



TEST VALLEY CITIZENS ADVICE BUREAU
(Citizens Advice Test Valley)

Financial Statements
For the year ended 31 March 2024

Registered Charity No.	1156829
Company No.	08933947

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley)

Financial Statements For the year ended 31 March 2024

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Test Valley Citizens Advice Bureau (Citizens Advice Test Valley)

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 financial statements for the year ended 31 March 2024. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard 102.

1. REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name:	Test Valley Citizens Advice Bureau (Citizens Advice Test Valley)
Charity Registration:	1156829
Company Registration:	08933947
Registered Office:	1st Floor Chantry House Chantry Way Andover SP10 1LZ
Chief Executive:	Ange Moon
Bank:	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ
Reporting Accountant	Mark Wall Unit 5, Basepoint Business Centre Caxton Cl East Portway Andover SP10 3FG

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley)

Report of the Directors and Trustees continued ...

The following people were directors/trustees of the charity on the date of approval of the report:

Directors/Trustees	Role	Date Elected	Date Resigned
Roger Clift	Trustee	01/06/14	
Stephen Bowden	Chair	24/04/18	
Stella Coulthurst	Trustee	24/04/18	26/01/24
Andy Gunn	Vice Chair	02/12/20	26/01/24
Stephen Hart	Treasurer	02/12/20	
Elizabeth Leather	Trustee	18/01/22	
Alexandra Gladwell	Trustee	18/01/22	
Linda Thorpe	Trustee	17/01/23	
Katie Gray (nee Dutton)	Trustee	18/04/23	

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley)

Report of the Directors and Trustees continued ...

2. STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley) is a registered charity and a company limited by guarantee. Test Valley Citizens Advice Bureau is also known and referred to as Citizens Advice Test Valley. The maximum liability of each member is limited to £1. On 31 March 2024 the company had 7 members. Test Valley Citizens Advice Bureau (Citizens Advice Test Valley) is governed by its Memorandum and Articles of Association.

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley) was incorporated as a company limited by guarantee on 11th March 2014. The charity commenced operations on 1st June 2014 at which date the assets and liabilities of the incorporated Andover and Romsey Citizens Advice were acquired.

Recruitment, Appointment of Trustees

Trustees, who are also Directors of the Company, are elected from the local community. A working group made up of Trustees and chaired by the Chair is established to oversee the elections process for Board appointments. A separate process agreed by the Trustee Board is followed for the election of the Chair.

No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

Induction of Trustees

Newly appointed Trustees are provided with a comprehensive induction to Test Valley Citizens Advice Bureau (Citizens Advice Test Valley) through the provision of training courses and mentoring by established trustees. We are currently carrying out a recruitment drive having lost two trustees in early January.

Organisational Structure

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley) is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Test Valley Citizens Advice Bureau (Citizens Advice Test Valley) 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. A register of members' interests is maintained at the registered office and is available to the public.

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley)

Report of the Directors and Trustees continued ...

Related Parties

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley) 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 Test Valley Citizens Advice Bureau (Citizens Advice Test Valley) in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with several other advisory services, local charities, and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

Major risks

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley) has worked on a Corporate Risk Management exercise. A risk management strategy and risk register were agreed by the Trustee Board. The Trustees recognise that any major risks to which the charity is exposed needs to be reviewed and systems put in place to mitigate those risks. To that end Test Valley Citizens Advice Bureau (Citizens Advice Test Valley) 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 reduced 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 by the Chief Officer and Trustee Board to ensure that they still meet the needs of the charity.

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley)

Report of the Directors and Trustees continued ...

3. OBJECTIVES AND ACTIVITIES

Objects

The charity's objects are to promote any charitable purpose for the benefit of the community in Test Valley, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness, and distress.

Objectives, Strategies and Activities for the Year

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley) aims to provide free, confidential, impartial, independent advice and information for the benefit of the local community, to exercise a responsible influence on the development of social policies and services and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

We have been working with the Romsey Foodbank offering advice and assistance at the Foodbank premises since 2021. Funding for this was secured by a joint application to the Trussell Trust. The project has been extended for three years, ending in at the end of 2024 – new funding is being sourced for the continuation of this service.

