CITIZENS ADVICE BUCKINGHAMSHIRE LTD

England & Wales · Charity number 1126825

Details

Other names	AYLESBURY AND DISTRICT CITIZENS ADVICE BUREAU, CITIZENS ADVICE AYLESBURY VALE, AYLESBURY AND DISTRICT CAB
Status	Registered
Legal form	Charitable company
Company number	06693405
Registered	2008-11-20
Register	View on the Charity Commission register

Contact

Address	Citizens Advice Bureau 2 Pebble Lane Aylesbury Buckinghamshire HP20 2JH
Phone	01280816932
Email	admin@cabucks.org.uk
Website	https://www.citizensadvicebucks.org.uk/

Activities

Objects: 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 BUCKINGHAMSHIRE AND SURROUNDING AREAS.

Activities: To establish and provide and assist in the provision of Citizens Advice bureau services and outlets a free independent confidential and impartial service of advice information and counsel for the public in the fields of benefits debt employment housing relationships consumer immigration health education legal problemsTo influence policies where possible and lawfully seek to amend these.

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Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, Disability, The Prevention Or Relief Of Poverty, Economic/community Development/employment
- **Who:** Children/young People, Elderly/old People, People With Disabilities, The General Public/mankind

Geography

- **Area of benefit:** AYLESBURY
- Buckinghamshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,271,422	£1,424,952	£457,337	47
2024-03-31	£1,646,251	£1,691,540	£610,867	57
2023-03-31	£1,493,828	£1,594,651	£656,156	55
2022-03-31	£1,925,615	£1,487,079	£756,979	55
2021-03-31	£479,112	£407,987	-	-

Trustees

Name	Role	Appointed
Diana Davis		2017-04-05
JANE MORDUE		2020-10-21
Julian Ingram		2021-05-12
Karen Satterford		2021-05-12
Lesley Wilkin		2020-10-21
Michael Edward Stratford		2025-06-06
Mohammed Farrukh Siddiqi		2021-04-14
Philip Robert Bruce		2026-04-16
Susan Carol Webster		2021-04-14

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CITIZENS ADVICE BUCKINGHAMSHIRE LTD

England & Wales - Charity number 1126825

Accounts

CITIZENS ADVICE BUCKINGHAMSHIRE LTD

ANNUAL REPORT AND ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

COMPANY NO: 06693405

CHARITY NO: 1126825

CITIZENS ADVICE BUCKINGHAMSHIRE LTD

Contents of Annual Report and Accounts

for the Year Ended 31 March 2025

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CITIZENS ADVICE BUCKINGHAMSHIRE LTD

Legal and Administrative Information

Year Ended 31 March 2025

Directors/Trustees:

Jane Mordue	Chair	
Farrukh Siddiqi	Treasurer	
Diana Davis		
Julian Ingram		
Karen Satterford		
Susan Webster		
Lesley Wilkin		
Michael Stratford		(appointed 06th June 2025)
Philip Bruce		(resigned 12th September 2024)
Lindsey Fealey		(resigned 15th October 2024)
Clare Waters		(resigned 30th April 2025)
Chief Officer:	Craig Glynn	(appointed 1st June 2024)
Registered Office:	2 Pebble Lane Aylesbury Buckinghamshire HP20 2JH	
Company Number:	06693405	
Charity Number:	1126825	
Independent Auditors:	Azets Westpoint Lynch Wood Peterborough Cambridgeshire PE2 6FZ	
BANK:	CAF Bank Limited 25 Kings Hill Avenue West Malling Kent ME19 4JQ	
WEBSITE:	https://citizensadvicebucks.org.uk/	

REPORT OF THE DIRECTORS/TRUSTEES
For the year ended 31 March 2025

The directors of the charity present their report and accounts for the year ended 31 March 2025 which also meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2022, the Companies Act 2006, the Articles of Association, 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) issued in October 2019.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Citizens Advice Buckinghamshire is registered as Citizens Advice Buckinghamshire Limited, company number 06693405 and its registered charity number is 1126825. It was renamed following the merger of the three previous Citizens Advice bodies in April 2021, having previously been named Citizens Advice Aylesbury Vale, Chiltern Citizens Advice Bureau and High Wycombe & District Citizens Advice Bureau.

The charitable company was established under a Memorandum of Association which set out its objectives and powers and is governed under its Articles of Association. The Articles were updated in May 2023 to reflect changes in the Charities Act 2022. It is a member of the National Association of Citizens Advice Bureaux (Citizens Advice) and is subject to regular quality audits as part of its membership requirements.

APPOINTMENT OF DIRECTORS/TRUSTEES

The directors of the company are also trustees of the charity for the purposes of charity law as defined by section 177 of the Charities Act 2011 and under the Company's Articles are known as members of the Trustee Board. Under the requirements of the Articles of Association, elected directors serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

Directors who served during the year are listed on the Administrative Information Page. They were recruited either from the previous, merged, organisations or by advertising vacancies through a specialist website and personal contact. All were interviewed by existing members of the trustee board.

New directors receive induction training, which covers Citizens Advice services and it aims, principles and policies. Trustees are given introductory information and can spend time meeting with staff and volunteers. There are explanations of the role of a director/trustee, the board, the business development plan, and issues including funding. They undertake mandatory training as necessary.

PRINCIPAL ACTIVITY

The principal activity of the company was the operation of a Citizens Advice service with offices in Aylesbury, Buckingham, Chesham and High Wycombe, with some outreach and a growing service online. CA Bucks gives free, independent and confidential advice to members of the public and is in a unique position to campaign for change when social injustices arise, based on real time information on current issues.

RELATED PARTIES

Citizens Advice Buckinghamshire is a member of the National Association of Citizens Advice Bureaux, company number 01436945 and registered charity no. 279057, known as Citizens Advice.

VISION, MISSION AND VALUES

Vision
To build a better Bucks, a caring community that responds when people need help. We know our services can transform our clients' lives – practically, financially and emotionally. And if our clients' lives are better, our communities, both urban and rural, are better and so is our county.

Mission
- To focus help on those most in need, at risk, deprived and most vulnerable.
- To help our clients resolve as many issues as we can by empowering them where possible and supporting where there is need.
- To raise money to fund our services to meet the demand across the county.
- To use technology to help us meet our clients' needs more efficiently and effectively.

Values
Professional – Respect – Kind – Friendly – Client-centred.

REVIEW OF 2024-25
This year saw our best results yet again for the service we provide to Buckinghamshire residents since merger. Volunteer numbers increased both in quantity and range of roles and quality levels were high. The challenge continued to be demand for our advice, and especially complexity of issues brought to us. There was however an extremely competitive funding environment.

Cost-of-living and inflation continued to pressure our clients who were already behind the curve from previous years. Debt cases increased dramatically whilst benefits remained the highest. The switch to Universal Credit continued and increased the issues brought to us. Reimbursements were up 26% at £118,696. We achieved an income gain of £2,504,042 for our clients. 72% felt less stressed. A client commented, 'I didn't think there was going to be a way out, my adviser walked me through each stage'.

In other words, we are doing what we hoped, getting people's lives back on track, and helping them back into the community to be active and positive. And lessening the pressure on all public services be it health, adult and child social care or even the justice system.

All this would not have been possible without our hard-working and highly trained volunteers, and we are grateful to all for their dedication and commitment. Supported by staff in more specialist case work and by supervisors to ensure we get it right, our volunteers are the backbone of what we do. This also includes wider roles for volunteers in administration and fundraising.

During the year, we started two major partnerships. One was with Bucks Mind where a longstanding ambition to provide mental health advice to support our clients was achieved through a major National Lottery grant. This project start in May 2025. We also secured half our funding when we won the contract to supply debt and benefits advice to Buckinghamshire Council's Helping Hands clients. We faced a major challenge to secure other funding in a brutal fundraising climate last year but made it through by restructuring and cost cutting. Our senior management team used the opportunity to streamline delivery and reboot our fundraising activity which is already yielding good results.

FINANCIAL REVIEW

Overview

Total income: £1,271,422
Total expenditure: £1,424,952 (including one off restructuring cost of £40,159)
Surplus / (Deficit): (£153,530)

Reserves

Unrestricted Reserves: £457,337

Citizens Advice Bucks reserves policy aims to maintain unrestricted reserves which reflect the cash needs of the 3 year business plan and are likely to be for 3 months of forecast expenditure. This amounts to £325,310 for the financial year 2025-26.

In 2025-26 we expect to break even, reversing the trend of recent deficits.

Investment policy

The directors aimed to maximise the interest earned on charity funds by minimising current account balances and maximising the amounts held on deposit.

Going Concern

After reviewing the organisation's budgets and business plan, taking account of the current economic climate and its reserves position, the directors have a reasonable expectation that the organisation has adequate resources to continue in operational existence for the foreseeable future. They continue to adopt the going concern basis in preparing the financial statements.

Principal Risk and Uncertainty

The directors are responsible for risk management. A comprehensive annual planning and budgeting process is approved by the board, during which a thorough assessment of our key external and internal risks is undertaken, together with how these risks are being managed. In addition, the board received regular reports from the Finance and Risk Committee which receives risk registers from senior management. They assess the adequacy of internal control systems and risk management processes in place. The board reviews quarterly the key strategic risks, the adequacy of the actions being taken to address them and the advent of any new risks.

As an integral part of the risk management approach the board considers the following to be the principal risks and uncertainties for CA Bucks and the action we take to manage those risks.

- Failure to maintain a strategic focus: mitigated by our business plan; effective board management and performance monitoring and a strategic transformation plan. This year our committee system showed its worth by enabling thorough monitoring of management with strategic discussions then focussed at board level.
- Change management resulting in loss of staff and volunteers: mitigated by good communication of strategy; staff/volunteer engagement; recruitment and training; involvement in strategic planning. This year the board, senior management, staff and volunteers showed resilience and determination in working through the restructuring and how to communicate in a timely manner; lessons were learned.
- Poor quality of advice resulting in reputational damage, complaints, action: mitigated by well-developed training plans; appropriate support; action taken to address poor quality advice and consistent quality checking processes. This year we secured funding to return to open our offices to drop-ins, although the majority of our clients now contact us by phone or online.
- Failure to meet needs of stakeholders resulting in loss of funding: mitigated by effective engagement; effective performance measure. This year our major focus was on successful delivery of the new Bucks Council contract for debt and advice, resulting in two positive quarterly reviews.

- Not meeting funding targets and needing to use reserves: mitigated by the fundraising team and clear financial planning; aim to develop multi-year funding and diversification of courses/opportunities; effective service delivery planning. This year the risk was heightened due to a fiercely competitive market and funders offering later start dates. Mitigation came through a review and restructure of staff and costs resulting in a more streamlined service. We moved on to focus on a virtuous circle of cultivating stakeholder relationships through a formal fundraising structure of patrons and potential funders.

PRINCIPAL FUNDING SOURCES

The principal sources of funding received in the year was £508,976 from Buckinghamshire Council, and a diverse range of funding from other sources.

PUBLIC BENEFIT

The directors confirm that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers or duties.

ACKNOWLEDGEMENTS

We are tremendously grateful to every funder who has made our work possible this year and would especially like to thank the following:

Buckinghamshire Council, Chiltern Foodbank, Citizens Advice, Fairhive, Oxford Safe Haven, Paradigm, Pension Wise, Santander, Talkback and Thames Water.

We would also like to thank each of the Parish and Town Councils who have recognised the importance of maintaining our service in their community.

STATEMENT AS TO THE DISCLOSURE OF INFORMATION TO AUDITORS

So far as the directors are aware, there is no relevant information of which the charitable company's auditors are unaware and each director has taken all the steps that they ought to have taken as a director in order to make them aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

APPROVAL

These financial statements have been prepared in accordance with the Companies Act 2006 and the Charities SORP (FRS102).

Approved by the board on 20th August 2025 and signed on their behalf by

Jane Mordue

.....

Jane Mordue
Chairman

Dated: 20th August 2025

STATEMENT OF TRUSTEE RESPONSIBILITIES

The directors are responsible for preparing the directors' report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the directors to prepare accounts 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, including the income and expenditure, of the charitable company for that year.

In preparing these accounts, the directors are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- Prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

The directors are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the accounts comply with the Companies act 2006. 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.

Citizens Advice Buckinghamshire Ltd
Statement of Financial Activities
for the year ended 31 March 2025

Current Financial Year

	Notes	Unrestricted Funds £	Restricted Funds £	TOTAL £	2023/2024 £
INCOME AND EXPENDITURE					
Incoming Resources					
Incoming resources from generated funds:					
Charitable activities - Grants	6	**310,619**	**618,203**	**928,822**	1,287,131
Donations and Fundraising	6	**38,568**	**-**	**38,568**	44,423
Investment income		**13,708**	**-**	**13,708**	15,219
Other income		**867**	**-**	**867**	2,018
Total income - Core Service		**363,762**	**618,203**	**981,965**	1,348,791
Charitable activities - Pension Wise	18	**-**	**289,457**	**289,457**	297,460
Total Incoming Resources		**363,762**	**907,660**	**1,271,422**	1,646,251
Resources Expended					
Charitable activities					
Payroll	7	**334,767**	**823,523**	**1,158,290**	1,324,239
Support costs	7	**77,399**	**176,889**	**254,288**	349,130
Charitable activities total		**412,166**	**1,000,412**	**1,412,578**	1,673,369
Governance costs	8	**1,598**	**10,776**	**12,374**	18,171
Total Resources Expended		**413,764**	**1,011,188**	**1,424,952**	1,691,540
Net Income/Expenditure		**(50,002)**	**(103,528)**	**(153,530)**	(45,289)
Transfers between funds	15	**(96,846)**	**96,846**	**-**	-
Net Movements in Funds		**(146,848)**	**(6,682)**	**(153,530)**	(45,289)
Total Funds brought forward	15	**604,185**	**6,682**	**610,867**	656,156
Total Funds carried forward	15	**457,337**	**-**	**457,337**	**610,867**

Citizens Advice Buckinghamshire Ltd
Statement of Financial Activities
for the year ended 31 March 2025

Prior Financial Year

	Notes	Unrestricted Funds £	Restricted Funds £	TOTAL £	2022/2023 £
INCOME AND EXPENDITURE					
Incoming Resources					
Incoming resources from generated funds:					
Charitable activities - Grants	6	**717,867**	**569,264**	**1,287,131**	1,197,560
Donations and Fundraising	6	**44,423**	**-**	**44,423**	18,099
Investment income		**15,219**	**-**	**15,219**	6,663
Other income		**2,018**	**-**	**2,018**	2,291
Total income - Core Service		**779,527**	**569,264**	**1,348,791**	1,224,613
Charitable activities - Pension Wise	18	**-**	**297,460**	**297,460**	269,215
Total Incoming Resources		**779,527**	**866,724**	**1,646,251**	1,493,828
Resources Expended					
Charitable activities					
Payroll	7	**539,995**	**784,244**	**1,324,239**	1,238,065
Support costs	7	**157,817**	**191,313**	**349,130**	336,172
Charitable activities total		**697,812**	**975,557**	**1,673,369**	1,574,237
Governance costs	8	**8,700**	**9,471**	**18,171**	20,414
Total Resources Expended		**706,512**	**985,028**	**1,691,540**	1,594,651
Net Income/Expenditure		**73,015**	**(118,304)**	**(45,289)**	(100,823)
Transfers between funds		**(105,078)**	**105,078**	**-**	**-**
Net Movements in Funds		**(32,063)**	**(13,226)**	**(45,289)**	(100,823)
Total Funds brought forward	15	**636,248**	**19,908**	**656,156**	756,979
Total Funds carried forward	15	**604,185**	**6,682**	**610,867**	656,156

Citizens Advice Buckinghamshire Ltd
Company Number 06693405
Balance Sheet at 31 March 2025

	Notes	2024/2025 £	2024/2025 £	2023/2024 £	2023/2024 £
FIXED ASSETS					
Tangible assets			-		-
CURRENT ASSETS					
Debtors	9	**55,529**		82,816	
Cash at bank and in hand		**531,729**		687,556	
		587,258		770,372	
CREDITORS					
Amounts falling due within one year	10	**129,921**		159,505	
NET CURRENT ASSETS			**457,337**		610,867
TOTAL ASSETS LESS CURRENT LIABILITIES			**457,337**		610,867
THE FUNDS OF THE CHARITY					
Unrestricted funds					
-general reserve	15		**457,337**		604,185
			457,337		604,185
Restricted funds	15		-		6,682
			457,337		610,867

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2025, although an audit has been carried out under section 144 of the Charities Act 2011.

The accounts were approved and authorised for issue by the Board of Directors on 20th August 2025 and were signed on its behalf by:

Jane Mordue
.....
Jane Mordue
Chairman

M.F. Siddiqi
.....
Farrukh Siddiqi
Treasurer

Citizens Advice Buckinghamshire Ltd
Statement of Cash Flows
for the year ended 31 March 2025

	2025		2024	
	£		£	
Cash flows from operating activities				
Net income for the reporting period	(153,530)		(45,289)	
(as per the statement of financial activities)				
Depreciation charges	-		-	
Dividends, interest and rent from investments	(13,708)		(15,219)	
(Increase)/decrease in debtors	27,287		(4,755)	
Increase/(decrease) in creditors	(29,584)		(89,097)	
Net cash (used in) operating activities		(169,535)		(154,360)
Cash flows from investing activities:				
Dividends, interest and rent from investments	13,708		15,219	
Proceeds from sale of fixed assets	-		-	
Purchase of fixed assets investments	-		-	
Net cash (used in) investing activities		13,708		15,219
Change in cash and cash equivalents in the year		(155,827)		(139,141)
Cash and cash equivalents at the beginning of the year		687,556		826,697
Cash and cash equivalents at the end of the year		531,729		687,556

Notes to the Financial Statements

1. COMPANY STATUS

Citizens Advice Buckinghamshire Ltd (formerly Citizens Advice Aylesbury Vale) is a private company, limited by guarantee, registered in England and Wales. The company's registered number and registered office can be found on the company information page. The presentation currency of the financial statements is Pound Sterling (£).

2. ACCOUNTING POLICIES

The principal accounting policies adopted, judgements and key sources of estimation and uncertainty in the preparation of the financial statements are as follows:

Accounting convention

The charity constitutes a public benefit entity as defined by FRS 102. 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) (issued in October 2019), Charities SORP (FRS 102), the Charities Act 2022, and the Companies Act 2006.

Preparation of the accounts on a going concern basis

The Board has considered the future of the organization and assessed the financial position on 31st March 2025. Given the current level of reserves, the continuing service level agreement for 2025/26 and the expectation that the main sources of funding will continued without any significant reduction, the Board is confident that the organisation will continue to be a going concern for the 12 months after these accounts are approved.

Recognition of income and expenditure

All incoming resources are included in the statement of financial activities when the charity is entitled to, and virtually certain to receive, the income and the amount can be quantified with reasonable accuracy and all performance criteria have been met. Expenditure is recognised on an accrual basis as a liability is incurred. Irrecoverable VAT is charged against the activity for which the expenditure was incurred.

Allocation of Support Costs

Support costs are those functions which support the charity in carrying out its main activities. Accordingly each funded activity has to bear a proportion of these support costs to reflect the full cost of undertaking the work. Support cost are allocated to activities based on staff time and any specific cost items agreed with the funder.

Pension contributions

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

Tangible fixed assets

Fixed assets are items costing over £2,000 and are depreciated on a straight line basis over the useful life of the asset. Items with value of less than £2,000 are expensed in full in the year of acquisition.

Unrestricted Funds

Unrestricted reserves are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

2. ACCOUNTING POLICIES (continued)

Cash at bank and in hand
Cash at bank and in hand refers to amounts which are held by the business in the form of notes and coins (e.g. petty cash) or which are held at a bank in the form of on-demand deposits such as current accounts and savings accounts.

Debtors
Debtors and prepayments are recognised at the settlement amount due or paid.

