduced. This year the LSA was in Year 2 of a 3-year cycle and consisted of a telephone review following the submission of reports compiled by the senior management team and Board. The assessment was good overall, but updates were required in two specific areas. These were addressed, and following an additional call, Citizens Advice Broxbourne scored yellow in both Leadership and Equality Leadership, indicating that we had fully met the standard and are passported to external quality marks.

Advice Giving

In the year to 31 March 2024, CA Broxbourne delivered free, independent, impartial and confidential advice and casework support to 1,814 clients. This entailed dealing with 7247 separate issues. The service is quality assured and advice has been given on many topics, mainly housing, debt, benefit and tax credits, universal credit, financial services and capability, relationships and family, legal advice, health and social care, consumer and immigration. The provision of such advice has generated a financial benefit of approaching £ 983,127 to Broxbourne residents.

Principal Funding Sources

The major sources of funding during 2023–2024 for the operations of Citizens Advice Broxbourne are Broxbourne Council, B3 Living Ltd., Hertfordshire County Council (Crisis Prevention via the Hertfordshire Citizens Advice Service HCAS), Henry Smith, and the National Lottery, to all of whom we are extremely grateful.

A huge thanks goes out to each and every one of our staff and volunteers who continue to give so much time and dedication to delivery of a quality service for the people of Broxbourne.

BROXBOURNE CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

Financial review

Income increased from £235,524 in the year to 31 March 2023 to £295,350. The dissolution of Hertfordshire Citizens Advice Service has contributed to the decrease of funding.

As well as £30,000 core funding, the £20,000 BDM grant, the charity received income from the ICS for Cost of Living Adviser via HCAS, B3Living, Hertfordshire County Council Crisis Prevention (via HCAS), £15,000 from Citizens Advice (Core Service Expansion), the Police and Crime Commissioner, Hertfordshire Community Foundation, the Henry Smith Charity and the National Lottery Innovation and Leadership fund.

Expenditure totaled £269,919 in the year to 31 March 2024 compared to £233,843 for the previous year, the increase primarily due to the employment of the new CEO from May 2024 and an ongoing employment for specialist advisers under the Henry Smith charity project for our specialist housing and debt advisers, which took place later in the year offsetting some of the budget to be carried forward into the new financial year.

As a result of income exceeding expenditure, fund balances increased by £25,431 to 269,919 in the year to 31 March 2024.

The trustees have determined to retain a minimum level of reserves to meet unexpected events (such as a significant loss of funding). The amount of reserves has been calculated as a proportion to cover restructure and redundancy costs and the remaining amount to maintain the service as a going concern while applying for replacement funding. The trustees consider that a level of between 4 and 6 months of operating costs, based on the average monthly expenditure in the 2022-23 accounts, should be held in reserve.

The higher reserves policy figure at 31st March 2024, based on average monthly expenditure in 2023-24, equates to £116,922. At the same date, general unrestricted funds were £159,466, Subtracting the fixed assets of £4,697 gives net unrestricted reserves of £154,769 /which exceeds the higher reserves policy by around 30%. Trustees consider this is acceptable in the face of continuing uncertainty over future levels of core funding.

Aside from retaining reserves each year, most of the charity's funds are spent on its charitable aims and there are no funds for long term investment. Cash flows are proactively managed to maximise the benefit of short and medium term interest accounts.

The charity has a risk management strategy which comprises of:

- (i) An annual review of risks which the charity may have to face;
- (ii) The establishment of systems and procedures to mitigate those risks; and
- (iii) The implementation of procedures designed to report on and minimise any potential impact on the charity should any of those risks materialise.

Structure, governance and management

The charity is a recognised charity and is a company limited by guarantee.

BROXBOURNE CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

D. Smith

A.M. Clarke

S.E. Norgrove

R.M. Spiers

M. Wallace

S. Carr

(Appointed 25 October 2022)

(Appointed 7 June 2023)

(Appointed 28 June 2023)

(Appointed 13 October 2023)

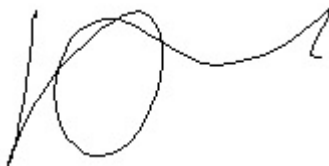
The charity conforms to the Citizens Advice national service recruitment process and newly elected trustees attend induction training offered by Citizens Advice and thereafter are actively encouraged to attend further training sessions. They are also encouraged to attend and participate in the national AGM and other forums where they can take part in discussions about the direction of the service nationally.

All serving trustees are required to declare actual or potential conflicts of interest. Records of these are maintained by the company secretary. Skills audits of the Board are regularly carried out to ensure that the Board continues to maintain and develop the necessary knowledge and experience required to effectively fulfil its legal and strategic functions.

The charity is governed by a Board of Trustees which formally meets regularly during the year and also communicated by email, with decisions ratified by full board meetings. There is also an executive committee to support the strategic management of the charity.

The Chief Executive Officer of the organisation is appointed by the trustees to manage the day-to-day operations of the charity. The Chief Executive Officer's pay is set and reviewed by the trustee board, using a benchmark against pay levels in other Local Citizens Advice offices of a similar size across the network. The current Chief Executive Officer is M. Mansour.

The trustees' report was approved by the Board of Trustees.



.....
D. Smith

Co-Chair

Date: **31/01/2025**

Broxbourne Citizens Advice

Report of the Independent Examiner to the Trustees of the charitable company on the accounts for the year ended 31 March 2024

I report to the Trustees on my examination of the financial statements of the charitable company on pages 12 to 28 for the year ended 31 March 2024 which have been prepared in accordance with the Charities Act 2011 (the Act) and with the Financial Reporting Standard 102, (effective 1st January 2016) as modified by FRS 102 SORP (Statement of Recommended Practice for Accounting and Reporting by Charities) 2019, applicable to all accounting periods beginning on or after 1st January 2019), (The SORP), published by the Charity Commission in England & Wales (CCEW) , and under the historical cost convention and the accounting policies set out on page 14.

