



BEXLEY BOROUGH CITIZENS ADVICE BUREAUX LIMITED

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2025**

Charity registration number 275955

Company Registration number: 01368988

Independent Examiner:

Sadler Davies (Trading as: Finsbury Robinson Ltd)
Top Floor, West Hill House, Dartford, Kent DA1 2EU

Registered Address:

42 Pier Road, Erith Kent DA8 1TA

BEXLEY BOROUGH CITIZENS ADVICE BUREAUX LIMITED

Year Ended 31st March 2025

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BEXLEY BOROUGH CITIZENS ADVICE BUREAUX LIMITED

Reference and Administration Details for the Year Ended 31st March 2025

Company Registration Number	01368988
Charity Number	275955
Registered Office	42 Pier Road, Erith Kent DA8 1TA
Trustees / Directors	<div>Mr Steve Armstrong (Chair)</div> <div>Mr Neil Walford (Deputy Chair)</div> <div>Mr Nigel Springhall (Treasurer) Resigned 06/03/25</div> <div>Mr Keith Coleman (Treasurer)</div> <div>Ms Bucky Omopariola Resigned 06/03/25</div> <div>Ms Sarah Albury Resigned 30/07/24</div> <div>Mr Paul Nevulis Resigned 14/10/24</div> <div>Mr Nythan Smith</div> <div>Mr David Murdoch</div> <div>Ms Alison Campbell Co-opted 06/03/25</div>
Acting Chief Executive Officer	Ms Karen Townsend
Company Secretary	Ms Nicola Smith
Bankers	<div>CAF Bank Ltd</div> <div>25 Kings Hill Avenue</div> <div>West Malling, Kent ME19 4JQ</div> <div>CCLA</div> <div>PO Box 12892,</div> <div>Dunmow, Essex CM6 9DL</div>
Independent Examiner	<div>Sadler Davies (Trading as: Finsbury Robinson Ltd)</div> <div>Top Floor, West Hill House,</div> <div>Dartford</div> <div>Kent DA1 2EU</div>

BEXLEY BOROUGH CITIZENS ADVICE BUREAUX LIMITED

Trustees' Annual Report for the period 1st April 2024 to 31st March 2025

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 17th May 1978 and registered as a charity on 16th June 1978. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its articles of association and was last amended on 22nd November 2015.

The charity's structure is as follows:

General day to day management of the centre of Erith and the hubs at Bexleyheath and Blackfen, is the responsibility of the CEO. All major decisions and expenditure must be presented to and agreed by the board of trustees.

Directors and Trustees

The Directors of the charitable company (the charity) are its trustees for the purpose of charity law. No trustees have received any financial remuneration during the financial year. The directors and trustees serve a 3-year term on the board. All trustees have served throughout the year except where indicated.

The meeting of the trustees may be attended by observers from the London Borough of Bexley and the Royal British Legion.

Inherent Risk

The charity is dependant on funding from Bexley Council (guaranteed until 2025) to sustain its activities, other than those funded through specific grants. The trustees recognise the risk that, should the grant not be awarded, the charity would be significantly affected which may lead to closure. The Bureaux would require alternative funding to maintain a service to the Bexley residents.

Objectives, Activities and Public benefit

The Citizens Advice service is available to everyone and provides free, independent, confidential and impartial advice on rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

The aim of the service is to provide the advice people need for the problems they face and improve the policies and practices that affect people's lives.

Achievements and Performance

In the past year we dealt with 9,498 new issues and we saw 2935 new clients, which does not represent returning clients or case work.

For money advice we dealt with 422 new clients and assisted in achieving a financial outcome of £2,410,738.

CAB overall have financially assisted our clients to achieve over £3,0000.00 in benefits/debts and other financial outcomes.

Major grants have been awarded from The Trussell Trust and Trust for London.

In April, Citizens Advice Bexley joined the Pan London consortium. It was felt that closer collaboration and networking with other Local CitA's across London, would be, and has been, invaluable in Citizens Advice Bexley's commitment to continuous improvement to all its working practices.

BEXLEY BOROUGH CITIZENS ADVICE BUREAUX LIMITED

Nationally, Citizens Advice continues to go through a restructuring programme which will have operational and financial implications to CAB which cannot be quantified at this point in time.

