

BROMLEY CITIZENS ADVICE BUREAUX LTD
FINANCIAL STATEMENTS AND ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2024

Registered Charity No: 299762
Registered Company No: 02210997 (England and Wales)

BROMLEY CITIZENS ADVICE BUREAUX LTD

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BROMLEY CITIZENS ADVICE BUREAUX LTD

CHARITY REFERENCE AND ADMINISTRATIVE DETAILS

Charity registration number	229762
Company registration number	02210997
Trustees	Mark Dixon (Chair) Geraldine Powell (Vice Chair) Margaret Crompton (Treasurer) (Appointed 26/03/24) Sacha Czarnuszewicz Emma Davies Ian Dennis (resigned 03/12/24) Caroline Gomm Jana Lowe (Appointed 26/03/24) Sindhu Maripi Aparna Sapre
Key Management Personnel	Loraine Whittaker (CEO) Gulsah Tatvan (Head of Advice Service) Herbie Taylor (Head of SPA, IT and RnC) Fiona Spall (Head of Quality and Performance)
Principal Address	Community House South Street Bromley BR1 1RH
Independent Examiner	C Cooper FCCA Azets Audit Services First Floor, River House 1 Maidstone Road Sidcup Kent DA14 5RH
Bankers	HSBC UK Bank Plc 141 High Street Beckenham Kent BR3 1BX CAF Bank Limited 25 Kings Hill Avenue West Malling Kent ME19 4JQ

BROMLEY CITIZENS ADVICE BUREAUX LTD

CHAIR'S WELCOME

FOR THE YEAR ENDED 31 MARCH 2024

Chair's Welcome

I am very pleased to present our financial year 2023-2024 Trustee Report and Accounts. Against the background of high inflation and cost of living crisis Citizens Advice Bromley is making a significant impact on behalf of our funders, volunteers, staff and, most importantly, our clients.

Once again the demand for our services from everyone who needs us is of course vastly more than we could ever support, but we continue to use our resources as thoughtfully as we can to best support the community of Bromley. The demand for our services grew significantly. During the year we increased client contact by 14%, to 17,452, and new advice events by 35% to 19,408. The advice that our hardworking volunteers and staff provided resulted in £2.6m of financial benefit to our clients (£1.2m in 2022-2023).

We are working hard to secure valuable funding to meet as much of this demand as we can. We recognise that our funders and service commissioners face many competing demands for their funds and accordingly we need to constantly demonstrate that the high quality advice we provide to clients delivers real enhancements for the people of Bromley, in both financial and non financial terms. We do not take the support of our funders and service commissioners for granted and are very grateful for their support.

Such a good response to these challenges has seen the very best work from the highly committed staff and volunteers of Citizens Advice Bromley led by our Chief Executive, Loraine Whittaker. Thank you all for your dedication and effort that you apply for the benefit of our clients.

The Board continues to strengthen its mix of experience and skills as it works to ensure the Citizens Advice Bromley strategic priorities are acted on. Many thanks to my Board colleagues for their valuable help and contributions of the past year.



Mark Dixon

Chair

Date: 3 December 2024

**REPORT OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

The Trustees present their report and the audited financial statements of the charity for the year ended 31 March 2024. 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.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and 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 published in October 2019.

Objectives and activities

The object of Bromley Citizens Advice Bureaux Ltd (the Charity), as defined by the Memorandum of Association, is to promote any charitable purpose for the benefit of the community in the London Borough of Bromley by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

The Charity provides high quality services across the London Borough of Bromley by delivering free, independent, confidential and impartial advice in the borough. It values equality, diversity and inclusion. It seeks to exercise a responsible influence on the development of social policies and services to enable and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

- The main objective for the year is to continue to provide a service for the residents of Bromley particularly throughout the impact of the cost of living crisis, to ensure that our staff and volunteers are safe and to continue safely offering outreach face to face services to those most vulnerable.
- Operating a one stop telephone service, supported by referrals to our other partners (pathways) and ourselves through a joined up referral process.
- Provide information, advice and guidance
- Continuing the Charity's membership of National Citizens Advice, to which most local Citizens Advice (LCA) offices in England and Wales belong. Citizens Advice sets strict standards for membership that are regularly audited.
- Actively seeking to influence through our research and campaign work at both national and local level. This included participation in Citizens Advice led campaigns, as well as direct liaison with local policy-makers in order to help raise awareness and influence change.

