

MALDON AND DISTRICT CITIZENS ADVICE BUREAU

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

**REPORT OF THE TRUSTEES AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023
FOR
MALDON AND DISTRICT CITIZENS ADVICE BUREAU**

REGISTERED COMPANY NUMBER: 07582667 (England and Wales)
REGISTERED CHARITY NUMBER: 1141869

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31 MARCH 2022**

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REPORT OF THE DIRECTORS AND TRUSTEES

The Trustees (who are also the Directors for the purpose of Company Law) have pleasure in presenting their annual report and the inspected financial statements for the year ended 31 March 2023. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name: Maldon and District Citizens Advice Bureau
Charity Registration: 1141869
Company Registration: 07582667

Registered Office: Council Offices, Princes Road, Maldon, CM9 5DL

Chief Officer: Mrs Lucy Bettley

TRUSTEES

Philip Wakeling Chair
Peter Dollery Treasurer & Company Secretary.
Peter Boddam-Whetham (Resigned 01/06/2022)
Dr Christina Thurston (Resigned 17/03/2023)
Dr Valerie Stealey
Robert Ferne
Christine Brown
Laura Brown

PRINCIPAL BANKERS:		HSBC Bank plc 72 High St. Maldon CM9 5ET
INDEPENDENT EXAMINERS		Pocknells LLP Henry Brake House, 46 Hullbridge Road, South Woodham Ferrers, CM3 5NG

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Maldon and District Citizens Advice Bureau ("the Bureau") is a registered charity and a company limited by guarantee. Maldon and District Citizens Advice Bureau is also known and referred to as Maldon Citizens Advice. The maximum liability of each member is limited to £1. At 31 March 2023 the company had ten members. Maldon and District Citizens Advice Bureau is governed by its Memorandum and Articles of Association.

Two members, Peter Boddam-Whetham and Dr Christina Thurston resigned during the year.

Maldon and District Citizens Advice Bureau was incorporated as a company limited by guarantee on the 29 March 2011. The charity commenced operations on the 1 October 2011 at which date the assets and liabilities of the unincorporated Maldon and District Citizens Advice Bureau were acquired.

Recruitment, Appointment of Trustees

Trustees, who are also Directors of the Company, are elected from the local community and must either reside or work in Essex. Trustees can be co-opted to the board and are elected by the members at the following Annual General Meeting. Trustees can also be elected to the Board purely at an Annual General Meeting. Trustees have to be members of the Charity prior to becoming Trustees. A separate process agreed by the Trustee Board is followed for the election of the Chair. The Reference and Administrative Details above identifies the constituencies that elected each of the current trustees. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

Organisational Structure and Management

Maldon & District Citizens Advice Bureau is governed by its Trustee Board which is responsible for setting the strategic direction of the organization and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of the Bureau and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management.

The Board met six times during the financial year. In addition, there were meetings of subcommittees as and when required. All decisions of the Executive Sub Committee are subject to ratification by the Board. The powers of other sub committees are restricted to making recommendations unless prior approval is given for a specific task.

Day to day management decisions were delegated to the Chief Officer as detailed in the Bureau Manual. This has clearly defined overall responsibility for the Bureau. The Charity is a Member of the National Association of Citizens Advice Bureau.

In pursuing its charitable objectives, the Charity co-operates with the following organizations:

- Maldon District Council, Burnham on Crouch Town Council, Parish Councils
- Essex County Council (Contain Outbreak Management Fund and other funding)
- Maldon & District Community Voluntary Service
- Jobcentre Plus (DWP)
- Citizens Advice Essex
- Reaching Communities Fund of the Big Lottery
- Affordable Warmth Solutions (National Grid)
- MaPS (Money and Pensions Service)
- Essex and National Citizens Advice as part of our delivery of national and Countywide CA contracts

Related Parties

Maldon and District Citizens Advice Bureau is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of the Bureau in order to fulfill its charitable objects and comply with the national membership requirements.

