



## Trustees' Annual Report for the period

From	Period start date			To	Period end date		
	Day 01	Month 05	Year 2024		Day 30	Month 04	Year 2025

### Section A

### Reference and administration details

Charity name

Banburyshire Citizen Project

Other names charity is known by

BCP, Banburyshire Advice Centre

Registered charity number (if any)

1170519

Charity's principal address

49c Castle Street,  
Banbury, Oxfordshire

Postcode

OX16 5NU

### Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Andy Willis	Chairman		
2	Margaret Cullip			
3	Surinder Dhesi			
4	Nancy Horan		4 July 2025 joined	
5	Karen Kenna		4 July 2025 joined	
6	Paul Miller		15 Nov 2025 joined	
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

### Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

### Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

### Name of chief executive or names of senior staff members (Optional information)

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## Section B Structure, governance and management

### Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Constitution
How the charity is constituted (eg. trust, association, company)	Unincorporated Charitable Association
Trustee selection methods (eg. appointed by, elected by)	Appointment and Election

### Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

Conflict of Interest Policy  
Safeguarding Policy  
Health and Safety Policy  
IAG Policy  
Disciplinary Policy

## Section C Objectives and activities

### Summary of the objects of the charity set out in its governing document

THE OBJECTS OF THE GROUP SHALL BE: 1) THE RELIEF OF POVERTY 2) THE RELIEF OF THOSE IN NEED BY REASON OF AGE, DISABILITY, FINANCIAL HARDSHIP OR OTHER DISADVANTAGE 3) THE PROMOTION OF GOOD HEALTH AND WELLBEING 4) THE PROMOTION OF SOCIAL INCLUSION OF THOSE EXCLUDED FROM SOCIETY OR PART OF SOCIETY DUE TO THEIR SOCIAL AND/OR ECONOMIC CIRCUMSTANCES 5) THE ADVANCEMENT OF EDUCATION 6) THE FURTHERANCE OF SUCH OTHER CHARITABLE PURPOSES (CHARITABLE UNDER ENGLISH LAW) AS THE TRUSTEES SEE FIT FROM TIME TO TIME

Provide benefit advice, general advice and Education course information and Career advice to the general public. Help clients access benefits by assisting with form filling and on-line application. Help disabled people access Blue Badge scheme. Help people in financial hardship access Food bank vouchers and access other help from other support charities. Sign post clients to debt advice charities. Promote health and well-being by running educational courses from time to time.

**Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)**

**Additional details of objectives and activities (Optional information)**

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

### Summary of the main achievements of the charity during the year

The charity has had a very busy year helping 1,541 people. The main enquiries were Personal Independence Payments, Attendance Allowance and Benefit checks as well as Blue Badges.

The majority of clients we help are Oxfordshire residents namely Banbury.

The charity has been affected by the local Citizen's Advice changing its working model and now they refer benefit cases to ourselves.

The yearly gain for clients was £300,106.86.

We received funding from Paradigm Housing, SOHA and Sanctuary Housing.

### Banburyshire Advice Centre IAG Trends and Targets Period

The charity is affected by the number of enquiries we receive and the type of IAG help needed, for instance resource available, trained volunteers in the area, training requirements and storage of resources, such as forms and leaflets. IAG Goals Our goals are to try and get benefits first time round with the benefit form filling. As an organisation most of the time we achieve this and normally it is lack of medical evidence that prevents the client to achieve the benefits.

We measure as an organisation financial gains clients achieve and report this back in reports such as Charity Commission Reporting as this is important as funders look at this information before awarding grants. Helping clients financial, physical and mental wellbeing through benefits achieve our charitable aims.

Charitable objects THE OBJECTS OF THE GROUP SHALL BE: 1) THE RELIEF OF POVERTY 2) THE RELIEF OF THOSE IN NEED BY REASON OF AGE, DISABILITY, FINANCIAL HARDSHIP OR OTHER DISADVANTAGE 3) THE PROMOTION OF GOOD HEALTH AND WELLBEING 4) THE PROMOTION OF SOCIAL INCLUSION OF THOSE EXCLUDED FROM SOCIETY OR PART OF SOCIETY DUE TO THEIR SOCIAL AND/OR ECONOMIC CIRCUMSTANCES 5) THE ADVANCEMENT OF EDUCATION 6) THE FURTHERANCE OF SUCH OTHER CHARITABLE PURPOSES (CHARITABLE UNDER ENGLISH LAW) AS THE TRUSTEES SEE FIT FROM TIME TO TIME We are a key service for Banbury cross Health Centre and Swan Practice as we provide extra support to their patients and provide and expertise they do not have or time to do.