How Citizens Advice Bromley provides Advice

Partnership working

The Charity works as a partnership under the auspice of Bromley Third Sector Enterprise CIO (BTSE) with Age UK Bromley & Greenwich, Bromley Mencap and South East London Mind. The aims of The Partnership are to:

- Provide a single point of access for people living in the London Borough of Bromley
- Provide co-ordinated provision of services under a single contract
- Enable the BTSE to be a core provider of health and social care services in and around the London Borough of Bromley
- Enable local voluntary sector organisations to bid for contracts and other funding that they would be unlikely to secure on their own
- Deliver integrated, cost-effective services that deliver the best possible outcomes for people in Bromley and surrounding areas
- Ensure that people's needs are seen holistically and addressed by the right person, in the right place and at the right time

Bromley Well Single Point of Access

In order to access our service clients are encouraged, where possible, to contact Bromley Well. As hosts of the telephone helpline callers are either signposted or referred to one of our pathways as follows:

- Older people
- People with long term health
- Carers
- People with learning difficulties
- People with physical disabilities
- Autism pathway
- Information, Legal Advice & Guidance

We work closely with South East London Mind where clients have high level mental health needs.

**REPORT OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

Telephone Support and Advice & Face-to-face at Outreach

Callers are supported by our Bromley Well Assessors. For advice callers are offered a short "gateway interview" to help decide how they can best be advised. Vulnerable clients can call in at our outreaches or can be given appointments for face to face advice.

Assisted Information

An appointment for more in depth advice and/or casework

Written information

Referral to another agency or signposting

Emergency appointments are provided at Bromley Town and at outreaches in Orpington and Beckenham and Penge.

Bromley Well Dedicated form filling

Either in the local offices or by home visit, the Bromley Well service offers a dedicated form filling service to help clients complete application forms for disability living allowance, attendance allowance and similar benefits.

Housing Partnerships

Our housing contract with South East London Mind helps us to provide a Housing Caseworker for those clients with high level mental health issues. Our Housing Caseworker works closely with the team at South East London Mind.

In addition, we also work closely with Shelter to provide advice & casework to their tenants.

Debt Free Advice Partnership

Citizens Advice Bromley is a partner in the Debt Free Advice Project delivering quality debt advice for our clients.

Bromley Borough Foodbank Project

We work closely with Bromley Borough Foodbank to provide advice and assistance for clients using the foodbank service. This includes providing an outreach session at Oak Church Community Centre and outreach at the Walnuts Centre.

GLA Pan London Project

Citizens Advice Bromley are part of the pan London Citizens Advice Service. Working together with our other local offices we provide specialist support across London on the Cost of Living Crisis.

Mottingham Big Local Residents

Citizens Advice Bromley began an outreach session at Mottingham Big Local providing information advice and guidance to the Mottingham Big Local Residents.

Contribution of Volunteers

The Charity receives significant help and support in the form of voluntary assistance, both in advising the public and administering the charity. Volunteers are carefully selected and follow a well-defined training programme to enable them to fulfil their role effectively.

Over 60 volunteers contributed to over 56,000 hours of work to the Charity during the year. We estimate the value of this help to be over £600,000 pounds a year.

Public benefit statement

The trustee board regularly reviews the activities of the charity in the context of the charitable objects, as stated in the Articles of Association. This includes the requirements with respect to public benefit, and in doing so follows the guidance on public benefit issued by the Charity Commission.

Further information about the help and support that Citizens Advice Bromley provided to Bromley residents can be found in the impact Report for April 2023 – March 2024. The report is available on the Citizens Advice Bromley website.

<https://www.bromleycab.org.uk>

REPORT OF TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

Strategic Report

Achievements and performance

The Charity provides advice services through our remote telephone service where we offer advice and assistance via telephone and email and at various outreaches in Beckenham & Penge, Orpington and in the Mottingham Big Local Residents area. In addition, Citizens Advice Bromley sub contracts, to Age UK Bromley & Greenwich, the forms completion service.

The Charity contributed to both national and local social policy work and campaigns during the year.

Problems with Benefits & Tax Credits once again formed the largest proportion of identifiable codes with a total of 5,985 (2022-23 was 4,315) issues recorded.

Housing issues also rose this year to 2,865 (2022-23 was 2,428).