In January 2023 we secured funding from Test Valley Borough Council to do a similar project at the Andover Foodbank. This is funded until May 2024 but we have an application pending with the Trussell Trust.

In March 2023 we began to host a debt project that is managed by Citizens Advice New Forest. The project is aimed at vulnerable clients in debt and offers help within the Test Valley and Winchester areas – funding for the project runs to end of 2025.

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.

The principal activity of Test Valley Citizens Advice Bureau (Citizens Advice Test Valley) remains the provision of free, confidential, independent, and impartial advice, information and counsel for members of the public. This is provided through one local Citizens Advice in the Test Valley with two offices located in Andover and Romsey.

Advisory services were provided through face-to-face consultations, telephone advice lines, email and various outreach services at community centres throughout the borough.

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley)

Report of the Directors and Trustees continued ...

Contribution of Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity.

44 volunteers contributed over 20,000 hours of work to the local Citizens Advice during the year. We estimate the value of this help at £424,889 in respect of the current year (2022/23- £453,657).

2. ACHIEVEMENTS AND PERFORMANCE

Charitable Activities

We have continued to have our demand increased which has challenged the service due to the cost of living crisis. We have continued to work with our clients by phone and email and have enhanced our face to face interaction with clients providing both drop in and appointments during our opening times. We have fully populated both our offices with our volunteers and the paid staff. The key achievements in the year were accessing two pots of money made available from Citizens Advice (head office), allowing us to work in partnership with 3 other offices to provide a dedicated paid telephone service. The work with the New Forest has proved incredibly successful. We continue to be a Hate Crime reporting Centre as well as promoting Restorative Justice. We were also fortunate to receive funding from the Clothworkers Charity to help enhance our IT systems within our offices

We continue to offer support to the Andover Charities.

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley) had a total of 18,281 client activities with 15,548 issues in 2023/24 (2022/23 16,755 client activities with 12,278 issues). The Local Citizens Advice assisted in the recovery of £453,159 on behalf of clients (2022/23 £414,336)

Fundraising Activities

Total charitable activities income for the year was £447,860 compared to £307,814 in 2022/2023. We also received project funding for the Romsey Foodbank Casework post, the Andover Foodbank Caseworker role and some paid telephone advisers as well as a number of small grants have helped us through the last year.

Investment Activities

The charity does not currently hold material investments.

Factors Affecting the Achievement of Objectives

The charity is aware of the financial pressures experienced by its major funders, and in view of this has taken active measures to seek additional sources of funding for its services.

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley)

Report of the Directors and Trustees continued ...

3. FINANCIAL REVIEW

Financial Position

Total incoming resources in the year were £457,301 (2022/23 £325,239) of this £133,364 (2022/23 £38,733) related to project restricted activities.

A surplus of £10,055 (2022/23 of £5,192) was made in the year.

Reserves Policy

It is a recommendation from the Charities Commission that Reserves should be sufficient to cover a period long enough for a Charity to decide on a way ahead should it lose its major funding. Test Valley Citizens Advice Bureau (Citizens Advice Test Valley) is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The local Citizens Advice will maintain a projection of income for at least 3 years ahead and will ensure that this continues to be derived from as wide a variety of sources as possible. They will take all necessary steps aimed at ensuring that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred the Trustees have determined that 'free' reserves of 3/4 months normal operating expenditure should be maintained. Any other money held in the account is designated for ongoing IT costs and any increase in the cost of living. Our lease in Andover is for 5 years ending 2025, and in Romsey 2028 so there is also anticipation of a move to be considered.

Principal Funding Sources

The Directors extend their gratitude to Test Valley Borough Council who continue to support the core operating capacity of the charity. Funding from Citizens Advice Hampshire, Clothworkers Charity and Big Lottery has added to the income streams, as well as funding from Citizens Advice and Hampshire County Council.

The charity did not have any borrowings from either provider of funding or other sources at the balance sheet date.

Funds in Deficit

At 31/03/2024, the following funds were in deficit:

	2024 £	2023 £
Andover Foodbank	(4,291)	(£49)
Core Donation	(5,546)	-
Enham Trust	-	(£1,954)
Romsey Foodbank	(13,746)	(£4,721)

These funds in deficit are supported by general funds.

