

**NOTTINGHAM AND DISTRICT  
CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**REPORT AND  
FINANCIAL STATEMENTS  
FOR THE YEAR ENDED  
31 MARCH 2024**

**Charity Number 701259  
Company Number 2323141**

**Nottingham and District Citizens Advice Bureau  
(A Company Limited by Guarantee)**

**Financial Statements  
For the year ended 31 March 2024**

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**Nottingham and District Citizens Advice Bureau  
(A Company Limited by Guarantee)**

**Report of the Trustees for the year ended 31 March 2024**

**Reference and Administrative Information**

<b>CHARITY NAME:</b>	Nottingham and District Citizens Advice Bureau trading as Citizens Advice Nottingham & District
<b>CHARITY REGISTRATION NUMBER:</b>	701259
<b>COMPANY REGISTRATION NUMBER:</b>	2323141 (England and Wales)
<b>REGISTERED OFFICE AND OPERATIONAL ADDRESS:</b>	16 – 18 Maid Marian Way Nottingham NG1 6HS
<b>BOARD OF TRUSTEES:</b>	J Chambers (Chair) T Straw (Treasurer) O B Gill E Kingscott D R Kinshott
<b>CHIEF OFFICER</b>	D Cumberlidge (responsible for day to day running of the charity)
<b>COMPANY SECRETARY:</b>	G Morrall (Resigned 19.04.23)
<b>SENIOR STATUTORY AUDITOR:</b>	James Liptrott for and on behalf of Haines Watts (East Midlands) 10 Stadium Business Court Millennium Way Pride Park Derby DE24 8HP
<b>BANKERS:</b>	Unity Trust Bank Nine Brindleyplace Birmingham B1 2HB
<b>SOLICITORS:</b>	Actons Solicitors 20 Regent Street Nottingham NG1 5BQ

**Nottingham and District Citizens Bureau  
(A Company Limited by Guarantee)**

**Report of the Trustees for the year ended 31 March 2024 - Continued**

The Trustees are pleased to present their annual report together with the financial statements of the charity for the year ending 31 March 2024 which are also prepared to meet the requirements for a Directors' report and accounts for Companies Acts purposes.

The financial statements comply with the Charities Act 2011, and 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 in the UK and Republic of Ireland (FRS102).

**Chair's Report**

I am very pleased to make my second report as Chair of Citizens Advice Nottingham & District.

It's been an incredibly challenging year against the backdrop of an impending election and the financial difficulties faced by our local council, affecting not only us as an organisation, but the people we serve.

Whilst we saw an element of progress with the cost of living crisis in terms of the country's economic growth and rate of inflation, we are yet to see the real positive impact in our communities and indeed to ourselves as our costs continue to rise, albeit at a slower pace than in prior years.

I'd like to thank all involved in delivering this incredibly vital service to our clients - staff, volunteers and trustees. I remain constantly inspired by the dedication of this organisation.

Our success is directly linked to the hard work, energy, commitment and consistency our teams show in driving us forward towards our continuing vision "To serve the community through the provision of quality and accessible advice". My thanks also to our funders and supporters for helping us to deliver our services.

We continue to build on our long established and trusted relationships across the City, County and East Midlands. We will look for and build new and exciting partnerships during 2024-25 to ensure we reach more clients in our community and those most vulnerable including those facing Severe Multiple Disadvantage.

Long term sustainable funding is essential to meet rising costs and increasing demand for our services and these remain a high priority as we look to 2024-25, particularly as we look to diversify and strengthen our funding sources across the next 12 months.

It is important to emphasise that whilst we are part of the national Citizens Advice family, we are an independent local charity and are solely responsible for raising and obtaining the funding we need to provide services. We face the same cost pressures as everyone else and the next few years will be very challenging.

We are hugely thankful to be supported by our local authorities, Nottingham City, Gedling, Rushcliffe and Nottinghamshire as well as other organisations and funders supporting specific projects.

We have some very exciting plans for the coming year to meet the growing challenges faced by our organisation and clients to ensure we can step up to the mantle. We will grow from strength to strength, building and delivering a sustainable and efficient service and working together to achieve the best possible outcomes for our clients.

**Jemma Chambers - Chair of the Board of Trustees**

**Nottingham and District Citizens Bureau  
(A Company Limited by Guarantee)**

**Report of the Trustees for the year ended 31 March 2024 – Continued**

**OUR PURPOSES AND ACTIVITIES**

The Company's objectives are to promote any charitable purpose for the benefit of the community in the City of Nottingham and the Boroughs of Gedling and Rushcliffe by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. In particular the Company operates as a Citizens Advice local office under the Membership Scheme of Citizens Advice.

We provide free, confidential, impartial and independent advice on a range of topics including debt, benefits, housing, consumer and tax issues as well as basic legal advice particularly relating to immigration and family matters. During the year we delivered under grant agreement for Nottingham City Council:

- Neighbourhood and citywide advice services, and shared this work with Bestwood Advice Centre, Clifton Advice Centre, Meadows Advice Group, Nottingham Law Centre, St Anns Advice Centre and Nottinghamshire Deaf Society.
- Housing and housing debt advice services, this service is being reduced in 2024/25 due to cuts in funding.

and had a Service Delivery Agreement with:

- Consumer Advice and Law Service (CALS) for the provision of debt advice in the Nottingham area as part of the East Midlands Money Advice (EMMA) service. This work is funded by the Money and Pensions Service (MaPS).
- Citizens Advice nationally to deliver the national Help To Claim service. This work is funded by the Department of Work and Pensions.

The company has built new partnerships during the year as we aim to diversify funding and secure new funding streams including Citizens Advice Mid Mercia and the Trussell Trust.

We have continued to increase face to face appointments through 2023/24 due to service needs. The complexity of clients' issues continuing to increase through inflationary pressures affecting household finances and budgets. We are also providing support for increasing numbers of clients with applications for health-related benefits.

The company relies heavily on the work of its volunteers to maintain the core service which it provides. The costs of volunteers, other than expenses paid, are not included within these accounts. The Trustee Board offers its thanks to the volunteers for the work they do, without which the Company could not operate effectively.