The number of Debt enquiries continued to rise and totalled 2,573 (2022-23 was 2,279) whilst the number of people coming to us for Foodbanks and Charitable support increased by 13% to 2,465 (2022-23 was 2,079).

Employment queries rose slightly to 780 issues reported (2022-23 was 754).

The 1,565 queries regarding Utilities were three times greater than in the prior year (2022-23 was 537).

By contributing to national and local research and campaign issues we are able to assist in highlighting and influencing change where hardship occurs.

The Charity handled 19,408 new advice events in 2023-24, an increase of 35% (2022-23 - 14,350). There was a 14% rise in the number of client contacts for our service (2023-24 - 17,452 and 2022-23 - 15,371).

Financial Outcomes by Advice Area

Category	Benefits and tax credits	Debt	Other	Total
	£	£	£	£
Income gain	1,334,207	16,743	959,363	2,310,313
Debts written off	-	73,154	-	73,154
Repayments rescheduled	-	60,992	-	60,992
Re-imbursements, services, loans	-	162,218	-	162,218
	<u>1,334,207</u>	<u>313,107</u>	<u>959,363</u>	<u>2,606,677</u>

Citizens Advice Bromley is proud of the excellent service that we are able to provide for our clients in what at sometimes are very difficult times. Our strong management team along with the dedicated group of volunteers and staff make this possible.

We are continuing to work with our funders and with other voluntary organisations to ensure that help and assistance is there for our clients when they need it.

Financial review

Total income for the year amounted to £861,673, up 23% (2023: £697,861). Expenditure increased by 16% to £763,809 (2023: £657,935). A net surplus of £97,864 was generated (2023: £39,926) and strengthens the unrestricted reserves.

Reserves policy

The Board of Trustees follow the prevailing Charity Commissions Guidance on Charity reserves. The Board of Trustees regularly examine the main risks to the organisation and the ability to manage the resulting financial impact.

Reserves are the part of the unrestricted funds that is freely available to spend on any of the charity's purposes. At 31 March 2024, Bromley Citizens Advice had £422,588 of unrestricted funds.

As the main aim of the charity is to use its funds for the benefit of the people of Bromley it does not intend to keep reserves beyond those prudently required to meet fluctuations in the timing of receipts and expenditures; to ensure that operations are not disrupted by unexpected events; and to enable necessary capital and other expenditures to be made when required.

**REPORT OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

Reserves policy (continued)

In these uncertain times the Board of Trustees consider it desirable to maintain unrestricted funds at a level of between three and six months of budgeted operational expenditure. This is to ensure that in the event of unexpected financial or service problems activities can be managed effectively to minimise disruption to service users and to enable Bromley Citizens Advice to meet its employment obligations to staff.

At the balance sheet date the £422,588 of unrestricted reserves represented 5.6 months of budgeted expenditure and is within the reserves policy.

The Board of Trustees have reviewed up and coming projects and the reserves will assist towards:

- Covering the possibility of incurring expenses associated with renegotiating the lease for the use of part of Community House, which expires in October 2025, or sourcing, contracting and relocating to an alternative site within Bromley.
- Covering costs related to staff training, professional development, or other initiatives aimed at improving staff capacity and for expansion plans, whether that means launching new services, opening additional outreach locations, or investing in new technology to improve service delivery.
- Covering unexpected financial shortfalls, such as a sudden delay in funding or an unanticipated rise in operational costs. These reserves ensure the charity can continue its work without disruption.

Principal funding sources

The Charity benefited from funding provided by a variety of sources. Our core funding was contributed by our Bromley Well project which is supported by Bromley Third Sector Enterprise (BTSE CIO). Further donations were received through Toynbee Hall for our Debt Free Advice Project, The Bromley Borough Foodbank for our Foodbank projects, London Citizens Advice for our GLA project, Community Links Bromley for our Mottingham Big Local Residents Outreach project, Citizens Advice for our Energy Advice Project and South East London Mind for our Housing Caseworker project.

Investment policy

No long term investments were held at the balance sheet date. Funds not required for use in the short term are kept on deposit with CAF Bank Ltd or with HSBC UK Bank Plc.

Future developments

The charity has a rolling action plan aimed at achieving the following strategic objectives:

To provide a cost effective and high quality advice service that meets the needs of Bromley's communities

The Charity is seeking to maintain quality standards by ensuring that staff are trained and supported, that they have adequate resources, and are guided by a competent Trustee Board committed to the food highest standards of governance.