### Attendance Allowance

The number of clients of clients seen has increased significantly from last year. We had 150 cases this year and last year we had 114 cases. Our target is to see 100 enquiries, which we achieved. The increase may be due to changes locally with advice provision.

### Blue Badges

We aim to see 45 Blue Badges each year and we meet this target. There was however a decrease, this year compared to last year in which there was 75 enquiries.

**Care Homes**

Care Home enquiries remain roughly constant.

**Career Counselling**

The Career counselling decreased slightly.

**Charitable Grants**

Remained about the same as last year with only a decrease of 2.

**Legal**

Cases remained in the 40s.

**Mandatory Reconsideration**

There was a drop in the number of Mandatory Reconsideration from 42 to 24. Our new target is to see 15 enquiries a year.

**Money & Debt**

The number of money and debt cases has decreased from 29 last year to 16.

**Personal Independence Payment**

This is one of the most common enquiries we help with. We had a slight decrease to 183 from 194 enquiries. We meet our target of 100 enquiries. The impact on the service is that we need to constantly update our volunteer's knowledge and skills with benefit changes/

**Universal Credit**

The number of enquiries remained roughly the same and we meet our target of seeing 50 enquiries.

It is likely the number of enquiries may increase with benefit changes. It does mean the charity needs to spend resources and training in this area, especially as Universal credit cases are often complex in nature.

Achievements and performance Activities we will do to improve IAG as a result of evaluation Continuous Improvement of IAG activities

- ☐ Attract more volunteers to meet demand ☐ Continually train staff on developments in benefits
- ☐ Share good practice at staff meetings
- ☐ Discuss issues and other members of staff to offer solutions
- ☐ Follow up cases and signposting
- ☐ Monitor developments in benefit world, CPAG, NAWRA, Benefits and Work, Media
- ☐ Review feedback from clients

**ENQUIRY**

Option	Count	%	Rank
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## Section D

## Achievements and performance

Aids and Adaptations	1	0.09%	37
Attendance Allowance	150	13.01%	2
Blue Badge	50	4.34%	6
Bus Pass	5	0.43%	27
Care Home	4	0.35%	29
Career counselling	11	0.95%	22
Carers Allowance	25	2.17%	12
Charitable Grants	4	0.35%	29
Consumer	1	0.09%	37
Council Tax Benefit	8	0.69%	24
Crisis payment	0	0.00%	42
Disability Living Allowance	21	1.82%	15
Disabled Companion bus pass	1	0.09%	37
Disabled Railcard	0	0.00%	42
Education course / educational	2	0.17%	33
Employment and Support Allowance	19	1.65%	17
Family/Personal	21	1.82%	15
Food Bank	18	1.56%	18
General enquiry	65	5.64%	5
Good Neighbour Scheme	0	0.00%	42
Grants	6	0.52%	25
Health and Wellbeing	13	1.13%	21
Housing Benefit	10	0.87%	23
Housing Issue	37	3.21%	9
Income Support	0	0.00%	42
Industrial Injuries benefit	4	0.35%	29
Jobseekers	1	0.09%	37
Legal	45	3.90%	8
Leisure	0	0.00%	42
Loneliness	0	0.00%	42
Mandatory Reconsideration / Tribunal	24	2.08%	13
Mental Health	2	0.17%	33
Money / Debt	16	1.39%	19
National Trust Disabled member scheme	0	0.00%	42
Ombudsman	1	0.09%	37
Other	47	4.08%	7
Pension Credit	32	2.78%	10
Pension Credit (Housing element)	0	0.00%	42
Personal Independence Payment	183	15.87%	1
Power of Attorney	26	2.25%	11
Private Pensions	2	0.17%	33
State Pension	5	0.43%	27
Support Group	0	0.00%	42
Tradesman	0	0.00%	42
Transport	2	0.17%	33
Universal Credit	94	8.15%	4
Unspecified state benefit	3	0.26%	32
Utilities	6	0.52%	25
Wills	15	1.30%	20
Tax	23	1.99%	14
Advocacy	0	0.00%	42