Respective responsibilities of the Trustees and the Independent Examiner and the basis of the report

As described on page 0, you, the charitable company's Trustees, who are also the Directors of the Company for the purposes of Company law, are responsible for the preparation of the financial statements in accordance with the Companies Act 2006, the Charities Act 2011 and all other applicable law and with United Kingdom Generally Accepted Accounting Practice, applicable to smaller entities, and for being satisfied that the financial statements give a true and fair view.

The Trustees consider that the audit requirement of Section 144(1) of the Charities Act 2011 (the Act) does not apply, and that there is no requirement in the memorandum and articles of the charity for the conducting of an audit, and that the accounts do not require an audit in accordance with Part 16 of the Companies Act 2006 and that no member or members have requested an audit pursuant to Section 476 of the Companies Act 2006. As a consequence, the Trustees have elected that the financial statements be subject to independent examination.

Having satisfied myself that the financial statements are not required to be audited under any legal provision, or otherwise, and are eligible for independent examination, it is my responsibility to:-

- a) examine the financial statements of the charity under Section 145 of the Act;
- b) follow the applicable procedures in the Directions given by the Charity Commission under section 145(5)(b) of the Act.

Basis of Independent Examiner's Statement and scope of work undertaken

Since the charitable company's gross income exceeded £250,000, the charitable company's examiner must be a member of a body listed in section 145 of the Act. I confirm that I am qualified to undertake the examination because I am an authorised member of Chartered Certified Accountants, which is one of the listed bodies.

I report in respect of my examination of the charity's financial statements carried out under s145 of the Act. In carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act setting out the duties of an independent examiner in relation to the conducting of an independent examination. An independent examination includes a review of the accounting records kept by the charitable company and of the accounting systems employed by the charitable company and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from you, as Trustees, concerning such matters. The purpose of the examination is to establish as far as possible that there have been no breaches of charity legislation and that, on a test basis of evidence relevant to the amounts and disclosures made, the financial statements comply with the SORP.

The procedures undertaken do not provide all the evidence that would be required in an audit, and information supplied by the Trustees in the course of the examination is not subjected to audit tests or enquiries and does not cover all the matters that an auditor would consider in arriving at an opinion. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide

Broxbourne Citizens Advice

Consequently, I do not express an audit opinion on the view given by the financial statements, and in particular, I express no opinion as to whether the financial statements give a true and fair view of the affairs of the charity, and my report is limited to the matters set out in the statement below.

I planned and performed my examination so as to satisfy myself that the objectives of the independent examination are achieved and before finalising the report I obtained written assurances from the Trustees of all material matters.

Independent Examiner's Statement, Report and Opinion

Subject to the limitations upon the scope of my work as detailed above, I have completed my examination: and can confirm that:-

The accounts of this charitable company are not required to be audited under Part 16 of the Companies Act 2006;

The gross income of the charitable company in the year ended 31 March 2024 appears to exceed the sum specified in Section 145(3) of the Act, namely £250000, and that I am qualified to act as Independent Examiner in accordance with that section by virtue of my being a qualified member of Chartered Certified Accountants;

This is a report in respect of an examination carried out under 145 of the Act and in accordance with Directions given by the Charity Commission under section 145(5)(b) of the Act which may be applicable;

and that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:-

accounting records were not kept in respect of the charity as required by Section 386 of the Companies Act 2006 and Section 130 of The Charities Act 2011;

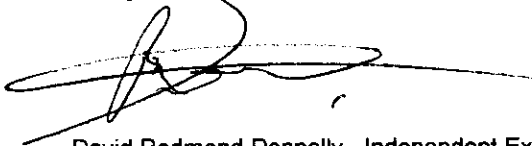
the financial statements do not accord with those records; or

the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in section 396 of the Companies Act 2006 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;

have not been prepared in accordance with the methods and principles set out in the FRS 102 SORP (Statement of Recommended Practice for Accounting and Reporting by Charities) 2019, applicable to all accounting periods beginning on or after 1st January 2019), (The SORP).

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 financial statements to be reached.

Signed:-



David Redmond Donnelly - Independent Examiner

Chartered Certified Accountants

11 Anton Street
Address 2 insert on data work sheet row 37
E82AD

Broxbourne Citizens Advice - Statement of Financial Activities for the year ended 31 March 2024

Statement of Financial Activities (including the Income and Expenditure Account for the year ended 31 March 2024, as required by the Companies Act 2006)

	SORP Ref	Current year Unrestricted Funds	Current year Restricted Funds	Current year Total Funds	Prior Year Total Funds
		2024 £	2024 £	2024 £	2023 £
Income & Endowments from:					
Donations & Legacies	A1	74,488	217,101	291,589	234,729
Investments	A4	3,761	-	3,761	795
Total income	A	78,249	217,101	295,350	235,524
Expenditure on:					
Charitable activities	B2	54,751	215,168	269,919	233,843
Total expenditure	B	54,751	215,168	269,919	233,843
Net income for the year		23,498	1,933	25,431	1,681
Net income after transfers	A-B-C	23,498	1,933	25,431	1,681
Net movement in funds		23,498	1,933	25,431	1,681
Reconciliation of funds:-					
	E				
Total funds brought forward		135,968	68,618	204,586	202,905
Total funds carried forward		159,466	70,551	230,017	204,586

The 'SORP Ref' indicated above is the classification of income set out in the formal SORP documents. As required by paragraph 4.60 of the SORP, the brought forward and carried forward funds above have been agreed to the Balance Sheet.

A separate Statement of Total Recognised Gains and Losses is not required as this statement includes all recognised gains and losses.

All activities derive from continuing operations

The notes attached on pages 14 to 28 form an integral part of these accounts.