To influence policy and practice at local and national levels by involving and using the experiences of our clients.

Citizens Advice Bromley continues to contribute to the effectiveness of Citizens Advice's national research & campaign initiatives and will use evidence collected by the Charity to argue for improvements to services used by people in Bromley. In addition, the Charity will continue to ensure that the profile of its volunteers is representative of the population of Bromley.

To ensure the continued viability of Citizens Advice Bromley in Bromley

Obviously no local Citizens Advice can operate without adequate resources. Resources are not always money, but can be people, relationships, or access to new sources of support. We need to maximise all of these in order to deliver the best service we can to the people of Bromley. We will continue to aim to achieve greater recognition with the public, businesses and institutions of Bromley. We will strive to build and strengthen effective partnerships that promote equality and social inclusion.

Risk management

The trustees recognise that the major strategic, business and operational risks which the charity faces need to be regularly reviewed and systems are in place to manage those risks. To that end they regularly monitor risk and take mitigating action as appropriate.

**REPORT OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

Risk management (continued)

The charity is largely reliant on the Bromley Well Service as well as other smaller sources of funding from other organisations and charities. The possibility that these sources of income might reduce poses a significant external risk to the charity. Through implementing the action plan referred to above, the trustees have ensured the charity continues to evolve into a revitalised organisation that will continue to attract significant levels of funding for the foreseeable future. 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 charity. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

Going concern

The trustees are of the opinion that Bromley Citizens Advice Bureaux is a Going Concern as at 31 March 2024.

The financial statements have been prepared on the assumption that the charity is able to continue as a going concern, which the trustees consider appropriate having regard to the current level of unrestricted reserves, the financial position, future plans and the expected level of income and expenditure for 12 months from authorising these financial statements. There are no material uncertainties about the charity's ability to continue as a going concern.

Structure, governance and management

The company is a charitable company limited by guarantee and is governed by its Articles of Association dated 15 January 1988 as amended by special resolutions on 21 November 2001, 21 May 2003, 18 November 2014 and 18 April 2018. It is registered as a charity with the Charity Commission under number 299762. Registration was granted on 21 December 1988.

The trustees of Bromley Citizens Advice Bureaux Limited who served during the year are:

Mark Dixon (Chair)	Jana Lowe (appointed 26 March 2024)
Geraldine Powell (Vice Chair)	Sindhu Maripi
Margaret Crompton (Treasurer appointed 26 March 2024)	Terence McGregor (Resigned 23 May 2023)
Sacha Czarnuszewicz	Philip Reynolds (Resigned 11 March 2024)
Emma Davies	Aparna Sapre
Ian Dennis (resigned 3 December 2024)	Angela Wilkins (Resigned 26 September 2023)
Caroline Gomm	Vincent Wolf (Resigned 6 October 2023)

Appointment and recruitment of trustees

Trustees (who are also members) are elected at the annual general meeting. Trustees are normally recruited through advertising or following a recommendation. All applicants are given an "Introduction to the Board of Trustees" document, outlining some of the key requirements of the role, and are asked to complete an application form and a skills audit. The latter document helps ensure that best use is made of the skills, knowledge and experience that trustees are willing to offer. Appointments are made following successful selection interviews undertaken by the Chair, several trustees and CEO, and are subject to satisfactory references.

Policies adopted for the induction and training of trustees

Newly appointed trustees are provided with a comprehensive induction to Citizens Advice Bromley through the provision of training courses and mentoring by established trustees. They are also encouraged to spend some time with our staff and volunteers remotely and, if possible, will be encouraged to visit our office in Bromley and an outreach location in order to gain a more detailed understanding of the nature of the work undertaken and challenges faced.

Policies adopted for the induction and training of trustees

Ongoing training is provided in a variety of ways. Operational updates and presentations given at board meetings provide further insight into the charity's operations and the issues being presented by clients. In addition, there are two Citizens Advice national websites which each have sections aimed specifically at trustees. They provide detailed reference information and self-help guides on all aspects of the charity's governance.

Organisational structure and decision making

The charity 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 the charity and for ensuring that the charity satisfies its legal and contractual obligations. The board meets bi-monthly. The board is supported by a Resources sub-committee. The Resources sub-committee meets on alternate months to discuss the charity's finances and procedures, and makes recommendations to the board.