**Public Benefit**

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

The service aims:

- To provide the advice people need for the problems they face.
- To improve the policies and practices that affect people's lives.

**Nottingham and District Citizens Advice Bureau  
(A Company Limited by Guarantee)**

**Report of the Trustees for the year ended 31 March 2024 – Continued**

The Citizens Advice service helps all people to solve their problems, particularly in the areas of debt, benefits and housing (service is reduced in 2024/25 due to cuts in funding). People are helped through face-to-face advice, virtual appointments, on the telephone and by email. Information is available via the internet. We campaign locally and nationally for improvements to services and the law. We use the anonymised evidence we collect from helping our clients to make a difference for people who may never seek advice by communicating our evidence for change to policymakers in Government and the wider public and private sector. A contact with a Citizens Advice adviser for one person could lead to a change in policy or law that will positively affect the lives of many more.

As a force for social cohesion and inclusion, we aim to contribute to our communities in the following main ways:

1. As a force for economic development and regeneration by reducing poverty, improving benefit take-up, and improving personal financial management.
2. Through trained volunteers and active citizenship, targeting those most in need.
3. As a route to changing policy locally, regionally and nationally, through research and campaigns.
4. As a mine of information and knowledge about local communities to help local planning and community participation (through involvement in local partnerships, community profiling and access to e-government services).

The Company provides a service to the people of Nottingham and Nottinghamshire: in particular, the people who live in the city and the Boroughs of Gedling and Rushcliffe. Our outreach services allow us to extend the service to those who live further away and find travel to our city centre offices difficult or inconvenient. The portfolio of projects delivered has enabled us to reach new areas including Broxtowe, Daybrook and Clifton with face-to-face support in the community.

Demand for information, advice and support is huge. In order to maximise the number of people we assist we provide advice by telephone, virtual meeting, webchat and for those who are not able to access us any other way face to face. We also provide self-help information, leaflets and fact sheets.

The Trustees confirm that they have complied with their duties under section 17 of the 2011 Charities Act with regard to Public Benefit.

## **ACHIEVEMENTS AND PERFORMANCE**

During the year we have continued to recruit and train volunteers although restricted by funding and resources to support them.

During the year:

- We advised and supported 8,665 people during the year.
- We dealt with £4.4 million of debt, of which £644,963 was written off with our help.

Across the service, we helped our clients claim £5.9 million in benefits and £742,758 in other income

**Nottingham and District Citizens Advice Bureau  
(A Company Limited by Guarantee)**

**Report of the Trustees for the year ended 31 March 2024 - Continued**

**FINANCIAL REVIEW**

The Company had total incoming resources during the year of £2,046,207

A deficit of £18,334 was made in the year to 31 March 2024 before the actuaries' pension valuation increase.

The FRS102 accounting standard makes it necessary to include the defined benefit pension scheme deficit on the balance sheet. The deficit is represented on the bottom of the balance sheet by a negative reserve.

**Reserves Policy**

The Trustees have examined the Company's requirement for reserves in light of the main risks to the organisation. They have established a policy whereby unrestricted reserves are needed to assist continuity in the event of any funding terminations, covering consequent redundancy pay liabilities.

This amounts to the equivalent of three months of relevant budgeted expenditure for 2023-24, plus an amount for one-off costs, held as cash. This amounts to £410,000. Reserves currently cover this policy, but do not substantially exceed it.

This policy will be reviewed annually.

**Investment Policy**

The Trustees approved a investment policy where surplus cash is invested in an investment portal to generate investment income for the Company.

**Pay Policy for Senior Staff**

The pay rates for senior staff are determined by the Trustees, usually at a flat % increase applied to all staff regardless of seniority except those who are contracted under local government pay award where Nottinghamshire County Council pay scales apply.

**OUR VISION**

Our Vision is to put our clients at the heart of everything we do, to help ensure:

- We are their trusted source of advice and information.
- We are an organisation our communities, stakeholders and partners want to support and work with.

In working towards our Vision, we will:

- Promote to staff and volunteers our vision, aims and objectives to ensure they are owned by all.
- Develop a clear sense of "one service" with the needs of clients at the heart of the organisation.
- Have a team of staff and volunteers who are trained and expert in their field and will work together to provide quality advice and information.
- Provide high quality advice, focussing on early intervention, and services that are proportionate to need to help people solve their problems, whoever they are, and whatever their problem.

**Nottingham and District Citizens Advice Bureau  
(A Company Limited by Guarantee)**

**Report of the Trustees for the year ended 31 March 2024 - Continued**

**Future Plans**

The Board of Trustees has written a new Business and Development Plan for 2023-26. The Plan identifies the main challenges facing the organisation and aligns to three workstreams with Governance running across them. The workstreams are:

- Financial Structure
- Service Delivery
- People & Culture

The new vision for 2023-26 is “To serve the community through the provision of quality and accessible advice” with a strategy “To build and deliver a sustainable and efficient service, with all stakeholders working together to achieve the best possible outcomes”.

The Board of Trustees review progress against our Business Plan at quarterly Board meetings. The Plan will be rolled forward annually so we are always working in Year One.

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Governing Document**

The organisation is a charitable company limited by guarantee, incorporated on 30 November 1988 and registered as a charity on 7 March 1989. 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. This was revised and adopted at the Annual General Meeting on 23 August 2004. In the event of the Company being wound up, Directors are required to contribute an amount not exceeding £1.

The organisation is a company limited by guarantee not having a share capital and has obtained exemption with Companies Act to dispense with the word ‘limited’ as part of its company name.

**Recruitment and Appointment of the Board of Trustees**

The directors of the company are also charity trustees for the purposes of charity law. Under the requirements of the Memorandum and Articles of Association, the members of the Board of Trustees are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

The maximum number of Trustees is fifteen and the minimum number three, being either:

- Elected at the Annual General Meeting (there being no more than ten such elected trustees in total); or
- Co-opted by the Board of Trustees (provided that on appointment the total number of co-opted Trustees does not exceed one third of the total number of Trustees)

The Trustees who served during the year are shown in the Company Information set out on page 1.

The Company holds Annual General and Public Meetings every year.

**Trustee Induction and Training**

New Trustees are provided with a full induction and training programme. Trustees receive ongoing appropriate training.