Maldon & District Citizens Advice Bureau

Major risks

The Bureau has an agreed risk management strategy and risk register. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end the Bureau is continually monitoring and managing its risk, reviewing the corporate risk register and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

OBJECTIVES AND ACTIVITIES

Objects

The charity's objectives are to promote any charitable purpose for the benefit of the community in the area defined by the District of Maldon and surrounding areas, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. This has been achieved by the provision to the public of free, confidential, impartial advice, information, signposting and assistance with negotiations.

Public Benefit Required

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the local Citizens Advice during the year. The Trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

ACHIEVEMENTS AND PERFORMANCE

Charitable Activities

A full account of the activities of the Bureau is given in the Annual Review which is published separately. Details of the contribution made by volunteers are provided in that report. Meanwhile, as most readers will be aware it suffices to comment that Volunteer Advisers are the core of the CA service and without their dedication and commitment to quality, the free advice service provided in the Maldon District would cease to continue.

Fundraising Activities

The Charity has a broad funding base the major funders being Maldon District Council, The National Lottery and Essex County Council. A number of projects concluded at the end of the last or during this financial year and these sources have been replaced by new initiatives. The Charity continues to submit bids to for additional funding from a variety of sources and has also been able to access a broad range of funding by way of its membership of Essex Citizens Advice Consortium.

Review by National Citizens Advice

The bureau received another very high score in its Leadership Self-Assessment, the annual audit undertaken by National CA covering all aspects of the Governance and performance of the Bureau. This provides a strong measure of quality assurance to all stakeholders including both clients and funders and reflects well upon the management team at the Bureau and the whole team of advisors.

Investment Activities

The charity does not currently hold material investments.

Factors Affecting the Achievement of Objectives

The financial year has seen the return of significant inflation and the requirement to support those affected by the rise in the cost of living. The war in Ukraine has also increased the demand for services, with assistance to refugees placed in the charities area of operations.

FINANCIAL REVIEW

Financial Position

Full details for the year are given in the accompanying financial statement and accompanying notes. The financial position of the Bureau has been regularly reported to the Trustee Board throughout the year and to Citizens Advice through the Financial Health Monitoring process.

The end of year position shows Incoming Resources of £268,481 and Resources Expended of £273,897 leaving a small deficit of £5,416.

Total reserves held at 31st March 2023 were £132,474 comprising:

- Strategic Reserve to meet Charity Commission requirements and allow continued funding of core operations to allow for a controlled wind down: £95,000 (Designated).
- Unrestricted Surplus: £37,474.

Reserves Policy

The Board's policy is that it should always maintain a strategic (designated) reserve of not less than three months and not more than six months average expenditure. The Board shall be continually made aware of the on-going level of Reserves, to ensure that it maintains this number of months of operating capability. The bureau remains within this target.

Other reserves may be designated as restricted (where such funds may only be used for the stated purpose and are typically associated with funding linked to specific projects), designated (where the Trustee Board has taken a decision to use such funds for a particular purpose) or unrestricted being the remaining reserves not treated as restricted or designated. (See Notes 1(e) and (f)). The board has agreed that unspent income shall be treated as unrestricted unless contractually stated.

In practice most of the Bureau's funds represent income which is due to be spent in the current year. Income and reserves not required for immediate use are placed in a deposit account yielding, in current times, only a small amount of interest. It is brought into current account as required.

Remuneration of Bureau Management

No. Of Employees	Total Salaries & Pension Contributions	Other Remuneration / Benefits	Total
12 x Part-Time = 7 FTE	£234,600	£0	£234,600

No employee was paid more than £60,000 during the year.

Effective April 2017, the Bureau operates a pension scheme under the auspices of the National Employment Savings Trust (NEST) with employer contributions of 3% and staff contribution of 5%.

Additionally, more than 30 volunteers supply the charity with unpaid work.

Principal Funding Sources

The Directors extend their gratitude to Maldon District Council who continued to support the core operating capacity of the charity, via a recently renewed and extended service contract. They also thank Essex County Council for the money provided by the Contain Outbreak Management Fund. Additionally, project-specific funding was received from a variety of grant giving bodies that supported the outreach and home visiting services. A Reaching Communities grant from the Big Lottery funds our Debt, Homelessness Prevention and Welfare Benefits Project.