Sadly, our CEO, Mr Roland Haigh died in July, after many years of service, which has left a large void. Consequently, we are indeed grateful to Ms Karen Townsend for agreeing to perform the duties of Acting CEO, and to Ms Nicola Smith for agreeing to fill the role of Company Secretary. Their assistance has been a key factor in the successful completion of our major CitA LSA Audit, which we are obliged to complete every three years and to a lesser extent every year.

The revised Business Plan agreed by the Trustee Board included new initiatives, namely:

- Improved Social Media presence
- A successful team building event for all Staff, Volunteers and Trustees of CAB
- An IT policy review that will deliver:
 - improved hardware for Staff and Volunteers in a sustainable manner
 - An upgraded website
 - Improved telephone access for potential clients of CAB.

Financial review

There are £243,094.52 in unrestricted and designated reserves. The charity's policy on reserves is to keep 4 months expenditure in the unrestricted reserve fund. The levels of reserves are monitored by the administrator with any significant changes discussed with the trustees.

The trustees receive a quarterly financial report from the administrator to review and act upon as necessary.

The restricted reserves of £30,493.64 is the unspent balance of grants awarded to the bureaux for specific ongoing projects.

During this period the trustees carried out a salary review which included a banding re-evaluation to ensure responsibility for each position was rewarded fairly, whilst being mindful of the funds available.

Negotiations continue with Bexley Council on the current and proposed funding agreement for 2026 and beyond.

Staffing

The staffing levels for the year were 7.25 FTE paid staff and 2.2 FTE volunteers, with further volunteers undergoing advisory training.

Investment Policy

Aside from maintaining a prudent level of reserves most of the charity's funds are spent in the short term, consequently there are no long-term investments. The trustees invest any funds not immediately required in the Charities Official Investment Fund (COIF) which is a deposit fund managed by CCLA Investment Management Ltd, a specialist investor for "not for profit" organisations. COIF deposit fund provides a secure environment with an interest rate of 4.47%.

Trustees' Responsibilities

The trustees are required under the Charities Act 2011 to prepare financial statements for each financial year which give a true and fair view of the charity's financial activities during the year and its financial position at the end of the year. In preparing financial statements giving true and fair view, the trustees should follow best practice and:

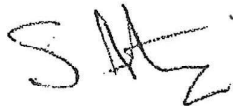
- a) Select suitable accounting policies and apply them consistently

BEXLEY BOROUGH CITIZENS ADVICE BUREAUX LIMITED

- b) Make suitable judgements and estimates that are reasonable and prudent.
- c) State whether applicable accounting standards of recommended practice have been followed, subject to any departures disclosed and explained in the financial statements.
- d) Prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping accounting records, which enable them to disclose with reasonable accuracy the financial position of the charity, and for ensuring that they comply with applicable law and regulations. They are also responsible for safeguarding the assets of the charity and for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Signed on behalf of the charity's trustees:

A handwritten signature in black ink, appearing to read 'S A Z', is written over the printed name of Steve Armstrong.

Steve Armstrong (Chair)
Trustee/Director

Date:

BEXLEY BOROUGH CITIZENS ADVICE BUREAUX LIMITED
STATEMENT OF ASSETS & LIABILITIES
Year Ended 31st March 2025

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	Notes	Unrestricted 2025 £	Restricted 2025 £	Total 2025 £	Total 2024 £
Tangible Fixed Assets	2	£8,161.07	£632.17	£8,793.24	£12,484.70
Current Assets					
Debtors	3	252.00	-	252.00	35,500.00
Cash at bank and in hand	4	267,870.93	29,469.99	297,340.92	247,891.26
Total current assets		£268,122.93	£29,469.99	£297,592.92	£283,391.26
Liabilities: amounts falling due within 1 year	5	32,798.00	-	32,798.00	3,011.46
Current Assets less Current Liabilities		£235,325.05	£29,469.99	£264,794.92	£280,379.92
Total Assets less Current Liabilities		£243,486.11	£30,102.16	£273,588.16	£292,864.61
FUNDS					
Restricted	8	-	30,493.64	30,493.64	46,331.56
Unrestricted - Designated	8	16,000.00	-	16,000.00	16,000.00
Unrestricted - General	8	227,094.52	-	227,094.52	230,533.05
		£243,094.52	£30,493.64	£273,588.16	£292,864.61

The company was entitled to exemption from audit under section 477 of the Companies Act 2006.