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley)

Report of the Directors and Trustees continued ...

4. FUTURE PLANS

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley) aims to continually improve access to its service and intends to extend its service to an even wider number of the community through continued increased provision of telephone advice. Since 2020, we have opened new channels to work with clients: a national email service, local email and we have enhanced our offer on the adviceline system. We have also continued to provide the service at the Romsey Foodbank and the Andover Foodbank to help clients in greatest need.

With help from extra funding from Citizens Advice we have now increased the number of paid staff to 16 (8.65FTE) and continue support the community of Test Valley. Both our offices provide some face-to-face contact via our drop in service.

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley)

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 Test Valley Citizens Advice Bureau (Citizens Advice Test Valley) and of the surplus or deficit for that period. In preparing those financial statements, the directors are required to:

- (a) select appropriate accounting policies and then apply them consistently
- (b) make judgements and estimates that are reasonable and prudent,
- (c) state whether applicable accounting standards have been followed, and explain where they haven't been followed, and
- (d) 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 Test Valley Citizens Advice Bureau (Citizens Advice Test Valley) and to enable them to ensure that the financial statements comply with the Companies Acts 1985 to 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.

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and reporting by Charities and in accordance with the provisions applicable to company's subject to the small companies' regime.

Signed.....
Chair of Trustees
Mr Stephen Bowden

Date

Independent examiner's report to the trustees of Test Valley Citizens Advice Bureau (Citizens Advice Test Valley)

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024, which are set out on pages 14- 22.

Responsibilities and basis of report

As the charity's trustees of the Company (and also the directors of the company 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 for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity'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

The company's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Certified Public Accountants Association in England and Wales.

I have completed my examination. I confirm that no material matters have come to my attention which give me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts do not accord with such records; or
- the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the accounts have not been prepared in accordance with the Charities SORP (FRS 102).

**Independent examiner's report to the trustees of
Test Valley Citizens Advice Bureau (Citizens Advice Test Valley)**

Continued.

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 

Date 4/9/24

Mark Wall
Unit 5, Basepoint Business Centre
Caxton Cl
East Portway
Andover
SP10 3FG

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley)
Statement of financial activities for the year ended 31 March 2024
Incorporating the Income and Expenditure Account

	Note	Unrestricted funds	Restricted funds	Total funds	
		£	£	2024 £	2023 £
Income from:					
Donations and legacies	2	1,243	1,000	2,243	11,788
Charitable activities	3	315,496	132,364	447,860	307,814
Other (<i>including fundraising</i>)	4	7,198	-	7,198	5,637
Total		<u>323,937</u>	<u>133,364</u>	<u>457,301</u>	<u>325,239</u>
Expenditure on:					
Charitable activities	5	<u>298,170</u>	<u>149,076</u>	<u>447,246</u>	<u>320,047</u>
Total Expenditure		<u>298,170</u>	<u>149,076</u>	<u>447,246</u>	<u>320,047</u>
Net income/(expenditure) before transfers		25,767	(15,712)	10,055	5,192
Transfers between funds	9	2,634	(2,634)	-	-
Net movement in funds for the year		28,401	(18,346)	10,055	5,192
Reconciliation of funds:					
Balances brought forward 2023	9	<u>145,206</u>	<u>23,245</u>	<u>168,451</u>	<u>163,259</u>
Balances carried forward 2024	9	<u>173,607</u>	<u>4,899</u>	<u>178,506</u>	<u>168,451</u>

There are no recognised gains or losses in the year, other than those included in the statement of financial activities.

All activities derive from continuing operations.

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley)
Balance Sheet as at 31 March 2024

	Note	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Current Assets					
Debtors	7	6,464	-	6,464	5,535
Cash at bank and in hand		180,617	24,779	205,396	185,109
		187,081	24,779	211,860	190,644
Creditors - amounts falling due within one year	8	13,474	19,880	33,354	22,193
Net Current Assets		173,607	4,899	178,506	168,451
Net assets		173,607	4,899	178,506	168,451
Represented by:					
Funds of the Charity					
Unrestricted General Funds	9	173,607	-	173,607	145,206
Restricted Funds	9	-	4,899	4,899	23,245
		173,607	4,899	178,506	168,451

For the year ending 31st March 2024 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476.