Creditors
Creditors and provisions are recognised where the charity has an obligation which will result in the transfer of funds to a third party and the amount can be measured or estimated with reasonable accuracy. Deferred income is income received in advance of the associated work being performed.

Redundancy and termination payments
Redundancy and termination payments are recognised when formal notice has been given to the employee(s) concerned.

Operating Leases
Rentals payable under operating leases are charged on a straight line basis over the term of the lease.

Government grants
Government grants are recognised in the income statement so as to match them with the expenditure towards which they are intended to contribute.

Restricted Funds
Funding received for a particular project is kept in a restricted fund and spent on salaries and associated costs relating to that project. In addition support costs are allocated as noted above.

3. MAJOR FUNDERS

Buckinghamshire Council
Buckinghamshire Council, as the successor to the District Councils, provides the core funding for the advice service.

Pension Wise
Pension Wise provides free, impartial pensions guidance on clients' pension options.

Santander UK Foundation
Funding for digital and financial empowerment and response to cost of living crisis.

The William Harding Charity
Long term supporter providing funding to support residents living in Aylesbury.

Parish and Town Councils
A number of local councils (town and parish) have also provided funds which in turn has enabled outreach and other services to be delivered in various locations.

Funding from other local organisations
Other funding for specific & core services comes from other local organisations, such as Paradigm Housing, Fairhive Homes Limited, Oxford Healthcare Trust, Chiltern Foodbank, Shanly Foundation, Thames Water, Talkback, Buckingham Area Community Advice Bureau, National Citizens Advice and Transition to eVisa Fund.

Unrestricted Funds
Other material grants and funds received are unrestricted as to purpose and have been used to provide the Core Services.

4. OPERATING SURPLUS

	2025	2024
	£	£
The net income resources is stated after charging:		
Audit	12,192	18,000
Operating lease rentals	56,910	60,300
Trustees expenses	-	-

No travel expenses were paid to the trustees during the year (2024: £nil). No trustee received any emoluments or other benefits during the year (2024: £nil).

5. TAXATION

The company is a registered charity and is exempt from corporation tax.

6. INCOME

	2024/25	2023/24
	£	£
Unrestricted		
Bucks Council - Core Advice Service	182,833	545,050
Other income	166,354	217,240
	349,187	**762,290**
Restricted		
Benefits Advice - NHS Oxford	45,360	45,000
Chiltern Foodbank	33,670	32,375
Santander Money Matters	50,000	50,000
Talkback	11,658	27,980
Shanly	2,500	2,500
Thames Water Trust via Citizens Advice West Northampton and Cherwell	20,542	6,375
Paradigm	46,134	38,850
Fairhive Thriving Communities Fund	3,750	10,000
Cita Pot 2 Adviceline	65,708	31,125
BC Tier 2	326,143	-
E Visa fund	12,738	-
Money Matters	-	51,202
NL Adviceline (Future of Advice)	-	91,342
Heart of Bucks	-	17,415
BC - Cost of Living	-	44,700
Cardiomyopathy	-	5,600
Cita Funding	-	17,000
The Clare Foundation	-	3,300
Mobbs Memorial Trust	-	2,000
National Lottery Cost of living grant (plus £32,500 in unrestricted)	-	42,500
BC Household support fund (Money Advice)	-	50,000
	618,203	569,264
Total income - Charitable activities - Grants, Donations & Fundraising	**967,390**	**1,331,554**
Charitable activities - Pension Wise	289,457	297,460
Total	**1,256,847**	**1,629,014**

7. CHARITABLE ACTIVITIES

	2025	2024
(A) STAFF COSTS	**£**	**£**
Salaries	1,026,190	1,176,895
Social security costs	76,739	84,355
Pension costs	55,361	62,989
	1,158,290	1,324,239

The average monthly number of employees during the period was 47 (2024: 57). No employee was paid in excess of £60,000 during the year (2024: none). Key management personnel received total employment benefits of £106,447 - 1.8 FTE (2024: £180,194 - 3 FTE). Redundancy payments of £26,894 were made during the year which were fully charged to the Statement of Financial Activities for the year (2024: Ex-gratia payments of £12,750).

	2025	2024
(B) SUPPORT COSTS	**£**	**£**
Telephone, IT and information	59,209	74,319
Consultancy & payroll fees	29,737	51,424
Rent, rates and water	65,005	69,447
Stationery, equipment & office expenses	20,994	21,350
Cleaning, repars and maintenance	21,251	34,688
Recruitment, travel, training and events	39,247	68,138
Insurance, heat, light & storage	14,301	17,049
Fundraising events	-	3,260
Publicity & Promotion	754	1,861
Project expenses	2,388	2,400
Sundry expenses	1,257	4,145
Legal and professional fees	35	935
Bank charges	110	114
	254,288	349,130

8. GOVERNANCE COSTS

	2025	2024
	£	£
Audit	12,192	18,000
Trustee expenses	-	-
Other	182	171
	12,374	18,171

9. DEBTORS

	2025	2024
	£	£
Debtors	**17,000**	38,923
Other debtors	**21,184**	26,682
Prepayments and accrued income	**17,345**	17,211
	55,529	82,816

10. CREDITORS

	2025	2024
	£	£
Trade creditors	**6,541**	6,366
Deferred income	**72,718**	73,184
Owing to/(from) payroll	**15,959**	26,809
Pension creditor	**5,602**	8,242
Staff holiday pay accrual	**7,377**	15,181
Other creditors and accruals	**21,724**	29,723
	129,921	159,505

11. DEFERRED INCOME

	2024-2025	2023-2024
	£	£
Balance at 1 April 2024	**73,184**	156,614
Additions during the year	**72,718**	73,184
Amounts released to income	**(73,184)**	(156,614)
Balance at 31 March 2025	**72,718**	**73,184**

Income was deferred in respect of funding received where the work on the underlying activities was not completed in the financial year and the income was potentially returnable.

12. PENSION COSTS

Employees of the charity are entitled to join a defined contribution money purchase scheme. The charity's contribution is restricted to the contributions disclosed in note 7 as "Pension costs". The outstanding contributions at the year-end are disclosed in note 10.

13. OPERATING LEASES

Annual minimum lease payments under operating leases fall due as follows:

	2025	2024
	£	£
Within one year	41,247	49,550
Within two and five years	18,247	49,500
In more than five years	-	-

These relate to the lease of the company's offices in Aylesbury, Buckingham, Chesham and High Wycombe.

14. RELATED PARTY TRANSACTIONS

During the year the charity received no donations without conditions from other related parties (2023/24:£nil) and £8,300 from Trustees (2023/24: £5,500).

15. MOVEMENT OF FUNDS - CURRENT FINANCIAL YEAR

	Balance b/fwd	Income	Expenditure	General subsidy	Balance c/fwd
Restricted Funds	£	£	£	£	£
05 Pension wise (Pension Advice)	-	289,457	(350,627)	61,170	-
09 Benefits Advice	307	45,360	(49,074)	3,407	-
13 Chiltern Foodbank (Food vouchers, Benefits & Debt Advice)	-	33,670	(36,108)	2,438	-
14 Santander (Digital & Financial Capability)	-	50,000	(50,158)	158	-
16 Talkback (Benefits & General Advice)	-	11,658	(11,924)	266	-
19 Shanly (Disability benefits access)	-	2,500	(2,500)	-	-
22 Thames Water Trust (Money advice)	6,375	20,542	(27,118)	201	-
24 Paradigm (Customer support funding)	-	46,134	(46,437)	303	-
25 Fairhive Thriving Communities Fund (Money Advice)	-	3,750	(3,750)	-	-
26 Cita Pot 2 (Generalist Advice & telephone)	-	65,708	(66,513)	805	-
27 BC Tier 2	-	326,143	(336,964)	10,821	-
30 E Visa funding	-	12,738	(30,015)	17,277	-
	6,682	907,660	(1,011,188)	96,846	-
Unrestricted Funds					
General:					
General reserves	604,185	180,929	(232,277)	(95,500)	457,337
BC - Core Advice service	-	182,833	(181,487)	(1,346)	-
	604,185	363,762	(413,764)	(96,846)	457,337
	610,867	1,271,422	(1,424,952)	-	457,337

The core service was funded by the Buckinghamshire Council service level agreement. The Council also contributed to specific services and balances by £nil (£97,560 in 2024). This funding ended in July 2025 and has been replaced in August 2025 by a commissioned grant to fund specific services (BC Tier 2)

MOVEMENT OF FUNDS - PRIOR YEAR (2023-24)

	Balance b/fwd	Income	Expenditure	General subsidy	Balance c/fwd
Restricted Funds	£	£	£	£	£
03 NL Money Matters (Money Advice & Financial Capability)	479	51,202	(60,083)	8,402	-
10 Money (formerly Debt) Advice	11,093	44,683	(62,386)	6,610	-
05 Pension wise Pension Advice)	-	297,460	(339,340)	41,880	-
06 NL Advice (Telephone Advice & web Chat)	8,336	91,342	(100,782)	1,104	-
07 Heart of Bucks (Benefits & General Advice)	-	11,582	(13,799)	2,217	-
09 Benefits Advice	-	45,000	(44,693)	-	307
13 Chiltern Foodbank (Food vouchers, Benefits & Debt Advice)	-	32,375	(37,775)	5,400	-
14 Santander (Digital & Financial Capability)	-	50,000	(55,963)	5,963	-
15 BC Cost of living DC bridging (Debt Advice)	-	44,700	(46,468)	1,768	-
16 Talkback (Benefits & General Advice)	-	27,980	(37,333)	9,353	-
17 Cardiomyopathy (Benefits Advice)	-	5,600	(7,044)	1,444	-
18 Cita Funding (Generalist Advice & telephone)	-	17,000	(19,202)	2,202	-
19 National citizens Advice - remote service delivery (Generalist Advice & Telephone)	-	31,125	(40,267)	9,142	-
19 The Clare Foundation (Generalist Advice)	-	3,300	(3,300)	-	-
19 Fairhive Thriving Communities Fund (Money Advice)	-	10,000	(12,000)	2,000	-
19 Shanly (Disability benefits access)	-	2,500	(2,500)	-	-
19 Mobbs Memorial Trust	-	2,000	(2,000)	-	-
20 National Lottery Cost of living grant (Generalist Advice)	-	42,500	(47,648)	5,148	-
21 BC Household support fund (Money Advice & Benefits)	-	50,000	(52,445)	2,445	-
22 Thames Water Trust (Money advice)	-	6,375	-	-	6,375
	19,908	866,724	(985,028)	105,078	6,682
Unrestricted Funds					
General:					
General reserves	636,248	234,477	(135,007)	(131,533)	604,185
BC - Core Advice service	-	545,050	(571,505)	26,455	-
	636,248	779,527	(706,512)	(105,078)	604,185
	656,156	1,646,251	(1,691,540)	-	610,867

The core service was funded by the Buckinghamshire Council service level agreement. The Council also contributed to specific services and balances by £97,560 (2023: £54,890).

16. ANALYSIS OF FUNDS

	Bank and Cash	Debtors	(Creditors)	Total
	£	£	£	£
Restricted funds	-	-	-	-
-deferred income	**72,718**	-	**(72,718)**	-
Unrestricted funds				
-designated	-	-	-	-
-general reserves	**459,011**	**55,529**	**(57,203)**	**457,337**
At 31 March 2025	**531,729**	**55,529**	**(129,921)**	**457,337**
At 31 March 2024	685,762	57,384	- 134,073	609,073

17. MEMBERS LIABILITY

Each member of the charity undertakes to contribute such amount as may be required, not exceeding £1, to the charity's assets if it should be wound up while they are a member or within one year after they cease to be a member.

18. PENSION WISE

Pension Wise is a subcontracted initiative, which is distinct and operates independently from Citizens Advice Buckinghamshire's (CAB) core services.

INDEPENDENT AUDITOR'S REPORT
TO THE TRUSTEES OF CITIZENS ADVICE BUCKINGHAMSHIRE LIMITED

Opinion
We have audited the financial statements of Citizens Advice Buckinghamshire Limited (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the statement of cashflows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:
- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
  and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion
We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern
In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information
The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the

work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the statement of trustees' responsibilities, the Trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the Trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https:// www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the entity through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;

- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

This report is made solely to the company's members, as a body, in accordance with section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Mjackson

Mr Mark Jackson FCA DChA (Senior Statutory Auditor)
for and on behalf of Azets Audit Services

22.8.2025

Chartered Accountants
Statutory Auditor

Westpoint
Lynch Wood
Peterborough
Cambridgeshire
United Kingdom
PE2 6FZ

Azets Audit Services is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

CITIZENS ADVICE BUCKINGHAMSHIRE LTD

England & Wales - Charity number 1126825

Accounts

CITIZENS ADVICE BUCKINGHAMSHIRE LTD

ANNUAL REPORT AND ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2024

COMPANY NO: 06693405

CHARITY NO: 1126825

CITIZENS ADVICE BUCKINGHAMSHIRE LTD

Contents of Annual Report and Accounts

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CITIZENS ADVICE BUCKINGHAMSHIRE LTD

Legal and Administrative Information

Year Ended 31 March 2024

Directors/Trustees:

Jane Mordue	Chair	
Farrukh Siddiqi	Treasurer	
Philip Bruce		
Diana Davis		
Julian Ingram		
Karen Satterford		
Susan Webster		
Lesley Wilkin		
Lindsey Fealey		(appointed 15th November 2023)
Tessa Castle		(resigned 27th April 2023)
Lilia Dangi		(resigned 29 September 2023)
Nahaida Khatun		(resigned 9th August 2023)

Chief Officer:	Thalia Jervis	(resigned 22nd September 2023)
	Alice Copping	(appointed 8th November 2023)
	Alice Copping	(resigned 31st March 2024)
	Craig Glynn	(appointed 1st June 2024)

Registered Office: 2 Pebble Lane
Aylesbury
Buckinghamshire HP20
2JH

Company Number: 06693405

Charity Number: 1126825

Independent Auditors: Azets Audit Services
Suites B & D
Burnham Yard
Beaconsfield
Buckinghamshire
HP9 2JH

BANK: CAF Bank Limited
25 Kings Hill Avenue
West Malling
Kent
ME19 4JQ

WEBSITE: https://citizensadvicebucks.org.uk/

REPORT OF THE DIRECTORS/TRUSTEES for the year ended 31 March 2024

The directors of the charity present their report and accounts for the year ended 31 March 2024 which also meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2022, the Companies Act 2006, the Articles of Association, 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) issued in October 2019.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Citizens Advice Buckinghamshire is registered as Citizens Advice Buckinghamshire Limited, company number (06693405) and its registered charity number is 1126825. It was renamed following the merger of the three previous Citizens Advice bodies in April 2021, having previously been named Citizens Advice Aylesbury Vale (2017) and Aylesbury and District Citizens Advice Bureau (2008).

The charitable company was established under a Memorandum of Association which set out its objectives and powers and is governed under its Articles of Association. The Articles were updated in May 2023 to reflect changes in the Charities Act 2022. It is a member of the National Association of Citizens Advice Bureaux (Citizens Advice) and is subject to regular quality audits as part of its membership requirements.

APPOINTMENT OF DIRECTORS/TRUSTEES

The directors of the company are also trustees of the charity for the purposes of charity law as defined by section 177 of the Charities Act 2011 and under the Company's Articles are known as members of the Trustee Board. Under the requirements of the Articles of Association, elected directors serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

Directors who served during the year are listed on the Administrative Information Page. They were recruited either from the previous, merged, organisations or by advertising vacancies through a specialist website and personal contact. All were interviewed by existing members of the trustee board.

New directors receive induction training, which cover Citizens Advice services and it aims, principles and policies. Trustees are given introductory information and can spend time meeting with staff and volunteers. There are explanations of the role of a director/trustee, the board, the business development plan, and issues including funding. They undertake mandatory training as necessary.

PRINCIPAL ACTIVITY

The principal activity of the company was the operation of a Citizens Advice service with offices in Amersham, Aylesbury, Buckingham, Chesham and High Wycombe, with some outreach and a growing service online. CA Bucks gives free, independent and confidential advice to members of the public and is in a unique position to campaign for change when social injustices arise, based on real time information on current issues.

RELATED PARTIES

Citizens Advice Buckinghamshire is a member of the National Association of Citizens Advice Bureaux, company number 01436945 and registered charity no. 279057, known as Citizens Advice.

VISION, MISSION AND VALUES

Vision

To build a better Bucks, a caring community that responds when people need help. We know our services can transform our clients' lives – practically, financially and emotionally. And if our clients' lives are better, our communities, both urban and rural, are better and so is our county.

Mission

- To focus help on those most in need, at risk, deprived and most vulnerable.
- To help our clients resolve as many issues as we can by empowering them where possible and supporting where there is need.
- To raise money to fund our services to meet the demand across the county.
- To use technology to help us meet our clients' needs more efficiently and effectively.

Values

Professional – Respect – Kind – Friendly – Client-centred.

REVIEW OF 2023-24

This year saw our best results for the service we provide to Buckinghamshire residents since merger. Volunteer numbers remained good and quality levels were high. The challenge continued to be unrelenting demand for our advice and a very competitive funding environment.

Cost-of-living and inflation continued to pressure our clients who were already behind the curve from the previous year. There was a 27% increase in the number of issues which clients presented with, and a 71% increase in successful outcomes for them. We achieved an income gain of £2,716,049 for our clients, an 84% increase on the previous year. Most importantly, clients told us that 83% of them would not have been able to sort their problem without our help; and only a third felt that we had not helped them feel better, mentally and physically.

In other words, we are doing what we hoped, getting people's lives back on track, helping them back into the community to be active and positive. And lessening the pressure on all public services be it health, adult and child social care or even the justice system.

All this would not have been possible without our hard-working and highly trained volunteers and we are grateful to all for their dedication and commitment. Supported by staff in more specialist case work and by supervisors to ensure we get it right, our volunteers are the backbone of what we do. This also includes wider roles for volunteers in administration and fund-raising.

Buckinghamshire Council confirmed that the grant with them would cease from summer 2024 and we would need to bid for support for our debt and benefits work. There will be a full report on this in the next year's Directors' report but suffice to say, our bid was subsequently successful, providing us with a firm basis going forward.

FINANCIAL REVIEW

Overview

Total income:	£1,646,251
Total expenditure:	£1,691,540
Surplus / (Deficit)	(£45,289)

Reserves

Unrestricted Reserves: £604,185

Citizens Advice Bucks reserves policy aims to maintain unrestricted reserves which reflect the cash needs of the 3 year business plan and are likely to be for 3 months of forecast expenditure.

Investment policy

The directors aimed to maximise the interest earned on charity funds by minimising current account balances and maximising the amounts held on deposit.

Going Concern

After reviewing the organisation's budgets and business plan, taking account of the current economic climate and its reserves position, the directors have a reasonable expectation that the organisation has adequate resources to continue in operational existence for the foreseeable future. They continue to adopt the going concern basis in preparing the financial statements.

Principal Risk and Uncertainty

The directors are responsible for risk management. A comprehensive annual planning and budgeting process is approved by the board, during which a thorough assessment of our key external and internal risks is undertaken, together with how these risks are being managed. In addition, the board received regular reports from the Finance and Risk Committee which receives risk registers from senior management. They assess the adequacy of internal control systems and risk management processes in place. The board reviews quarterly the key strategic risks, the adequacy of the actions being taken to address them and the advent of any new risks.

As an integral part of the risk management approach the board considers the following to be the principal risks and uncertainties for CA Bucks and the action we take to manage those risks.

- Failure to maintain a strategic focus: mitigated by our business plan; effective board management and performance monitoring and a strategic transformation plan. This year 4 strategic criteria were added to aid assessment of new strategic options presented in a faster moving environment
- Change management resulting in loss of staff and volunteers: mitigated by good communication of strategy; staff/volunteer engagement; recruitment and training; involvement in strategic planning. This year a push on volunteer recruitment increased the number of volunteers back to pre-pandemic levels.
- Poor quality of advice resulting in reputational damage, complaints, action: mitigated by well-developed training plans; appropriate support; action taken to address poor quality advice and consistent quality checking processes. This year the risk rating was reduced to reflect ongoing good standards.
- Failure to meet needs of stakeholders resulting in loss of funding: mitigated by effective engagement; effective performance measure. This year further development of fund-raising saw a steady base of funding achieved despite challenging external conditions.
- Not meeting funding targets and needing to use reserves: mitigated by the fund-raising team and clear financial planning; aim to develop multi-year funding and diversification of courses/opportunities; effective service delivery planning. This risk was increased to reflect the funding environment and current forecasts. Mitigations to include review of recruitment and costs.

