

MALDON AND DISTRICT CITIZENS ADVICE BUREAU

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

**REPORT OF THE TRUSTEES AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025
FOR
MALDON AND DISTRICT CITIZENS ADVICE BUREAU**

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

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31 MARCH 2025**

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Maldon and District Citizens Advice Bureau

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 2025. 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

Claire Morin Chair of Trustees
Laura Brown Company Secretary
Dale Cox
Peter Dollery
Melanie Halls
Paul Roberts Treasurer
Gerald Martin Townshend (appointed 20th February, 2025)
Philip Wakeling
Jo Weaver (appointed 20th February, 2025)

| | |
|-----------------------|---|
| PRINCIPAL BANKERS: | Unity Trust Bank Four Brindleyplace Birmingham B1 2JB |
| INDEPENDENT EXAMINERS | Pocknells LLP Henry Brake House, 46 Hullbridge Road, South Woodham Ferrers, CM3 5NG |

Maldon and District Citizens Advice Bureau

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. Maldon and District Citizens Advice Bureau is governed by its Memorandum and Articles of Association.

At 31 March 2025, the company had 10 members.

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 four times during the financial year.

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
- Essex County Council
- Maldon & District Community Voluntary Service
- Jobcentre Plus (DWP)
- Citizens Advice Essex
- Reaching Communities Fund of the Big Lottery
- 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 and 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. In the past 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, but the risk is rising as contracts seem increasingly to be of a short duration and the National Lottery funding is due to finish in 2026. In 2025 a separate but related risk comes from the proposed devolution and local government re-organisation for Essex as Maldon DC is a key funder.

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 and factors affecting the achievement of objectives

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.

Maldon and District Citizens Advice Bureau

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 £353,262 and Resources Expended of £332,283.

Total reserves held at 31st March 2025 were £159,559 comprising:

- Strategic Reserve to meet Charity Commission requirements and allow core operations to continue in the case of a temporary dip in funding or, in a worst case scenario, to allow for a controlled wind down: £95,000 (Designated)
- Unrestricted Surplus: £35,651
- Restricted Surplus: £28,908.

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(d) and (e)). 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. Interest is brought into the current account as received.

Remuneration of bureau management

| No. Of Employees | Total Salaries & Pension Contributions | Other Remuneration / Benefits | Total |
|---------------------------|--|-------------------------------|----------|
| 14 x Part-Time = 8 FTE | £282,601 | £0 | £282,601 |

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 40 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. They also thank Essex County Council for their contribution to core operating costs. Additionally, project-specific funding was received from a variety of grant giving bodies that supported the outreach and home visiting services. Reaching Communities grants from the Big Lottery fund our projects which cover Debt, Homelessness Prevention and Welfare Benefits, Community Engagement, Employment and Financial Capability. Several projects such as Macmillan Welfare Benefits, Ukraine, Cadent and Warm Start are delivered by Maldon Citizens Advice in conjunction with others under the umbrella of Citizens Advice Essex.

The Bureau's premises in Maldon continued to be provided under a license agreement with Maldon District Council.

Maldon and District Citizens Advice Bureau

Going concern

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

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

In addition to existing projects, Maldon Citizens Advice will be delivering advice through an Aviva funded project . In preparation for funding from the National Lottery ending in 2026, the trustees are actively investigating alternative grants and contracts.

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 information of which the company's independent examiners 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 information and to establish that the charity's examiners 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 Claire Morin
Chair of Trustees
Dated:

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 2025 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:

Maldon and District Citizens Advice Bureau

**BALANCE SHEET FOR THE YEAR ENDED
31 MARCH 2025**

| £ | | 31 March 2025 | 31 March 2024 |
|----------------------------------|--------------------------|----------------|----------------|
| <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 | 149,198 | 134,742 |
| | Accrued income | 16,300 | 17,413 |
| | Other Debtors | 3,107 | - |
| <u>Total Current Assets</u> | | 168,605 | 152,155 |
| <u>Current Liabilities</u> | | | |
| | Trade Creditors | 473 | 588 |
| | Deferred Income | 1,673 | 1,673 |
| | Other Creditors | 1,950 | 10,564 |
| | Accruals | 4,950 | 750 |
| <u>Total Current Liabilities</u> | | 9,046 | 13,575 |
| Net Assets | | 159,559 | 138,580 |
| Funds | Unrestricted | 35,651 | 31,366 |
| | Designated | 95,000 | 95,000 |
| | Restricted | <u>28,908</u> | <u>12,214</u> |
| Total Funds | | 159,559 | 138,580 |

For the year ended 31 March 2025 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

Claire Morin
Chair of Trustees
Dated

INCOME AND EXPENDITURE STATEMENT YEAR ENDED 31st MARCH 2025

| INCOME (Note 2a) <i>Figs in £</i> | Unrestricted | Restricted | Total Funds 2024/25 | Unrestricted | Restricted | Total Funds 2023/24 |
|---|---------------------|-------------------|--------------------------------------|---------------------|-------------------|--------------------------------------|
| Maldon DC | 85,100 | | 85,100 | 79,500 | | 79,500 |
| Other grants and contracts | 35,378 | 225,349 | 260,727 | 67,567 | 175,060 | 242,627 |
| Donations | 2,559 | | 2,559 | 6,268 | | 6,268 |
| Bank Interest | 4,876 | | 4,876 | 3,705 | | 3,705 |
| Total Income re Charitable Activities | 127,913 | 225,349 | 353,262 | 157,040 | 175,060 | 332,100 |
| EXPENDITURE (Note 2b) <i>Figs in £</i> | | | Total Exp 2024/25 | | | Total Exp 2023/24 |
| Salaries & NI | 85,463 | 197,138 | 282,601 | 114,896 | 169,867 | 284,763 |
| Accounting | 8,622 | | 8,622 | 3,276 | | 3,276 |
| Other Overheads | 11,014 | 3,647 | 14,661 | 8,838 | 3,217 | 12,055 |
| Office Costs | 16,639 | 5,835 | 22,474 | 14,972 | 7,459 | 22,431 |
| Governance | 2,665 | 1,260 | 3,925 | 2,409 | 1,260 | 3,669 |
| Total Expenditure | 124,403 | 207,880 | 332,283 | 144,391 | 181,803 | 326,194 |
| Profit / (Loss) | 3,510 | 17,469 | 20,979 | 12,649 | (6,743) | 5,906 |

Notes to the financial statements for the year ended 31 March 2025

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.

a) Incoming resources

Maldon and District Citizens Advice Bureau

- 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, various energy support projects, Ukraine and MacMillan. Income received for the restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.
- 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.

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.

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 and District Citizens Advice Bureau

5) Paid Employees

| <i>Figs in £</i> | Total | Total |
|--|----------------|----------------|
| | 2024/25 | 2023/24 |
| Gross Emoluments Inc. pension and. Employers National Insurance | 282,601 | 284,763 |

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

6) Restricted Funds

| <i>Figs in £</i> | Brought fwd | Received during 2024/25 | Expenditure | Transfer to/)(from) Unrestricted | Carried fwd |
|---------------------------------------|-------------|----------------------------|-------------|--|-------------|
| Big Lottery Funding | (6,938) | 103,133 | 105,739 | (8,497) | (12,829) |
| Energy projects | (3,368) | 36,842 | 29,711 | 8,063 | (2,436) |
| Ukraine and other projects | - | 15,477 | 1,110 | 1,209 | (13,158) |
| Macmillan | (1,908) | 69,897 | 71,320 | - | (485) |

7) Financial commitments

There were no capital commitments during 2024/25 and no commitments for 2025/26 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.