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

These accounts have been prepared in accordance with the provisions applicable to company's subject to the small companies' regime and in accordance with FRS102 SORP.

The financial statements were approved by the Board on and signed on their behalf by:

Chair
Mr Stephen Bowden

Treasurer.....
Mr Steve Hart

Company Registration No: 08933947
Charity Registration No: 1156829

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley)
Notes to the financial statements for the year ended 31 March 2024

1. Accounting policies

a) Accounting basis

The financial statements have been prepared under the historical cost convention and are in accordance with the Companies Acts 1985 to 2006, and with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS102) and the Charities Act 2011.

b) Incoming resources

i) Grants receivable

Grants made to finance the activities of the local Citizens Advice are credited to the income and expenditure account in the period to which they relate.

ii) Bank interest

Bank interest is included in the income and expenditure account on receipt.

iii) Other income

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.

iv) Gifts and Intangible income

In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public. This help and support is not included in the financial statements. However, its value to the Charity has been estimated and disclosed in the directors' report.

v) Deferred income

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.

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley)
Notes to the financial statements for the year ended 31 March 2024

1. Accounting policies (continued)

c) Resources expended

All expenditure is accounted for on an accrual's 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.

d) Fixed assets and depreciation

Equipment is written off in the year of purchase

The depreciation policy has been reviewed and no change has been made from the previous year.

e) Restricted funds

Income received for restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

f) 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.

g) Pension

The charity operates a defined contribution group personal pension plan for its employees. Payments are charged to the income and expenditure account in the period in which they are incurred.

h) Leases

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases.

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley)
Notes to the financial statements for the year ended 31 March 2024

2 Donations and legacies

	Unrestricted	Restricted	Total	Total
	£	£	2024	2023
			£	£
Voluntary income				
Donations	1,243	1,000	2,243	11,788
	<u>1,243</u>	<u>1,000</u>	<u>2,243</u>	<u>11,788</u>

3 Income from Charitable Activities

	Unrestricted	Restricted	Total	Total
	£	£	2024	2023
			£	£
Premises and Parking provided by the local authority at no cost	39,340	-	39,340	39,340
Test Valley Borough Council SLA	243,312	-	243,312	229,851
Citizens Advice Home & Wellbeing	140	-	140	90
Citizens Advice FPP Admin	2,083	-	2,083	-
Citizens Advice HSF	13,833	-	13,833	-
Test Valley Bourough Council Volunteer Recruitment	16,000	-	16,000	-
Citizens Advice Gambling Awareness Grant	-	-	-	500
CANF	788	-	788	-
Citizens Advice Board Attendance	-	-	-	150
Hampshire County Council - Cllr Cooper Grant	-	-	-	500
Romsey Town Council Grant	-	-	-	500
Andover Foodbank	-	6,961	6,961	2,500
Core Donation	-	108,875	108,875	-
Healthwatch	-	1,150	1,150	2,550
Romsey Foodbank	-	11,928	11,928	23,252
Whitchurch Outreach	-	3,450	3,450	3,000
Enham Trust	-	-	-	5,581
Help to Claim	-	-	-	-
	<u>315,496</u>	<u>132,364</u>	<u>447,860</u>	<u>307,814</u>

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley)
Notes to the financial statements for the year ended 31 March 2024

4 Other Income

	Unrestricted £	Restricted £	Total 2024 £
Activities for generating funds			
Fundraising events	2,353	-	2,353
Gift Aid	351	-	351
	2,704	-	2,704
Investment income			
Bank Interest received	2,970	-	2,970
Miscellaneous income			
Miscellaneous income	1,524	-	1,524
Total Other Income	7,198	-	7,198

5 Analysis of expenditure on charitable activities

	Note	General Advice and Information £	Andover Foodbank £	Core Donation £	Health - watch £	Romsey Foodbank £	Whitchurch £	Ehnam Trust £	2024 £
Charitable Activities									
Staff costs	6	190,173	6,828	23,804	241	15,788	1,088	-	237,922
Other direct costs									-
Support costs (below)		107,997	4,375	90,617	120	5,165	1,050	-	209,324
Total Expenditure by Activity		298,170	11,203	114,421	361	20,953	2,138		447,246