Broxbourne Citizens Advice - Statement of Financial Activities for the year ended 31 March 2024

Broxbourne Citizens Advice - Analysis of prior year total funds, as required by paragraph 4.2 of the SORP

	SORP Ref	Prior Year Unrestricted Funds 2023 £	Prior Year Restricted Funds 2023 £	Prior Year Total Funds 2023 £
Income & Endowments from:				
Donations & Legacies	A1	91,469	143,260	234,729
Charitable activities	A2	-	-	-
Other trading activities	A3	-	-	-
Investments	A4	795	-	795
Other	A5	-	-	-
Total income	A	92,264	143,260	235,524
Expenditure on:				
Raising funds	B1	-	-	-
Charitable activities	B2	126,035	107,808	233,843
Other	B3	-	-	-
Tax on surplus on ordinary activities	B3	-	-	-
Other taxation	B3	-	-	-
Total expenditure	B	126,035	107,808	233,843
Net gains on investments	B4	-	-	-
Net income for the year		(33,771)	35,452	1,681
Transfers between funds	C	-	-	-
Net income after transfers		(33,771)	35,452	1,681
Net movement in funds		(33,771)	35,452	1,681
Reconciliation of funds:-				
Total funds brought forward		169,739	33,166	202,905
Total funds carried forward		135,968	68,618	204,586

All activities derive from continuing operations

A separate Statement of Total Recognised Gains and Losses is not required as this statement includes all recognised gains and losses.'

The notes attached on pages 14 to 28 form an integral part of these accounts.

Broxbourne Citizens Advice - Statement of Financial Activities for the year ended 31 March 2024

Broxbourne Citizens Advice - Resources applied in the year ended 31 March 2024 towards fixed assets for Charity use:-

	2024 £	2023 £
Funds generated in the year as detailed in the SOFA	-	-
Resources applied on functional fixed assets	(1,668)	(2,720)
Other applications of funds	-	-
Net resources available to fund charitable activities	<u>(1,668)</u>	<u>(2,720)</u>

The resources applied on fixed assets for charity use represents the cost of additions less proceeds of any disposals.

The notes attached on pages 14 to 28 form an integral part of these accounts.

Broxbourne Citizens Advice - Statement of Financial Activities for the year ended 31 March 2024

Movements in revenue and capital funds for the year ended 31 March 2024

Revenue accumulated funds

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Last year Total Funds 2023 £
Accumulated funds brought forward	135,968	68,618	204,586	202,905
Recognised gains and losses before transfers	23,498	1,933	25,431	1,681
	159,466	70,551	230,017	204,586
Closing revenue funds	159,466	70,551	230,017	204,586

Designated revenue funds included within the unrestricted funds above

	Total Funds 2024 £	Last year Total Funds 2023 £
At 1 April	55,000	55,000
At 31 March	55,000	55,000

The purposes for which these funds have been designated are described in Note 18 to the accounts.

Summary of funds

	Unrestricted and Designated funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Last Year Total Funds 2023 £
Revenue accumulated funds	104,466	70,551	175,017	149,586
Revenue designated funds	55,000	-	55,000	55,000
Total funds	159,466	70,551	230,017	204,586

The notes attached on pages 14 to 28 form an integral part of these accounts.

Broxbourne Citizens Advice - Statement of Financial Activities for the year ended 31 March 2024

**Broxbourne Citizens Advice
Income and Expenditure Account for the year ended 31 March 2024 as required by the Companies Act 2006**

	2024 £	2023 £
<i>Income</i>		
Income from operations	291,589	234,729
Investment income		
Interest receivable	3,761	795
Gross income in the year before exceptional items	295,350	235,524
Gross income in the year including exceptional items	295,350	235,524
<i>Expenditure</i>		
Charitable expenditure, excluding depreciation and amortisation	267,199	230,528
Depreciation and amortisation	2,617	3,315
Governance costs	103	-
Realised losses on disposals of social investments which are programme related	-	-
Total expenditure in the year	269,919	233,843
Net income before tax in the financial year	25,431	1,681
Tax on surplus on ordinary activities	-	-
Net income after tax in the financial year	25,431	1,681
Retained surplus for the financial year	25,431	1,681

All activities derive from continuing operations

In accordance with the provisions of the Companies Act 2006, the headings and subheadings used in the Income and Expenditure account have been adapted to reflect the special nature of the charity's activities.

The notes attached on pages 14 to 28 form an integral part of these accounts.

Broxbourne Citizens Advice - Balance Sheet as at 31 March 2024

	Note	SORP Ref	2024 £	2023 £
Fixed assets		A		
Tangible assets	11	A2	4,697	5,646
Current assets		B		
Debtors	12	B2	38,750	-
Cash at bank and in hand		B4	218,837	236,930
Total current assets			<u>257,587</u>	<u>236,930</u>
Creditors: amounts falling due within one year	13	C1	<u>(32,267)</u>	<u>(37,990)</u>
Net current assets			225,320	198,940
The total net assets of the charity			<u>230,017</u>	<u>204,586</u>
The total net assets of the charity are funded by the funds of the charity, as follows:-				
Restricted funds				
Restricted Revenue Funds	16	D2	70,551	68,618
			70,551	68,618
Unrestricted Funds				
Unrestricted Revenue Funds	16	D3	104,466	80,968
			104,466	80,968
Designated Funds				
Designated Revenue Funds	16	D3	55,000	55,000
			<u>55,000</u>	<u>55,000</u>
Total charity funds			<u>230,017</u>	<u>204,586</u>

Broxbourne Citizens Advice - Balance Sheet as at 31 March 2024

The 'SORP Ref' indicated above is the classification of Balance Sheet items as set out in the formal SORP documents. As required by paragraph 4.60 of the SORP, the brought forward and carried forward funds above have been agreed to the SOFA..

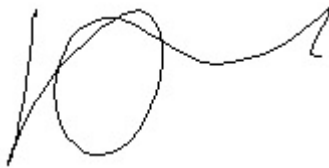
The directors are satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit in accordance with section 476 of the Act.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The charity is subject to Independent Examination under charity legislation, and the report of the Independent Examiner is on page 11.