**REPORT OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

Pay policy for key management personnel

All trustees give of their time freely and no trustee received remuneration in the year. The pay of senior staff is reviewed annually by the Chief Executive and Board of Trustees. The remuneration for the Chief Executive is a decision of the Board. The Board take into account a range of benchmarks and criteria when setting pay.

Trustees responsibilities

The trustees are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.


Company law and the law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing those financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume the charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Signed on behalf of the trustees:



.....
Mark Dixon
Chair

Date: 3 December 2024

BROMLEY CITIZENS ADVICE BUREAUX LTD

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF BROMLEY CITIZENS ADVICE BUREAUX LTD

I report to the charity trustees on my examination of the accounts of the charitable company for the year ended 31 March 2024 which are set out on pages 9 to 18.

Responsibilities and basis of report

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 ACCA, 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:

- accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
- the accounts do not accord with those records; or
- 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
- 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:

C Cooper FCCA
First Floor, River House
1 Maidstone Road
Sidcup
Kent DA14 5RH

Date: 9 December 2024

BROMLEY CITIZENS ADVICE BUREAUX LTD

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2024**

	Note	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Income from:					
Donations and legacies		1,078	-	1,078	8,787
Charitable activities	2	580,040	277,336	857,376	689,074
Other trading activities	3	1,898	1,000	2,898	-
Investments		321	-	321	-
Total income		583,337	278,336	861,673	697,861
Expenditure on:					
Charitable activities		486,390	277,419	763,809	657,935
Total expenditure	4	486,390	277,419	763,809	657,935
Net movement in funds		96,947	917	97,864	39,926
Reconciliation of funds:					
Total funds brought forward		325,641	10,152	335,793	295,867
Total funds carried forward		422,588	11,069	433,657	335,793

All of the above amounts relate to continuing activities.

All recognised gains and losses are included in the Statement of Financial Activities.

BROMLEY CITIZENS ADVICE BUREAUX LTD**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND
EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2024****Comparative only**

	Note	Unrestricted funds £	Restricted funds £	2023 Total funds £
Income from:				
Donations and legacies		8,787	-	8,787
Charitable activities	2	525,109	163,965	689,074
Other trading activities	3	-	-	-
Investments		-	-	-
Total income		533,896	163,965	697,861
Expenditure on:				
Charitable activities		504,122	153,813	657,935
Total expenditure	4	504,122	153,813	657,935
Net movement in funds		29,774	10,152	39,926
Reconciliation of funds:				
Total funds brought forward		295,867	-	295,867
Total funds carried forward		325,641	10,152	335,793

All of the above amounts relate to continuing activities.

All recognised gains and losses are included in the Statement of Financial Activities.

BROMLEY CITIZENS ADVICE BUREAUX LTD**BALANCE SHEET
AS AT 31 MARCH 2024**

		2024		2023	
	Note	£	£	£	£
Current assets					
Debtors	8	47,800		94,875	
Cash at bank and in hand		<u>427,833</u>		<u>302,234</u>	
		475,633		397,108	
Creditors: amounts falling due within one year	9	<u>(41,976)</u>		<u>(61,316)</u>	
Net current assets			433,657		335,792
Total assets less current liabilities			<u>433,657</u>		<u>335,792</u>
Funds					
Restricted funds	10		11,069		10,152
Unrestricted funds			422,588		325,641
Total funds	11		<u>433,657</u>		<u>335,793</u>

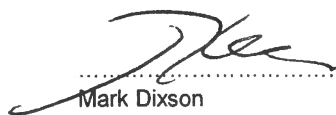
For the financial year ended 31 March 2024 the charitable company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Trustees' responsibilities

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved and authorised for issue by the Board of Trustees on 3 December 2024 and signed on its behalf by:


.....
Mark Dixson
Chair

Company Number: 02210997

BROMLEY CITIZENS ADVICE BUREAUX LTD**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024**

	Note	2024 £	2023 £
Cash flow from operating activities	13	125,599	81,905
Net increase in cash and cash equivalents		125,599	81,905
Cash and cash equivalents brought forward		302,234	220,329
Cash and cash equivalents carried forward		427,833	302,234
Cash and cash equivalents consists of:			
Cash at bank and in hand		427,833	302,234
Cash and cash equivalents carried forward		427,833	302,234

BROMLEY CITIZENS ADVICE BUREAUX LTD

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

1.1 Basis of accounting

Bromley Citizens Advice Bureaux is a charitable company in the United Kingdom. The address of the registered office is given in the charitable company information on page 1 of these financial statements. The nature of the charitable company's operations and principal activities is to promote any charitable purpose for the benefit of the community in the London Borough of Bromley by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

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 issued in October 2019, 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 prepared 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.

