

# **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**

### **Contents of Annual Report and Accounts**

**For the Year Ended 31 March 2022**

	<b>Page</b>
<b>Legal and Administrative Information</b>	<b>2</b>
<b>Report of the Directors/Trustees</b>	<b>3</b>
<b>Statement of Financial Activities</b>	<b>10</b>
<b>Balance Sheet</b>	<b>11</b>
<b>Cashflow</b>	<b>13</b>
<b>Notes to the Financial Statements</b>	<b>14</b>
<b>Independent Auditors Report</b>	<b>25</b>

## CITIZENS ADVICE BUCKINGHAMSHIRE LTD

### Legal and Administrative Information

Year Ended 31 March 2022

**Directors/Trustees:**

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

**Company Secretary:** Russell Carpenter (resigned 20<sup>th</sup> 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.

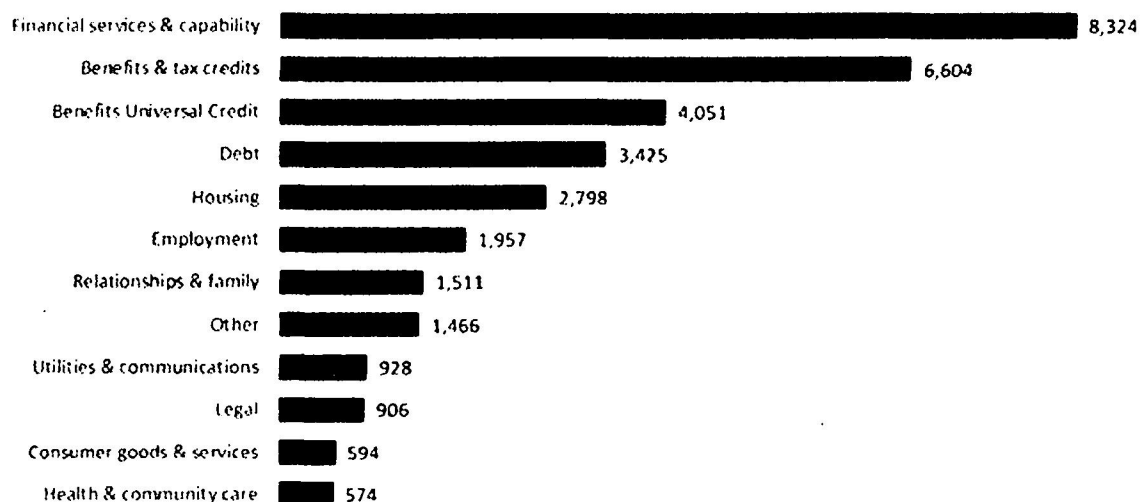
### Our values

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

#### Top 12 Issues 21/22



#### 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 undergoes 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.

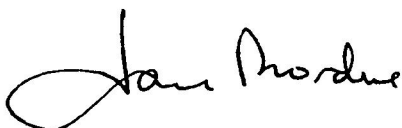
**STATEMENT AS TO THE DISCLOSURE OF INFORMATION TO AUDITORS**

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 7<sup>th</sup> November 2022 and signed on their behalf by



Jane Mordue  
Chairman

Dated: .....

7<sup>th</sup> 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**

		Unrestricted Funds	Restricted Funds	TOTAL	2021
	Notes	£	£	£	£
<b>INCOME AND EXPENDITURE</b>					
<b>Incoming Resources</b>					
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
<b>Total Incoming Resources</b>		<b>988,111</b>	<b>937,504</b>	<b>1,925,615</b>	<b>479,112</b>
<b>Resources Expended</b>					
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
<b>Total Resources Expended</b>		<b>537,400</b>	<b>949,679</b>	<b>1,487,079</b>	<b>407,987</b>
<b>Net Income/Expenditure</b>		<b>450,711</b>	<b>(12,175)</b>	<b>438,536</b>	<b>71,125</b>
<b>Transfers between funds</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Net Movements in Funds</b>		<b>450,711</b>	<b>(12,175)</b>	<b>438,536</b>	<b>71,125</b>
<b>Total Funds brought forward</b>	16	<b>253,681</b>	<b>64,762</b>	<b>318,443</b>	<b>247,318</b>
<b>Total Funds carried forward</b>		<b>704,392</b>	<b>52,587</b>	<b>756,979</b>	<b>318,443</b>