PRINCIPAL FUNDING SOURCES

The principal sources of funding received in the year was the grant for Core Advice Service of £545,050 from Buckinghamshire Council, and a diverse range of funding from other sources.

PUBLIC BENEFIT

The directors confirm that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers or duties.

ACKNOWLEDGEMENTS

We are tremendously grateful to every funder who has made our work possible this year and would especially like to thank the following:

Buckinghamshire Council, National Lottery Community Fund, the DWP, Santander UK Foundation, Rothschild Foundation, Chiltern Foodbank. Paradigm, Oxford Healthcare Trust, The Clare Foundation, BACAB, Heart of Bucks Community Foundation, The Thomas Hickman Charity, The William Harding Charity and many more.

We would also like to thank each of the Parish and Town Councils who have recognised the importance of maintaining our service in their community and supported us including Winslow Town Council, Marlow Town

Council, The Ivers Parish Council, High Wycombe Town Committee, Great Missenden Parish Council and Buckingham Town Council.

STATEMENT AS TO THE DISCLOSURE OF INFORMATION TO AUDITORS

So far as the directors are aware, there is no relevant information of which the charitable company's auditors are unaware and each director has taken all the steps that they ought to have taken as a director in order to make them aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

APPROVAL

These financial statements have been prepared in accordance with the Companies Act 2006 and the Charities SORP (FRS102).

Approved by the board on 14th August 2024 and signed on their behalf by

Jane Mordue

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Jane Mordue
Chairman

Dated: 14th August 2024

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STATEMENT OF TRUSTEE RESPONSIBILITIES

The directors are responsible for preparing the directors' report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the directors to prepare accounts 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, including the income and expenditure, of the charitable company for that year.

In preparing these accounts, the directors are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- Prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

The directors are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the accounts comply with the Companies act 2006. 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.

Citizens Advice Buckinghamshire Ltd
Statement of Financial Activities
for the year ended 31 March 2024

	Notes	Unrestricted Funds	Restricted Funds	TOTAL	2022/2023
		£	£	£	£
INCOME AND EXPENDITURE					
Incoming Resources					
Incoming resources from generated funds:					
Grants	6	**717,867**	**569,264**	**1,287,131**	1,197,560
Donations and Fundraising	6	**44,423**	**-**	**44,423**	18,099
Investment income		**15,219**	**-**	**15,219**	6,663
Other income		**2,018**	**-**	**2,018**	2,291
Total income - Core Service		**779,527**	**569,264**	**1,348,791**	1,224,613
Pension Wise	18	**-**	**297,460**	**297,460**	269,215
Total Incoming Resources		**779,527**	**866,724**	**1,646,251**	1,493,828
Resources Expended					
Charitable activities					
Payroll	7	**539,995**	**784,244**	**1,324,239**	1,238,065
Support costs	7	**157,817**	**191,313**	**349,130**	336,172
Charitable activities total		**697,812**	**975,557**	**1,673,369**	1,574,237
Governance costs	8	**8,700**	**9,471**	**18,171**	20,414
Total Resources Expended		**706,512**	**985,028**	**1,691,540**	1,594,651
Net Income/Expenditure		**73,015**	**(118,304)**	**(45,289)**	(100,823)
Transfers between funds		**(105,078)**	**105,078**	**-**	**-**
Net Movements in Funds		**(32,063)**	**(13,226)**	**(45,289)**	(100,823)
Total Funds brought forward	15	**636,248**	**19,908**	**656,156**	756,979
Total Funds carried forward	15	**604,185**	**6,682**	**610,867**	656,156

Citizens Advice Buckinghamshire Ltd
Statement of Financial Activities
for the year ended 31 March 2023

	Notes	Unrestricted Funds £	Restricted Funds £	TOTAL £	2021/2022 £
INCOME AND EXPENDITURE					
Incoming Resources					
Incoming resources from generated funds:					
Grants		**600,352**	**866,423**	**1,466,775**	1,332,494
Donations and Fundraising		**18,099**	**-**	**18,099**	13,233
Assets donated from CA High Wycombe	17	**-**	**-**	**-**	330,380
Assets donated from CA Chiltern	17	-	-	-	248,647
Voluntary income total	6	**618,451**	**866,423**	**1,484,874**	1,924,754
Investment income		**6,663**	**-**	**6,663**	421
Other income		**2,291**	**-**	**2,291**	440
Total Incoming Resources		**627,405**	**866,423**	**1,493,828**	1,925,615
Resources Expended					
Charitable activities					
Payroll	7	**461,246**	**776,819**	**1,238,065**	1,077,407
Support costs	7	**163,423**	**172,749**	**336,172**	397,302
Charitable activities total		**624,669**	**949,568**	**1,574,237**	1,474,709
Governance costs	8	**9,537**	**10,877**	**20,414**	12,370
Total Resources Expended		**634,206**	**960,445**	**1,594,651**	1,487,079
Net Income/Expenditure		**(6,801)**	**(94,022)**	**(100,823)**	438,536
Transfers between funds		**(61,343)**	**61,343**	**-**	-
Net Movements in Funds		**(68,144)**	**(32,679)**	**(100,823)**	438,536
Total Funds brought forward	15	**704,392**	**52,587**	**756,979**	318,443
Total Funds carried forward	15	**636,248**	**19,908**	**656,156**	**756,979**

Citizens Advice Buckinghamshire Ltd Company Number 06693405
Balance Sheet at 31 March 2024

	Notes	2023/2024 £	2023/2024 £	2022/2023 £	2022/2023 £
FIXED ASSETS					
Tangible assets			-		-
CURRENT ASSETS					
Debtors	9	**82,816**		78,061	
Cash at bank and in hand		**687,556**		826,697	
		770,372		904,758	
CREDITORS					
Amounts falling due within one year	10	**159,505**		248,602	
NET CURRENT ASSETS			**610,867**		656,156
TOTAL ASSETS LESS CURRENT LIABILITIES			**610,867**		656,156
THE FUNDS OF THE CHARITY					
Unrestricted funds					
-general reserve	15		**604,185**		636,248
			604,185		636,248
Restricted funds	15		**6,682**		19,908
			610,867		656,156

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The accounts were approved and authorised for issue by the Board of Directors on 14th August 2024 and were signed on its behalf by:

Jane Mordue

Jane Mordue - Chairman

Mohammod Farrukh Siddiqi

Farrukh Siddiqi - Treasurer

Citizens Advice Buckinghamshire Ltd
Statement of Cash Flows
for the year ended 31 March 2024

	2024		2023	
	£		£	
Cash flows from operating activities				
Net income for the reporting period	(45,289)		(100,823)	
(as per the statement of financial activities)				
Depreciation charges	-		-	
Dividends, interest and rent from investments	(15,219)		(6,663)	
(Increase)/decrease in debtors	(4,755)		70,904	
Increase/(decrease) in creditors	(89,097)		17,312	
Net cash (used in) operating activities		(154,360)		(19,270)
Cash flows from investing activities:				
Dividends, interest and rent from investments	15,219		6,663	
Proceeds from sale of fixed assets	-		-	
Purchase of fixed assets investments	-	-	-	
Net cash (used in) investing activities		15,219		6,663
Change in cash and cash equivalents in the year		(139,141)		(12,607)
Cash and cash equivalents at the beginning of the year		826,697		839,304
Cash and cash equivalents at the end of the year		687,556		826,697

Notes to the Financial Statements

1. COMPANY STATUS

Citizens Advice Buckinghamshire Ltd (formerly Citizens Advice Aylesbury Vale) is a private company, limited by guarantee, registered in England and Wales. The company's registered number and registered office can be found on the company information page. The presentation currency of the financial statements is Pound Sterling (£).

2. ACCOUNTING POLICIES

The principal accounting policies adopted, judgements and key sources of estimation and uncertainty in the preparation of the financial statements are as follows:

Accounting convention

The charity constitutes a public benefit entity as defined by FRS 102. 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) (issued in October 2019), Charities SORP (FRS 102), the Charities Act 2022, and the Companies Act 2006.

Preparation of the accounts on a going concern basis

The Board has considered the future of the organization and assessed the financial position on 31st March 2024. Given the current level of reserves, the continuing service level agreement for 2024/25 and the expectation that the main sources of funding will continued without any significant reduction, the Board is confident that the organisation will continue to be a going concern for the 12 months after these accounts are approved.

Recognition of income and expenditure

All incoming resources are included in the statement of financial activities when the charity is entitled to, and virtually certain to receive, the income and the amount can be quantified with reasonable accuracy and all performance criteria have been met. Expenditure is recognised on an accrual basis as a liability is incurred. Irrecoverable VAT is charged against the activity for which the expenditure was incurred.

Allocation of Support Costs

Support costs are those functions which support the charity in carrying out its main activities. Accordingly each funded activity has to bear a proportion of these support costs to reflect the full cost of undertaking the work. Support cost are allocated to activities based on staff time and any specific cost items agreed with the funder.

Pension contributions

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

Tangible fixed assets

Fixed assets are items costing over £1,000 and are depreciated on a straight line basis over the useful life of the asset. Items with value of less than £1,000 are expensed in full in the year of acquisition.

Unrestricted Funds

Unrestricted reserves are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

2. ACCOUNTING POLICIES (continued)

Cash at bank and in hand
Cash at bank and in hand refers to amounts which are held by the business in the form of notes and coins (e.g. petty cash) or which are held at a bank in the form of on-demand deposits such as current accounts and savings accounts.

Debtors
Debtors and prepayments are recognised at the settlement amount due or paid.

Creditors
Creditors and provisions are recognised where the charity has an obligation which will result in the transfer of funds to a third party and the amount can be measured or estimated with reasonable accuracy. Deferred income is income received in advance of the associated work being performed.

Redundancy and termination payments
Redundancy and termination payments are recognised when formal notice has been given to the employee(s) concerned.

Operating Leases
Rentals payable under operating leases are charged on a straight line basis over the term of the lease.

Government grants
Government grants are recognised in the income statement so as to match them with the expenditure towards which they are intended to contribute.

Restricted Funds
Funding received for a particular project is kept in a restricted fund and spent on salaries and associated costs relating to that project. In addition support costs are allocated as noted above.

3. MAJOR FUNDERS

Buckinghamshire Council
Buckinghamshire Council, as the successor to the District Councils, provides the core funding for the advice service. This has been rolled forward to end of March 2024.

The National Lottery Community Fund - Money Matters and Future of Advice
The funding for these debt advice projects is provided by the National Lottery Community Fund under the programme RC London and South East Region. The funding for these projects help deliver debt advice and build financial capability as well as building volunteer and advice capacity and funding digital transformation.

Pension Wise
Pension Wise provides free, impartial pensions guidance on clients' pension options.

Santander UK Foundation
Funding for digital and financial empowerment and response to cost of living crisis.

The Rothschild Foundation
Funding towards core costs.

The William Harding Charity and The Thomas Hickman's Charity
Long term supporters providing funding to support to support residents living in Aylesbury.

Parish and Town Councils
A number of local councils (town and parish) have also provided funds which in turn has enabled outreach and other services to be delivered in various locations.

Funding from other local organisations
Other funding for specific & core services comes from other local organisations, such as Paradigm Housing, Oxford Healthcare Trust, Chiltern Foodbank, Buckingham Area Community Advice Bureau, The Clare Foundation, The Tony & Sheelagh Williams Charitable Foundation and Heart of Bucks Community Foundation.

Unrestricted Funds
Other material grants and funds received are unrestricted as to purpose and have been used to provide the Core Services.

4. OPERATING SURPLUS

The net income resources is stated after charging:

Audit	18,000	20,100
Accountants - payroll services	2,400	2,400
Operating lease rentals	60,300	60,607
Trustees expenses	-	212

No travel expenses were paid to the trustees during the year (2023: £212 to three trustees). No trustee received any emoluments or other benefits during the year (2023: £nil).

5. TAXATION
The company is a registered charity and is exempt from corporation tax.

6. INCOME

	2023/24	2022/23
	£	£
Unrestricted		
Bucks Council - Core Advice Service	545,050	495,780
Other income	217,240	122,671
	762,290	**618,451**
Restricted		
Money Matters	51,202	122,423
Money and Pensions Service	-	36,381
NL Adviceline (Future of Advice)	91,342	192,889
Heart of Bucks	17,415	7,166
Benefits Advice - NHS Oxford	45,000	45,000
Debt Advice - BC Trailblazer	-	25,000
Debt Advice (formerly Debt Capacity Building) (incl. Rothschild £60,937)	-	60,937
Debt Advice (formerly Adviceline) -The Clare Foundation	-	20,000
Debt Advice (formerly Money Advice) - We are Digital	-	338
Money Advice (formerly Debt Advice) - Paradigm	38,850	30,000
Energy Advice	-	8,390
Chiltern Foodbank	32,375	13,268
Santander	50,000	8,334
BC - Cost of Living	44,700	22,350
Talkback	27,980	2,332
Cardiomyopathy	5,600	2,400
Cita Funding	17,000	-
National citizens Advice - remote service delivery	31,125	-
The Clare Foundation	3,300	-
Fairhive Thriving Communities Fund	10,000	-
Shanly	2,500	-
Mobbs Memorial Trust	2,000	-
National Lottery Cost of living grant (plus £32,500 in unrestricted)	42,500	-
BC Household support fund (Money Advice)	50,000	-
Thames Water Trust via Citizens Advice West Northampton and Cherwell	6,375	-
	569,264	597,208
Total income - Grant, Donations and Fundraising	**1,331,554**	**1,215,659**

7. CHARITABLE ACTIVITIES

	2024	2023
(A) STAFF COSTS	**£**	**£**
Salaries	1,176,895	1,103,898
Social security costs	84,355	83,773
Pension costs	62,989	50,394
	1,324,239	1,238,065

The average monthly number of employees during the period was 57 (2023: 55). No employee was paid in excess of £60,000 during the year (2023: one). Key management personnel received a total employment benefits of £180,194 (2023: £167,260). Included in the payroll costs are ex gratia payments of £12,750 (2023: *£0).*

	2024	2023
(B) SUPPORT COSTS	**£**	**£**
Telephone, IT and information	74,319	80,019
Consultancy & payroll fees	51,424	63,482
Rent, rates and water	69,447	60,808
Stationery, equipment & office expenses	21,350	23,565
Cleaning, repars and maintenance	34,688	29,975
Recruitment, travel, training and events	68,138	47,552
Insurance, heat, light & storage	17,049	19,058
Fundraising events	3,260	-
Publicity & Promotion	1,861	8,567
Project expenses	2,400	-
Sundry expenses	4,145	1,143
Legal and professional fees	935	1,890
Bank charges	114	113
	349,130	336,172

8. GOVERNANCE COSTS

	2024	2023
	£	£
Audit	18,000	20,100
Trustee expenses	-	212
Other	171	102
	18,171	20,414

9. DEBTORS

	2024	2023
	£	£
Debtors	**38,923**	21,215
Other debtors	**26,682**	33,329
Prepayments and accrued income	**17,211**	23,517
	82,816	78,061

10. CREDITORS

	2024	2023
	£	£
Trade creditors	**6,366**	9,250
Deferred income	**73,184**	156,614
Owing to/(from) payroll	**26,809**	33,218
Pension creditor	**8,242**	9,085
Staff holiday pay accrual	**15,181**	13,561
Other creditors and accruals	**29,723**	26,874
	159,505	248,602

11. DEFERRED INCOME

	2023-2024	2022-2023
	£	£
Balance at 1 April 2023	**156,614**	114,178
Additions during the year	**73,184**	156,614
Amounts released to income	**(156,614)**	(114,178)
Balance at 31 March 2024	**73,184**	156,614

Income was deferred in respect of funding received where the work on the underlying activities was not completed in the financial year and the income was potentially returnable.

12. PENSION COSTS

Employees of the charity are entitled to join a defined contribution money purchase scheme. The charity's contribution is restricted to the contributions disclosed in note 7 as "Pension costs". The outstanding contributions at the year-end are disclosed in note 10.

13. OPERATING LEASES

Annual minimum lease payments under operating leases fall due as follows:

	2024	**2023**
	£	**£**
Within one year	49,550	47,226
Within two and five years	49,500	12,000
In more than five years	-	-

These relate to the lease of the company's offices in Amersham (lease terminated March 2024), Aylesbury, Buckingham, Chesham and High Wycombe.

14. RELATED PARTY TRANSACTIONS

During the year the charity received no donations without conditions from other related parties (2022/23: nil) and £5,500 from Trustees (2022/23: nil).

15. MOVEMENT OF FUNDS

	Balance b/fwd	Income	Expenditure	General subsidy	Balance c/fwd
Restricted Funds	£	£	£	£	£
03 NL Money Matters (Money Advice & Financial Capability)	479	51,202	(60,083)	8,402	-
10 Money (formerly Debt) Advice	11,093	44,683	(62,386)	6,610	-
05 Pension wise Pension Advice)	-	297,460	(339,340)	41,880	-
06 NL Advice (Telephone Advice & web Chat)	8,336	91,342	(100,782)	1,104	-
07 Heart of Bucks (Benefits & General Advice)	-	11,582	(13,799)	2,217	-
09 Benefits Advice	-	45,000	(44,693)	-	307
13 Chiltern Foodbank (Food vouchers, Benefits & Debt Advice)	-	32,375	(37,775)	5,400	-
14 Santander (Digital & Financial Capability)	-	50,000	(55,963)	5,963	-
15 BC Cost of living DC bridging (Debt Advice)	-	44,700	(46,468)	1,768	-
16 Talkback (Benefits & General Advice)	-	27,980	(37,333)	9,353	-
17 Cardiomyopathy (Benefits Advice)	-	5,600	(7,044)	1,444	-
18 Cita Funding (Generalist Advice & telephone)	-	17,000	(19,202)	2,202	-
19 National citizens Advice - remote service delivery (Generalist Advice & Telephone)	-	31,125	(40,267)	9,142	-
19 The Clare Foundation (Generalist Advice)	-	3,300	(3,300)	-	-
19 Fairhive Thriving Communities Fund (Money Advice)	-	10,000	(12,000)	2,000	-
19 Shanly (Disability benefits access)	-	2,500	(2,500)	-	-
19 Mobbs Memorial Trust	-	2,000	(2,000)	-	-
20 National Lottery Cost of living grant (Generalist Advice)	-	42,500	(47,648)	5,148	-
21 BC Household support fund (Money Advice & Benefits)	-	50,000	(52,445)	2,445	-
22 Thames Water Trust (Money advice)	-	6,375	-	-	6,375
	19,908	866,724	(985,028)	105,078	6,682
Unrestricted Funds					
General:					
General reserves	636,248	234,477	(135,007)	(131,533)	604,185
BC - Core Advice service	-	545,050	(571,505)	26,455	-
	636,248	779,527	(706,512)	(105,078)	604,185
	656,156	1,646,251	(1,691,540)	-	610,867

The core service was funded by the Buckinghamshire Council service level agreement. The council also contributed to specific services and balances by £97,560 in 2023/24 (2022/23: £54,890).