1.2 Fund accounting

Unrestricted general funds are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

Restricted funds are funds that can only be used for particular restricted purposes within the objects of the charitable company. Restriction arises when specified by the donor or when funds are raised for particular restricted purposes.

1.3 Income recognition

All income is included in the Statement of Financial Activities (SoFA) when the charitable company is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

- Donations are recognised when they are received and any income tax recoverable in relation to donations received under gift aid is recognised at the time of the donation.
- All grant income is recognised when the company is legally entitled to the income and the amount can be reliably estimated. Where grant income received relates to a later period, the appropriate amount is deferred to that period.
- Provision of services income is included in the SoFA in the period to which they relate.
- Investment income is included in the SoFA when receivable.

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 statement. However, its value to the charity has been estimated and disclosed in the Trustees Report.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

1 Accounting policies (continued)

1.4 Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Expenditure comprises those costs incurred by the charitable company in the delivery of its activities and services for beneficiaries. It includes both costs allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charitable company. Where costs relate to more than one activity or support function, they are apportioned on an appropriate and reasonable basis, predominantly with reference to estimate usage or by full time equivalent staff numbers employed on the charitable activity.

1.5 Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

1.6 Tax

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.

1.7 Going concern

The trustees are of the opinion that Bromley Citizens Advice Bureaux is a going concern as at 31 March 2024.

The financial statements have been prepared on the assumption that the charity is able to continue as a going concern, which the trustees consider appropriate having regard to the current level of unrestricted reserves, the financial position, future plans and the expected level of income and expenditure for 12 months from authorising these financial statements. There are no material uncertainties about the charity's ability to continue as a going concern.

BROMLEY CITIZENS ADVICE BUREAUX LTD

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

2	Income from charitable activities				2024	2023
	Grants receivable				£	£
	BTSE				540,994	514,809
	Bromley Borough Foodbank				36,912	36,567
	Debt Free Advice				88,754	88,196
	COL				15,000	-
	EAP				50,081	10,300
	Foodbank Assessor				51,256	4,813
	GLA				45,333	21,917
	SEL MIND				19,045	-
	National overflow project				-	12,472
	Other grants (less than £5,000)				10,001	-
					857,376	689,074
3	Income from other trading activities				2024	2023
					£	£
	Fundraising				1,898	-
	First aid training				1,000	-
					2,898	-
4	Expenditure	Staff costs	Direct costs	Support costs	2024	2023
		£	£	£	Total	Total
					£	£
	Charitable activities:					
	General advice	388,832	38,139	59,420	486,391	504,122
	Debt Free Advice	74,911	180	13,663	88,754	88,196
	Bromley Borough Foodbank	29,869	-	7,043	36,912	41,380
	Energy Advice Programme (EAP)	37,775	-	12,306	50,081	-
	Foodbank Assessor	40,115	-	11,141	51,256	-
	Greater London Authority Cost of Living (GLA)	38,096	126	8,111	46,333	21,917
	NOP	-	-	2,640	2,640	2,320
	Mottingham Big Local Residents (MBLR)	1,036	89	317	1,442	-
		610,634	38,534	114,641	763,809	657,935
5	Support costs				2024	2023
					Total	Total
					£	£
	Rent				54,312	55,837
	Insurance				1,984	1,679
	Telephone				5,331	5,052
	Repairs, renewals and equipment				981	709
	Printing, postage & stationery				3,869	5,383
	IT support and subscription costs				16,242	16,299
	Advertising, Marketing & Communications				1,839	41
	Payroll fees				17,329	11,433
	Bank charges				120	132
	Administration expenses				208	196
	Governance:					
	Independent examiner's fees				7,000	2,440
	Other				626	63
	Other accountancy fees				4,800	-
					114,641	99,264

BROMLEY CITIZENS ADVICE BUREAUX LTD**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

6 Staff costs	2024	2023
	£	£
Wages and salaries	545,140	466,282
Social security costs	48,446	40,799
Other pension costs	17,048	14,334
	<u>610,634</u>	<u>521,415</u>

Total redundancy / termination payments amount to £6,000 (2023 - £Nil) and related to settlement payments paid in the year.