**Nottingham and District Citizens Advice Bureau  
(A Company Limited by Guarantee)**

**Report of the Trustees for the year ended 31 March 2024 - Continued**

**Organisation**

The Board of Trustees meets on a quarterly basis for full board meetings and is responsible for the strategic direction and policy of the Company.

A scheme of delegation is in place and day to day responsibility for the provision of the services rests with the Chief Officer. The Chief Officer is responsible for ensuring that the Company delivers the services specified and that key performance indicators are met.

The Company is supported by a dedicated and strong team of staff and volunteers who are led by Supervisors and Managers who are experienced and knowledgeable in the advice sector.

**Related Parties**

The organisation is a member of Citizens Advice (Company Number 1436945 and registered charity 279057) which provides guidance, encouragement, training and support. During the year we have also worked in partnership with Bestwood Advice Centre, Clifton Advice Centre, Meadows Advice Group, Nottingham Law Centre and St Anns Advice Centre.

**RISK MANAGEMENT**

The Trustees have assessed the major risks to which the Company is exposed, in particular those related to the reputation, operation and finances of the Company, and are satisfied that systems are in place to mitigate exposure to major risks. A comprehensive risk assessment is undertaken periodically by the Trustees. This provides a thorough understanding of the business risks to the Company and contributes to the completion of the Citizens Advice service-wide risk assessment. Where appropriate, systems or procedures have been established to mitigate the risks the Company faces.

**RESPONSIBILITIES OF THE TRUSTEES**

Company law 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 as at the balance sheet date and of its incoming resources and application of resources and including income and expenditure for the financial year. In preparing those financial statements, the Trustees should follow best practice and:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the charities SORP.
- Make judgements and estimates that are reasonable and prudent.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business; and
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charitable Company and to 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 taking reasonable steps for the prevention and detection of fraud and other irregularities.

**Nottingham and District Citizens Advice Bureau  
(A Company Limited by Guarantee)**

**Report of the Trustees for the year ended 31 March 2024 - Continued**

Insofar as the Trustees are aware:

- There is no relevant audit information of which the charity's auditors are unaware and.
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

**MEMBERS OF THE BOARD OF TRUSTEES**

Members of the Board of Trustees, who are directors for the purpose of the company law and Trustees for the purpose of charity law, who served during the year and up to the date of this report are set out on page 1.

Directors of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees on 31 March 2024 was 9. (2023: 9).

Haines Watts East Midlands Ltd were appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

A resolution to re-appoint Haines Watts East Midlands Ltd as auditors of the Company will be proposed at the Annual General Meeting.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Approved by the Board of Trustees on 4<sup>th</sup> December and signed on its behalf by:



.....  
Jemma Chambers (Director/ Chair)

**Report of Independent Auditors to the Members of  
Nottingham and District Citizens Advice Bureau  
A Charitable Company Limited by Guarantee**

**Opinion**

We have audited the financial statements of Nottingham and District Citizens Advice Bureau for the year ended 31 March 2024 on pages 12 to 28 which comprise the Statement of Financial Activities, the summary Income and Expenditure Account, the Balance Sheet, the Cash Flow Statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of the incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

**Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, in the circumstances set out in note 19 to the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

**Conclusions relating to going concern**

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the director's use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the director has not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

However, because not all future events or conditions can be predicted, this statement is not a guarantee as to the charity's ability to continue as a going concern.

**Other information**

The other information comprises the information included in the annual report, other than the financial statements and our Auditors report thereon. The Trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

**Report of Independent Auditors to the Members of  
Nottingham and District Citizens Advice Bureau  
A Charitable Company Limited by Guarantee**

**Opinion on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees Report which includes the Director's report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Directors included within the Trustees report has been prepared in accordance with applicable legal requirements.

**Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit we have not identified material misstatements in the Director's Report included within the Trustees Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept by the charitable company;
- charitable company financial statements are not in agreement with the accounting records; or
- certain disclosures of trustee's remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemption from the requirement to prepare a Strategic Report or in preparing the Trustees report.

**Responsibilities of Trustees**

As explained more fully in the Statement of Trustees Responsibilities set out on page seven, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or has no realistic alternative but to do so.

**Auditors' responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

**Report of Independent Auditors to the Members of  
Nottingham and District Citizens Advice Bureau  
A Charitable Company Limited by Guarantee**

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below;

- Reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements. Specifically reviewing compliance with Charities SORP FRS102 and the Companies Act 2006.
- Performing recalculations of contractual income streams including accounting entries made in respect of any income accrued and deferred.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate an increased risk of material misstatement as a result of fraud.
- Performing substantive testing over a selection of journal entries made in the period, to address the risk of fraud due to management override of controls.
- Assessing material accounting estimates to determine if there are indications of management bias.

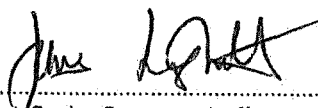
We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members, and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

Despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to the inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularity likely involve collusion, forgery, intentional misrepresentations, or the override of internal controls.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Report of the Auditors.

**Use of Report**

This report is made solely to the Company's Trustees members, as a body in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Company's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.



James Liptrott – Senior Statutory Auditor  
For and on behalf of Haines Watts East Midlands Ltd- Statutory Auditors  
10 Stadium Business Court  
Millennium Way, Pride Park  
Derby, DE24 8HP