The financial statements have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006. applicable to companies subject to the small companies regime.

A handwritten signature in black ink, appearing to be 'D SMITH', with a stylized, flowing script.

D SMITH

Co-Chair

Approved by the board of trustees on 31st January 2025

The notes attached on pages 14 to 28 form an integral part of these accounts.

Broxbourne Citizens Advice

Notes to the Accounts for the year ended 31 March 2024

1 Accounting policies

Policies relating to the production of the accounts.

Basis of preparation and accounting convention

The accounts have been prepared on the accruals basis, under the historical cost convention, and in accordance with the Financial Reporting Standard 102, (effective 1st January 2016) and 'FRS 102 SORP (Statement of Recommended Practice for Accounting and Reporting by Charities) 2019, applicable to all accounting periods beginning on or after 1st January 2019), (The SORP), published by the Charity Commission in England & Wales (CCEW) , and in accordance with all applicable law in the charity's jurisdiction of registration, except that the charity has prepared the financial statements in accordance with the FRS 102 SORP (Statement of Recommended Practice for Accounting and Reporting by Charities) 2019, applicable to all accounting periods beginning on or after 1st January 2019), (The SORP), in preference to the previous SORP, the SORP 2005, which has been withdrawn, notwithstanding the fact that the extant statutory regulations, the Charities (Accounts and Reports) Regulations 2008 refer explicitly to the SORP 2005. This has been done to accord with current best practice.

Going Concern

The charitable activities are entirely dependent on continuing grant aid and voluntary donations as well as trading revenues. As a consequence, the going concern basis is dependent on the future flow of these uncertain funding streams. Accordingly, the Trustees have obtained forecasts and, after reviewing the financial forecasts for future periods to 31 March 2025, the Trustees are satisfied that, at the time of approving the financial statements, it is appropriate to adopt the going concern basis in preparing the financial statements. Other than these matters, the Trustees are not aware of any material uncertainties about the charity's ability to continue as a going concern.

Risks and future assumptions

The charity is a public benefit entity.

The charity is funded by a combination of grants

Nature of income

Gross income represents the value, net of value added tax and discounts, of goods provided to customers and work carried out in respect of services provided to customers.

Categories of Income

Income is categorised as income from exchange transactions (contract income) and income from non-exchange transactions (gifts), investment income and other income.

Income from exchange transactions is received by the charity for goods or services supplied under contract or where entitlement is subject to fulfilling performance related conditions. The income the charity receives is approximately equal in value to the goods or services supplied by the charity to the purchaser.

Income from a non-exchange transaction is where the charity receives value from the donor without providing equal value in exchange, and includes donations of money, goods and services freely given without giving equal value in exchange.

Broxbourne Citizens Advice

Notes to the Accounts for the year ended 31 March 2024

Income recognition

Income, whether from exchange or non exchange transactions, is recognised in the statement of financial activities (SOFA) on a receivable basis, when a transaction or other event results in an increase in the charity's assets or a reduction in its liabilities and only when the charity has legal entitlement, the income is probable and can be measured reliably.

Dividends are accrued when the shareholder's right to receive payment is established.

Income subject to terms and conditions which must be met before the charity is entitled to the resources is not recognised until the conditions have been met.

All income is accounted for gross, before deducting any related fees or costs.

Accounting for deferred income and income received in advance

Where terms and conditions relating to income have not been met or uncertainty exists as to whether the charity can meet any terms or conditions otherwise within its control, income is not recognised but is deferred as a liability until it is probable that the terms or conditions imposed can be met.

Any grant that is subject to performance-related conditions received in advance of delivering the goods and services required by that condition, or is subject to unmet conditions wholly outside the control of the recipient charity, is accounted for as a liability and shown on the balance sheet as deferred income. Deferred income is released to income in the reporting period in which the performance-related or other conditions that limit recognition are met.

When income from a grant or donation has not been recognised due to the conditions applying to the gift not being wholly within the control of the recipient charity, it is disclosed as a contingent asset if receipt of the grant or donation is probable once those conditions are met.

Where time related conditions are imposed or implied by a funder, then the income is apportioned to the time periods concerned, and, where applicable, is accounted for as a liability and shown on the balance sheet as deferred income. When grants are received in advance of the expenditure on the activity funded by them, but there are no specific time related conditions, then the income is not deferred.

Any condition that allows for the recovery by the donor of any unexpended part of a grant does not prevent recognition of the income concerned, but a liability to any repayment is recognised when repayment becomes probable.

Income from legacies

Income from legacies is recognised when the charity has sufficient evidence that a gift has been left to them, that where required, probate has been granted, the executor is satisfied that the property in question will not be required to satisfy claims in the estate, that it is probable that the amount will be received by the charity, and the amount to be received can be estimated with sufficient accuracy, and that any conditions attached to the legacy are either within the control of the charity or have been met.

Where a payment is received from an estate or is notified as receivable by the executors after the reporting date and before the accounts are authorised for issue but it is clear that the payment had been agreed by the executors prior to the end of the reporting period, then the amount concerned is treated as an adjusting event and accrued as income in the accounting period if receipt is probable.

Where the charity has established entitlement to a legacy but there is uncertainty as to the amount of the payment, details of the legacy are disclosed as a contingent asset until the criteria for income recognition are met. Where a legacy is subject to the interest of a life tenant, the legacy is not recognised as income until the death of the life tenant.

If it is doubtful that full settlement of a legacy debtor will be received, then an adjustment is made to reduce the amount of the legacy debtor and legacy income rather than charging the adjustment as expenditure in the Statement of Financial Activities

Donated goods, facilities and services

Donated fixed assets are recognised at the current fair value. All such donations are recognised as donation income, and debited to fixed assets.