The average number of employees, by headcount, during the year:	2024	2023
	No.	No.
Staff	<u>23</u>	<u>19</u>

No employees earned over £60,000 in the current or preceeding year.

The senior management team comprise the key management personnel of the charitable company in charge of directing and controlling, running and operating the charitable company on a day to day basis. As detailed above, no trustees received remuneration during the period. The remuneration to the employees, including employers national insurance and employers pension contributions, total £162,980 (2023: £153,438)

7 Trustee remuneration

The Trustees were not paid remuneration during the year. There were no reimbursed travel expenses during the year (2023: £Nil).

8 Debtors	2024	2023
	£	£
Accrued income	46,628	93,627
Prepayments	1,172	1,248
	<u>47,800</u>	<u>94,875</u>

9 Creditors: amounts falling due within one year	2024	2023
	£	£
Trade creditors	-	24,504
Other creditors	25,227	12,324
Accruals	16,749	24,488
	<u>41,976</u>	<u>61,316</u>

BROMLEY CITIZENS ADVICE BUREAUX LTD

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

10 Restricted funds

2024 current	As at 1 April 2023 £	Income £	Expenditure £	As at 31 March 2024 £
Debt Free Advice	-	88,754	(88,754)	-
Bromley Borough Foodbank	-	36,912	(36,912)	-
Energy Advice Programme (EAP)	-	50,081	(50,081)	-
Foodbank Assessor	-	51,256	(51,256)	-
Greater London Authority Cost of Living (GLA)	-	46,333	(46,333)	-
NOP	10,152	-	(2,641)	7,511
Mottingham Big Local Residents (MBLR)	-	5,000	(1,442)	3,558
	<u>10,152</u>	<u>278,336</u>	<u>(277,419)</u>	<u>11,069</u>

2023 comparative	As at 1 April 2022 £	Income £	Expenditure £	As at 31 March 2023 £
Debt Free Advice	-	88,196	(88,196)	-
Greater London Authority Cost of Living (GLA)	-	21,917	(21,917)	-
NOP	-	12,472	(2,320)	10,152
Foodbank	-	41,380	(41,380)	-
	<u>-</u>	<u>163,965</u>	<u>(153,813)</u>	<u>10,152</u>

Debt Free Advice	Citizens Advice Bromley is a partner in the Debt Free Advice Project delivering quality debt advice for our clients
Bromley Borough Foodbank	To provide advice and assistance for clients using the foodbank service.
Energy Advice Programme (EAP)	To provide advice and assistance for clients experiencing energy issues.
Foodbank Assessor	To provide advice and assistance for clients using the foodbank service.
Greater London Authority Cost of Living (GLA)	Citizens Advice Bromley are part of the pan London Citizens Advice Service. Working together with our other local offices we provide specialist support across
Mottingham Big Local Residents (MBLR)	Citizens Advice Bromley began an outreach session at Mottingham Big Local providing information advice and guidance to the Mottingham Big Local Residents.
NOP	Purchase of soft phones

11 Analysis of net assets between funds - 2024 - Current

	Fixed assets £	Net current assets £	Total £
Unrestricted funds	-	422,588	422,588
Restricted funds	-	11,069	11,069
	<u>-</u>	<u>433,657</u>	<u>433,657</u>

Analysis of net assets between funds - 2023 - Comparative

	Fixed assets £	Net current assets £	Total £
Unrestricted funds	-	325,641	325,641
Restricted funds	-	10,152	10,152
	<u>-</u>	<u>335,793</u>	<u>335,793</u>

BROMLEY CITIZENS ADVICE BUREAUX LTD**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024****12 Commitments under operating leases**

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2024	2023
	£	£
Within one year	25,960	36,396
Between two and five years		40,074
	<u>25,960</u>	<u>76,470</u>

13 Reconciliation of net income to net cash flow from operating activities

	2024	2023
	£	£
Net Income for year	97,864	39,926
Decrease/(increase) in debtors	47,075	28,476
(Decrease)/increase in creditors	(19,340)	13,503
Net cash flow from operating activities	<u>125,599</u>	<u>81,905</u>

14 Related party transactions

There were no related party transactions in this year or the preceeding year.

15 Company limited by guarantee

The company is a company limited by guarantee. The members of the company are the trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £10 per member of the company.