The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:


Mr Steve Armstrong (Chair)

Trustee/Director


Mr Keith Coleman (Treasurer)

Trustee/Director

Date:

BEXLEY BOROUGH CITIZENS ADVICE BUREAUX LIMITED
STATEMENT OF FINANCIAL ACTIVITIES
Year Ended 31st March 2025

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	<u>Notes</u>	<u>Unrestricted Funds</u>	<u>Restricted</u>	<u>TOTAL FUNDS</u>	
		<u>General</u>	<u>Designated</u>	<u>Funds</u>	
		£	£	£	
INCOMING RESOURCES					
Donations and legacies	6a	700.00	-	-	700.00
Charitable Activities	6b	219,302.00	-	111,886.92	331,188.92
Investments	6c	14,406.24	-	-	14,406.24
TOTAL		<u>£234,408.24</u>	<u>-</u>	<u>£111,886.92</u>	<u>£346,295.16</u>
RESOURCES EXPENDED					
Charitable Activities	7a	226,558.36	-	130,874.12	357,432.48
Other expenditure	7b	7,200.54	-	938.59	8,139.13
TOTAL		<u>£233,758.90</u>	<u>-</u>	<u>£131,812.71</u>	<u>£365,571.61</u>
NET INCOMING / (OUTGOING) RESOURCES BEFORE TRANSFERS		649.34	-	(19,925.79)	(19,276.45)
ADDITIONS TO & RELEASES FROM FUNDS	8	(4,087.87)	-	4,087.87	-
NET MOVEMENT IN FUNDS		<u>(£3,438.53)</u>	<u>-</u>	<u>(£15,837.92)</u>	<u>(£19,276.45)</u>
BALANCES BROUGHT FWD AT 1 APRIL 2024 (2023)		<u>£230,533.05</u>	<u>£16,000.00</u>	<u>£46,331.56</u>	<u>£292,864.61</u>
BALANCES CARRIED FWD AT 31 MARCH 2025 (2024)		<u>£227,094.52</u>	<u>£16,000.00</u>	<u>£ 30,493.64</u>	<u>£292,864.61</u>

BEXLEY BOROUGH CITIZENS ADVICE BUREAUX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
Year Ended 31st March 2025

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1 Accounting Policies

1a Accounting Convention

The financial statements have been prepared under the historical cost convention and in accordance with Charities SORP (FRS102) 2015 and with regard to the Charities Act 2011. An independent examination is required under the Charities Act 2011.

Abridged financial statements have been filed with Companies House in accordance with the special provisions of the Companies Act 2006 relating to smaller companies. No audit is required under exemption S 477 of the Companies Act 2006.

1b Tangible Fixed Assets

Depreciation is calculated on fixed assets in order to write off each asset over its estimated useful life.

Effective 1st April 2024, the trustees have decided to change the depreciation rule for all fixed assets to a 20% straight-line method. This replaces the previous 20% reducing balance method used for computers, office equipment, and office furniture. This change means that depreciation will now be calculated as a fixed percentage of the asset's original cost each year, rather than a percentage of its declining book value.

1c Pension costs

The charity pays into The Peoples Pension scheme for all qualifying employees.

1d Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Restricted funds are subject to restrictions on their expenditure imposed by the donor of each fund.

2	TANGIBLE FIXED ASSETS	<u>Office</u>	<u>Office</u>	<u>Furniture</u>	<u>TOTAL</u>
		<u>Equipment</u>	<u>Equipment</u>		
		£	£	£	£
	(Restricted)				
	Cost at the beginning of the year	3,751.55	30,467.74	5,171.18	39,390.47
	Additions	629.00	3,818.56	-	4,447.56
	Disposals	-	-	-	-
	Cost at the end of the year	4,380.55	34,286.30	5,171.18	43,838.03
	Accumulated Depreciation 1st April 2024	2,809.79	19,482.87	4,613.00	26,905.66
	Charge for year	938.59	6,642.36	558.18	8,139.13
	Depreciation eliminated on disposals	-	-	-	-
		3,748.38	26,125.23	5,171.18	35,044.79
	NET BOOK VALUE 31st March 2025	£632.17	£8,161.07	£0.00	£8,793.24