Broxbourne Citizens Advice

Notes to the Accounts for the year ended 31 March 2024

Donated goods that are not fixed assets are accounted for at a fair value, unless it is impractical to reliably measure the value of the donated items.

In the absence of any direct evidence of fair value of donated goods, then a value is derived from the cost of the item to the donor or, in the case of goods that are expected to be sold, the estimated resale value after deducting any anticipated costs of sales.

If it is impracticable to measure the fair value of goods donated for resale, or the costs of valuation outweigh the benefits, the donated goods are recognised as income when sold, with an equivalent amount being recognised as an expense.

The costs of goods donated for distribution to beneficiaries is deemed to be the fair value of those goods upon receipt. When the goods are distributed freely or for a nominal consideration, then the carrying amount is adjusted at the time of sale, to the value at the point of distribution and the adjustment is shown as a cost of donations made.

The carrying amount of any stock held for distribution is assessed for impairment at the reporting date. All donated goods are recognised as donation income, and debited to trading stock. When trading stock is subsequently sold, or appropriated to meet an expense, then the carrying value of the stock is recognised as an expense. In accordance with the SORP, goods donated for distribution to beneficiaries, or for consumption by the charity are included in '*legacies and donations*'. Goods donated for resale are included in '*Income from other trading activities*'

The cost of any stock of goods donated for distribution to beneficiaries is deemed to be the fair value of those gifts at the time of their receipt. If the goods held are to be distributed freely or for a nominal consideration, then the carrying amount is subsequently adjusted to reflect the lower of deemed cost adjusted for any loss of service potential and replacement cost. Replacement cost is the economic cost incurred if the charity was to replace the service potential of the donated goods at its own expense in the most economic manner.

Donated services and facilities (including seconded staff and use of property) are included in the accounts on the basis of the value of the gift to the charity.

All donated services and facilities are recognised as donation income when received, (provided the value of the gift can be measured reliably) and recognised as an expense with an equivalent value.

Membership subscriptions

The income and any associated Gift Aid or other tax refund from a membership subscription received by the charity in the nature of a gift, is accounted for on the same basis as a donation.

The income from a membership subscription received by the charity where the subscription purchases the right to services or benefits is recognised as income from charitable activities.

Policies relating to expenditure on goods and services provided to the charity.

Recognition of liabilities and expenditure

A liability, and the related expenditure, is recognised when a legal or constructive obligation exists as a result of a past event, and when it is more likely than not that a transfer of economic benefits will be required in settlement, and when the amount of the obligation can be measured or reliably estimated..

Liabilities arising from future funding commitments and constructive obligations, including performance related grants, where the timing or the amount of the future expenditure required to settle the obligation are uncertain, give rise to a provision in the accounts, which is reviewed at the accounting year end. The provision is increased to reflect any increases in liabilities, and is decreased by the utilisation of any provision within the period, and reversed if any provision is no longer required. These movements are charged or credited to the respective funds and activities to which the provision relates.

Broxbourne Citizens Advice

Notes to the Accounts for the year ended 31 March 2024

Allocating costs to activities

Direct costs that are specifically related to an activity are allocated to that activity. Shared direct costs and support costs are apportioned between activities.

The basis for apportionment, which is consistently applied, and proportionate to the circumstances, is :-

Staffing - on the basis of time spent in connection with any particular activity.

Staffing - on a per capita basis, based on the number of people employed within any particular activity.

Premises related costs - on the proportion of floor area occupied by a particular activity.

Non specific support costs - on the basis of the usage of resources, in terms of time taken, capacity used, request made or other measures

Estimation techniques used in apportioning costs - give details

Volunteers

In accordance with the SORP, and in recognition of the difficulties in placing a monetary value on the contribution from volunteers, the contribution of volunteers is not included within the income of the charity.

However, the trustees value the significant contribution made to the activities of the charity by unpaid volunteers and this is described more fully in Note6.

Policies relating to assets, liabilities and provisions and other matters.

Fixed Asset Investments

Fixed asset investments in quoted shares, traded bonds, investment properties and similar investments are shown initially at cost upon acquisition and at their market value at the balance sheet date at the end of the financial period. Investment properties are not depreciated.

Fixed asset investments in unlisted equities are shown at the balance sheet date at the best estimate of their market value, where practicable. Where valuation techniques are considered unreliable or where, in the opinion of the trustees, the costs outweigh the benefits to the users of the accounts, the investment is included at cost, and a review is undertaken at each year end as to whether the asset should be written down.

All gains on fixed asset investments, whether realised or unrealised, are included in row B4 of the Statement of Financial Activities.

Social Investments

Any realised gains or losses on any programme related investment assets are included in row A5 of the Statement of Financial Activities (The SOFA). All gains on other social investments, whether realised or unrealised, are included in row B4 of the Statement of Financial Activities

Intangible assets

Goodwill is being written off in equal annual instalments over its estimated economic life of 5 years, which equates to amortisation at 20% straight line.

Broxbourne Citizens Advice

Notes to the Accounts for the year ended 31 March 2024

Tangible fixed assets

Tangible fixed assets are measured at their original cost value, or subsequent revaluation, or if donated, as described above. Cost value includes all costs expended in bringing the asset into its intended working condition.

Depreciation has been provided at the following rates in order to write off the assets to their anticipated residual value over their estimated useful lives.

Plant and machinery	20 % straight line
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A regular annual review of the likelihood of asset impairment is undertaken.

Accounting for capital grants and fixed asset funds.

Gifts of tangible fixed assets or grants of a capital nature, given for the purposes of acquiring specific assets to be fully utilised in the furtherance of the objects of the charity, are credited to fixed asset funds after the donated asset has been received or sums have been properly expended on the restricted purpose.

Where the terms of the gift require the charity to hold the asset on an ongoing basis for a specific purpose, then the fixed asset fund so created is categorised as a restricted fixed asset fund, and the relevant restrictions are noted in the fixed asset note 11.