MOVEMENT OF FUNDS - PRIOR YEAR (2022-23)

	Balance b/fwd	Income	Expenditure	General subsidy	Balance c/fwd
Restricted Funds	£	£	£	£	£
08 Advice line	-	-	(1,799)	1,799	-
12 Projects restricted	2,160	-	(2,962)	802	-
03 NL Money Matters	1,001	122,423	(122,945)	-	479
10 Debt Advice	40,000	136,275	(165,182)	-	11,093
11 Energy Advice	2,653	8,390	(11,461)	418	-
04 MaPS	-	36,381	(42,950)	6,569	-
05 Pension wise	-	269,215	(313,951)	44,736	-
06 NL Advice line	6,773	192,889	(191,326)	-	8,336
07 Heart of Bucks	-	7,166	(7,522)	356	-
09 Benefits Advice	-	45,000	(47,586)	2,586	-
13 Chiltern Foodbank	-	13,268	(14,537)	1,269	-
14 Santander	-	8,334	(8,441)	107	-
15 BC Cost of living DC bridging	-	22,350	(24,774)	2,424	-
16 Talkback	-	2,332	(2,357)	25	-
17 Cardiomyopathy	-	2,400	(2,652)	252	-
	52,587	866,423	(960,445)	61,343	19,908
Unrestricted Funds					
General:					
General reserves	704,392	131,625	(121,571)	(78,198)	636,248
BC - Core Advice service	-	495,780	(512,635)	16,855	-
	704,392	627,405	(634,206)	(61,343)	636,248
	756,979	1,493,828	(1,594,651)	-	656,156

The core service was funded by the Buckinghamshire Council service level agreement. The income also contributed to specific services and balances by £54,890 in 2022/23 (2021/22: £38,566).

16. ANALYSIS OF FUNDS

	Bank and Cash	Debtors	(Creditors)	Total
	£	£	£	£
Restricted funds	6,682	-	-	6,682
Unrestricted funds				-
-designated	-		-	-
-general reserves	679,080	57,384	- 134,073	602,391
At 31 March 2024	**685,762**	**57,384**	**- 134,073**	**609,073**
At 31 March 2023	826,697	78,061	- 248,602	656,156

17. MEMBERS LIABILITY

Each member of the charity undertakes to contribute such amount as may be required, not exceeding £1, to the charity's assets if it should be wound up while they are a member or within one year after they cease to be a member.

18. PENSION WISE

Pension Wise is a subcontracted initiative, which is distinct and operates independently from Citizens Advice Bucks (CAB) core services.

Independent Auditor's Report to the Members and Trustees of Citizens Advice Buckinghamshire Ltd

Opinion

We have audited the financial statements of Citizens Advice Buckinghamshire Ltd (the 'charitable company') for the year ended 31 March 2024 which comprise the statement of financial activities, the balance sheet, the statement of cash flows, and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the directors' report) has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and sufficient accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit; or
- the trustees were not entitled to take advantage of the small companies' exemptions in preparing the trustee's report and from the requirement to prepare a strategic report.

Responsibilities of the trustees
As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud
Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the charitable company, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the

entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the charitable company that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the charitable company through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

David Green MA (Cantab) FCA
Senior Statutory Auditor
For and on behalf of Azets Audit Services

Chartered Accountants
Statutory Auditor

Suites B & D
Burnham Yard
Beaconsfield
Bucks
HP9 2JH

Date: .....

CITIZENS ADVICE BUCKINGHAMSHIRE LTD

England & Wales - Charity number 1126825

Accounts

CITIZENS ADVICE BUCKINGHAMSHIRE LTD

ANNUAL REPORT AND ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2023

COMPANY NO: 06693405

CHARITY NO: 1126825

CITIZENS ADVICE BUCKINGHAMSHIRE LTD

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CITIZENS ADVICE BUCKINGHAMSHIRE LTD

Legal and Administrative Information

Year Ended 31 March 2023

Directors/Trustees:

Jane Mordue	Chair	
Farrukh Siddiqi	Treasurer	
Lilia Dangi	Company Secretary	(appointed 1st March 2023)
Philip Bruce		(appointed 1st March 2023)
Diana Davis		
Julian Ingram		
Karen Satterford		
Susan Webster		
Lesley Wilkin		
Tessa Castle		(resigned 27th April 2023)
Nahida Khatun		(resigned 9th August 2023)
Russell Carpenter		(resigned 30th August 2022)
Tony Bull		(resigned 7th November 2022)

Company Secretary:	Russell Carpenter	(resigned 20th August 2022)
	Lilia Dangi	(appointed 1st March 2023)
Chief Officer:	Thalia Jervis	(resigned 22nd September 2023)
Registered Office:	2 Pebble Lane Aylesbury Buckinghamshire HP20 2JH	
Company Number:	06693405	
Charity Number:	1126825	
Independent Auditors:	Azets Audit Services Suites B & D Burnham Yard Beaconsfield Buckinghamshire HP9 2JH	
BANK:	CAF Bank Limited West Malling Kent	
WEBSITE:	https://citizensadvicebucks.org.uk/	

REPORT OF THE DIRECTORS/TRUSTEES for the year ended 31 March 2023

The directors of the charity present their report and accounts for the year ended 31 March 2023 which also meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum of Association, 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) (issued in October 2019).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Citizens Advice Buckinghamshire is registered as Citizens Advice Buckinghamshire Limited, company number 06693405) and its registered charity number is 1126825. It was renamed following the merger of the three previous Citizens Advice bodies in April 2021, having previously been named Citizens Advice Aylesbury Vale (2017) and Aylesbury and District Citizens Advice Bureau (2008).

The charitable company was established under a Memorandum of Association which set out its objectives and powers and is governed under its Articles of Association. The Articles were updated in May 2023 to reflect changes in the Charities Act 2022. It is a member of the National Association of Citizens Advice Bureaux (Citizens Advice) and is subject to regular quality audits as part of its membership requirements.

APPOINTMENT OF TRUSTEES

The directors of the company are also trustees of the charity for the purposes of charity law as defined by section 177 of the Charities Act 2011 and under the Company's Articles are known as members of the Trustee Board. Under the requirements of the Articles of Association, elected directors serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

Directors who served during the year are listed on the Administrative Information Page. They were recruited either from the previous, merged, organisations or by advertising vacancies through a specialist website and personal contacts. All were interviewed by existing members of the trustee board.

New directors receive induction training, which covers Citizens Advice services and its aims, principles and policies. Trustees are given introductory information and can spend time meeting with staff and volunteers. There are explanations of the role of a director/trustee, the board, the strategy and business development plan, and issues including funding. They undertake mandatory training as necessary.

PRINCIPAL ACTIVITY

The principal activity of the company was the operation of a Citizens Advice service with offices in Amersham, Aylesbury, Buckingham, Chesham and High Wycombe, with some outreach and a growing service online. CA Bucks gives free, independent and confidential advice to members of the public and is in a unique position to campaign for change when social injustices arise, based on real time information on current issues.

RELATED PARTIES

Citizens Advice Buckinghamshire is a member of the National Association of Citizens Advice Bureaux, company number 01436945 and registered charity no. 279057, known as Citizens Advice.

VISION, MISSION AND VALUES

Vision

To build a better Bucks, a caring community that responds when people need help. We know our services can transform our clients' lives – practically, financially and emotionally. And if our clients' lives are better, our communities, both urban and rural, are better and so is our county.

Mission

To focus help on those most in need, at risk, deprived and most vulnerable.
To help our clients resolve as many issues as we can by empowering them where possible and supporting where there is need.
To raise money to fund our services to meet the demand across the county.
To use technology to help us meet our clients' needs more efficiently and effectively.

Values

Professional – Respect – Kind – Friendly – Client-centred.

REVIEW OF YEAR 2022-23

This year saw the coming to fruition of our merger, realising the benefits of having one team across Buckinghamshire. Expertise and resource based in one location is now shared more widely, to help our clients and also to support our own staff and advisers better.

Known as CA Bucks, the organisation moved into 'business as usual' mode, just as events here and abroad conspired to ramp up the pressure. Cost-of-living and soaring inflation saw a relentless increase in demand for our services. Even in 'leafy Buckinghamshire', local people who had few resources to fall back on were hit hard. There were large increases in debt and housing issues as well as food bank vouchers. Financial capability topped the list with a 26% rise driven mainly through the PensionWise contract. Child poverty is an issue here with nine wards which have an above average percentage of children in poverty. In 2022/23 we saw 1,945 clients from these wards who between them required advice about 10,064 issues. We helped them receive £860k in income gains, have £244k debts written off and receive £11k worth of food bank vouchers.

Sudden rises in inflation hurt many people, before benefits were increased, and even now the advisers struggle to help clients get back in the black. This puts a strain on advisers themselves and we are grateful to all for their dedication and commitment. The board agreed a system of mental health champions to provide support to staff and volunteers.

One big win was that volunteer numbers returned to pre-pandemic levels. This helped CA Bucks see a third more clients in March 2023 than in March 2022.

This year highlighted the challenge of helping those most in need of our services as against simple demand – the service is open to all. Clients were presenting from a wider social demographic – those in work and those in higher socio-economic groups were facing sudden financial shocks. The board and senior management team agreed a new strategy to channel demand by increasing the focus on need. First, it agreed 4 strategic priorities by which to measure options: Prevention, Issues, Need and Empowerment. Next it agreed a model to match the client to the right service channel. So, empowering people with information where possible enabling them to resolve their issues for themselves and providing more intensive interventions for those who needed them including a return to face to face for the most vulnerable – although some still preferred the phone.

Another benefit of countywide working has been our ability to seek funds from larger charities as well as working in partnership with other Bucks organisations including charities and the NHS. The group 'Charities Together' is a good example of this. Formed to tackle financial insecurity, CA Bucks joined Age UK Bucks, Carers Bucks, Community Impact Bucks, Connection Support and Youth Concern. Funding is from the Anson Charitable Trust, Heart of Bucks Community Foundation, Rothschild Foundation and the Tony & Sheelagh Williams Foundation.

FINANCIAL REVIEW

Overview

As set out in the Statement of Financial Activities, total income for the year ended 31 March 2023 was £1,493,828. The total expenditure was £1,594,651 resulting in a deficit for the year of£100,823.

Reserves

Total funds of the Charity at 31 March 2023 amounted to £656,156, comprising of unrestricted reserves of £636,248 and restricted reserves of £19,908.

Citizens Advice Bucks reserves policy aims to maintain unrestricted reserves which reflect the cash needs of the 3 year business plan and aims to maintain unrestrictive reserves of between 3 and 6 months of the forecast expenditure.

Investment policy

The directors aimed to maximise the interest earned on charity funds by minimising current account balances and maximising the amounts held on deposit.

Going Concern

After reviewing the organisation's budgets and business plan, taking account of the current economic climate and its reserves position, the directors have a reasonable expectation that the organisation has adequate resources to continue in operational existence for the foreseeable future. They continue to adopt the going concern basis in preparing the financial statements.

Principal Risk and Uncertainty

The directors are responsible for risk management. A comprehensive annual planning and budgeting process is approved by the board, during which a thorough assessment of our key external and internal risks is undertaken, together with how these risks are being managed. In addition, the board received regular reports from the Finance and Risk Committee which receives risk registers from senior management. They assess the adequacy of internal control systems and risk management processes in place. The board reviews quarterly the key strategic risks, the adequacy of the actions being taken to address them and the advent of any new risks.

As an integral part of the risk management approach the board considers the following to be the principal risks and uncertainties for CA Bucks and the action we take to manage those risks.

- Failure to maintain a strategic focus: mitigated by our business plan; effective board management and performance monitoring and a strategic transformation plan. This year 4 strategic criteria were added to aid assessment of new strategic options presented in a faster moving environment.

- Change management resulting in loss of staff and volunteers: mitigated by good communication of strategy; staff/volunteer engagement; recruitment and training; involvement in strategic planning. This year a push on volunteer recruitment increased the number of volunteers back to pre-pandemic levels.

- Poor quality of advice resulting in reputational damage, complaints, action: mitigated by well-developed training plans; appropriate support; action taken to address poor quality advice and consistent quality checking processes. This year the risk rating was reduced to reflect ongoing good standards.

- Failure to meet needs of stakeholders resulting in loss of funding: mitigated by effective engagement; effective performance measure. This year further development of fund-raising saw a steady base of funding achieved despite challenging external conditions.

- Not meeting funding targets and needing to use reserves: mitigated by the fund-raising team and clear financial planning; aim to develop multiyear funding and diversification of courses/opportunities; effective service delivery planning. This risk was increased to reflect the funding environment and current forecasts. Mitigations to include review of recruitment and costs.

PRINCIPAL FUNDING SOURCES

The principal sources of funding received in the year was £543,130 from Buckinghamshire Council, and a diverse range of funding from other sources.

PUBLIC BENEFIT

The directors confirm that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers or duties.

ACKNOWLEDGEMENTS

We are tremendously grateful to every funder who has made our work possible this year and would especially like to thank the following:

Buckinghamshire Council, National Lottery Community Fund, the DWP, Santander UK Foundation, The Rothschild Foundation, Chiltern Foodbank. Paradigm, Oxford Healthcare Trust, The Clare Foundation, BACAB, The Heart of Bucks Community Foundation, The Thomas Hickman Charity and many more.

We would also like to thank each of the Parish and Town Councils who have recognised the importance of maintaining our service in their community and supported us including Winslow Town Council, Marlow Town Council, The Ivers Parish Council, High Wycombe Town Committee, Great Missenden Parish Council and Buckingham Town Council.

STATEMENT AS TO THE DISCLOSURE OF INFORMATION TO AUDITORDS

So far as the directors are aware, there is no relevant information of which the charitable company's auditors are unaware and each director has taken all the steps that they ought to have taken as a director in order to make them aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

APPROVAL

These financial statements have been prepared in accordance with the Companies Act 2006 and the Charities SORP (FRS102).

Approved by the Board of Trustees on 8th November 2023 and signed on their behalf by

Jane Mordue
.....
Jane Mordue
Chairman

Dated: 8 November 2023

STATEMENT OF TRUSTEE RESPONSIBILITIES

The directors are responsible for preparing the directors' report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the directors to prepare accounts 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, including the income and expenditure, of the charitable company for that year.

In preparing these accounts, the directors are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- Prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

The directors are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the accounts comply with the Companies act 2006. 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.

Citizens Advice Buckinghamshire Ltd
Statement of Financial Activities
for the year ended 31 March 2023

	Notes	Unrestricted Funds £	Restricted Funds £	TOTAL £	2021/2022 £
INCOME AND EXPENDITURE					
Incoming Resources					
Incoming resources from generated funds:					
Grants		**600,352**	**866,423**	**1,466,775**	1,332,494
Donations and Fundraising		**18,099**	-	**18,099**	13,233
Assets donated from CA High Wycombe	17	-	-	-	330,380
Assets donated from CA Chiltern	17	-	-	-	248,647
Voluntary income total	6	**618,451**	**866,423**	**1,484,874**	1,924,754
Investment income		**6,663**	-	**6,663**	421
Other income		**2,291**	-	**2,291**	440
Total Incoming Resources		**627,405**	**866,423**	**1,493,828**	1,925,615
Resources Expended					
Charitable activities					
Payroll	7	**461,246**	**776,819**	**1,238,065**	1,077,407
Support costs	7	**163,423**	**172,749**	**336,172**	397,302
Charitable activities total		**624,669**	**949,568**	**1,574,237**	1,474,709
Governance costs	8	**9,537**	**10,877**	**20,414**	12,370
Total Resources Expended		**634,206**	**960,445**	**1,594,651**	1,487,079
Net Income/Expenditure		**(6,801)**	**(94,022)**	**(100,823)**	438,536
Transfers between funds		**(61,343)**	**61,343**	-	-
Net Movements in Funds		**(68,144)**	**(32,679)**	**(100,823)**	438,536
Total Funds brought forward	15	**704,392**	**52,587**	**756,979**	318,443
Total Funds carried forward	15	**636,248**	**19,908**	**656,156**	**756,979**

Citizens Advice Buckinghamshire Ltd
Statement of Financial Activities
for the year ended 31 March 2022

	Notes	Unrestricted Funds £	Restricted Funds £	TOTAL £	2020/2021 £
INCOME AND EXPENDITURE					
Incoming Resources					
Incoming resources from generated funds:					
Grants		**475,141**	**857,353**	**1,332,494**	442,799
Donations and Fundraising		**7,810**	**5,423**	**13,233**	7,921
Assets donated from CA High Wycombe	17	**308,341**	**22,039**	**330,380**	-
Assets donated from CA Chiltern	17	**195,958**	**52,689**	**248,647**	-
Voluntary income total	6	**987,250**	**937,504**	**1,924,754**	450,720
Investment income		**421**	-	**421**	1,006
Other income	6	**440**	-	**440**	27,386
Total Incoming Resources		**988,111**	**937,504**	**1,925,615**	479,112
Resources Expended					
Charitable activities					
Payroll	7	**391,346**	**686,061**	**1,077,407**	233,760
Support costs	7	**133,684**	**263,618**	**397,302**	171,957
Charitable activities total		**525,030**	**949,679**	**1,474,709**	405,717
Governance costs	8	**12,370**	-	**12,370**	2,270
Total Resources Expended		**537,400**	**949,679**	**1,487,079**	407,987
Net Income/Expenditure		**450,711**	**(12,175)**	**438,536**	71,125
Transfers between funds		-	-	-	-
Net Movements in Funds		**450,711**	**(12,175)**	**438,536**	71,125
Total Funds brought forward	15	**253,681**	**64,762**	**318,443**	247,318
Total Funds carried forward	15	**704,392**	**52,587**	**756,979**	**318,443**

Citizens Advice Buckinghamshire Ltd Company Number 06693405
Balance Sheet at 31 March 2023

	Notes	2022/23 £	2022/23 £	2021/22 £	2021/22 £
FIXED ASSETS					
Tangible assets			-		-
CURRENT ASSETS					
Debtors	9	**78,061**		148,965	
Cash at bank and in hand		**826,697**		839,304	
		904,758		988,269	
CREDITORS					
Amounts falling due within one year	10	**248,602**		231,290	
NET CURRENT ASSETS			**656,156**		756,979
TOTAL ASSETS LESS CURRENT LIABILITIES			**656,156**		756,979
THE FUNDS OF THE CHARITY					
Unrestricted funds					
-general reserve	15		**636,248**		704,392
			636,248		704,392
Restricted funds	15		**19,908**		52,587
			656,156		756,979

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The accounts were approved and authorised for issue by the Board of Directors on 8th November 2023 and were signed on its behalf by:

Jane Mordue - Chairman

Farrukh Siddiqi - Treasurer

Citizens Advice Buckinghamshire Ltd
Statement of Cash Flows
for the year ended 31 March 2023

	2023		2022	
	£		£	
Cash flows from operating activities				
Net income for the reporting period (as per the statement of financial activities)	(100,823)		438,536	
Depreciation charges	-		-	
Dividends, interest and rent from investments	(6,663)		(421)	
(Increase)/decrease in debtors	70,904		(94,735)	
Increase/(decrease) in creditors	17,312		72,386	
Net cash (used in) operating activities		(19,270)		415,766
Cash flows from investing activities:				
Dividends, interest and rent from investments	6,663		421	
Proceeds from sale of fixed assets	-		-	
Purchase of fixed assets investments	-	-	-	
Net cash (used in) investing activities		6,663		421
Change in cash and cash equivalents in the year		(12,607)		416,187
Cash and cash equivalents at the beginning of the year		839,304		423,117
Cash and cash equivalents at the end of the year		826,697		839,304

Notes to the Financial Statements

1. COMPANY STATUS

Citizens Advice Buckinghamshire Ltd (formerly Citizens Advice Aylesbury Vale) is a private company, limited by guarantee, registered in England and Wales. The company's registered number and registered office can be found on the company information page. The presentation currency of the financial statements is Pound Sterling (£).

2. ACCOUNTING POLICIES

The principal accounting policies adopted, judgements and key sources of estimation and uncertainty in the preparation of the financial statements are as follows:

Accounting convention

The charity constitutes a public benefit entity as defined by FRS 102. 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) (issued in October 2019), Charities SORP (FRS 102), the Charities Act 2022, and the Companies Act 2006.

Preparation of the accounts on a going concern basis

The Board has considered the future of the organization and assessed the financial position on 31st March 2023. Given the current level of reserves, the continuing service level agreement for 2023/24 and the expectation that the main sources of funding will continued without any significant reduction, the Board is confident that the organisation will continue to be a going concern for the 12 months after these accounts are approved.