3 DEBTORS AND ACCRUED INCOME

	2025	2024
Other Debtors	-	34,000.00
Prepayments	252.00	-
Travel Expenses Refund	-	1,500.00
	£252.00	£35,500.00

4 MONETARY ASSETS

	2025	2024
Bank current Account: CAF	24,420.69	16,489.27
Bank deposit Account: COIF	272,920.23	231,401.99
	£297,340.92	£247,891.26

5 LIABILITIES FALLING DUE WITHIN 1 YEAR

	2025	2024
Deferred Income	23,698.00	-
Accrued expenses	9,100.00	2,200.00
Pension liability	-	811.46
	£32,798.00	£3,011.46

BEXLEY BOROUGH CITIZENS ADVICE BUREAUX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
Year Ended 31st March 2025

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6	INCOMING RESOURCES	<u>Unrestricted</u>	<u>Restricted</u>	<u>TOTAL FUNDS</u>	
		<u>General</u>	<u>Funds</u>	<u>2025</u>	<u>2024</u>
		£	£	£	£
6a	Voluntary Income				
	Donations and legacies	700.00	-	700.00	600.00
	Other grants and income		-	-	22,000.00
		<u>700.00</u>	<u>-</u>	<u>700.00</u>	<u>22,600.00</u>
6b	Charitable Activities-Grants				
	Bexley Council	216,300.00	-	216,300.00	216,300.00
	Bexley Council Debt Advice Fund	-	37,000.00	37,000.00	34,000.00
	CitA Cost of Living Grant	-	-	-	15,000.00
	CitA Energy Advice Programme	-	-	-	11,812.50
	Trust for London Fund	-	29,103.50	29,103.50	34,854.50
	Trussell Trust	-	36,259.22	36,259.22	36,427.08
	London Borough of Bexley Fuel Voucher Scheme	-	9,524.20	9,524.20	-
	Charitable Activities-fundraising	3,002.00	-	3,002.00	959.92
		<u>219,302.00</u>	<u>111,886.92</u>	<u>331,188.92</u>	<u>349,354.00</u>
6c	Income from investment				
	Bank interest	14,406.24		14,406.24	12,325.98
		<u>14,406.24</u>	<u>-</u>	<u>14,406.24</u>	<u>12,325.98</u>
	TOTAL INCOMING RESOURCES	<u>£234,408.24</u>	<u>£111,886.92</u>	<u>£346,295.16</u>	<u>£384,279.98</u>
7	RESOURCES EXPENDED	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
7a	Expenditure on charitable activities				
	Rent of offices	20,207.04	-	20,207.04	17,708.50
	Training	-	-	-	775.00
	Travel	223.03	596.51	819.54	245.29
	IT supplies & support	3,660.63	40.00	3,700.63	4,369.66
	Salaries & Wages	168,622.64	96,694.78	265,317.42	270,359.93
	Employers NI	9,737.17	6,693.45	16,430.62	18,108.35
	Pensions	2,229.80	1,626.50	3,856.30	3,414.50
	Recruitment	-	-	-	704.40
	Volunteer Costs	806.76	-	806.76	770.41
	Telephone	1,946.55	-	1,946.55	3,455.93
	Printing postage stationery	2,877.33	46.88	2,924.21	1,298.50
	Office Supplies	112.11	-	112.11	525.08
	Membership Fees & Subscriptions	8,557.29	141.00	8,698.29	8,356.15
	Insurance	1,936.59	-	1,936.59	2,191.80
	Company accounts filing fees	34.00	-	34.00	13.00
	Bank charges	60.00	-	60.00	60.00
	Accountancy and book keeping	1,570.00	-	1,570.00	1,290.00
	Bexley Fuel Voucher Scheme		25,035.00	25,035.00	-
	Sundry	3,977.42	-	3,977.42	4,904.31
		<u>226,558.36</u>	<u>130,874.12</u>	<u>357,432.48</u>	<u>338,550.81</u>
7b	Other expenditure				
	Depreciation Computer & Equipment	6,642.36	938.59	7,580.95	2,770.00
	Depreciation Furniture & Fittings	558.18	-	558.18	138.00
		<u>7,200.54</u>	<u>938.59</u>	<u>8,139.13</u>	<u>2,908.00</u>
	TOTAL RESOURCES EXPENDED	<u>£233,758.90</u>	<u>£131,812.71</u>	<u>£365,571.61</u>	<u>£341,458.81</u>