The Bureau's premises in Maldon continued to be provided under a licence agreement with Maldon District Council. The Bureau also benefited from the provision of premises in Burnham on Crouch provided by the Town Council in Southminster by United Reform Church, and in Heybridge by the Fullbridge Church.

Going Concern

In the opinion of the Board, the Charity is a 'going concern' for the purposes of the applicable accounting standards.

Maldon & District Citizens Advice Bureau

Funds in Deficit

No funds were in deficit at the balance sheet date.

Investment Policy

As required in its Memorandum paragraph 3, in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

FUTURE PLANS

Maldon & District Citizens Advice Bureau has recently agreed an additional project with the National Lottery and a continuation of the fuel poverty grants.

DIRECTORS' RESPONSIBILITIES

Company Law and Charity Law require the directors to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of Maldon and District Citizens Advice Bureau and of the surplus or deficit for that period. In preparing those financial statements, the directors are required to:

- select appropriate accounting policies and then apply them consistently,
- make judgements and estimates that are reasonable and prudent,
- state whether applicable accounting standards have been followed, and explain where they haven't been followed, and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The directors are also responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of Maldon and District Citizens Advice Bureau and to enable them to ensure that the financial statements comply with the Companies Act 2006.

The directors are responsible for ensuring that the company maintains an adequate system of internal control designed to provide reasonable assurance that assets are safeguarded against material loss or unauthorised use and to prevent and detect fraud and other irregularities.

In accordance with company law, as the company's directors, we certify that:

so far as we are aware, there is no relevant audit information of which the company's auditors are unaware; and as the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

This report has been prepared in accordance with the Statement of Recommended Practice - Accounting and reporting by Charities and in accordance with the special provisions of Part VII of the Companies Act 2006 relating to small companies.



Signed..... Philip Wakeling
Chair of Trustees
Dated: 20/10/2023

INDEPENDENT EXAMINER'S UNQUALIFIED REPORT CHARITABLE COMPANY

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

I report on the financial statements of the company for the year ended 31 March 2023 as set out on pages 9 to 12.

Respective responsibilities of trustees and examiner

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 Association of Chartered Certified Accountants 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 (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Signed:

Independent Examiner: John Holliday

Relevant professional qualification: FCCA Name of Practice: Pocknells LLP

Address of Practice: Henry Brake House, 46, Hullbridge Road, South Woodham Ferrers, CM3 5NG

Date: 23/10/2023

**BALANCE SHEET FOR THE YEAR ENDED
31 MARCH 2023**

£		31 March 2023	31 March 2022
<u>Fixed Assets</u>	Cost	25,699	25,699
	Depreciation	<u>25,699</u>	<u>25,699</u>
		-	-
<u>Current Assets</u>			
	Cash at bank and in hand	155,174	154,707
	Accrued income	524	524
<u>Total Current Assets</u>		155,698	155,231
<u>Current Liabilities</u>			
	Trade Creditors	1,001	1,575
	Deferred Income	17,792	8,848
	Other Creditors	3,681	6,168
	Accruals	750	750
<u>Total Current Liabilities</u>		23,224	17,341
Net Assets		132,474	137,890
Funds	Unrestricted	24,143	12,983
	Designated	95,000	95,000
	Restricted	-	1,591
	Retained funds	<u>13,331</u>	<u>28,316</u>
Total Funds		132,474	137,890

For the year ended 31 March 2023 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

No members have required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006.