	General Advice and Information £	Andover Foodbank £	Core Donation £	Health - watch £	Romsey Foodbank £	Whitchurch £	Ehnam Trust £	2024 £
Support Costs								
Staff & volunteer expenses	18,997	895	2,845	12	660	400	-	23,809
Office, IT & communications	42,221	1,707	5,140	51	2,201	308	-	51,628
Premises	44,163	1,675	5,376	54	2,176	323	-	53,767
Governance	2,288	86	278	3	112	17	-	2,784
Other	328	12	76,978	-	16	2	-	77,336
Activity Total	107,997	4,375	90,617	120	5,165	1,050	-	209,324

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley)
Notes to the financial statements for the year ended 31 March 2024

6 Information regarding Trustees, Directors and Employees

	2024	2023
	£	£
Wages and salaries	218,913	182,545
Social security costs	13,731	5,699
Pension costs	<u>5,278</u>	<u>4,104</u>
	<u><u>237,922</u></u>	<u><u>192,348</u></u>

The average number of employees, analysed by function was:

	2024	2023
Charitable purposes	16	9.0
Fundraising & publicity		
Management and administration of charity	<u>1.0</u>	<u>1.0</u>
	<u><u>10.0</u></u>	<u><u>10.0</u></u>

No employee received remuneration of more than £60,000

No Trustee was remunerated for any services. All payments were by way of reimbursement for expenses.

The local Citizens Advice paid £2,312 (2022/23: £1,182) in the year ended 31 March 2024 for various insurance services including professional indemnity.

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley)
Notes to the financial statements for the year ended 31 March 2024

7 Debtors

	Total 2024 £	Total 2023 £
Prepayments	5,415	4,563
Accrued Income	1,049	972
	<u>6,464</u>	<u>5,535</u>

8 Creditors - amounts falling due within one year

	Total 2024 £	Total 2023 £
Other creditors including tax and social security	9,483	3,008
Accruals	4,025	4,185
Deferred Income	19,846	15,000
	<u>33,354</u>	<u>22,193</u>

Test Valley Citizens Advice Bureau (Citizens Advice Test Valley)
Notes to the financial statements for the year ended 31 March 2024

9 Movement in funds

	At 1 April 2023 £	Income £	Expenditure £	Transfer s £	At 31 March 2024 £
Unrestricted Funds					
Generalist Advice and Information	145,206	323,937	(298,170)	2,634	173,607
Total Unrestricted funds	<u>145,206</u>	<u>323,937</u>	<u>(298,170)</u>	<u>2,634</u>	<u>173,607</u>
Restricted Funds					
Andover Foodbank	(49)	6,961	(11,203)	-	(4,291)
Core Donation	-	108,875	(114,421)	-	(5,546)
Healthwatch	22,574	1,150	(361)	-	23,363
Romsey Foodbank	(4,721)	11,928	(20,953)	-	(13,746)
Whitchurch Outreach	2,807	4,450	(2,138)	-	5,119
BEIS	4,155	-	-	(4,155)	-
Enham Trust	(1,954)	-	-	1,954	-
Help to Claim	-	-	-	-	-
N Baddesley	433	-	-	(433)	-
Total Restricted Funds	<u>23,245</u>	<u>133,364</u>	<u>(149,076)</u>	<u>(2,634)</u>	<u>4,899</u>
Total funds	<u>168,451</u>	<u>457,301</u>	<u>(447,246)</u>	<u>-</u>	<u>178,506</u>

10 Purposes of restricted funds

Andover Foodbank – Caseworker with foodbank
Core Donation – Paid Telephone advice
Romsey Foodbank – Caseworker with foodbank
Whitchurch – Outreach Service

11 Taxation

The charity is exempt from tax on income and gains falling within sections 466 to 493 or the Corporation Tax Act 2010 (CTA 2010) to the extent that these are applied to its charitable objects.

12 Pension Costs

A pension scheme for employees is operated on a defined contributions basis. The scheme is open to all employees at any time. The company contributes between 3% and 6.5% of pensionable earnings and the employees between 3 and 5%. The assets of the scheme are held separately from those of the company in an independently administrated fund. The fund administrators are NEST and the scheme is NEST.