Recognition of income and expenditure

All incoming resources are included in the statement of financial activities when the charity is entitled to, and virtually certain to receive, the income and the amount can be quantified with reasonable accuracy and all performance criteria have been met. Expenditure is recognised on an accrual basis as a liability is incurred. Irrecoverable VAT is charged against the activity for which the expenditure was incurred.

Allocation of Support Costs

Support costs are those functions which support the charity in carrying out its main activities. Accordingly each funded activity has to bear a proportion of these support costs to reflect the full cost of undertaking the work. Support cost are allocated to activities based on staff time and any specific cost items agreed with the funder.

Pension contributions

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

Tangible fixed assets

Fixed assets are items costing over £1,000. Items with value of less than £1,000 are expensed in full in the year of acquisition and items over £1,000 are fully depreciated in the year of the acquisition.

Cash at bank and in hand

Cash at bank and in hand refers to amounts which are held by the business in the form of notes and coins (e.g. petty cash) or which are held at a bank in the form of on-demand deposits such as current accounts and savings accounts.

Debtors

Debtors and prepayments are recognised at the settlement amount due or paid.

Creditors

Creditors and provisions are recognised where the charity has an obligation which will result in the transfer of funds to a third party and the amount can be measured or estimated with reasonable accuracy. Deferred income is income received in advance of the associated work being performed.

2. ACCOUNTING POLICIES (continued)

Redundancy and termination payments
Redundancy and termination payments are recognised when formal notice has been given to the employee(s) concerned.

Operating Leases
Rentals payable under operating leases are charged on a straight line basis over the term of the lease.

Government grants
Government grants are recognised in the income statement so as to match them with the expenditure towards which they are intended to contribute.

Restricted Funds
Funding received for a particular project is kept in a restricted fund and spent on salaries and associated costs relating to that project. In addition support costs are allocated as noted above.

3. MAJOR FUNDERS

Buckinghamshire Council
Buckinghamshire Council, as the successor to the District Councils, provides the core funding for the advice service. This has been rolled forward to end of March 2024.

The National Lottery Community Fund - Money Matters and Future of Advice
The funding for these debt advice projects is provided by the National Lottery Community Fund under the programme RC London and South East Region. The funding for these projects help deliver debt advice and build financial capability as well as building volunteer and advice capacity and funding digital transformation.

Pension Wise
Pension Wise provides free, impartial pensions guidance on clients' pension options.

MaPS (Money and Pension Service)
This service provides clients access to money, pensions and debt advice.

Santander UK Foundation
Funding for digital and financial empowerment and response to cost of living crisis.

The Rothschild Foundation
Funding for debt advice and debt casework.

Parish and Town Councils
A number of local councils (town and parish) have also provided funds which in turn has enabled outreach and other services to be delivered in various locations.

Funding from other local organisations
Other funding for specific services comes from other local organisations, such as Paradigm Housing, Oxford Healthcare Trust, Chiltern Foodbank, Buckingham Area Community Advice Bureau. The Clare Foundation, The Tony & Sheelagh Williams Charitable Foundation, The Heart of Bucks Community Foundation, and The William Harding Charity.

Unrestricted Funds
Other material grants and funds received are unrestricted as to purpose and have been used to provide the Core Services.

4. OPERATING SURPLUS

	2023	2022
	£	£
The net income resources is stated after charging:		
Audit	20,100	10,800
Accountants - payroll services	2,400	960
Operating lease rentals	60,607	59,890
Trustees expenses	212	35

Travel expenses of £212 were paid to three trustees during the year (2022: £35 to one trustee). No trustee received any emoluments or other benefits during the year (2022: £nil).

5. TAXATION

The company is a registered charity and is exempt from corporation tax.

6. INCOME

	2022/23	2021/22
Unrestricted		
Bucks Council - Core Advice Service	495,780	430,780
Assets acquired from High Wycombe and Chiltern CABs on merger	-	504,299
Other income	122,671	52,171
	618,451	**987,250**
Restricted		
Money Matters	122,423	117,340
Money and Pensions Service	36,381	75,717
Pension Wise	269,215	216,974
NL Adviceline (Future of Advice)	192,889	-
Heart of Bucks	7,166	-
Benefits Advice (formerly Outreach)- NHS Oxford	45,000	33,750
Debt Advice - BC Trailblazer	25,000	25,000
Debt Advice (formerly Debt Capacity Building) (incl. Rothschild £60,937)	60,937	94,063
Debt Advice (formerly Adviceline) -The Clare Foundation	20,000	20,000
Debt Advice (formerly Money Advice) - We are Digital	338	12,056
Debt Advice (formerly Money Advice) - Paradigm	30,000	30,000
Energy Advice	8,390	9,780
Other restricted funds	-	28,980
Chiltern Foodbank	13,268	-
Santander	8,334	-
BC - Cost of Living	22,350	-
Talkback	2,332	-
Cardiomyopathy	2,400	-
Money Advice - People's postcode lottery	-	19,446
Money Advice - BC Caseworker	-	6,566
Money Advice - Winslow Town Council	-	12,500
Outreach & home advice (formerly Home Visiting) - BACAB	-	25,000
Adviceline -Other	-	15,000
Help to Claim (formerly Universal Credit/Support)	-	120,604
Assets acquired from High Wtycombe and Chiltern CABs on merger	-	74,728
	866,423	937,504
Total voluntary income	**1,484,874**	**1,924,754**

7. CHARITABLE ACTIVITIES

	2023	2022
(A) STAFF COSTS	£	£
Salaries	1,103,898	973,150
Social security costs	83,773	67,117
Pension costs	50,394	37,140
	1,238,065	1,077,407

The average monthly number of employees during the period was 55.1 (2022: 54.8). One employee was paid in excess of £60,000 during the year (2022: one). Key management personnel received a total employment benefits of £167,260 (2022: £142,343). No redundancy payments were made during the year (2022: £25,150).

(B) SUPPORT COSTS	£	£
Telephone, IT and information	80,019	118,299
Consultancy & payroll fees	63,482	78,305
Rent, rates and water	60,808	74,584
Stationery, equipment & office expenses	23,565	44,561
Cleaning, repars and maintenance	29,975	26,335
Recuitment, travel and training	47,552	24,051
Insurance, heat, light & storage	19,058	12,817
Publicity & Promotion	8,567	-
Sundry expenses	1,143	14,367
Legal and professional fees	1,890	3,778
Bank charges	113	205
	336,172	397,302

8. GOVERNANCE COSTS

	2023	2022
	£	£
Audit	20,100	10,800
Trustee expenses	212	35
Other	102	1,535
	20,414	12,370

9. DEBTORS

	2023	2022
	£	£
Debtors	**21,215**	-
Other debtors	**33,329**	-
Prepayments and accrued income	**23,517**	148,965
	78,061	148,965

10. CREDITORS

	2023	2022
	£	£
Trade creditors	**9,250**	-
Deferred income	**156,614**	114,178
Taxation and social security	**33,218**	19,434
Pension creditor	**9,085**	5,338
Staff holiday pay accrual	**13,561**	15,135
Other creditors and accruals	**26,874**	77,205
	248,602	231,290

11. DEFERRED INCOME

Income was deferred in respect of funding received where the work on the underlying activities was not completed in the financial year and the income was potentially returnable.

	2022/23 £	2021/22 £
Balance at 1 April 2022	**114,178**	109,506
Additions during the year	**156,614**	170,047
Amounts released to income	**(114,178)**	(165,375)
Balance at 31 March 2022	**156,614**	114,178

12. PENSION COSTS

Employees of the charity are entitled to join a defined contribution money purchase scheme. The charity's contribution is restricted to the contributions disclosed in note 7 as "Other pension costs". The outstanding contributions at the year-end are disclosed in note 10.

13. OPERATING LEASES

Annual minimum lease payments under operating leases fall due as follows:

Annual minimum lease payments under operating leases fall due as follows:

	2023 £	2022 £
Within one year	47,226	30,300
Within two and five years	12,000	-
In more than five years	-	-

These relate to the lease of the company's offices in Amersham, Aylesbury, Buckingham, Chesham and High Wycombe.

14. RELATED PARTY TRANSACTIONS

During the year the charity received no donations without conditions from other related parties (2021/22: nil) and none from Trustees (2021/22: £5,000).

15. MOVEMENT OF FUNDS

	Balance b/fwd	Income	Expenditure	Transfers	Balance c/fwd
Restricted Funds	£	£	£	£	£
08 Advice line (Telephone Advice)	-	-	(1,799)	1799	-
12 Projects restricted	2,160	-	(2,962)	802	-
03 NL Money Matters (Money Advice & Financial Capability)	1,001	122,423	(122,945)	-	479
10 Debt Advice	40,000	136,275	(165,182)	-	11,093
11 Energy Advice	2,653	8,390	(11,461)	418	-
04 MaPS (Money, Pension & Debt Advice)	-	36,381	(42,950)	6,569	-
05 Pension wise (Pension Advice)	-	269,215	(313,951)	44,736	-
06 NL Advice line (Telephone Advice & Web Chat)	6,773	192,889	(191,326)		8,336
07 Heart of Bucks (Benefits & General Advice)	-	7,166	(7,522)	356	-
09 Benefits Advice	-	45,000	(47,586)	2,586	-
13 Chiltern Foodbank (Food Vouchers, Benefits & Debt Advice)	-	13,268	(14,537)	1,269	-
14 Santander (Digital & Financial Capability)	-	8,334	(8,441)	107	-
15 BC Cost of living DC bridging (Debt Advice)	-	22,350	(24,774)	2,424	-
16 Talkback (Benefits & General Advice)	-	2,332	(2,357)	25	-
17 Cardiomyopathy (Benefits Advice)	-	2,400	(2,652)	252	-
	52,587	866,423	(960,445)	61,343	19,908
Unrestricted Funds					
General:					
General reserves	704,392	131,625	(121,571)	(78,198)	636,248
BC - Core Advice service	-	495,780	(512,635)	16,855	-
	704,392	627,405	(634,206)	(61,343)	636,248
	756,979	1,493,828	(1,594,651)	-	656,156

The core service was funded by the Buckinghamshire Council service level agreement. The council also contributed to specific services and balances by £54,890 in 2022/23 (2021/23: £38,566).

MOVEMENT OF FUNDS - PRIOR YEAR (2021-22)

	Balance b/fwd	Income	Expenditure	Transfers	Balance c/fwd
Restricted Funds	£	£	£	£	£
Advice line (formerly NL advice line)	17,866	35,000	(46,093)	-	6,773
Outreach & home advice (formerly Home Visiting)	4,295	58,750	(61,020)	-	2,025
Help to Claim (formerly Universal Credit/Support)	5,132	128,320	(133,452)	-	-
Emergency Accommodation/support	2,000	-	(2,000)	-	-
Thomas Hickman Charity	1,415	-	(1,415)	-	-
Covid-19 Response (remote working equipment)	460	1001	(1,461)	-	-
Specific private donations	200	-	(200)	-	-
Other restricted	-	28,980	(28,845)	-	135
CA Bucks	-	4,805	(4,805)	-	-
Pension Wise	-	216,975	(216,975)	-	-
Money Advice (incl. William Harding & Winslow TC)	5,697	107,640	(113,337)	-	-
Money Matters (formerly Reaching Communities)	27,697	146,838	(173,534)	-	1,001
Money and Pensions Service	-	78,556	(78,556)	-	-
Debt Capacity Building (incl. Rothschild)	-	94,063	(54,063)	-	40,000
BEIS RAMP	-	8,516	(8,516)	-	-
Energy Advice	-	28,060	(25,407)	-	2,653
	64,762	937,504	(949,679)	-	52,587
Unrestricted Funds					
General:					
General reserves (incl. acq'd unrestricted funds)	253,681	557,331	(70,463)	(70,463)	670,086
BC - Core Advice service	-	430,780	(466,937)	36,157	-
	253,681	988,111	(537,400)	(34,306)	670,086
	318,443	1,925,615	(1,487,079)	(34,306)	722,673

The core service was funded by the Buckinghamshire Council service level agreement. The income also contributed to specific services and balances by £38,566 in 2022 (2021: £1,805).

16. ANALYSIS OF FUNDS

	Bank and Cash	Debtors	(Creditors)	Total
	£		£	£
Restricted funds	**19,908**	-	-	**19,908**
Unrestricted funds				-
-designated	-	-	-	-
-general reserves	**806,789**	**78,061**	**(248,602)**	**636,248**
At 31 March 2023	**826,697**	**78,061**	**(248,602)**	**656,156**
At 31 March 2022	839,304	148,965	(231,290)	756,979

17. MERGER ASSETS

On the merger of the three Buckinghamshire bureaus, there were one-off asset donations of £330,380 from CA High Wycombe and £248,647 from CA Chiltern in the period 2021/2022.

18. MEMBERS LIABILITY

Each member of the charity undertakes to contribute such amount as may be required, not exceeding £1, to the charity's assets if it should be wound up while they are a member or within one year after they cease to be a member.

Independent Auditor's Report to the Members and Trustees of Citizens Advice Buckinghamshire Ltd

Opinion

We have audited the financial statements of Citizens Advice Buckinghamshire Ltd (the 'charitable company') for the year ended 31 March 2023 which comprise the statement of financial activities, the balance sheet, the statement of cash flows, and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the directors' report) has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and sufficient accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit; or
- the trustees were not entitled to take advantage of the small companies' exemptions in preparing the trustee's report and from the requirement to prepare a strategic report.

Responsibilities of the trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the charitable company, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the charitable company that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and

claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the charitable company through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Azets Audit Services

David Green (Senior Statutory Auditor)
For and on behalf of Azets Audit Services

Chartered Accountants
Statutory Auditor

Suites B & D
Burnham Yard
Beaconsfield
Bucks
HP9 2JH

Date: 10 Nov 2023

CITIZENS ADVICE BUCKINGHAMSHIRE LTD

England & Wales - Charity number 1126825

Accounts

CITIZENS ADVICE BUCKINGHAMSHIRE LTD

ANNUAL REPORT AND ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2022

COMPANY NO: 06693405

CHARITY NO: 1126825

CITIZENS ADVICE BUCKINGHAMSHIRE LTD

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CITIZENS ADVICE BUCKINGHAMSHIRE LTD

Legal and Administrative Information

Year Ended 31 March 2022

Directors/Trustees:

Jane Mordue	Chair	
Russell Carpenter	Company Secretary	(appointed 11th August 2021, resigned 20th August 2022)
John Whiteley	Treasurer	(resigned 11th November 2021)
Tony Tagent	Treasurer	(appointed 16th November 2021, resigned 7th January 2022)
Farrukh Siddiqi	Treasurer	(appointed 14th April 2021)
Tessa Castle		(appointed 16th November 2021)
Julian Ingram		(appointed 12th May 2021)
Karen Satterford		(appointed 12th May 2021)
Susan Webster		(appointed 14th April 2021)
Tony Bull		
Nahida Khatun		
Diana Davis		
Lesley Wilkin		
John Beckerleg		(resigned 11th August 2021)
Claire Grant		(resigned 23rd August 2021)

Company Secretary: Russell Carpenter (resigned 20th August 2022)

Chief Officer: Thalia Jervis

Registered Office: 2 Pebble Lane
Aylesbury
Buckinghamshire HP20
2JH

Company Number: 06693405

Charity Number: 1126825

Independent Auditors: Azets Audit Services
Suites B & D
Burnham Yard
Beaconsfield
Buckinghamshire
HP9 2JH

BANK: CAF Bank Limited
West Malling
Kent

WEBSITE: https://citizensadvicebucks.org.uk/

REPORT OF THE DIRECTORS/TRUSTEES for the year ended 31 March 2022

The Trustees present their report and accounts for the year ended 31 March 2022 which also meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum of Association, 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) (issued in October 2019).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Aylesbury and District Citizens Advice Bureau was incorporated on 10 September 2008 as a private company limited by guarantee, and commenced operations on 1 April 2009, when it took over the operations of the previous unincorporated charity. On 8 March 2017 by extraordinary resolution the name was changed to Citizens Advice Aylesbury Vale following the merger with Buckingham, Winslow and District Citizens Advice Bureau on 1 April 2017. On 1 April 2021 the charity merged with Chiltern Citizens Advice Bureau Ltd and High Wycombe and District Citizens Advice Bureau. It was renamed Citizens Advice Buckinghamshire Ltd (Citizens Advice Bucks) to reflect its wider geographical coverage.

Its company number is 06693405 and its registered charity number is 1126825.

The charitable company was established under a Memorandum of Association which set out the objects and powers, and is governed under its Articles of Association. The Articles were updated on 20 April 2021 to reflect the merger. It is a member of the National Association of Citizens Advice Bureaux and is subject to regular quality audits as part of its membership requirements.

APPOINTMENT OF TRUSTEES

The directors of the Company are also trustees of the Bureau for the purposes of Charity law and under the Company's Articles are known as members of the Trustee Board. Under the requirements of the Articles of Association, elected Trustees serve for a period of three years after which they must be re-elected at the next Annual General Meeting. Nominated or co-opted members may be elected or re-appointed after three years. Trustees have the power to co-opt members to fill specialist roles.

The Trustees who served during the year are listed on the Administrative Information Page. The Trustees who were members of the Board during the period covered by these accounts were recruited either from the merging organisations or by advertising vacancies through a specialist website and personal contact. All were interviewed by existing members of the trustee board.

New Trustees attend Induction Training, which gives them an outline of the Citizens Advice Services and its aims, principles and policies. Trustees are given introductory information and the new Trustees also spend time in the Bureau and have meetings with the specialist advisers, the Chief Officer and the Company Secretary. There are explanations of the role of a Trustee/Director, the Board, the development plan and issues including funding and client statistics. Trustees with interests in particular areas are encouraged to go on with further training. There are learning materials available for Trustees and these range from recruitment & selection to health & safety. Trustees are able to attend regional training events and are updated on governance issues as necessary.

PRINCIPAL ACTIVITY

The principal activity of the company in the period under review, was the operation of a Citizens Advice Bureau with offices in Amersham, Aylesbury, Buckingham, Chesham and High Wycombe. Citizens Advice Bureaux give free, independent and confidential advice to members of the public and are in a unique position to be able to campaign for change when social injustices arise.

The Trustees have had regard to the guidance published by the Charity Commissioners on public benefit and believe that the activities of the charity as outlined in the report are for the public benefit.

RELATED PARTIES

The Bureau is a member of National Citizens Advice Bureaux ("Citizens Advice"), which provides the Bureau with its Information System, Advisernet, and the case-recording system Casebook. Citizens Advice also provides other specialist support and audits the Bureau for organisational performance and for quality of advice.

REVIEW OF YEAR 2021-22

We have had an incredible year of both change and constant - with the merging of 3 highly respected Citizens Advice into one robust Citizens Advice for the area, and the emergence of a new, much stronger and county wide entity that has been able to make a real impact. Our constant has been the extraordinary number of clients we have been able to help whilst going through a series of internal changes to unify.

This is the first annual report by the trustees of Citizens Advice Bucks since we merged. This follows its creation in April 2021 during the pandemic lockdown, from 3 Citizens Advice organisations which had served the residents of Buckinghamshire over 80 years: Aylesbury Vale since 1969, Chiltern and High Wycombe since 1939. In this financial year we also agreed to take over the delivery of advice services in South Buckinghamshire from Citizens Advice Three Rivers from 1 April 2022. This will allow us to mirror fully the territory covered by the new unitary authority, Buckinghamshire Council. We thank all those involved for their vision and enormous energy, working to help their organisations to merge, especially during such a difficult time.

As a service, this has allowed us to increase the skill of our leadership capacity, grow our volunteering and our scope across the county, as well as expand our activities to help even more vulnerable people, with fantastic initiatives that have been helping the nearly 12,000 people we help each year get through the pandemic and beyond. Our volunteers have continued their tireless contribution to our organisation and the people of Bucks, dedicating nearly 23,000 hours to helping our community. Our staff have been a backbone to their work, supporting them to train, develop and working together to provide advice to the very best standards. Our results speak for themselves, quickly achieving quality accreditation as a new organization from National Citizens Advice.