BEXLEY BOROUGH CITIZENS ADVICE BUREAUX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
Year Ended 31st March 2025

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8. Summary of Fund Movements

	Balance 31 March 2024	Income	Expenditure	Net Movement	Transfers	Balance 31 March 2025
Designated Funds						
Repairs Contingency Fund	6,000.00	-	-	-	-	6,000.00
IT Contingency	10,000.00	-	-	-	-	10,000.00
TOTAL DESIGNATED FUNDS	£16,000.00	-	-	-	-	£16,000.00
	Balance 31 March 2024	Income	Expenditure	Net Movement	Transfers	Balance 31 March 2025
Restricted Funds						
Fixed Assets	-	-	711.32	(711.32)	711.32	-
Debt Adviser	-	37,000.00	40,865.75	(3,865.75)	3,865.75	-
CitA Energy Advice Programme	11,077.50	0.00	0.00	11,077.50		11,077.50
Trust for London Fund	15,954.50	29,103.50	30,000.00	15,058.00		15,058.00
Trussell Trust	3,299.56	36,259.22	35,200.64	4,358.14		4,358.14
London Borough of Bexley Fuel Voucher Scheme	16,000.00	9,524.20	25,035.00	489.20	(489.20)	-
TOTAL RESTRICTED FUNDS	£46,331.56	£111,886.92	£131,812.71	£26,405.77	£4,087.87	£30,493.64
General	£230,533.05	£234,408.24	£233,758.90	£649.34	(£4,087.87)	£227,094.52
TOTAL	£292,864.61	£346,295.16	£365,571.61	£27,055.11	-	£273,588.16

9. Staff Costs

	<u>2025</u>
	£
Gross wages, salaries and benefits in kind	265,317.42
Employer's National Insurance costs	16,430.62
Pension costs	3,856.30
Total staff costs	<u>285,604.34</u>

Average number of full-time equivalent employees in the year: 7.25

10. Trustee Remuneration

During the year, none of the trustees received any remuneration or any other benefits from employment with the charity.

11. Trustee Expenses

None of the trustees have claimed expenses or had their expenses met by the charity.

	<u>2025</u>
	0
Number of Trustees	
Reimbursement of expenses	£0.00

12. Related Party Disclosures

There were no related party transactions for the year ended 31 March 2025.

BEXLEY BOROUGH CITIZENS ADVICE BUREAUX LIMITED

INDEPENDENT EXAMINER'S REPORT

FOR THE YEAR ENDED 31 MARCH 2025

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF THE BEXLEY BOROUGH CITIZENS ADVICE BUREAUX LIMITED

This report on the financial statements of the **BEXLEY BOROUGH CITIZENS ADVICE BUREAUX LIMITED** for the year ended 31 March 2025, which are set on pages 1 to 9 is in respect of an examination carried out in accordance with s145 of the Charities Act 2011 (the Act).

Respective responsibilities of the trustees and the examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) or under Regulation 10(1)(d) of the Charities Accounts (Scotland) Regulations 2006 (the 2006 Accounts Regulations) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act 2011 and section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 (the 2005 Act)
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

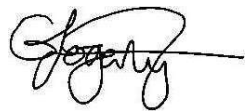
Our examination was carried out in accordance with the General Directions given by the Charity Commissioners. The examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently we do not express an audit opinion on the view given by the accounts.

Independent examiner's statement

In connection with our examination, no matter has come to our attention:

(1) which gives us reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 130 of the Act; and
- to prepare financial statements which accord with the accounting records and comply with the requirements of the Act;
- have not been met; or
- to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached; or
- which gives us reasonable cause to believe that in any material respect the accounting rules of the charity's constitution have not been met.



Gemma L Fogarty FCA
Sadler Davies
Trading as: Finsbury Robinson Ltd
Top Floor, West Hill House,
Dartford,
Kent DA1 2EU

Date: 31st October 2025