Date: 18/12/2024

**Nottingham and District Citizens Advice Bureau**  
(A Company Limited by Guarantee) – Company Number 2323141

**Statement of Financial Activities**  
(Including Income and Expenditure Account)  
For the year ended 31 March 2024

Note	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £
<b>Income</b>						
Donations and Legacies	1,026	-	1,026	1,904	-	1,904
<i>Income from Charitable Activities</i>						
Grants and Contracts	1,052,367	986,853	2,039,220	995,790	905,938	1,901,728
<i>Income from Other Trading Activities</i>						
Other Income	5,961	-	5,961	-	-	-
<b>Total Incoming Resources</b>	<b>1,059,354</b>	<b>986,853</b>	<b>2,046,207</b>	<b>997,694</b>	<b>905,938</b>	<b>1,903,632</b>
<b>Expenditure</b>						
<i>Expenditure on Charitable Activities</i>						
4/5	1,088,427	976,114	2,064,541	1,066,451	915,470	1,981,921
<b>Total Expenditure</b>	<b>1,088,427</b>	<b>976,114</b>	<b>2,064,541</b>	<b>1,066,451</b>	<b>915,470</b>	<b>1,981,921</b>
<b>Net Income/(Expenditure) and Net Movement in Funds for the Year</b>						
	(29,073)	10,739	(18,334)	(68,757)	(9,532)	(78,289)
<b>Transfer Between Funds</b>						
	(21,737)	21,737	-	7,355	(7,355)	-
<b>Actuarial Surplus/(Loss) on Defined Benefit Pension Scheme</b>						
18	123,000	-	123,000	1,247,000	-	1,247,000
<b>Reconciliation of Funds</b>						
<b>Total Funds Brought Forward</b>	<b>456,994</b>	<b>20,419</b>	<b>477,413</b>	<b>(728,604)</b>	<b>37,306</b>	<b>(691,298)</b>
<b>Total Funds Carried Forward</b>	<b>529,184</b>	<b>52,895</b>	<b>582,079</b>	<b>456,994</b>	<b>20,419</b>	<b>477,413</b>

The Statement of Financial Activities includes all gains and losses recognised in the year. All income and expenditure derives from continuing activities.


**Nottingham and District Citizens Advice Bureau**  
(A Company Limited by Guarantee) – Company Number 2323141


**Balance Sheet as at 31 March 2024**

	Note	£	<u>2024</u>	£	£	<u>2023</u>	£
<b>Tangible Fixed Assets</b>							
- Leasehold Improvements	10			122,836			146,704
- Computer Equipment	10			-			-
<b>Total Fixed Assets</b>				<u>122,836</u>			<u>146,704</u>
<b>Current Assets</b>							
Debtors	11		37,173			59,557	
Cash at bank and in hand			<u>504,830</u>			<u>653,396</u>	
<b>Total Current Assets</b>			<u>542,003</u>			<u>712,953</u>	
<b>Liabilities:</b>							
Creditors falling due within one year	12		<u>82,760</u>			<u>259,244</u>	
<b>Net Current Assets Less Current Liabilities</b>				<u>459,243</u>			<u>453,709</u>
				582,079			600,413
<b>Pension Scheme deficit</b>	18			-			(123,000)
<b>Net Assets</b>				<u>582,079</u>			<u>477,413</u>
<b>The Funds of the Charity:</b>							
<b>Unrestricted funds</b>							
General fund - General (monies available)			529,184			579,994	
- Pension reserve			<u>-</u>			<u>(123,000)</u>	
				529,184			456,994
<b>Restricted Funds</b>	14			52,895			20,419
<b>Total Charity Funds</b>				<u>£ 582,079</u>			<u>£ 477,413</u>

These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

Approved by the Trustees on 4<sup>th</sup> December 2024 and signed on their behalf by:

  
.....  
T Straw – Trustee (Treasurer)

  
.....  
J Chambers – Trustee (Chair)

**Nottingham and District Citizens Advice Bureau**  
**(A Company Limited by Guarantee)**  
**Company Number 2323141**

**Cash Flow Statement as at 31 March 2024**

	<u>Notes</u>	<u>2024</u> £	<u>2023</u> £
<b>Net Cash Flow from Operating Activities</b>	20	(154,527)	(144,387)
<b>Returns on Investments:</b>			
Interest Received		5,961	-
		(148,566)	(144,387)
<b>Capital Expenditure and Financial Investments:</b>			
Purchase of Tangible Fixed Assets		-	-
		(148,566)	(144,387)
<b>Net Cash Inflow/(Outflow)</b>		(148,566)	(144,387)
Increase/(Decrease) in Cash in the Year		(148,566)	(144,387)
Net Cash Resources at 1 April 2023		653,396	797,783
<b><u>Net Cash Resources at 31 March 2024</u></b>		<u>504,830</u>	<u>653,396</u>
 <b>Analysis of Changes in Net Funds</b>			
	<u>At</u> <u>1.4.2023</u>	<u>Cash flow</u>	<u>At</u> <u>31.3.2024</u>
<u>Net Cash</u>			
Cash at Bank	653,396	(148,566)	504,830



**Nottingham and District Citizens Advice Bureau  
(A Company Limited by Guarantee)**

**Notes forming part of the Financial Statements for the year ended 31 March 2024**

**1. Accounting Policies**

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

**(a) Basis of Accounting**

The financial statements have been in accordance with the 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 (FRS102) – (Charities SORP FRS102). The Financial Reporting Standard applicable in UK and Republic of Ireland (FRS102) and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

Nottingham and District Citizens Advice Bureau meets the definition of a public benefit entity under FRS102.

Based on information to date Trustees' consider that there are no material uncertainties about the Charity's ability to continue as a going concern. The Trustees' have prepared detailed forecast information taking into account the expected reduction in funding, likely impact on cashflows and the available headroom of the Charity, based on this assessment the Trustees' consider that there are no material uncertainties about the Charity's ability to continue as a going concern, and that no further adjustments are required in these financial statements.

The financial statements are presented in Sterling (£).

**(b) Fund accounting**

- Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.
- Designated funds are unrestricted funds earmarked by the Board of Trustees for particular purposes.
- Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

**(c) Incoming resources**

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of donations and gifts, and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are recognised as income when the Company has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the Company of the item is probable and that economic benefit can be measured reliably. On receipt, donated services and facilities are recognised on the basis of the value of the gift to the Company which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.
- Investment income is included when receivable.

**Nottingham and District Citizens Advice Bureau  
(A Company Limited by Guarantee)**

**Notes forming part of the Financial Statements for the year ended 31 March 2024 – continued**

- Incoming resources from grants where related to performance and specific deliverables are accounted for, as the charity earns the right to consideration by its performance.
- Legacies are accounted for on a receivable basis when the following conditions for the receipt have been met:
  - the final estate accounts have been approved
  - the legacy is capable of measurement; and
  - there is no reversionary interest.