We have achieved significant transformation internally into a modern advice organisation that is serving Buckinghamshire well- facilitating advice through numerous channels from online webchat, to telephone advice, social media, email and website, as well as our ongoing outreach and in person appointments. We are very grateful to Buckinghamshire Council and to all the trusts, foundations, Parish Councils, donors and other charities who have supported our work.

We are mindful of the challenges ahead not least the cost of living and inflationary pressures we all face, and the lasting impact of financial insecurity that has afflicted our county during an extraordinary three years. In this next 12 months, we will grow our long term funding and, as a priority, are seeking to obtain multi-year funding to support the sustainability of the charity.

OBJECTIVES AND ACTIVITIES

Our purpose

We are a charity providing free, confidential, independent, impartial and expert advice that empowers people facing challenges in their lives to help themselves and directly supports those that can't. At the same time, we work to improve the policies and practices that affect people's lives.

Our vision

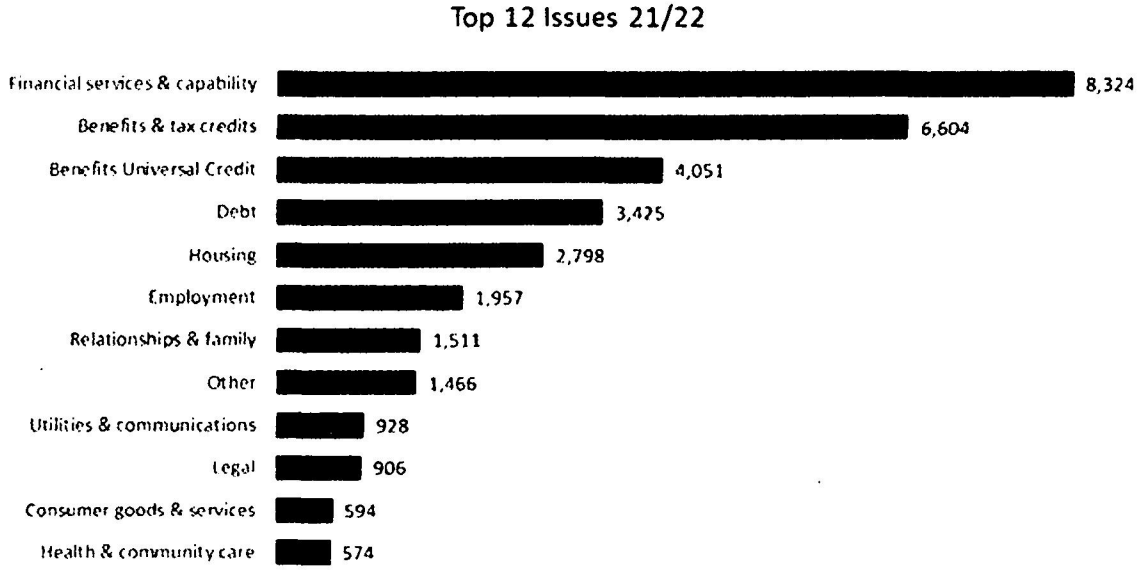
We want to help build a better Bucks, a caring community that responds when people need help. We know our services can transform our clients' lives – practically, financially and emotionally. And if our clients' lives are better, our communities, both urban and rural, are better and so is our county.

Our values

Professional
Client-focused
Friendly
Respectful
Kind

The Charity's Activities

Through the charity's 50 staff (30.6 full time equivalents) and 94 volunteers by the end of 2021/22, Citizens Advice Bucks offered an advice service to the people of Buckinghamshire who require support. The top 12 issues on which we gave advice are set out in the table below



Services and projects included:

- Generalist Advice
- Money Advice – financial capability training
- Pension Wise
- Energy Advice and energy winter fuel crisis grants
- Home visiting; outreach;
- Listen Learn Adapt – to improve our service to minority ethnicities;
- Safe Haven – referral service for those in mental health crisis;
- Good Things Foundation advice videos

ACHIEVEMENTS AND PERFORMANCE

Main achievements of the charity

Our first achievement was the merger that kick started our year. The second achievement has been to make great strides in unifying the organisation. With the support of Buckinghamshire Council and funds transferred over to us from the legacy organisations, we started in good financial order and were able to invest in systems to enable us to operate as one. There was great effort all round to work together, and we now work as one organisation. We are also now one of the biggest Local Citizens Advice nationally.

During the year, there has been tremendous activity to unify the strong staff and volunteer team to make the most of our new size and reach. This was helped in 2022 by being able to meet in person. Strategy meetings were held by the board, the management team and by everyone together. We agreed our strategy for 2022-2025 and business plan for 2022-2023. We continue to hold quarterly meetings for all volunteers, staff and trustees and these reflect a clear sense of purpose and keenness to serve our clients.

The biggest challenge has been the demand for our services, which we plan to manage by focussing on those most in need, whilst still doing our best to serve as many clients as possible - empowering those who are able to tackle their problems for themselves. We will also focus on prevention, looking at the critical points in people's lives when, with the right advice, they could stop getting into difficulties.

Some of the key achievements of the year were:

- We helped 11,608 clients with full advice and dealt with a further 529 quick queries.
- We helped clients to manage, or have written off £324,694 of debt, gain £1,361,462 benefits. 86% of clients say that our advice helped them find a way forward
- We had 40,483 page views on our website last year and we have around 1000 followers on both Twitter and Facebook, and our social media reached 200,000 people.
- Research and campaigns got off to a strong start with a local housing association to ensure that customers from whom they collected charges on behalf of the water supplier could get access to the full range of services and benefits offered. We also ran an associated social media campaign on how to save money on water rates.
- Significant press and radio coverage during the year covering key scams, Covid and financial inequality related campaigns
- We successfully completed the Citizens Advice Leadership Self-Assessment (Citizens Advice quality standards requirements) even as we merged.
- We set up the infrastructure for a newly merged charity including a single IT and telephony platform as well as establishing ourselves as a county-level organisation within the context of key committees and with other stakeholders.

People

We value everyone and reflect that in our policies and practices which are designed to support equity and diversity in for our staff and volunteer base. This was reflected in our values which we worked together to agree as an organisation.

We undertook a significant recruitment programme to build our new team at senior, middle management and advice levels. We are building casework expertise in debt with plans to increase this for benefits next.

A lot of work was also done to align and improve terms and conditions for staff, for example with the introduction of a compassionate leave policy, improved sick pay and annual leave allowances for many, a new employee assistance programme and an alignment and uplift of salaries.

Achievements of the volunteers

We also restarted volunteer recruitment which had been put on hold during the pandemic. Volunteers are an essential part of the service provided by Citizens Advice Buckinghamshire, providing advice and information to the clients. All the volunteers are very generous with their time either working in the office or remotely. During the 2021-22 period, volunteers contributed over 22,900 hours during the year despite the restrictions imposed by the pandemic, a contribution for which we are hugely grateful.

The Bureau offers excellent training to staff and volunteers. Each volunteer adviser undergo es over 400 hours of training before becoming qualified to advise at a generalist level and additional training is required for specialist advisers.

Fundraising activities and income generation

We have continued to seek and obtain support from both local authorities and local and national grant-giving bodies and charities. Our funders are acknowledged at the end of this report. As for other charities, our sustainability depends on ongoing active fundraising across multiple funding sources.

FINANCIAL REVIEW

Overview

As set out in the Statement of Financial Activities, total income for the year ended 31 March 2022 was £1,925,615, which includes assets transfer from merging organisation of £579,027.The total expenditure was £1,487,079 resulting in a surplus for the year of £438,536

Reserves

Total funds of the charity at 31 March 2022 amounted to £756,979 comprising of unrestricted reserves of £704,392 and restricted reserves of £52,587.

Citizens Advice Bucks reserves policy aims to maintain unrestricted reserves which reflect the cash needs of the 3-year business plan. In setting the level of reserves trustees should have regard to known future expenditure such as equipment replacement, merger costs and the funding pilot projects. Unrestricted reserves are likely to be between 6 and 10 months of forecast expenditure.

Investment policy

The Trustees aimed to maximise the interest earned on charity funds by minimising current account balances and maximising the amounts held on deposit

Going Concern

After reviewing the organisation's budgets and business plan, taking account of the current economic climate and its reserves position, the Trustees have a reasonable expectation that the organisation has adequate resources to continue in operational existence for the foreseeable future, for this reason, they continue to adopt the going concern basis in preparing the financial statements.

Principal Risk and Uncertainty

Our Board of Trustees is responsible for risk management. A comprehensive annual planning and budgeting process is approved by the Board, during which a thorough assessment of our key external and internal risks is undertaken, together with how these risks are being managed. In addition, the Board received regular reports from the Finance & Risk Committee which receives risk registers from senior management. They assess the adequacy of internal control systems and risk management processes in place. The Trustee Board quarterly reviews the key strategic risks, the adequacy of the actions being taken to address them and the advent of any new risks.

As an integral part of the risk management approach the Board of Trustees considers the following to be the principal risks and uncertainties for CA Bucks and the actions we take to manage those risks. The Board considers eleven strategic risks of which the first five are:

- Failure to maintain a strategic focus: mitigated by our business plan, effective board management and performance monitoring and a strategic transformation plan;
- Change management resulting in loss of staff and volunteers: mitigated by good communication of strategy; staff/volunteer engagement; recruitment and training; involvement in strategic planning
- Poor quality of advice resulting in reputational damage, complaints, action: mitigated by well-developed training plans; appropriate support; action taken to address poor quality advice and consistent quality checking processes.
- Failure to meet needs of stakeholders resulting in loss of funding: mitigated by effective engagement; effective performance measurement; fundraising lead in post with clear objectives and clear reporting.
- Not meeting funding targets and needing to use reserves: mitigated by commissioning team; fundraising resource in place; fundraising lead in post with clear objectives; clear financial planning; development of multi-year funding and diversification of sources/opportunities; effective service delivery planning

PRINCIPAL FUNDING SOURCES

The principal source of funding received in the year was £430,780 from Buckinghamshire Council, and a diverse range of funding from other sources.

PRIORITIES FOR 2022-23

Our priorities for 2022-23 are driven by our new strategy:

- Serving those clients who need us most with a focus on those who are deprived and vulnerable
- Solving more issues for our clients than we did in 2021-22 through our empowerment service model and increasing our capacity
- Starting our digital journey using technology to maximise our use of resources and serve our clients better in a way that prevents hardship by helping those who are capable to help themselves
- Building our funding portfolio to grow new income streams and increase multi-year funding
- Continuing our back-office work to ensure that we are making best use of our resources on a county basis to serve our clients
- Consolidating our position as a county level advocate for our clients.

PUBLIC BENEFIT

The Trustees confirm that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers or duties.

ACKNOWLEDGEMENTS

We are tremendously grateful to every funder, large and small who has made our work possible this year- we would especially like to thank the following funders for playing a significant role in sustaining our services throughout the pandemic:

Buckinghamshire County Council, Money Advice and Pensions Service, DWP, Chiltern Foodbank, the Rothschild Foundation, Paradigm, Fairhive Homes, National Lottery Fund, Postcode Lottery Trust, NHS England, The Clare Foundation, BACAB, Good Things Foundation, and many more. We would particularly like to extend our thanks to each of the Parish and Town Councils who have recognised the importance of maintaining our local presence in the communities.

STATEMENT AS TO THE DISCLOSURE OF INFORMATION TO AUDITORDS

So far as the Trustees are aware, there is no relevant information of which the charitable company's auditors are unaware and each Trustee has taken all the steps that they ought to have taken as a Trustee in order to make them aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

APPROVAL

These financial statements have been prepared in accordance with the Companies Act 2006 and the Charities SORP (FRS102).

Approved by the Board of Trustees on 7th November 2022 and signed on their behalf by

Jane Mordue

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Jane Mordue
Chairman

Dated: 9th November 2022

STATEMENT OF TRUSTEE RESPONSIBILITIES

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

Company law requires the Trustees to prepare accounts 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, including the income and expenditure, of the charitable company for that year.

In preparing these accounts, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the accounts comply with the Companies Act 2006. 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.

Citizens Advice Buckinghamshire Ltd
Statement of Financial Activities
for the year ended 31 March 2022

	Notes	Unrestricted Funds £	Restricted Funds £	TOTAL £	2021 £
INCOME AND EXPENDITURE					
Incoming Resources					
Incoming resources from generated funds:					
Grants		475,141	857,353	1,332,494	442,799
Donations and Fundraising		7,810	5,423	13,233	7,921
Assets donated from CA High Wycombe	18	308,341	22,039	330,380	-
Assets donated from CA Chiltern	18	195,958	52,689	248,647	-
Voluntary income total	6	987,250	937,504	1,924,754	450,720
Investment income		421	-	421	1,006
Other income	6	440	-	440	27,386
Total Incoming Resources		988,111	937,504	1,925,615	479,112
Resources Expended					
Charitable activities					
Payroll	7	391,346	686,061	1,077,407	233,760
Support costs	7	133,684	263,618	397,302	171,957
Charitable activities total		525,030	949,679	1,474,709	405,717
Governance costs	8	12,370	-	12,370	2,270
Total Resources Expended		537,400	949,679	1,487,079	407,987
Net Income/Expenditure		450,711	(12,175)	438,536	71,125
Transfers between funds		-	-	-	-
Net Movements in Funds		450,711	(12,175)	438,536	71,125
Total Funds brought forward	16	253,681	64,762	318,443	247,318
Total Funds carried forward		704,392	52,587	756,979	318,443

Citizens Advice Buckinghamshire Ltd
Statement of Financial Activities
for the year ended 31 March 2021

	Unrestricted Funds	Restricted Funds	TOTAL	2020
	£	£	£	£
INCOME AND EXPENDITURE				
Incoming Resources				
Incoming resources from generated funds:				
Grants	**158,901**	**283,898**	**442,799**	347,976
Donations and Fundraising	**1,591**	**6,330**	**7,921**	12,688
Voluntary income total	**160,492**	**290,228**	**450,720**	360,664
Investment income	**1,006**	**-**	**1,006**	1,357
Other income	**27,386**	**-**	**27,386**	12,116
Total Incoming Resources	**188,884**	**290,228**	**479,112**	374,137
Resources Expended				
Charitable activities				
Payroll	**98,330**	**135,430**	**233,760**	244,769
Support costs	**56,826**	**115,131**	**171,957**	105,556
Charitable activities total	**155,156**	**250,561**	**405,717**	350,325
Governance costs	**927**	**1,343**	**2,270**	1,920
Total Resources Expended	**156,083**	**251,904**	**407,987**	352,245
Net Income/Expenditure	**32,801**	**38,324**	**71,125**	21,892
Transfers between funds	**(2,571)**	**2,571**	**-**	**-**
Net Movements in Funds	**30,230**	**40,895**	**71,125**	21,892
Total Funds brought forward	**223,451**	**23,867**	**247,318**	225,426
Total Funds carried forward	**253,681**	**64,762**	**318,443**	**247,318**

Citizens Advice Buckinghamshire Ltd Company Number 06693405
Balance Sheet at 31 March 2022

	Notes	2022 £	2022 £	2021 £	2021 £
FIXED ASSETS					
Tangible assets	9		-		-
CURRENT ASSETS					
Debtors	10	148,965		54,230	
Cash at bank and in hand		839,304		423,117	
		988,269		477,347	
CREDITORS					
Amounts falling due within one year	11	231,290		158,904	
NET CURRENT ASSETS			756,979		318,443
TOTAL ASSETS LESS CURRENT LIABILITIES			756,979		318,443
THE FUNDS OF THE CHARITY					
Unrestricted funds	16				
-designated			-		-
-general reserve			704,392		253,681
			744,392		253,681
Restricted funds	16		52,587		64,762
			756,979		318,443

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

The accounts were approved and authorised for issue by the Board of Directors on 7th November 2022 and were signed on its behalf by:

M. F. Siddiqi

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Farrukh Siddiqi - Treasurer

Citizens Advice Buckinghamshire Ltd
Statement of Cash Flows
for the year ended 31 March 2022

	2022		2021	
	£		£	
Cash flows from operating activities				
Net income for the reporting period (as per the statement of financial activities)	438,536		71,125	
Depreciation charges	-		2,364	
Dividends, interest and rent from investments	(421)		(1,006)	
(Increase)/decrease in debtors	(94,735)		(33,866)	
Increase/(decrease) in creditors	72,386		76,937	
Net cash (used in) operating activities		415,766		115,554
Cash flows from investing activities:				
Dividends, interest and rent from investments	421		1,006	
Proceeds from sale of fixed assets			-	
Purchase of fixed assets investments		-	(2,364)	
Net cash (used in) investing activities		421		(1,358)
Change in cash and cash equivalents in the year		416,187		114,196
Cash and cash equivalents at the beginning of the year		423,117		308,921
Cash and cash equivalents at the end of the year		839,304		423,117

Notes to the Financial Statements

Notes to the Financial Statements

1. COMPANY STATUS

Citizens Advice Buckinghamshire Ltd (formerly Citizens Advice Aylesbury Vale) is a private company, limited by guarantee, registered in England and Wales. The company's registered number and registered office can be found on the company information page. The presentation currency of the financial statements is Pound Sterling (£).

2. ACCOUNTING POLICIES

The principal accounting policies adopted, judgements and key sources of estimation and uncertainty in the preparation of the financial statements are as follows:

Accounting convention

The charity constitutes a public benefit entity as defined by FRS 102. 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) (issued in October 2019), Charities SORP (FRS 102), the Charities Act 2011, and the Companies Act 2006.

Preparation of the accounts on a going concern basis

The Board has considered the impact of the Covid pandemic on the future of the organization and assessed the financial position on 31st March 2022. Given the current level of reserves, the continuing service level agreement for 2022/23 and the expectation that the main sources of funding will continued without any significant reduction, the Board is confident that the organisation will continue to be a going concern for the 12 months after these accounts are approved.

Recognition of income and expenditure

All incoming resources are included in the statement of financial activities when the charity is entitled to, and virtually certain to receive, the income and the amount can be quantified with reasonable accuracy and all performance criteria have been met. Expenditure is recognised on an accrual basis as a liability is incurred. Irrecoverable VAT is charged against the activity for which the expenditure was incurred.

Allocation of Support Costs

Support costs are those functions which support the charity in carrying out its main activities. Accordingly each funded activity has to bear a proportion of these support costs to reflect the full cost of undertaking the work. Support cost are allocated to activities based on staff time and any specific cost items agreed with the funder.

Pension contributions

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

Tangible fixed assets

Fixed assets are items costing over £1,000. Items with value of less than £1,000 are expensed in full in the year of acquisition and items over £1,000 are fully depreciated in the year of the acquisition.

Cash at bank and in hand

Cash at bank and in hand refers to amounts which are held by the business in the form of notes and coins (e.g. petty cash) or which are held at a bank in the form of on-demand deposits such as current accounts and savings accounts.

Debtors

Debtors and prepayments are recognised at the settlement amount due or paid.

Creditors
Creditors and provisions are recognised where the charity has an obligation which will result in the transfer of funds to a third party and the amount can be measured or estimated with reasonable accuracy. Deferred income is income received in advance of the associated work being performed.

2. ACCOUNTING POLICIES (continued)

Redundancy and termination payments
Redundancy and termination payments are recognised when formal notice has been given to the employee(s) concerned.

Operating Leases
Rentals payable under operating leases are charged on a straight line basis over the term of the lease.

Government grants
Government grants are recognised in the income statement so as to match them with the expenditure towards which they are intended to contribute.

Restricted Funds
Funding received for a particular project is kept in a restricted fund and spent on salaries and associated costs relating to that project. In addition support costs are allocated as noted above.

3. MAJOR FUNDERS

Buckinghamshire Council
Buckinghamshire Council, as the successor to the District Councils, provides the core funding for the advice service. This has been rolled forward to end of September 2023.