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

	Unrestricted Funds £	Restricted Funds £	TOTAL £	2020 £
<b>INCOME AND EXPENDITURE</b>				
<b>Incoming Resources</b>				
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
<b>Total Incoming Resources</b>	<b>188,884</b>	<b>290,228</b>	<b>479,112</b>	<b>374,137</b>
<b>Resources Expended</b>				
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
<b>Total Resources Expended</b>	<b>156,083</b>	<b>251,904</b>	<b>407,987</b>	<b>352,245</b>
<b>Net Income/Expenditure</b>	<b>32,801</b>	<b>38,324</b>	<b>71,125</b>	<b>21,892</b>
<b>Transfers between funds</b>	<b>(2,571)</b>	<b>2,571</b>	<b>-</b>	<b>-</b>
<b>Net Movements in Funds</b>	<b>30,230</b>	<b>40,895</b>	<b>71,125</b>	<b>21,892</b>
<b>Total Funds brought forward</b>	<b>223,451</b>	<b>23,867</b>	<b>247,318</b>	<b>225,426</b>
<b>Total Funds carried forward</b>	<b>253,681</b>	<b>64,762</b>	<b>318,443</b>	<b>247,318</b>



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

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

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 7<sup>th</sup> November 2022 and were signed on its behalf by:

  
 Farrukh Siddiqi - Treasurer

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

	2022 £	2021 £
<b>Cash flows from operating activities</b>		
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	<u>72,386</u>	<u>76,937</u>
<b>Net cash (used in) operating activities</b>	415,766	115,554
<b>Cash flows from investing activities:</b>		
Dividends, interest and rent from investments	421	1,006
Proceeds from sale of fixed assets	-	-
Purchase of fixed assets investments	<u>-</u>	<u>(2,364)</u>
<b>Net cash (used in) investing activities</b>	421	(1,358)
<b>Change in cash and cash equivalents in the year</b>	416,187	114,196
<b>Cash and cash equivalents at the beginning of the year</b>	423,117	308,921
<b>Cash and cash equivalents at the end of the year</b>	<u>839,304</u>	<u>423,117</u>

## 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 31<sup>st</sup> 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**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
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**

	<b>2021/22</b>	<b>2020/21</b>
<b><u>Unrestricted</u></b>		
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
	<b>987,250</b>	<b>187,878</b>
<b><u>Restricted</u></b>		
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	-
	<b>937,504</b>	<b>290,228</b>
<b>Total voluntary income</b>	<b>1,924,754</b>	<b>478,106</b>

**7. CHARITABLE ACTIVITIES**

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

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).

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
<b>(B) SUPPORT COSTS</b>		
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
	<b>397,302</b>	<b>171,957</b>

**8. GOVERNANCE COSTS**

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

**9. TANGIBLE FIXED ASSETS**

	Office equipment £	Computer equipment £	Totals £
<b>COST</b>			
At 1 April 2021	7,442	17,148	24,590
Additions			-
Written off	(7,442)	(17,148)	(24,590)
At 31 March 2022	<u>-</u>	<u>-</u>	<u>-</u>
<b>DEPRECIATION</b>			
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	<u>-</u>	<u>-</u>	<u>-</u>
<b>NET BOOK VALUE</b>			
At 31 March 2022	-	-	-
At 31 March 2021	-	-	-

**10. DEBTORS**

	2022	2021
	£	£
Prepayments and accrued income	148,965	54,230
	<u>148,965</u>	<u>54,230</u>



**11. CREDITORS**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
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
	<b>231,290</b>	<b>158,904</b>

**12. DEFERRED INCOME**

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

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:

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
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 31<sup>st</sup> 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
	£	£	£	£	£
<b>Restricted Funds</b>					
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
	<b>64,762</b>	<b>937,504</b>	<b>(949,679)</b>	<b>-</b>	<b>52,587</b>
<b>Unrestricted Funds</b>					
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	-
	<b>253,681</b>	<b>988,111</b>	<b>(537,400)</b>	<b>-</b>	<b>704,392</b>
	<b>318,443</b>	<b>1,925,615</b>	<b>(1,487,079)</b>	<b>-</b>	<b>756,979</b>

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)**

	<b>Balance b/fwd</b>	<b>Income</b>	<b>Expenditure</b>	<b>General subsidy</b>	<b>Balance b/fwd</b>
<b>Restricted Funds</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
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)	-	-
	<b>23,867</b>	<b>290,228</b>	<b>(251,904)</b>	<b>2,571</b>	<b>64,762</b>
<b>Unrestricted Funds</b>					
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)	-
	<b>223,451</b>	<b>188,884</b>	<b>(156,083)</b>	<b>(2,571)</b>	<b>253,681</b>
	<b>247,318</b>	<b>479,112</b>	<b>(407,987)</b>	<b>-</b>	<b>318,443</b>

**17. ANALYSIS OF FUNDS**

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

**18. MERGER ASSETS**

On the merger of the three Buckinghamshire bureaux, 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](http://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**

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Date: 21/11/2022