**(d) Resources expended**

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of fundraising.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- The work of volunteers assists the Company to achieve its charitable objectives – the cost of the volunteers (other than travel expenses incurred) is excluded from the income and expenditure accounts and is not quantified.
- Support costs are those functions that assist with the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the Charities projects and activities. These costs have been allocated between cost of raising fund and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 5.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the Company.
- All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor areas, case load, per capita or estimated usage as set out in Note 5.

**Pension costs and other post-retirement benefits**

- Retirement benefits to employees of the company are provided by the Local Government Pension Scheme (LGPS) which is a defined benefit scheme.

The LGPS is a funded scheme and the assets are held separately from those of the company in separate trustee administered funds. Pension scheme assets are measured at fair value and liabilities are measured on an actuarial basis using the projected unit credit method and discounted at a rate equivalent to the current rate of return on a high-quality corporate bond of equivalent term and currency to the liabilities. The actuarial valuations are obtained at least triennially and are updated at each balance sheet date. The amounts charged to the income statement are the current service costs of scheme introductions, benefit charges, settlements and curtailments. They are included as part of staff costs as incurred. Net interest on the net defined benefit obligation and interest income on the scheme assets, calculated by multiplying the fair value of the scheme assets at the beginning of the period by the rate used to discount the benefit obligations. The difference between the interest income on the scheme assets and the return on the scheme assets is recognised in the income statement. Actuarial gains and losses are recognised immediately in the income statement.

**Nottingham and District Citizens Advice Bureau  
(A Company Limited by Guarantee)**

**Notes forming part of the Financial Statements for the year ended 31 March 2024 – continued**

The actuary has produced the pension disclosures based upon FRS102. The resulting pension scheme liability has been transferred to a separate pension reserve in order to ring fence the liability.

Additionally, a second pension scheme is operated by Standard Life, this is a defined contribution scheme. The pension charge under this scheme represents the amounts payable by the Company to the funds in respect of the year. The pension costs paid under this scheme are shown in the notes to the accounts.

**Company Limited by Guarantee**

- The Company is limited by guarantee and in the event of it being wound up, every member is liable to contribute a sum not exceeding £1. There are no shares of any class either authorised or allotted.

**Tangible Fixed Assets**

- Capital additions have been capitalised in respect of the move to Maid Marian Way. These assets are shown on the balance sheet and are being written off over a period of 10 years (the length of the lease) from the date of first occupation of the property (July 2019).
- Capital additions of equipment have been previously written off to the Income and Expenditure Account in the year of acquisition and there is therefore no charge for depreciation. The assets comprise of office furniture, office equipment, computers and printers. The normal requirement would have been for capitalisation of office equipment and for depreciation to be charged thereon. This position was not easily quantified due to the mixture of purchased, funded, partly funded and donated equipment. Thus for clarity, this policy had been adopted to give a true and fair view. The fixed assets are insured for £183,186.
- From financial year ended 31 March 2015 fixed assets have been capitalised and depreciated from date of acquisition.
  - Computer equipment 20% on cost
  - Improvements to property 10% straight line

**Donated Services, Goods or Facilities**

Donated services or facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. On receipt, donated services and facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt

**Debtors**

Debtors are recognised at the settlement amount owed to the Charity or prepaid.

**Creditors**

Creditors and provisions are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party, and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount.

**Financial Instruments**

The Charity has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

**Taxation**

The charity is exempt from tax on its charitable activities. The trustees have reviewed the charity's trading activities and are confident that they further the charity's aims and, as such, are considered to be primary purpose trading.

**Nottingham and District Citizens Advice Bureau  
(A Company Limited by Guarantee)**

**Notes to the Financial Statements for the year ended 31 March 2024 - continued**

**Judgement and Key Sources of Estimation Uncertainty**

The preparation of accounts using generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities at the date of the accounts and the reported amounts of revenues and expenses during the reporting period.

The key estimates and assumptions used in the Financial Statements are detailed in the accounting policies.

**2. Income from Grants and Contracts (Charitable Activities)**

	<u>2024</u>		<u>2023</u>
	£		£
<b>Unrestricted</b>			
Nottingham City Council	913,262		888,170
Nottinghamshire County Council	123,056		15,620
Gedling Borough Council	-		40,000
Rushcliffe Borough Council	12,000		12,000
Capital One	-		40,000
Other	4,049		-
	<u>1,052,367</u>		<u>995,790</u>
	<u>2024</u>		<u>2023</u>
	£		£
<b>Restricted</b>			
<i>Main Projects</i>			
Money and Pensions Service	231,599		273,737
Citizens Advice UC-ITTC	385,427		385,542
Kick Start	-		10,789
Early Intervention	23,553		18,267
Trussell Trust	76,002		48,085
Autism Service	45,000		42,132
Gedling Borough Council	40,000		-
Energy Advice	34,003		-
Innovation	56,189		-
NCC Social Recovery	<u>45,290</u>		<u>32,350</u>
	937,063		810,902
<i>Other Projects</i>			
M S Society	6,334		12,667
Advice on Prescription	31,788		49,301
Synergy	11,668		29,900
Small Projects	<u>-</u>		<u>3,168</u>
	49,790		95,036
	<u>986,853</u>		<u>905,938</u>
<b>Total Grants and Contracts</b>	<u>2,039,220</u>		<u>1,901,728</u>

**Nottingham and District Citizens Advice Bureau**  
**(A Company Limited by Guarantee)**

**Notes to the Financial Statements for the year ended 31 March 2024 – continued**

**3. Other income**

	<u>Total</u> <u>2024</u> £	<u>Total</u> <u>2023</u> £
Bank interest	5,961	-
	<u>5,961</u>	<u>-</u>

**4. Analysis of Expenditure on Charitable Activities**

	<u>Main</u> <u>Projects</u> £	<u>Other</u> <u>Projects</u> £	<u>Core</u> <u>Advice</u> <u>Work</u> £	<u>Total</u> <u>2024</u> £	<u>Total</u> <u>2023</u> £
Staff Costs (note 7)	686,764	255,028	326,375	1,268,167	1,144,285
Training Costs	200	-	75	275	1,756
Recruitment Costs	-	-	-	-	5,163
Travel and Subsistence	146	109	3,026	3,281	2,061
Subscriptions	9,742	2,679	8,352	20,773	11,222
IT Software and Maintenance	7,689	1,944	3,963	13,596	16,229
Subcontractors	-	-	583,984	583,984	604,136
Support & Governance Costs (Note 5)	-	-	174,465	174,465	197,069
<u>Total</u>	<u>704,541</u>	<u>259,760</u>	<u>1,100,240</u>	<u>2,064,541</u>	<u>1,981,921</u>