Where the terms of the gift are met once the asset is acquired, so allowing the charity to use the asset on an unrestricted basis, including the right to receive the proceeds of any future sale of the asset on an unrestricted basis, then the fixed asset fund so created is categorised as a designated fixed asset fund.

When assets are acquired for the furtherance of the charity's objects, utilising the charity's own unrestricted funds, a transfer is made from unrestricted funds to a designated fixed asset fund.

Whether acquired with unrestricted or restricted funds, the asset acquired is initially shown in the balance sheet at the full cost of acquisition or subsequent revaluation.

As the related assets are depreciated, in accordance with the depreciation policy, in order to reflect the diminution in the asset, a transfer is made from the relevant fixed asset funds to either unrestricted or restricted revenue funds, as appropriate to the terms of the original gift, if any.

The effect of this policy is that the aggregate of all fixed asset funds shall equate to the net book value of fixed assets.

In the first year that this policy was adopted, a transfer to fixed asset funds was made equivalent to the net book value of the assets.

Any residual liability to the donor arising from, for example, the asset's future sale, is disclosed as a contingent liability unless the event that would trigger repayment of the grant becomes probable in which case a liability for repayment is recognised.

Insofar as this policy relates to Government grants and to the extent that it may be a departure from the FRS 102 SORP (Statement of Recommended Practice for Accounting and Reporting by Charities) 2019, applicable to all accounting periods beginning on or after 1st January 2019), (The SORP), such departure is justified on the basis that it is in order to comply with the SORP.

Stocks and work in progress

Stock is valued at the lower of cost and net realisable value.

Debtors

Debtors are measured at their recoverable amounts at the balance sheet date.

Broxbourne Citizens Advice

Notes to the Accounts for the year ended 31 March 2024

Creditors and provisions

Creditors are valued at the historical value

Financial instruments including cash and bank balances

Cash held by the charity is included at the amount actually held and counted at the year end. Bank balances, whether in credit or overdrawn, are shown at the amounts properly reconciled to the bank statements.

Pensions - defined contribution schemes

The charity operates a defined contribution pension scheme. Contributions are charged to the profit and loss account as they become payable in accordance with the rules of the scheme.

Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal or as implied by law.

There are no endowment funds.

2 Liability to taxation

The Trustees consider that the charity satisfies the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 for UK corporation tax purposes. Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by chapter 3 part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively on the specific charitable objects of the charity and for no other purpose. Value Added Tax is not recoverable by the charity, and is therefore included in the relevant costs in the Statement of Financial Activities.

3 Winding up or dissolution of the charity

If upon winding up or dissolution of the charity there remain any assets, after the satisfaction of all debts and liabilities, the assets represented by the accumulated fund shall be transferred to some other charitable body or bodies having similar objects to the charity.

4 Significance of financial instruments to the charity's position

There are no Significant risks from financial instruments

Broxbourne Citizens Advice

Notes to the Accounts for the year ended 31 March 2024

5 Net surplus before tax in the financial year

	2024	2023
	£	£
The net surplus before tax in the financial year is stated after charging:-		
Depreciation of owned fixed assets	2,617	3,315

6 The contribution of volunteers

The charity depends on the support of its volunteers, which is much appreciated. The charity had 112 Volunteers who donated 1,847 hours of their time stewarding events. Other volunteers undertook 40 hours of mailings and distributions and two specialist volunteers with DBS checks, spent 475 hours a year supporting the weekly children's and young people's writing groups. It is estimated that without the help of volunteers, the Festival would need to find the equivalent of over £20,000 to obtain similar services. The arrangements with volunteers are difficult to value precisely in monetary terms and have not been recognised in the Statement of Financial Activities. The volunteers and the charity accept and agree that no contract of employment is created by these arrangements.

7 Staff costs and emoluments

<i>Salary costs</i>	2024	2023
	£	£
Gross Salaries excluding trustees and key management personnel	222,031	178,528
Total salaries, wages and related costs	222,031	178,528

<i>Numbers of full time employees or full time equivalents</i>	2024	2023
The average number of total staff employed in the year was	10	11
Chief Executive Salary less than £60,000	1	1
Manager	1	1
Advisors	7	7
Community engagement and fundraising	1	1
The estimated equivalent number of full time staff deployed in different activities in the year was:-		

Neither the trustees nor any persons connected with them have received any remuneration from the charity or any related entity, either in the current or prior year.

No employees received emoluments (excluding pension costs) in excess of £60,000 per annum.

8 Defined contribution pension schemes

The charity operates a defined autoenrolment contribution pension scheme.

Any liabilities and assets associated with the scheme are shown under debtors and creditors.

9 Remuneration and payments to Trustees and persons connected with them

No trustees or persons connected with them received any remuneration from the charity, or any related entity.

Broxbourne Citizens Advice

Notes to the Accounts for the year ended 31 March 2024

10 Trustees' expenses

The expenses reimbursed to trustees, or paid directly to third parties, in the current or prior year, was as shown below.

	2024	2023
	£	£
The amount reimbursed to trustees	38	-

The nature of the trustees' expenses was reimbursing course expenses.