Benefit check	150	13.01%	2
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**GENDER**

Option	Count	%	Rank
Female	606	39.3%	2
Male	917	59.5%	1
Transgender	0	0.0%	4
Not known	18	1.2%	3

**ETHNICITY**

Option	Count	%	Rank
Any mixed background	2	0.2%	11
Asian - Bangladeshi	0	0.0%	15
Asian - British	12	1.3%	6
Asian - Chinese	2	0.2%	11
Asian - Indian	2	0.2%	11
Asian - Other Asian bg	14	1.5%	4
Asian - Pakistani	13	1.4%	5
Black - African	9	1.0%	7
Black - British	6	0.6%	8
Black - Caribbean	0	0.0%	15
Black - Other black bg	5	0.5%	10
Not known	296	31.7%	2
Other ethnic background	6	0.6%	8
White - British	532	56.9%	1
White - Irish	1	0.1%	14
White - Other White bg	35	3.7%	3

**DISABILITY**

Option	Count	%	Rank
Aspergers	2	0.2%	16
Autism	11	1.2%	9
Brain injury	9	1.0%	10
Cancer	22	2.4%	7
Dementia	19	2.0%	8
Dyscalcula	1	0.1%	17
Dyslexia	5	0.5%	13
Dyspraxia	0	0.0%	19
Eyesight	6	0.6%	12

Hearing	9	1.0%	10
Learning Disabilities	4	0.4%	15
Mental health	86	9.2%	4
No disabilities	82	8.8%	5
Not applicable	272	29.1%	1
Parkinson's	5	0.5%	13
Phys. and Memory Problems	24	2.6%	6
Phys. and MH Disabilities	117	12.5%	3
physical disabilities	260	27.8%	2
Speech	1	0.1%	17

**LOCALITY**

Option	Count	%	Rank
Banbury resident	364	38.9%	1
Buckinghamshire (Most done remotely)	206	22.0%	2
Cherwell District	77	8.2%	3
City of Oxford	15	1.6%	11
Out of Area	10	1.1%	15
South Northants	25	2.7%	6
South Oxfordshire	6	0.6%	17
Warwickshire	13	1.4%	12
West Oxfordshire	24	2.6%	7
Vale of White Horse	1	0.1%	18
Bodicote	9	1.0%	16
Bicester	22	2.4%	9
Adderbury	11	1.2%	14
Not known	60	6.4%	4
Banbury (Grimsbury Ward)	34	3.6%	5
Banbury (Ruscote Ward)	22	2.4%	9
Banbury (Neithrope Ward)	23	2.5%	8
Banbury (Bretch Hill)	13	1.4%	12
Banbury (Hightown)	0	0.0%	19



## Section E Financial review

### Brief statement of the charity's policy on reserves

The charity tries to maintain 6 months reserves where possible. None of our funding is regular or guaranteed which means long term financial planning is exceptionally difficult.

### Details of any funds materially in deficit

None

### Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

The charity continues to apply funding and donations from a wide range of Trusts, Charities, Foundations, local Councils and donations in general.

## Section F Other optional information

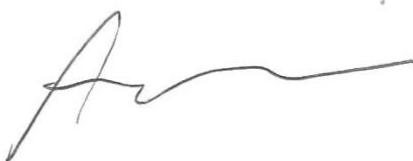
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## Section G Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)



Full name(s) Andrew Willis

<b>Position (eg Secretary, Chair, etc)</b>	Chair	
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<b>Date</b>	18/11/25
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CHARITY COMMISSION  
FOR ENGLAND AND WALES