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

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

Signed on behalf of the Trustees



Philip Wakeling
Chair
Date of Approval 20/10/2023

INCOME AND EXPENDITURE STATEMENT YEAR ENDED 31st MARCH 2023

INCOME (Note 1b) <i>Figs in £</i>	Unrestricted	Restricted	Total Funds 2022/23	Unrestricted	Restricted	Total Funds 2021/22
MDC & Essex CC	89,343		89,343	78,900		78,900
Grants	25,000	-2,990*	22,010	38,028		38,028
Contracts	24,343	128,629	152,972		148,677	148,677
Donations	2,596		2,596	1,401		1,401
Bank Interest	1,560		1,560	498		498
Total Income re Charitable Activities	142,842	125,639	268,481	118,827	148,677	267,504
EXPENDITURE (Note 1c) <i>Figs in £</i>						Total Exp 2021/22
Salaries & NI	103,246	131,354	234,600	75,119	162,699	237,818
Accounting	2,745	720	2,925	1,928	884	2,812
Other Overheads	10,047	3,445	13,492	504	8,425	8,929
Office Costs	11,266	5,028	16,294	3,433	15,309	18,742
Governance	4,378	1,668	6,586	677	1,664	2,341
Depreciation						-
Total Expenditure	131,682	142,215	273,897	81,663	188,981	270,642
Profit / (Loss)	11,160	(16,576)	(5,416)	37,164	(40,304)	(3,138)

*clawback of unspent funding

Notes to the financial statements for the year ended 31 March 2023

1) Accounting policies

Maldon and District Citizens Advice Bureau is a company limited by guarantee in England / Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 3 of these financial statements. The nature of the charity's operations and principal activities are the provision of free and independent advice on their rights to the citizens of Maldon and the surrounding area.

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 on 16 July 2014 (as updated through Update Bulletin 1 published on 2 February 2016 and Update Bulletin 2 published on 5 October 2018), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Maldon & District Citizens Advice Bureau

2) Funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

- a) Incoming resources
 - i) Grants receivable
 - ii) Grants made to finance the activities of MCA are credited to the income and expenditure account in the period to which they relate
 - iii) Bank interest
 - iv) Bank interest is included in the income and expenditure account on receipt.
 - v) Other income
 - vi) Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included as they were received.
 - vii) Gifts and Intangible income
 - viii) No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' Annual Report.
 - ix) Grants received in advance of the period in which the funder requires the expenditure to be applied will be reflected in deferred income within the balance sheet.
- b) Resources expended

All expenditure is accounted for on an accruals basis. All expenditure directly related to the provision of advice services is included within charitable expenditure. Other costs incurred have been allocated between fundraising and publicity and management and administration as appropriate. Where such costs relate to more than one functional cost category they have been split on an estimate of time or floor space basis, as appropriate.
- c) Fixed assets and depreciation

The Trustees have agreed that fixed assets are included at cost and that items are capitalised and written off over four years only if their unit cost is over £1000. The Bureau currently has no fixed assets in this category.
- d) Restricted funds

Restricted Funds relate to the Reaching Communities Fund of the Big Lottery, Warm Homes, and MAPS. Income received for the restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated. Clawback show relates to unspent funding from Help to Claim (Universal Credit Support), from the previous financial year.
- e) Designated funds

Designated funds are allocated out of unrestricted funds by the trustees for specific purposes. The use of such funds is at the trustees' discretion.
- f) Leases

Rental costs under operating leases are charged to the statement of financial activities on a straight line basis over the period of the leases.
- g) Cash Flow

Maldon and District Citizens Advice Bureau has taken advantage of the exemptions in FRS102 from the requirement to produce a cash flow statement on the grounds that it has a turnover less than £500,000.

3) Trustees' Expenses and Remuneration

No trustee expenses were incurred during the current year and no remuneration was paid.

4) Independent Examiner

Pocknells LLP, our Independent Examiner, were paid a discounted fee.

Maldon & District Citizens Advice Bureau

5) Paid Employees

<i>Figs in £p</i>	Total	Total
	2022/23	2021/22
Gross Emoluments Inc. pension and. Employers National Insurance	234,600	237,818

Employer's NI is shown net of £5,000 NIC allowance.

6) Restricted Funds

<i>Figs in £</i>	Brought Fwd	Received During 2022/23	Expenditure	Carried Fwd
Big Lottery Funding	0	63,569	70,716	(7,147)
Warm Homes	0	15,552	18,365	(2,813)
Warm Start	0	7,040	7,087	(47)
MaPS	0	42,468	46,047	(3,579)

7) Financial commitments

Capital Commitments:

There were no capital commitments during 2021/22 and no commitments for 2022/23 as at the balance sheet date.

8) Related party transactions

There have been related party transactions identified in accordance with FRS102. There were transactions between Maldon and District Citizens Advice Bureau and National Citizens Advice in relation to insurance and information services.

9) Taxation

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.