The National Lottery Community Fund - Money Matters (formerly Reaching Communities)
The funding for this debt advice project is provided by the National Lottery Community Fund under the programme RC London and South East Region. The funding started in September 2019 and runs for four years

Universal Credit (Help to Claim)
Citizens Advice Buckingham received funding to help clients access benefits.

Pension Wise
Pension Wise provides free, impartial pensions guidance on clients' pension options.

MaPS (Money and Pension Service)
This service provides clients access to money, pensions and debt advice.

Support of local councils
A number of local councils (town and parish) have also provided funds which in turn has enabled outreach services to be established in various locations.

Funding from other local organisations
Other funding for specific services comes from other local organisations, such as Paradigm Housing, Oxford Healthcare Trust and the Chiltern Foodbank and Buckingham Area Community Advice Bureau and other funders such as the Clare Foundation and the Rothschild Foundation

Unrestricted Funds
Other material grants and funds received are unrestricted as to purpose and have been used to provide the Core Services.

4. OPERATING SURPLUS

	2022	2021
	£	£
The net income resources is stated after charging:		
Depreciation	-	2,364
Audit (2021: Independent examination)	10,800	2,270
Accountants - payroll services	960	960
Operating lease rentals	59,890	28,535
Trustees expenses	35	-

Parking expenses of £35 were paid to one trustee during the year (2021:£nil). No trustee received any emoluments, benefits or expenses during the year (2021: £nil).

5. TAXATION

The company is a registered charity and is exempt from corporation tax.

6. INCOME

	2021/22	2020/21
Unrestricted		
Bucks Council (2021: Aylesbury Vale DC) - Core Advice Service	430,780	142,500
Assets acquired from High Wycombe and Chiltern CABs on merger	504,299	-
Other income	52,171	45,378
	987,250	**187,878**
Restricted		
Thomas Hickman Charity	-	12,500
Buckingham University - outreach	-	750
Specific private donations	-	6,330
Help to Claim (formerly Universal Credit/Support)	120,604	55,691
Virus crisis	-	4,000
Covid-19 Response	-	2,700
Helping More People Together	-	10,000
Rothschild (merger costs)	-	16,667
National Lottery advice line	-	28,521
The Clare Foundation	-	6,667
Adviceline -The Clare Foundation	20,000	-
Adviceline -Other	15,000	-
Pension Wise	216,974	-
Money Advice - We are Digital	12,056	-
Money Advice - Paradigm	30,000	-
Money Advice - BC Trailblazer	25,000	-
Money Advice - People's postcode lottery	19,446	-
Money Advice - BC Caseworker	6,566	-
Money Advice - Winslow Town Council	12,500	2,270
Money Matters (formerly Reaching Communities)	117,340	125,382
Money and Pensions Service	75,717	-
Outreach & home advice (formerly Home Visiting) - BACAB	25,000	18,750
Outreach & home advice (formerly Home Visiting) - NHS Oxford	33,750	-
Debt Capacity Building (incl. Rothschild)	94,063	-
Energy Advice	9,780	-
Other restricted funds	28,980	-
Assets acquired from High Wycombe and Chiltern CABs on merger	74,728	-
	937,504	**290,228**
Total voluntary income	**1,924,754**	**478,106**

7. CHARITABLE ACTIVITIES

	2022	2021
(A) STAFF COSTS	**£**	£
Salaries	973,150	211,658
Social security costs	67,117	11,126
Pension costs	37,140	10,976
	1,077,407	**233,760**

The average monthly number of employees during the period was 54.8 (2021: 10.6). One employee was paid in excess of £60,000 during the year (2021: none). Key management personnel received a total employment benefits of £142,343 (2021: £45,257). Redundancy payments of £25,150 were made during the year which was fully charged to the Statement of Financial Activities for the year (2021: £nil).

	2022	2021
(B) SUPPORT COSTS	**£**	£
Telephone, IT and information	118,299	10,764
Consultancy & payroll fees	78,305	960
Rent, rates and water	74,584	26,240
Stationery, equipment & office expenses	44,561	6,972
Cleaning, repairs and maintenance	26,335	7,539
Recruitment, travel and training	24,051	25,776
Insurance, heat, light & storage	12,817	6,967
Sundry expenses	14,367	140
Legal and professional fees	3,778	-
Bank charges	205	71
Partnership payments	-	37,045
Merger collaboration costs	-	47,119
Depreciation	-	2,364
	397,302	**171,957**

8. GOVERNANCE COSTS

	2022	2021
	£	£
Audit (2021: Independent examination)	10,800	2,270
Trustee expenses	35	-
Other	1,535	-
	12,370	2,270

9. TANGIBLE FIXED ASSETS

	Office equipment	Computer equipment	Totals
	£	£	£
COST			
At 1 April 2021	7,442	17,148	24,590
Additions			-
Written off	(7,442)	(17,148)	(24,590)
At 31 March 2022	-	-	-
DEPRECIATION			
At 1 April 2021	7,442	17,148	24,590
Charge for year			-
Written off	(7,442)	(17,148)	(24,590)
At 31 March 2022	-	-	-
NET BOOK VALUE			
At 31 March 2022	-	-	-
At 31 March 2021	-	-	-

10. DEBTORS

	2022	2021
	£	£
Prepayments and accrued income	148,965	54,230
	148,965	54,230

11. CREDITORS

	2022	2021
	£	£
Deferred income	114,178	109,506
Taxation and social security	19,434	4,814
Pension contributions	5,338	1,544
Staff pay	-	552
Staff holiday pay accrual	15,135	8,725
Other creditors and accruals	77,205	33,763
	231,290	158,904

12. DEFERRED INCOME

	2022	2021
	£	£
Balance at 1 April 2021	**109,506**	58,500
Additions during the year	**170,047**	109,506
Amounts released to income	**(165,375)**	(58,500)
Balance at 31 March 2022	**114,178**	109,506

Income was deferred in respect of funding received where the work on the underlying activities was not completed in the financial year and the income was potentially returnable.

13. PENSION COSTS

Employees of the charity are entitled to join a defined contribution money purchase scheme. The charity's contribution is restricted to the contributions disclosed in note 7 as "Other pension costs". The outstanding contributions at the year-end are disclosed in note 11.

14. OPERATING LEASES

Annual minimum lease payments under operating leases fall due as follows:

	2022	2021
	£	£
Within one year	30,300	22,785
Within two and five years	-	7,279
In more than five years	-	-

These relate to the lease of the company's offices in Amersham, Aylesbury and Buckingham. The Amersham leases expires 31st March 2027 and costs £5,000 pa and has a break clause of 3 months. In Aylesbury, there is a lease expiring on 18 May 2036 currently costing £11,500 pa. The rent payable is reviewed every 5 years. The lease is subject to a 6 month break clause which the company can exercise at any time. The Buckingham lease is £13,800 pa and can be terminated within 12 months.

15. RELATED PARTY TRANSACTIONS

During the year the charity received no donations without conditions from other related parties (2021: £18,750) and £5,000 (2021: £5,000) from Trustees.

16. MOVEMENT OF FUNDS

	Balance b/fwd	Income	Expenditure	General subsidy	Balance b/fwd
Restricted Funds	£	£	£	£	£
Advice line (formerly NL advice line)	17,866	35,000	(46,093)		6,773
Outreach & home advice (formerly Home Visiting)	4,295	58,750	(61,020)		2,025
Help to Claim (formerly Universal Credit)	5,132	128,320	(133,452)		-
Emergency Accom./support	2,000	-	(2,000)		-
Thomas Hickman Charity	1,415	-	(1,415)		-
Covid-19 Response (remote working equipment)	460	1,001	(1,461)		-
Specific private donations	200	-	(200)		-
Other restricted	-	28,980	(28,845)		135
CA Bucks	-	4,805	(4,805)		-
Pension Wise	-	216,975	(216,975)		-
Money Advice	5,697	107,640	(113,337)		-
Money Matters (formerly Reaching Communities)	27,697	146,838	(173,534)		1,001
Money and Pensions Service	-	78,556	(78,556)		-
Debt Capacity Building	-	94,063	(54,063)		40,000
BEIS RAMP	-	8,516	(8,516)		-
Energy Advice	-	28,060	(25,407)		2,653
	64,762	937,504	(949,679)	-	52,587
Unrestricted Funds					
General:					
General reserves (incl. acq'd unrestricted funds)	253,681	557,331	(70,463)	(36,157)	704,392
BC - Core Advice service	-	430,780	(466,937)	36,157	-
	253,681	988,111	(537,400)	-	704,392
	318,443	1,925,615	(1,487,079)	-	756,979

The core service was funded by the Buckinghamshire Council service level agreement. The income also contributed to specific services and balances by £38,566 in 2022 (2021: £1,805).

MOVEMENT OF FUNDS - PRIOR YEAR (2020-21)

	Balance b/fwd	Income	Expenditure	General subsidy	Balance b/fwd
Restricted Funds	£	£	£	£	£
Advice line (formerly NL advice line)	-	28,521	(10,655)	-	17,866
Outreach & home advice (formerly Home Visiting)	1,221	25,080	(22,006)	-	4,295
Help to Claim (formerly Universal Credit)	6,220	55,691	(56,779)	-	5,132
Buckingham University	-	750	(1,136)	386	-
Emergency Accom./support	2,000	-	-	-	2,000
Thomas Hickman Charity	-	12,500	(11,085)	-	1,415
Virus Crisis	-	4,000	(4,075)	75	-
Covid-19 Response (remote working equipment)	-	2,700	(2,240)	-	460
Helping More People Together	-	10,000	(12,110)	2,110	-
Specific private donations	200	-	-	-	200
Money Advice (incl. William Harding & Winslow TC)	5.424	2,270	(1,997)	-	5,697
Money Matters (formerly Reaching Communities)	8,802	125,382	(106,487)	-	27,697
Rothschild	-	16,667	(16,667)	-	-
The Clare Foundation	-	6,667	(6,667)	-	-
	23,867	290,228	(251,904)	2,571	64,762
Unrestricted Funds					
Designated	14,000	-	-	(14,000)	-
General					
General reserves	209,451	46,384	(15,388)	13,234	253,681
AVDC - Core Advice service	-	142,500	(140,695)	(1,805)	-
	223,451	188,884	(156,083)	(2,571)	253,681
	247,318	479,112	(407,987)	-	318,443

17. ANALYSIS OF FUNDS

	Bank and cash £	Debtors	(Creditors) £	Total £
Restricted funds	**90,213**	**-**	**(37,626)**	**52,587**
Unrestricted funds				**-**
-designated	**-**	**-**	**-**	**-**
-general reserves	**749,091**	**148,965**	**(193,664)**	**704,392**
At 31 March 2022	**839,304**	**148,965**	**(231,290)**	**756,979**
At 31 March 2021	423,117	54,230	(158,904)	318,443

18. MERGER ASSETS

On the merger of the three Buckinghamshire bureaus, there were one-off asset donations of £330,380 from CA High Wycombe and £248,647 from CA Chiltern.

19.MEMBERS LIABILITY

Each member of the charity undertakes to contribute such amount as may be required, not exceeding £1, to the charity's assets if it should be wound up while they are a member or within one year after they cease to be a member.

Independent Auditor's Report to the Members and Trustees of Citizens Advice Buckinghamshire Ltd

Opinion
We have audited the financial statements of Citizens Advice Buckinghamshire Ltd (the 'charitable company') for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet, the statement of cash flows, and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion
We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other matter
The comparative financial statements are unaudited.

Conclusions relating to going concern
In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information
The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the directors' report) has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and sufficient accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit; or
- the trustees were not entitled to take advantage of the small companies' exemptions in preparing the trustee's report and from the requirement to prepare a strategic report.

Responsibilities of the trustees
As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the charitable company, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the charitable company that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the charitable company through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Azets Audit Services

David Green (Senior Statutory Auditor)
For and on behalf of Azets Audit Services

Chartered Accountants
Statutory Auditor

Suites B & D
Burnham Yard
Beaconsfield
Bucks
HP9 2JH

Date: 21/11/2022

CITIZENS ADVICE BUCKINGHAMSHIRE LTD

England & Wales - Charity number 1126825

Accounts

CITIZENS ADVICE BUCKINGHAMSHIRE LTD

(formerly CITIZENS ADVICE AYLESBURY VALE)

ANNUAL REPORT AND ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

COMPANY NO: 06693405

CHARITY NO: 1126825

CITIZENS ADVICE BUCKINGHAMSHIRE LTD

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CITIZENS ADVICE BUCKINGHAMSHIRE LTD

Legal and Administrative Information

Year Ended 31 March 2021

DIRECTORS/TRUSTEES:	Mrs J Mordue - Chair Mr J Whiteley - Treasurer Mr T Bull Mr R Carpenter Mrs D S Davis Mr J Ingram Ms N Khatun Ms K Satterford Mr F Siddiqi Ms S Webster Ms L P Wilkin
COMPANY SECRETARY:	Mr R Carpenter
CHIEF OFFICER:	Ms T Jervis
REGISTERED OFFICE:	2 Pebble Lane Aylesbury Buckinghamshire HP20 2JH
COMPANY NUMBER:	06693405 (England and Wales)
CHARITY NUMBER:	1126825
INDEPENDENT EXAMINER:	M L Clark FCA ECL Howard Watson Smith LLP Chartered Accountants ECL House Lake Street Leighton Buzzard Bedfordshire LU7 1RT
BANK:	CAF Bank Limited West Malling, Kent
WEBSITE:	https://citizensadvicebucks.org.uk/

REPORT OF THE DIRECTORS/TRUSTEES for the year ended 31 March 2021

The Trustees present their report and accounts for the year ended 31 March 2021 which also meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum of Association, 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) (issued in October 2019).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Aylesbury and District Citizens Advice Bureau was incorporated on 10 September 2008 as a private company limited by guarantee, and commenced operations on 1 April 2009, when it took over the operations of the previous unincorporated charity. On 8 March 2017 by extraordinary resolution the name was changed to Citizens Advice Aylesbury Vale following the merger with Buckingham, Winslow and District Citizens Advice Bureau on 1 April 2017. On 1 April 2021 the charity merged with Chiltern Citizens Advice Bureau Ltd and High Wycombe and District Citizens Advice Bureau. It was renamed Citizens Advice Buckinghamshire Ltd to reflect its wider geographical coverage.

Its company number is 06693405 and its registered charity number is 1126825.

The charitable company was established under a Memorandum of Association which set out the objects and powers, and is governed under its Articles of Association. The Articles were updated on 20 April 2021 to reflect the merger. It is a member of the national association of Citizens Advice Bureaux and is subject to regular quality audits as part of its membership requirements.

The membership of the Board changed significantly in October 2020 because of the merger although several trustees were recruited from the merging organisations. The Trustees who were members of the Board during the period covered by these accounts were recruited by advertising vacancies through a specialist website and through personal contact, and all were interviewed by existing members of the trustee board. New trustees were informed about their role and were given detailed information about the organisation and induction training.

PRINCIPAL ACTIVITY

The principal activity of the company in the period under review, which was before the merger, was the operation of a Citizens Advice Bureau with offices in Aylesbury and Buckingham. Citizens advice bureaux give free, independent and confidential advice to members of the public and are in a unique position to be able to campaign for change when social injustices arise.

The Trustees have had regard to the guidance published by the Charity Commissioners on public benefit and believe that the activities of the charity as outlined in the report are for the public benefit.

DIRECTORS AND TRUSTEES
The following served as directors and trustees of the company during the year and up to the date of this report:

Mr G Hawking - Chair (Resigned 21 October 2020)
Mr J Beckerleg - Treasurer (Resigned 21 October 2020)
Mr N A E Coulson (Resigned 21 October 2020)
Mrs P Chadwick (Resigned 21 October 2020)
Ms P Gupta (Resigned 21 October 2020)
Mr L C Renshell (Resigned 21 October 2020)
Ms L A Walton (Resigned 21 October 2020)
Mrs D S Davis
Mrs J Mordue - Chair (Appointed 21 October 2020)
Mr J Whiteley - Treasurer (Appointed 21 October 2020)
Mr T Bull (Appointed 21 October 2020)
Ms N Khatun (Appointed 21 October 2020)
Ms L P Wilkin (Appointed 21 October 2020)
Ms C Grant (Appointed 21 October 2020; resigned 23 August 2021)
Ms S Webster (Appointed 14 April 2021)
Mr F Siddiqi (Appointed 14 April 2021)
Mr J Ingram (Appointed 12 May 2021)
Ms K Satterford (Appointed 12 May 2021)
Mr R Carpenter (Appointed 11 August 2021)

OBJECTIVES AND ACTIVITIES
The charity's objectives during the year were to promote any charitable purpose for the benefit of the community in Aylesbury Vale (the area of benefit) by the advancement of education and preservation of health and the relief of poverty, sickness and distress. Specifically in this charity's case these objects were promoted by the provision of advice and information and (where feasible) action to address social injustices.

SIGNIFICANT ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE
The activities of the Charity, as in previous years, were based on the provision of generalist advice and information, including limited casework and specialist services.

The activities in 2020/21 were significantly affected by the Covid-19 pandemic. This resulted in the offices being closed and the temporary suspension of face-to-face meetings with clients. Staff and volunteers were progressively equipped and supported to work from home including providing telephone advice.

There was significant activity to facilitate the merger of the three bureaux including the establishment of a shadow board and specific working groups. The merger was formally agreed on 21 October 2020 and took effect on 1 April 2021.

A key element of sustaining the service was a service level agreement with Buckinghamshire Council (formerly with Aylesbury Vale District Council). This agreement was extended to cover up to 31 March 2022. For some time, the Board had recognised the importance of reducing the charity's reliance on grant funding and increasing its long-term sustainability. In partnership with two other advice bureaux in Buckinghamshire, the charity was successful in obtaining funding from the Lottery Fund for a three-year advice project. It also received money to help people claim benefits and over the past 12 months was helped by specific grants from supporting organisations during the pandemic including the National Lottery, the Rothschild Foundation and the Clare Foundation.

Funders for the organisation included Buckingham Area Community Advice Bureau, which is a friends group that donated £18,750 towards a home visiting service in the north of the district for 2020/21. The Board was also extremely grateful for grants and donations from Buckingham Town Council, Winslow Parish Council, Buckingham University and local charities. More detail is given in the financial statements.

In 2021/22 there is further work to be completed relating to the merger including staffing appointment and integrating the IT systems. We will also look to put in place arrangements to support clients in a variety of ways as the pandemic restrictions ease. We will be looking to continue to develop our approach to fundraising including working with Buckinghamshire Council to obtain further financial support beyond our current funding agreement which ends in March 2022.

In the year to 31 March 2021, the Bureau employed 10.6 (2020: 12.8) full and part-time staff and engaged 45 volunteers (2020: 52). Over 3,910 (2020: 3,824) individual clients have been advised, or given information on, in excess of 5,855 (2020: 15,148) individual issues.

FINANCIAL REVIEW

In the year ended 31 March 2021 there was a surplus of income over expenditure of £71,125 (2020: £21,892). This was mainly the result of salary vacancies which it was difficult to fill, and increased grant income during the pandemic.

Historically, the Trustees have had a strategy to maintain unrestricted reserves (being unrestricted funds not committed or invested in tangible fixed assets) of between 3 and 6 months of forecast expenditure. Following the merger on 1 April 2021, the Trustees agreed to maintain unrestricted reserves which reflected the cash needs of the 3-year business plan. In setting the level of reserves Trustees have regard to known future expenditure such as equipment replacement, merger costs and the funding of pilot projects. Unrestricted reserves are likely to be between 6 and 10 months of forecast expenditure. Following the merger, unrestricted reserves at 1 April 2021 of £722,248 were within this range, which the Trustees consider prudent given the uncertainties around future funding. The reserves are needed to meet the working capital requirements of the charity and the Trustees are confident that at this level they would be able to continue the current activities of the charity in the event of a significant drop in funding.