**Nottingham and District Citizens Advice Bureau  
(A Company Limited by Guarantee)**

**Notes to the Financial Statements for the year ended 31 March 2024 – continued**

**Summary Analysis of Expenditure and Related Income for Charitable Activities**

The table shows the cost of the three main charitable activities and the sources of income directly to support those activities

	<u>Main Projects</u> £	<u>Other Projects</u> £	<u>Core Advice Work</u> £	<u>Total</u> £
Grants & Contracts (see note 2)	752,082	369,827	917,311	2,039,220
Costs	(704,541)	(259,760)	(1,100,240)	(2,064,541)
Net (Costs)	47,541	110,067	(182,929)	(25,321)

**Analysis of Governance and Support Costs**

The Company initially identified the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between the three key charitable activities undertaken in the year.

Refer to the table below for the basis of apportionment and the analysis of support and governance costs.

5.	<u>General Support</u> £	<u>Governance Function</u> £	<u>Total 2024</u> £	<u>Total 2023</u> £	<u>Basis of Apportionment</u>
Rent and Rates	55,887	-	55,887	55,327	Staff Resources
Light, Heat and Water	14,213	-	14,213	23,696	Staff Resources
Cleaning	7,526	-	7,526	2,740	Staff Resources
Repair and Maintenance	5,578	-	5,578	11,201	Staff Resources
Telephone and Postage	11,665	-	11,665	10,391	Staff Resources
Publication, printing & stationery	3,948	-	3,948	7,809	Staff Resources
Office equipment repairs	724	-	724	2,849	Staff Resources
Sundry Expenses	3,220	-	3,220	5,403	Staff Resources
Insurance	7,833	-	7,833	4,238	Staff Resources
Annual Report and AGM Costs	-	48	48	78	Governance
Audit and Accountancy	-	9,460	9,460	10,229	Governance
Depreciation	23,868	-	23,868	26,427	Staff Resources
Legal and Professional Fees	-	6,127	6,127	8,873	Governance
Bookkeeping	-	5,400	5,400	5,386	Staff Resources
Irrecoverable VAT	18,968	-	18,968	22,422	Staff Resources
	153,430	21,035	174,465	197,069	

**Nottingham and District Citizens Advice Bureau**  
**(A Company Limited by Guarantee)**  
**Notes to the Financial Statements for the year ended 31 March 2024 – continued**

**6. Net Income/(Expenditure) for the Year**

This is stated after charging:

	<u>2024</u>	<u>2023</u>
	<u>£</u>	<u>£</u>
Operating Leases – Rent and Service Charges	53,087	49,973
Auditor's remuneration:		
Audit services	4,000	4,000
Accountancy services	2,900	2,400
Payroll Services	2,560	2,381
Depreciation	<u>23,868</u>	<u>22,422</u>

**7. Employee Information**

	<u>2024</u>	<u>2023</u>
<b>Average Number of Employees:</b>		
Advisors, Management and Administration	<u>52</u>	<u>50</u>
<b>Staff Costs</b>		
Salaries	1,110,620	959,668
Pension costs	69,406	88,106
Social Security costs	88,141	78,178
Pension surcharges paid to Nottinghamshire County Council Pension Scheme	-	18,333
	<u>£ 1,268,167</u>	<u>£ 1,144,285</u>

Total remuneration of key management personnel in the year was £197,931 (2023: £168,143).

The number of employees to whom retirement benefits were accruing was as follows:

	<u>2024</u>	<u>2023</u>
<b>Defined Benefit Scheme</b>	<u>6</u>	<u>6</u>
<b>Defined Contribution Scheme</b>	<u>41</u>	<u>41</u>

No employee earned £60,000 or more per annum

**8. Trustee Remuneration and Related Party Transactions**

No emoluments were received by the Board of Trustees in their capacity as Trustees.

There were no emoluments or expenses paid to any Trustee, or persons connected with such a Trustee, directly or indirectly from the funds of the Company or from the property of any situation or body corporate connected with the Company. There are no other related party disclosures.

**Nottingham and District Citizens Advice Bureau  
(A Company Limited by Guarantee)**

**Notes to the financial statements for the year ended 31 March 2024 – continued**

**9. Taxation**

The Company is exempt on tax on income and gains falling within Section 505 of the Taxes Act 1988 or Section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

**10. Tangible Fixed Assets**

	<u>Improvements to Property</u> £	<u>Computer Equipment</u> £	<u>Total</u> £
<b><u>Cost</u></b>			
Balance at 31.3.23	238,676	39,819	278,495
Additions	-	-	-
Balance at 31.3.24	<u>238,676</u>	<u>39,819</u>	<u>278,495</u>
<b><u>Depreciation</u></b>			
Brought Forward 31.3.23	91,972	39,819	131,791
Charge For The Year	<u>23,868</u>	<u>-</u>	<u>23,868</u>
Carried Forward 31.3.24	<u>115,840</u>	<u>39,819</u>	<u>155,659</u>
Net Book Value 31.3.24	<u>122,836</u>	<u>-</u>	<u>122,836</u>
Net Book Value 31.3.23	<u>146,704</u>	<u>-</u>	<u>146,704</u>

**11. Debtors**

Amounts falling due within one year:	<u>2024</u> £	<u>2023</u> £
Income and Grants Receivable	22,809	43,761
Prepayments and Accrued Income	14,363	15,796
Other Debtors	-	-
VAT Repayable	-	-
	<u>37,172</u>	<u>59,557</u>

**12. Creditors**

Amounts falling due within one year:	<u>2024</u> £	<u>2023</u> £
Taxes and other Social Security costs	20,023	26,269
Trade Creditors	21,689	45,669
Grants Received in Advance	-	127,250
Accrued Expenses	8,095	9,266
VAT liability	-	3,811
Rent Free Period	14,838	17,488
Other Creditors	<u>18,115</u>	<u>29,491</u>
	<u>82,760</u>	<u>259,244</u>



**Nottingham and District Citizens Advice Bureau  
(A Company Limited by Guarantee)**

Notes to the financial statements for the year ended 31 March 2024 - continued

**Grants Received in Advance (Deferred Income)**

	<u>2024</u> £	<u>2023</u> £
Balance at 1 April 2023	127,250	155,346
Released to Incoming Resources	(127,250)	(155,346)
Amount Deferred in the Year	-	127,250
	<u>-</u>	<u>127,250</u>

Deferred income represents income received in advance of the period to which it relates.