11 Tangible fixed assets

Current Year

	Land and Buildings	Plant & Machinery	Motor Vehicles	Total
	£	£	£	£
Cost				
At 1 April 2023	-	45,424	-	45,424
Additions	-	1,668	-	1,668
At 31 March 2024	-	47,092	-	47,092
Depreciation				
At 1 April 2023	-	39,778	-	39,778
Charge for the year	-	2,617	-	2,617
At 31 March 2024	-	42,395	-	42,395
Net book value				
At 31 March 2024	-	4,697	-	4,697
At 31 March 2023	-	5,646	-	5,646

Prior Year

	Land and Buildings	Plant & Machinery	Motor Vehicles	Total
	£	£	£	£
Cost				
01 April 2022	-	42,704	-	42,704
Additions	-	2,720	-	2,720
01 April 2023	-	45,424	-	45,424
Depreciation				
01 April 2022	-	36,463	-	36,463
Charge for the year	-	3,315	-	3,315
01 April 2023	-	39,778	-	39,778
Net book value				
01 April 2023	-	5,646	-	5,646
01 April 2022	-	6,241	-	6,241

Broxbourne Citizens Advice

Notes to the Accounts for the year ended 31 March 2024

12 Debtors

	2024	2023
	£	£
Trade debtors	7,500	-
Prepayments and accrued income	2,075	-
Other debtors	29,175	-
	38,750	-

13 Creditors: amounts falling due within one year

	2024	2023
	£	£
Trade creditors	2,691	1,004
Accruals	30,536	36,028
PAYE, NIC VAT and other taxes	(960)	-
Other creditors	-	958
	32,267	37,990

14 Income and Expenditure account summary

	2024	2023
	£	£
At 1 April 2023	204,586	202,905
Surplus after tax for the year	25,431	1,681
At 31 March 2024	230,017	204,586

15 Particulars of how particular funds are represented by assets and liabilities

At 31 March 2024

	Unrestricted funds	Designated funds	Restricted funds	Total Funds
	£	£	£	£
Tangible Fixed Assets	4,697	-	-	4,697
Current Assets	187,036	-	70,551	257,587
Current Liabilities	(32,267)	-	-	(32,267)
	159,466	-	70,551	230,017

At 1 April 2023

	Unrestricted funds	Designated funds	Restricted funds	Total Funds
	£	£	£	£
Tangible Fixed Assets	5,646	-	-	5,646
Current Assets	113,312	55,000	68,618	236,930
Current Liabilities	(37,990)	-	-	(37,990)
	80,968	55,000	68,618	204,586

Broxbourne Citizens Advice

Notes to the Accounts for the year ended 31 March 2024

16 Change in total funds over the year as shown in Note 15 , analysed by individual funds

	Funds brought forward from 2023	Movement in funds in 2024	Transfers between funds in 2024	Funds carried forward to 2025
	£	See Note 17 £	See Note 0 £	£
Unrestricted and designated funds:-				
Unrestricted Revenue Funds	80,968	23,498	-	104,466
Designated Revenue Funds	55,000	-	-	55,000
Total unrestricted and designated funds	135,968	23,498	-	159,466
Restricted funds:-				
A4A	15,000	(645)	-	14,355
B3 Living	686	32	-	718
BEIS	1,096	(346)	-	750
Covid	1,755	(479)	-	1,276
Crisis	3,349	14,228	-	17,577
HCAS COL	564	4,688	-	5,252
Henry Smith	24,560	3,956	-	28,516
Nat. Lotery	19,437	(20,493)	-	(1,056)
Awards for All	2,271	992	-	3,263
Postcode	2,162	-	-	2,162
Postcode Place trust	(1,162)	-	-	(1,162)
Wormley and Turnford	(228)	-	-	(228)
Scam	(872)	-	-	(872)
Total restricted funds	68,618	1,933	-	70,551
Total charity funds	204,586	25,431	-	230,017

17 Analysis of movements in funds over the year as shown in Note 16

	Income	Expenditure	Other Gains & Losses	Movement in funds
	2024 £	2024 £	2024 £	2024 £
Unrestricted and designated funds:-				
Unrestricted Revenue Funds	78,249	(54,751)	-	23,498
Restricted funds:-				
A4A	-	(645)	-	(645)
B£ Living	15,000	(14,968)	-	32
BEIS	-	(346)	-	(346)
Covid	-	(479)	-	(479)
Crisis	28,575	(14,347)	-	14,228
HCAS COL	48,152	(43,464)	-	4,688
Henry Smith	58,350	(54,394)	-	3,956
HSF Vouchers	17,500	(17,500)	-	-
Nat. Lotery	44,780	(65,273)	-	(20,493)
Scam	4,744	(3,752)	-	992
	295,350	(269,919)	-	25,431

Broxbourne Citizens Advice

Notes to the Accounts for the year ended 31 March 2024

18 The purposes for which the funds

Unrestricted and designated funds:-

Unrestricted Revenue Funds

These funds are held for the meeting the objectives of the charity, and to provide reserves for future activities, and , subject to charity legislation, are free from all restrictions on their use.

Restricted funds:-

Restricted Fixed Asset Funds

The purpose of these funds is described under the accounting policy 'Accounting for capital grants and fixed asset funds'.

Restricted Revaluation Reserve

This fund represents the restricted surplus arising on the revaluation of the charity's assets.

A4A

Funding to Support the website development and communications channels.

B3 Living

Fast -tracking advice and support for B3Living housing association residents.

BEIS

Funding for equipment and adjustments

Covid

Covid 19 recovery grant to support the development of remote working advice service.

Crisis

Crisis energy advice and support for Broxbourne residents.

HCAS COL

Cost of Living advice and support.

Henry Smith

Service capacity expansion, corecosts for specialist advisors, debt, benefits, and housing

HSF Vouchers

HSF Vouchers and admin (£17,500 for vouchers and £13,500 for admin)

Nat. Lottery

Leadership and innovation funding, core costs for CEO and Business Development.

19 Ultimate controlling party

The charity is under the control of its legal members.

Every member of the charity is obliged to contribute such amount as may be required not exceeding **£10** to the assets of the company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

Broxbourne Citizens Advice

Detailed analysis of income and expenditure for the year ended 31 March 2024 as required by the SORP 2015

This analysis is classified by conventional nominal descriptions and not by activity.