The balance of all funds at 31 March 2021 was £318,443 (2020: £247,318), and immediately following the merger was £861,738.

Whilst the company has adequate reserves in the short term there is a need to plan and secure ongoing funding. Local government in Buckinghamshire changed on 1 April 2020 with the creation of a new Buckinghamshire Council (replacing the previous local authorities). The three citizens advice organisations in Buckinghamshire have worked together to develop new relationships with elected councillors and officers and will work to secure future funding once after the current service level agreements expire.

The Board has monitored risks during the year and maintained appropriate risk registers. However, the scale of the impact of the coronavirus pandemic was not anticipated. The service has adapted to the changed requirements and concentrated on providing a telephone advice line. It is currently planning how to re-establish service delivery as Government restrictions are changed and seeking additional support for an anticipated increase in demand for advice in areas such as debt advice.

The Board has considered the impact of the virus on the future of the organisation. It has also assessed the financial position after the merger on 1 April 2021. Given the current level of reserves, the continuing service level agreements and the expectation that the main sources of funding will continue without any significant reduction, the Board is confident that the organisation, will continue to be a going concern for the 12 months after these accounts are approved.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

John Whiteley
Honorary Treasurer
10 November 2021

Citizens Advice Buckinghamshire Ltd
Statement of Financial Activities
for the year ended 31 March 2021

	Notes	Unrestricted Funds £	Restricted Funds £	TOTAL £	2020 £
INCOME AND EXPENDITURE					
Incoming Resources					
Incoming resources from generated funds:					
Grants		**158,901**	**283,898**	**442,799**	347,976
Donations and fund raising		**1,591**	**6,330**	**7,921**	12,688
Voluntary income total	6	**160,492**	**290,228**	**450,720**	360,664
Investment income		**1,006**	**-**	**1,006**	1,357
Incoming resources from charitable activities	6	**27,386**	**-**	**27,386**	12,116
Total Incoming Resources		**188,884**	**290,228**	**479,112**	374,137
Resources Expended					
Charitable activities					
Payroll	7	**98,330**	**135,430**	**233,760**	244,769
Support costs	7	**56,826**	**115,131**	**171,957**	105,556
Charitable activities total		**155,156**	**250,561**	**405,717**	350,325
Governance costs	8	**927**	**1,343**	**2,270**	1,920
Total Resources Expended		**156,083**	**251,904**	**407,987**	352,245
Net Income/Expenditure		**32,801**	**38,324**	**71,125**	21,892
Transfers between Funds		**(2,571)**	**2,571**	**-**	-
Net Movements in Funds		**30,230**	**40,895**	**71,125**	21,892
Total Funds brought forward	16	**223,451**	**23,867**	**247,318**	225,426
Total Funds carried forward		**253,681**	**64,762**	**318,443**	247,318

Citizens Advice Buckinghamshire Ltd
Company Number 06693405
Balance Sheet
at 31 March 2021

	Notes	2021 £	2021 £	2020 £	2020 £
FIXED ASSETS					
Tangible assets	9		**-**		-
CURRENT ASSETS					
Debtors	10	**54,230**		20,364	
Cash at bank and in hand		**423,117**		308,921	
		477,347		329,285	
CREDITORS					
Amounts falling due within one year	11	**158,904**		81,966	
NET CURRENT ASSETS			**318,443**		247,318
TOTAL ASSETS LESS CURRENT LIABILITIES			**318,443**		247,318
THE FUNDS OF THE CHARITY					
Unrestricted funds:	16				
- designated			**-**		14,000
- general reserve			**253,681**		209,451
			253,681		223,451
Restricted funds	16		**64,762**		23,867
			318,443		247,318

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021. The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for:
(a) ensuring that the company keeps accounting records which 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 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 company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies, and were approved by the Board of Directors on 10 November 2021 and were signed on its behalf by:

John Whiteley
Honorary Treasurer

Notes to the Financial Statements

1. COMPANY STATUS

Citizens Advice Buckinghamshire Ltd (formerly Citizens Advice Aylesbury Vale) is a private company, limited by guarantee, registered in England and Wales. The company's registered number and registered office can be found on the company information page. The presentation currency of the financial statements is Pound Sterling (£).

2. ACCOUNTING POLICIES

The principal accounting policies adopted, judgements and key sources of estimation and uncertainty in the preparation of the financial statements are as follows:

Accounting convention

The charity constitutes a public benefit entity as defined by FRS 102. 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) (issued in October 2019), Charities SORP (FRS 102), the Charities Act 2011, and the Companies Act 2006.

Preparation of the accounts on a going concern basis

The Board has considered the impact of the virus on the future of the organisation. It has also assessed the financial position after the merger on 1 April 2021. Given the current level of reserves, the continuing service level agreement for 2021/22 and the expectation that the main sources of funding will continued without any significant reduction, the Board is confident that the organisation will continue to be a going concern for the 12 months after these accounts are approved.

Recognition of income and expenditure

All incoming resources are included in the statement of financial activities when the charity is entitled to, and virtually certain to receive, the income and the amount can be quantified with reasonable accuracy and all performance criteria have been met. Expenditure is recognised on an accrual basis as a liability is incurred. Irrecoverable VAT is charged against the activity for which the expenditure was incurred.

Allocation of Support Costs

Support costs are those functions which support the charity in carrying out its main activities. Accordingly each funded activity has to bear a proportion of these support costs to reflect the full cost of undertaking the work.

Pension contributions

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

Tangible fixed assets

Fixed assets are stated at cost and written down in full in the year of acquisition.

Cash at bank and in hand

Cash at bank and in hand refers to amounts which are held by the business in the form of notes and coins (e.g. petty cash) or which are held at a bank in the form of on-demand deposits such as current accounts and savings accounts.

Debtors

Debtors and prepayments are recognised at the settlement amount due or paid.

Creditors

Creditors and provisions are recognised where the charity has an obligation which will result in the transfer of funds to a third party and the amount can be measured or estimated with reasonable accuracy. Deferred income is income received in advance of the associated work being performed.

2. ACCOUNTING POLICIES (continued)

Redundancy and termination payments
Redundancy and termination payments are recognised when formal notice has been given to the employee(s) concerned.

Operating Leases
Rentals payable under operating leases are charged on a straight line basis over the term of the lease.

Government grants
Government grants are recognised in the income statement so as to match them with the expenditure towards which they are intended to contribute.

Financial Instruments
The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments and as such are recognised in accordance with the debtor and creditor notes above.

Restricted Funds
Funding received for a particular project is kept in a restricted fund and spent on salaries and associated costs relating to that project. In addition support costs are allocated as noted above.

3. FUNDS

Buckinghamshire Council
Buckinghamshire Council, as the successor to AVDC, provides the core funding for the advice service under a three year service level agreement. This was renewed in 2018/19 and will now apply from 2019/20 to 2021/22. This continues to be treated as unrestricted this year.

Reaching Communities - Money Matters
This project to provide advice to clients started in September 2019 and runs for three years. It is a partnership with High Wycombe Citizens Advice and Chiltern Citizens Advice Bureaux.

Universal Credit
CAAV received funding to help clients access benefits.

Buckingham Area Community Advice Bureau
BACAB generously provided continuing support for the charity's Home Visiting scheme.

Support of local councils
A number of local councils (town and parish) have also provided funds which in turn has enabled outreach services to be established in various locations.

Virus Crisis
Income for Buckinghamshire Council's Crisis Fund was directed to helping with the extra demand as a result of the pandemic.

Helping More People Together
Funding from the national Citizens Advice organisation to help with telephone, chat and email services to increase our capacity to help clients.

Covid-19 Remote Working Equipment
Funding from the national Citizens Advice organisation to facilitate home/remote working.

Emergency Support
The company received a donation of £2,000 in 2019/20 to fund emergency support if a particular need arises.

Unrestricted Funds
Other material grants and funds received are unrestricted as to purpose and have been used to provide the Core Services as well as to help build reserve levels.

4. OPERATING SURPLUS

	2021	2020
	£	£
The net incoming resources is stated after charging:		
Depreciation - owned assets	**2,364**	1,509
Accountants - independent examination	**2,270**	1,920
Accountants - payroll services	**960**	960
Operating lease rentals	**28,535**	21,615
Directors'/trustees' emoluments and other benefits etc	**-**	-

No travelling expenses were paid to trustees during the year (2020: £nil). No trustee received any emoluments, benefits or expenses during the year (2020: £nil).

5. TAXATION

The company is a registered charity and is exempt from corporation tax.

6. INCOME

	2021	2020
	£	£
Grants and donations		
Unrestricted		
Aylesbury Vale District Council - Core Advice Service	**142,500**	142,540
Other including fund raising activities	**16,401**	11,977
	158,901	154,517
Donations and fund raising	**1,591**	7,457
Restricted		
Winslow Town Council	**2,270**	2,270
William Harding	**-**	12,500
National Energy Foundation	**-**	3,300
Thomas Hickman Charity	**12,500**	-
Buckingham University - outreach	**750**	4,500
Specific private donations	**6,330**	1,000
Reaching Communities Project	**125,382**	81,900
Home visiting	**18,750**	27,231
Local Area Forum GP surgeries advice	**-**	8,514
Emergency accommodation	**-**	2,000
Universal Support	**55,691**	55,475
Virus Crisis	**4,000**	-
Covid-19 Response	**2,700**	-
Helping More People Together	**10,000**	-
Rothschild	**16,667**	-
National Lottery advice line	**28,521**	-
The Clare Foundation	**6,667**	-
	290,228	198,690
Total voluntary income	**450,720**	360,664
Charitable Activities (unrestricted)		
Sublet of office space on 5 year lease	**9,096**	10,000
Income from room hire	**-**	2,116
Other income	**18,290**	-
	27,386	12,116

7. CHARITABLE ACTIVITIES

	2021	2020
(A) STAFF COSTS	**£**	£
Salaries	**211,658**	221,649
Social security costs	**11,126**	12,490
Other pension costs	**10,976**	10,630
	233,760	244,769

The average monthly number of employees during the period was 10.6 (2020: 12.8). No employee was paid in excess of £60,000 during the year (2020: none). Key management personnel received a total employment benefits of £45,257 (2020: £43,758). There were no redundancy payments during 2021 (2020: £1,333, which was fully charged to the Statement of Financial Activities for the year).

	2021	2020
(B) SUPPORT COSTS	**£**	£
Rent, rates and water	**26,240**	20,208
Insurance, heat, light and storage	**6,967**	7,290
Cleaning, repairs and maintenance	**7,539**	9,705
Recruitment, travel and training	**25,775**	13,938
Telephone and information	**10,764**	11,490
Stationery, equipment and office expenses	**6,972**	9,925
Legal and professional fees	**960**	960
Bank charges	**71**	60
Web based services	**-**	-
Sundry expenses	**140**	7,371
Partnership payments	**37,045**	23,100
Merger collaboration costs	**47,119**	-
Depreciation	**2,364**	1,509
	171,957	105,556

8. GOVERNANCE COSTS

	2021	2020
	£	**£**
Independent examination	**2,270**	1,920
Trustee Expenses	**-**	-
Other	**-**	-
	2,270	1,920

9. TANGIBLE FIXED ASSETS

	Office equipment £	Computer equipment £	Totals £
COST			
At 1 April 2020	**16,576**	**14,784**	**31,360**
Additions	**-**	**2,364**	**2,364**
Written Off	**(9,134)**	**-**	**(9,134)**
At 31 March 2021	**7,442**	**17,148**	**24,590**
DEPRECIATION			
At 1 April 2020	**16,576**	**14,784**	**31,360**
Charge for year	**-**	**2,364**	**2,364**
Written Off	**(9,134)**	**-**	**(9,134)**
At 31 March 2021	**7,442**	**17,148**	**24,590**
NET BOOK VALUE			
At 31 March 2021	**-**	**-**	**-**
At 31 March 2020	-	-	-

10. DEBTORS

	2021 £	2020 £
Prepayments and accrued income	**54,230**	20,364

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Deferred income	**109,506**	58,500
Taxation and social security	**4,814**	4,094
Pension contributions	**1,544**	1,109
Staff pay	**552**	-
Staff holiday pay	**8,725**	4,014
Other creditors and accruals	**33,763**	14,249
	158,904	81,966

12. DEFERRED INCOME

	2021 £	2020 £
Balance at 1 April 2020	**58,500**	-
Additions during the year	**109,506**	58,500
Amounts released to income	**(58,500)**	-
Balance at 31 March 2021	**109,506**	58,500

Income was deferred in respect of funding received where the work on the underlying activities was not completed in the financial year and the income was potentially returnable.

13. PENSION COSTS

Employees of the charity are entitled to join a defined contribution money purchase scheme. The charity's contribution is restricted to the contributions disclosed in note 6 as "Other pension costs". The outstanding contributions at the year end are disclosed in note 10.

14. OPERATING LEASES

Annual minimum lease payments under operating leases fall due as follows:

	2021	2020
	£	£
Within one year	**22,785**	22,785
Within one and five years	**7,279**	10,514
In more than five years	**-**	-

These relate to the lease of the company's offices in Aylesbury and Buckingham. In Aylesbury, there is a lease expiring on 18 May 2036 currently costing £11,500 pa. The rent payable is reviewed every 5 years, with the next review due on 18 May 2021. The lease is subject to a 6 month break clause which the company can exercise at any time. In Buckingham, the rent is £13,800 pa and could be terminated within 12 months.

In addition, there is a six year operating lease from 1 July 2018 payable at £809 per quarter.

15. RELATED PARTY TRANSACTIONS

During the year the charity received donations without conditions of £18,750 (2020: £25,300) from other related parties and a total of £5,000 (2020: £nil) from Trustees. £9,145 (2020: £nil) was received from each of Chiltern Citizens Advice and High Wycombe & District CAB to reimburse salary costs for pre-merger work carried out. During the year two joint funding applications were made by High Wycombe & District CAB on behalf of Citizens Advice Buckinghamshire and a third bureau. These were successful and total income of £35,188 and expenses of £17,322 were allocated to Citizens Advice Buckinghamshire and included within the accounts. There were no other related party transactions to disclose.

16. MOVEMENT OF FUNDS

	Balance b/fwd	**Income**	**Expenditure**	**General subsidy**	**Balance c/fwd**
Restricted funds	**£**	**£**	**£**	**£**	**£**
Reaching Communities	8,802	125,382	(106,487)	-	27,697
Home visiting	1,221	25,080	(22,006)	-	4,295
Winslow Town Council	1,034	2,270	(1,997)	-	1,307
Universal Support	6,220	55,691	(56,779)	-	5,132
Buckingham University	-	750	(1,136)	386	-
William Harding	4,390	-	-	-	4,390
Emergency Accommodation	2,000	-	-	-	2,000
Thomas Hckman	-	12,500	(11,085)	-	1,415
Virus Crisis	-	4,000	(4,075)	75	-
Covid-19 Response	-	2,700	(2,240)	-	460
Helping More People Together	-	10,000	(12,110)	2,110	-
Rothschild	-	16,667	(16,667)	-	-
National Lottery advice line	-	28,521	(10,655)	-	17,866
The Clare Foundation	-	6,667	(6,667)	-	-
Specific private donations	200	-	-	-	200
	23,867	290,228	(251,904)	2,571	64,762
Unrestricted funds					
- Designated	14,000	-	-	(14,000)	-
- General					
General Reserves	209,451	46,384	(15,388)	13,234	253,681
AVDC - Core Advice Service	-	142,500	(140,695)	(1,805)	-
	223,451	188,884	(156,083)	(2,571)	253,681
	247,318	479,112	(407,987)	-	318,443

The core service was funded by the Buckinghamshire Council service level agreement. The income also contributed to specific services and balances by £1,805 in 2021 (2020: £10,899). There were subsidies from General Reserves for a number of other projects.

16. MOVEMENT OF FUNDS (continued)

A government grant of £3,055 was received during the year relating to an employee engaged in Home Visiting (2020: £nil).

The Trustees had previously agreed to hold £14,000 in a designated reserve in case there was an extra rent payment due in respect of offices in Buckingham. This is no longer required and the funds have been transferred to the General Reserve.

17. ANALYSIS OF FUNDS

	Bank and cash	Net debtors /(creditors)	Inter-fund balances	Total
	£	£	£	£
Restricted funds	**158,239**	**(93,477)**	**-**	**64,762**
Unrestricted funds				
- designated	**-**	**-**	**-**	**-**
- general reserves	**264,878**	**(11,197)**	**-**	**253,681**
At 31 March 2021	**423,117**	**(104,674)**	**-**	**318,443**
At 31 March 2020	308,921	(61,603)	-	247,318

18. EVENT AFTER THE BALANCE SHEET DATE

Changes in the structure of local government in Buckinghamshire led to the creation of a unitary Buckinghamshire Council on 1 April 2020. In conjunction with the two other main Citizens Advice Bureaux in Buckinghamshire (Chiltern and High Wycombe), the Board concluded that a single, countywide service aligned to the new Council's boundaries, would be the most effective way to meet the needs of clients. Acquisition of the net assets and reserves of the other two bureaux to form a merged organisation for Buckinghamshire took effect on 1 April 2021. Citizens Advice Aylesbury Vale changed its name to Citizens Advice Buckinghamshire Ltd and altered its articles to extend its remit to cover the whole of Buckinghamshire excluding Milton Keynes.

19. PRO FORMA DETAILS OF MERGED ORGANISATION

The merger of the three Citizens Advice Bureaux on 1 April 2021 happened after the balance sheet date but before the accounts were agreed by the board. To give an indication of the size of the merged organisation, the tables below, which are provided for information, show the combined Statement of Financial Activities of the merged organisation had the merger been in effect for the year ended 31 March 2021, and the related financial position at 31 March 2021.

19. PRO FORMA DETAILS OF MERGED ORGANISATION (continued)

PRO FORMA STATEMENT OF FINANCIAL ACTIVITIES OF MERGED ORGANISATION
For the year ended 31 March 2021

	Unrestricted Funds £	Restricted Funds £	TOTAL £
INCOME AND EXPENDITURE			
Incoming Resources			
Incoming resources from generated funds:			
Grants	365,847	504,245	870,092
Donations and fund raising	10,283	6,330	16,613
Voluntary income total	376,130	510,575	886,705
Investment income	5,888	-	5,888
Incoming resources from charitable activities	204,766	374,645	579,411
Total Incoming Resources	586,784	885,220	1,472,004
Resources Expended			
Charitable activities	487,541	824,277	1,311,818
Governance costs	49,878	2,275	52,153
Raising funds	29,092	-	29,092
Total Resources Expended	566,511	826,552	1,393,063
Net Income/Expenditure	20,273	58,668	78,941
Transfers between Funds	(11,415)	11,415	-
Net Movements in Funds	8,858	70,083	78,941
Total Funds brought forward	749,122	33,675	782,797
Total Funds carried forward	757,980	103,758	861,738

PRO FORMA BALANCE SHEET OF MERGED ORGANISATION
At 31 March 2021

	2021 £	2021 £
FIXED ASSETS		
Tangible assets		-
CURRENT ASSETS		
Debtors	43,952	
Short term deposits	341,044	
Cash at bank and in hand	684,171	
	1,069,167	
CREDITORS		
Amounts falling due within one year	184,701	
Receipts in advance	22,728	
	207,429	
NET CURRENT ASSETS		861,738
TOTAL ASSETS LESS CURRENT LIABILITIES		861,738
THE FUNDS OF THE CHARITY		
Unrestricted funds:		
- designated		503,340
- general reserve		254,640
Total unrestricted reserves		757,980
Restricted funds		103,758
		861,738

Independent Examiner's Report to the Trustees of Citizens Advice Buckinghamshire Ltd

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2021 which are set out on pages six to fifteen.

Responsibilities and basis of report
As the charity 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 company's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement
Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:
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 (FRS102).

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.

Signed:

M L Clark FCA
for and on behalf of:
ECL Howard Watson Smith LLP
Chartered Accountants
ECL House
Lake Street
Leighton Buzzard
Bedfordshire
LU7 1RT
16 November 2021