Charity Name  
Banburyshire Citizen Project

No (if any)  
1170519

CC16a

## Receipts and payments accounts

For the period from	Period start date	To	Period end date
	01-May-24		30-Apr-25

### Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Grants & Donations	8,489	60,759	-	69,248	31,754
Gift Aid Receipts	-	-	-	-	-
Interest	0	-	-	0	-
Course fee income	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>8,489</b>	<b>60,759</b>	<b>-</b>	<b>69,248</b>	<b>31,754</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>8,489</b>	<b>60,759</b>	<b>-</b>	<b>69,248</b>	<b>31,754</b>

### A3 Payments

Room Hire and entertaining	260	390	-	650	260
Wages and salaries	581	10,899	-	11,480	-
Training	-	665	-	665	821
Insurance	206	1,403	-	1,609	1,602
Rent and Rates	1,872	10,513	-	12,385	9,073
Utilities	126	847	-	973	447
Telephone	682	1,115	-	1,797	2,078
Printing, Postage and Stationery	47	805	-	852	1,306
Volunteer Expenses	1,624	660	-	2,284	868
Computer costs	3,462	6,324	-	9,786	6,671
Repairs	167	-	-	167	55
Advertising, Publicity and Subscriptions	1,558	1,645	-	3,203	2,515
Operational / Administration	2,975	805	-	3,780	799
<b>Sub total</b>	<b>13,560</b>	<b>36,071</b>	<b>-</b>	<b>49,631</b>	<b>26,495</b>

### A4 Asset and investment purchases, (see table)

Computer Equipment	-	1,364	-	1,364	500
Rent deposit	-	-	-	-	500
Fixtures & Fittings	-	-	-	-	1,340
<b>Sub total</b>	<b>-</b>	<b>1,364</b>	<b>-</b>	<b>1,364</b>	<b>1,340</b>
<b>Total payments</b>	<b>13,560</b>	<b>37,435</b>	<b>-</b>	<b>50,995</b>	<b>27,835</b>

<b>Net of receipts/(payments)</b>	<b>- 5,071</b>	<b>23,324</b>	<b>-</b>	<b>18,253</b>	<b>3,919</b>
<b>A5 Transfers between funds</b>	<b>- 214</b>	<b>214</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>18,138 #</b>	<b>13,106</b>	<b>-</b>	<b>31,244</b>	<b>27,325</b>
<b>Cash funds this year end</b>	<b>12,853</b>	<b>36,644</b>	<b>-</b>	<b>49,497</b>	<b>31,244</b>



## Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	Cash at Bank	12,853	36,644	-
		-	-	-
		-	-	-
	<b>Total cash funds</b>	12,853	36,644	-

(agree balances with receipts and payments account(s))

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>	Rent deposit	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B3 Investment assets</b>			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B4 Assets retained for the charity's own use</b>	Computer Equipment	Restricted	-	-
	Computer Equipment	Unrestricted	-	-
	Purchased / Donated Office Furniture and equipment	Unrestricted	-	-
	Purchased / Donated Office Furniture and equipment	Restricted	-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
<b>B5 Liabilities</b>			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature

Print Name

Date of approval

AM Willis

ANDY WILLIS

18/11/25





**Section A**

**Independent Examiner's Report**

**Report to the trustees/  
members of**

Banburyshire Citizen Project

**On accounts for the year  
ended**

30 April 2025

**Charity no  
(if any)**

1170519

**Set out on pages**

1-2

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 30 April 2025.

**Responsibilities and  
basis of report**

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent  
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

**Signed:**

**Date:**

18/11/2025

**Name:**

Chris Bleach

**Relevant professional  
qualification(s) or body  
(if any):**

None

**Address:**

11 Thorpe Road

Chacombe

Banbury, Oxfordshire

OX17 2JW





**Section A**

**Independent Examiner's Report**

**Report to the trustees/  
members of**

Charity Name  
Banburyshire Citizen Project

**On accounts for the year  
ended**

30 April 2023

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(if any)**

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examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

**Signed:**

**Date:**

20/09/2023

**Name:**

Chris Bleach

**Relevant professional  
qualification(s) or body  
(if any):**

None

**Address:**

11 Thorpe Road

Chacombe

Banbury, Oxfordshire

OX17 2JW