20 Donations, Grants and Legacies

	Current year Unrestricted Funds	Current year Restricted Funds	Current year Total Funds	Prior Year Total Funds
	2024	2024	2024	2023
	£	£	£	£
Donations and gifts from individuals				
Small donations individually less than £1000	88	-	88	1,091
Total donations and gifts from individuals	88	-	88	1,091

	Current year Unrestricted Funds	Current year Restricted Funds	Current year Total Funds	Prior Year Total Funds
	2024	2024	2024	2023
	£	£	£	£
Revenue grants from government and public bodies				
A4A	-	15,000	15,000	-
Crisis	-	28,575	28,575	29,270
HCAS COL	-	48,152	48,152	9,525
Henry Smith	-	58,350	58,350	29,450
Hoddesdon	-	-	-	5,000
HSF Vouchers	-	17,500	17,500	-
Nat. Lottery	-	44,780	44,780	33,418
Scams	-	4,744	4,744	-
B 3 Living	-	-	-	15,000
Wormley and Turnford Big Local	-	-	-	6,597
CitA Expand core funding	-	-	-	15,000
General Unrestricted funds	74,400	-	74,400	90,378
Total public sector revenue grants	74,400	217,101	291,501	233,638

All the grants in the prior year were unrestricted.

Broxbourne Citizens Advice

Detailed analysis of income and expenditure for the year ended 31 March 2024 as required by the SORP 2015

Revenue grants from government and public bodies - Prior Year analysis

	Prior Year Unrestricted Funds	Prior Year Restricted Funds	Prior Year Total Funds
	2023 £	2023 £	2023 £
Prior Year	90,378	143,260	233,638

Total Donations, Grants and Legacies

Total Donations, Grants and Legacies A1	74,488	217,101	291,589	234,729
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All the donations and gifts in the prior year were unrestricted.

Prior year	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Prior Year Total Funds 2023 £
Total Donations, Grants and Legacies A1	91,469	143,260	234,729

21 Investment income

	Current year Unrestricted Funds 2024 £	Current year Restricted Funds 2024 £	Current year Total Funds 2024 £	Prior Year Total Funds 2023 £
Bank Interest Receivable	3,761	-	3,761	795
Total investment income A4	3,761	-	3,761	795

22 Expenditure on charitable activities - Direct spending

Current Year	Current year Unrestricted Funds 2024 £	Current year Restricted Funds 2024 £	Current year Total Funds 2024 £	Prior Year Total Funds 2023 £
Gross wages and salaries - charitable activities	55,135	166,896	222,031	178,528
Office	-	-	-	11,597
Other	-	-	-	4,168
	55,135	166,896	222,031	194,293

Broxbourne Citizens Advice

Total direct spending **B2a**
Detailed analysis of income and expenditure for the year ended 31 March 2024 as required by the SORP
2015

Broxbourne Citizens Advice

Detailed analysis of income and expenditure for the year ended 31 March 2024 as required by the SORP 2015

<i>Prior Year</i>		Prior Year Unrestricted Funds 2023 £	Prior Year Restricted Funds 2023 £	Prior Year Total Funds 2023 £	
Gross wages and salaries - charitable activities		70,720	107,808	178,528	
Total direct spending		B2a	86,485	107,808	194,293

23 Support costs for charitable activities				
<i>Current Year</i>	Current year Unrestricted Funds 2024 £	Current year Restricted Funds 2024 £	Current year Total Funds 2024 £	Prior Year Total Funds 2023 £
<i>Employee costs not included in direct costs</i>				
Training and welfare - staff	(343)	1,809	1,466	-
Payroll fees and charges	5,636	-	5,636	2,599
Travel and subsistence - staff	858	505	1,363	-
<i>Volunteer costs</i>				
Volunteers' expenses	-	-	-	2,146
Training and welfare - volunteers	-	-	-	6,834
Volunteers' costs - spare 1	148	-	148	-
Volunteers' costs - spare 2	24	24	48	-
<i>Premises Expenses</i>				
Room Hire	(8,318)	9,577	1,259	-
Property insurance	1,391	-	1,391	-
Equipment and IT support	161	1,207	1,368	1,511
<i>Administrative overheads</i>				
Telephone, fax and internet	5,498	72	5,570	21,884
Postage	396	-	396	-
Stationery and printing	880	-	880	-
Advertising and marketing	354	-	354	-
Sundry expenses	8	-	8	1,261
Information and publications	6,835	-	6,835	-
Disbursements	-	17,500	17,500	-
Miscellaneous	1,547	-	1,547	-
Xcharges	(16,144)	15,481	(663)	-
<i>Financial costs</i>				
Bank charges	62	-	62	-
Depreciation & Amortisation in total	520	2,097	2,617	3,315
Support costs before reallocation	(487)	48,272	47,785	39,550
Total support costs - Current Year	(487)	48,272	47,785	39,550

Broxbourne Citizens Advice

Detailed analysis of income and expenditure for the year ended 31 March 2024 as required by the SORP 2015

The basis of allocation of costs between activities is described under accounting policies

All the expenditure in the prior year was unrestricted.

Administrative overheads

The basis of allocation of costs between activities is described under accounting policies

24 Other Expenditure - Governance costs

	Current year Unrestricted Funds	Current year Restricted Funds	Current year Total Funds	Prior Year Total Funds
	2024	2024	2024	2023
	£	£	£	£
Trustees' expenses	38	-	38	-
Legal and Professional	35	-	35	-
Other	30	-	30	-
Total Governance costs	103	-	103	-

25 Total Charitable expenditure

		Current year Unrestricted Funds	Current year Restricted Funds	Current year Total Funds	Prior Year Total Funds
		2024	2024	2024	2023
		£	£	£	£
Total direct spending	B2a	55,135	166,896	222,031	194,293
Total support costs	B2d	(487)	48,272	47,785	39,550
Total Governance costs	B2e	103	-	103	-
Total charitable expenditure	B2	54,751	215,168	269,919	233,843

		Prior Year Unrestricted Funds	Prior Year Restricted Funds	Prior Year Total Funds
		2023	2023	2023
		£	£	£
Total direct spending	B2a	86,485	107,808	194,293
Total support costs	B2d	39,550	-	39,550
Total charitable expenditure	B2	126,035	107,808	233,843