**13. Analysis of Net Assets between Funds**

Year Ended 31 March 2024	General Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Fixed Assets	122,836	-	-	122,836
Current Assets	489,108	-	52,895	542,003
Current Liabilities	(82,760)	-		(82,760)
Net Assets at 31.3.2024	<u>529,184</u>	<u>-</u>	<u>52,895</u>	<u>582,079</u>

Year Ended 31 March 2023	General Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Fixed Assets	146,704	-	-	146,704
Current Assets	692,534	-	20,419	712,953
Current Liabilities	(259,244)	-	-	(259,244)
Pension Scheme Deficit	(123,000)	-	-	(123,000)
Net Assets at 31.3.2023	<u>456,994</u>	<u>-</u>	<u>20,419</u>	<u>477,413</u>

**Nottingham and District Citizens Advice Bureau  
(A Company Limited by Guarantee)**

**Notes to the financial statements for the year ended 31 March 2024 - continued**

**14. Movement in Funds**

<b>Year Ended 31 March 2024</b>	<b>At 1 April 2023 £</b>	<b>Incoming Resources £</b>	<b>Outgoing Resources £</b>	<b>Transfers £</b>	<b>At 31 March 2024 £</b>
<b>Restricted funds:</b>					
Advice on Prescription	-	71,788	60,344	-	11,444
Money and Pensions Service	-	231,599	232,475	876	-
Early Intervention	-	23,553	28,341	4,788	-
M S Society	-	6,334	11,745	5,411	-
Nottinghamshire Housing Advice	20,419	-	20,419	-	-
Citizen's Advice	-	475,619	459,126	9,724	26,217
Synergy	-	11,668	11,668	-	-
Trussell Trust	-	76,002	72,339	938	4,601
Autism Service	-	45,000	34,367	-	10,633
NCC Social Recovery	-	45,290	45,290	-	-
<b>Total restricted funds</b>	<b>20,419</b>	<b>986,853</b>	<b>976,114</b>	<b>21,737</b>	<b>52,895</b>
<b>Unrestricted funds:</b>					
General Funds available for day to day activities	579,994	1,059,354	1,088,427	(21,737)	529,184
Pension fund	(123,000)	123,000	-	-	-
<b>Total unrestricted funds</b>	<b>456,994</b>	<b>1,182,354</b>	<b>1,088,427</b>	<b>(21,737)</b>	<b>529,184</b>
<b>Total funds</b>	<b>477,413</b>	<b>2,169,207</b>	<b>2,064,541</b>	<b>-</b>	<b>582,079</b>

<b>Year Ended 31 March 2023</b>	<b>At 1 April 2022 £</b>	<b>Incoming Resources £</b>	<b>Outgoing Resources £</b>	<b>Transfers £</b>	<b>At 31 March 2023 £</b>
<b>Restricted funds:</b>					
Advice on Prescription	-	49,301	49,301	-	-
Money and Pensions Service	-	273,737	273,737	-	-
Early Intervention	5,012	18,267	18,267	(5,012)	-
M S Society	934	12,667	12,667	(934)	-
Nottinghamshire Housing Advice	29,951	-	9,532	-	20,419
UC- HTC	-	385,542	385,542	-	-
Kick Start	-	10,789	10,789	-	-
Synergy	-	29,900	29,900	-	-
Trussell Trust	-	48,085	48,085	-	-
Autism Service	-	42,132	42,132	-	-
NCC Social Recovery	-	32,350	32,350	-	-
Other	1,409	3,168	3,168	(1,409)	-
<b>Total restricted funds</b>	<b>37,306</b>	<b>905,938</b>	<b>915,470</b>	<b>(7,355)</b>	<b>20,419</b>
<b>Unrestricted funds:</b>					
General Funds available for day to day activities	(728,604)	2,244,694	1,066,451	7,355	456,994
<b>Total unrestricted funds</b>	<b>(728,604)</b>	<b>2,244,694</b>	<b>1,066,451</b>	<b>7,355</b>	<b>456,994</b>
<b>Total funds</b>	<b>(691,298)</b>	<b>3,150,632</b>	<b>1,981,921</b>	<b>-</b>	<b>477,413</b>

**Nottingham and District Citizens Advice Bureau  
(A Company Limited by Guarantee)**

**Notes to the financial statements for the year ended 31 March 2024 - continued**

**Purposes of restricted funds:**

Money and Pensions Service – This fund is from the East Midlands Money Advice (EMMA) Project and is for the provision of free debt advice. The project continues but all available funds have been spent in the year.

Multiple Sclerosis Society – Funding to employ a part time (8 hours per week) Welfare Adviser to work with people affected by MS.

Nottinghamshire Housing Advice – This charity made a generous donation previously, which can only be used for the purpose of housing advice and housing debt advice.

Citizen's Advice – This is the universal credit – 'Help to Claim' service, Innovation and advice lines. These funds are via a sub-grant with Citizens Advice. Citizens Advice hold the lead grant agreement with the Department for Work and Pensions.

Advice on Prescription – This service is funded by Gedling Borough Council and is for the provision of advice services for residents referred from GPs within the project.

Early Intervention – Funding was received from the National Lottery for a 3-year project to support people with advice and a direct referral route into a MIND counsellor.

Synergy – The Synergy Primary Care Network (in Gedling) fund through the ARRS (Additional Roles Reimbursement Scheme) a Social Prescribing Advice Link Worker who delivers advice and full casework for patients referred from Synergy GPs.

Trussell Trust – These three separate services are for independent Trussell Trust foodbanks to deliver advice service within their foodbanks.

Autism – A service delivered under Citizens Advice Mid Mercia who are commissioned by Nottinghamshire County Council to deliver services for adults with or awaiting a diagnosis.

Social Recovery Fund – This fund is from Nottinghamshire County Council to support residents of Gedling and Rushcliffe with debt and welfare rights issues.

**15. Negligence Insurance**

The Company participates in a professional liability insurance scheme provided by Citizens Advice. It is not possible to separate the cost of this scheme from the other policy covers provided. The scheme provides cover up to a maximum of £2,500,000 in any one year for the Organisation as a whole.

**16. Financial Commitments**

A 10 year lease for premises on Maid Marian Way in Nottingham was signed on 9 May 2019 and has now commenced with a six month rent free period at a rent of £53,000 per annum and a monthly service charge of £332. The rental commitment annually totals £50,350 until 2029.

The Company has committed to one Vodafone mobile phone contract and seven on contract with O2 of varying length in duration, plus 18 on giffgaff on a rolling contract.

**Nottingham and District Citizens Advice Bureau  
(A Company Limited by Guarantee)**

**Notes to the financial statements for the year ended 31 March 2024 - continued**

**17. Citizens Advice (Related Party)**

The Company is a member of Citizens Advice, which provides guidance, encouragement, training and support. Transactions with Citizens Advice are shown below.

		<b>2024</b>	<b>2023</b>
		<b>£</b>	<b>£</b>
<b>Receipts</b>			
Citizens Advice	- US- HTC	385,427	385,542
	- Advice Line (CSDF1)	15,000	15,000
	- Innovation (CSDF2)	41,189	-
	- Energy Advice	34,003	-
<b>Expenditure</b>			
Citizens Advice	-Annual membership fee including reference materials, information systems and elements of insurance cover.	10,341	9,846

**18. Employee Benefit Obligations**

The Company contributes to both a defined benefit and defined contribution pension scheme. The assets are held and administered by the Nottinghamshire County Council Pension Scheme and Standard Life. The pension cost charge represents contributions payable by the Company to the pension schemes and amounts to £69,406 (2023: £88,106). There is no amount due to the pension scheme at the year end date.

An actuarial valuation was carried out for the defined benefit scheme by Barnett Waddingham by rolling forward to 31 March 2024 the value of the employer's liability calculated for the funding valuation as at 31 March 2023 using financial assumptions that comply with FRS102. The valuations are calculated every three years the last one being on 31 March 2023.

The amounts recognised in the balance sheet are as follows:-

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Present value of funded obligations	1,770,000	1,765,000
Fair value of plan assets	(1,791,000)	(1,642,000)
	(21,000)	123,000
Restriction on net scheme assets	21,000	
Present value of unfunded obligations	-	-
Deficit	-	123,000
Net Liability	-	123,000

The amounts recognised in surplus or deficit are as follows:-

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Current service costs	28,000	63,000
Net interest from net defined benefit asset/ liability	5,000	35,000
Administration Expenses	1,000	1,000
	34,000	99,000
Actual return on plan assets	34,000	99,000

**Nottingham and District Citizens Advice Bureau  
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**Notes to the financial statements for the year ended 31 March 2024 - continued**

Changes in the present value of the defined benefit obligation are as follows:-

	<u>2024</u>	<u>2023</u>
	<u>£</u>	<u>£</u>
Opening defined benefit obligation	1,765,000	3,029,000
Current service cost	28,000	63,000
Contributions by scheme participants	8,000	8,000
Interest cost	84,000	78,000
Actuarial (gains)/losses from changes in assumptions	(83,000)	(1,376,000)
Estimated benefits paid net of transfers	(32,000)	(37,000)
	<u>1,770,000</u>	<u>1,765,000</u>

Changes in the fair value of the scheme assets are as follows:-

	<u>2024</u>	<u>2023</u>
	<u>£</u>	<u>£</u>
At 1 April 2023	1,642,000	1,659,000
Interest Income	79,000	43,000
Benefits Paid	(32,000)	(37,000)
Contributions by Employer	30,000	47,000
Contributions by scheme participants	8,000	8,000
Administration Expenses	(1,000)	(1,000)
Remeasurements:		
Return on plan assets, excluding amount included in interest income	65,000	(74,000)
Actuarial gains and losses	-	(3,000)
At 31 March 2024	<u>1,791,000</u>	<u>1,642,000</u>

The amount recognised in other comprehensive income are as follows:-

	<u>2024</u>	<u>2023</u>
	<u>£</u>	<u>£</u>
Recognised in other comprehensive income:		
Measurement of Liability:		
Actuarial gains/(losses) from changes in financial assumptions	65,000	(74,000)
Other actuarial gains/(losses)	-	(3,000)
Return on fund assets in excess of interest	83,000	1,376,000
Other movements	(4,000)	
Restriction on net scheme asset	(21,000)	
	<u>123,000</u>	<u>1,299,000</u>

The major categories of scheme assets as a percentage total scheme assets are as follows:-

	<u>2024</u>	<u>2023</u>
	<u>£</u>	<u>£</u>
Equities	63	62
Gilts	2	2
Bonds	6	6
Property	11	12
Infrastructure	7	8
Inflation linked	5	5
Cash/temporary investments	6	5
	<u>100</u>	<u>100</u>

**Nottingham and District Citizens Advice Bureau  
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**Notes to the financial statements for the year ended 31 March 2024 - continued**

Principal actuarial assumptions at the balance sheet date (expressed as weighted averages):

Discount rate	4.95%
Future salary increases	2.85%
Future pension increases	3.85%
RPI inflation	3.15%

**19. FRC Ethical Standard** – In common with many other entities of our size and nature we use our auditors to assist with the preparation of the financial statements.

**20. Cash Flow Statement**

Reconciliation of net movement in funds to net cash flow from operating activities:

	<u>2024</u> £	<u>2023</u> £
Net incoming resources	(18,334)	(78,289)
Adjustments:		
Interest received	(5,961)	-
Depreciation charges	23,868	26,427
(Increase)/decrease in debtors	22,385	42,954
Increase/(decrease) in creditors	(176,485)	(135,479)
	(154,527)	(144,387)