

**Company Registration No: 2265182**  
**Registered Charity No: 800012**

**Unaudited Report and Financial  
Statements**

**Milton Keynes Citizens  
Advice Bureau**

**(A company limited by  
guarantee and not having a  
share capital)**

**For the year ended 31 March 2025**

8b Clarendon Drive Wymbush  
Milton Keynes  
MK8 3ED

# Milton Keynes Citizens Advice Bureau

## Contents

	<i>page</i>
Report of the directors (trustees)	1 – 11
Report of the independent examiner	12 - 13
Statement of financial activities	14
Balance sheet	15 - 16
Statement of cash flows	17 - 18
Notes to the financial statements	19 - 35
Detailed statement of financial activities	36

**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Report of the directors (trustees)**  
**For the year ended 31 March 2025**

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The directors (trustees) have pleasure in presenting their report and financial statements for the year ended 31 March 2025.

**Reference and administrative details**

Registered charity name:	Milton Keynes Citizens Advice Bureau
Charity number:	800012
Company number:	2265182
Registered and principal office:	8b Clarendon Drive, Wymbush, Milton Keynes, MK8 8ED.  Acorn House, 361 Midsummer Boulevard, Central Milton Keynes, MK9 3HP (until 31 March 2025)
Bankers:	CAF Bank, 25 Kings Hill Avenue, Kings Hill, West Malling, ME19 4JQ  Unity Trust Bank, PO Box 7193, Planetary Road, Willenhall, WV1 9DG
Independent Examiner:	David Hoose, Forvis Mazars LLP, The Pinnacle, 160 Midsummer Boulevard, Milton Keynes, MK9 1FF
Directors and trustees:	<p>The directors of the charitable company (the charity) are its trustees for the purpose of charity law and throughout this report are collectively referred to as the trustees.</p> <p>The trustees serving during the year and since the year end were as follows:</p> <p>Charlotte Derry (Chair) Toby Cooper (Treasurer) Paul Barrett (appointed 18 November 2024) Michelle Currie (appointed 19 May 2025) Phil Gray Bethan Norfor Christopher Parsons Tariq Raja Silpa Tozar (appointed 15 July 2024) Naomi Webb (resigned 12 July 2024) Alexa Wilkinson</p> <p>All directors are members of the charitable company and stand as guarantors of the charitable company in the sum of £1 each. None of the directors have any beneficial interest in the charitable company.</p>
Bureau Director:	Ben Thomas
Company Secretary:	Kevin Smith

# **Milton Keynes Citizens Advice Bureau (a charitable company limited by guarantee)**

## **Report of the directors (trustees)...continued For the year ended 31 March 2025**

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### **Structure, Governance and Management**

#### *Governing document*

Milton Keynes Citizens Advice Bureau (CAMK) is a company limited by guarantee governed by its Memorandum and Articles of Association.

#### *Appointment of Trustees*

CAMK through its equal opportunity policy is committed to ensuring that people from different communities and backgrounds are not disadvantaged by their gender, race, ethnic origin or colour, by a disability, by their sexual orientation, their marital status or by their age. It aims to recruit, select and retain trustees that recognise the diverse society in which it operates.

The number of trustees is limited to a maximum of twelve and a minimum of four. Trustees are elected at the annual general meeting or co-opted by the Trustee Board (provided that the total number of co-opted and nominated trustees does not exceed four).

All elected trustees shall retire from office at the third annual general meeting following the annual general meeting at which they were elected, but they may be re-appointed. Trustees may not serve more than a total of nine years unless there are exceptional circumstances.

#### *Trustee induction and training*

Upon appointment a programme of induction and training is prepared for new trustees. As well as a locally prepared programme there is also a programme of induction and training provided through the National Association and new trustees undertake both. Trustees also undertake regular training each year.

#### *Organisation*

The trustees are selected and appointed in accordance with the Articles of Milton Keynes Citizens Advice Bureau. They meet as a Board approximately every two months and produce formal minutes of their meetings. In addition, sub-groups are appointed to consider specific issues and report back to the Board with recommendations.

The Chair and Treasurer meet with the Bureau Director on a bi-monthly basis to review budget and performance information. The Treasurer reports the outcome to the next Board meeting.

#### *Indemnity insurance*

The charity purchased professional indemnity and public liability insurance during the year to indemnify employees against liabilities arising as a result of negligence. The cost of this insurance was £1,692 (2023/2024: £2,394).

The charity also purchased directors and officer liability insurance to indemnify trustees against legal liabilities. The cost of this insurance was £389 (2023/24: £353).

**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Report of the directors (trustees)...continued**  
**For the year ended 31 March 2025**

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*Related parties*

The charity's wholly owned subsidiary Milton Keynes Citizens Advice Bureau (Trading) Limited is currently dormant. It is the aim of the directors that the company will receive income and carry out activities which are compliant with the objects of the parent charitable company, CAMK. Any surplus generated from these activities is donated to the Charity under the Gift Aid Scheme.

CAMK remains an associated member of the National Association of Citizens Advice Bureaux to which it pays an annual fee.

*Remuneration*

CAMK operates a remuneration policy whereby an annual percentage award is considered for all directly employed staff from 1<sup>st</sup> April each year. This is subject to our overall financial situation, and any individual award will take account of personal performance and the requirements of the work undertaken.

All staff were awarded a 2.5% increase from 1<sup>st</sup> October 2024 and all job descriptions were reviewed and updated as part of the 2023-2024 pay review. Information relating to job grades and salaries across all bureaux is now available from national Citizens Advice and trustees used this when determining salaries and grades in 2024-2025.

The average employee headcount during the financial year was 35 (full-time equivalent was 26.9). No employee earned in excess of £60,000 and the total remuneration paid to one key management employee during the year was £47,841.

*Risk management*

The trustees undertake regular reviews to assess all major risks to which the charity is exposed. This is undertaken using a formal risk management process to assess risks and implement mitigation strategies. When reviewing risks all Government and National Association guidance is followed and actioned.

**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Report of the directors (trustees)...continued**  
**For the year ended 31 March 2025**

*Risk management (continued)*

The trustees have identified the following keys risks for the charity and also show the mitigating actions to be taken.

Potential Risk	Mitigating actions
Reduction in funding available to support the work of the charity.	Continue to apply for grants and contracts which align with our mission and Strategic Business Plan. Consider appropriate partnerships which may increase potential applications. Continue to build upon opportunities arising from the merger with Works for Us.
Loss of key staff	The present and future success of the Bureau is dependent on having sufficient appropriately skilled staff and volunteers. The existing succession planning strategy will continue to be developed.
Information technology issues	We have put in place arrangements with external IT contractors, a training programme for staff and volunteers covering GDPR, data security and cyber security, and we have developed contingency plans to cover potential issues arising.

**Objectives and activities for the Public Benefit**

The objects of the charity are:

- To provide the advice people need for the problems they face;
- To improve the policies and practices that affect peoples' lives;
- To ensure individuals do not suffer through lack of knowledge of their rights and responsibilities or through an inability to express their needs effectively.

CAMK has referred to the guidance in the Charity Commission's general guidance on Public Benefit when reviewing its aims and objectives and planning its future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set for the organisation, thus ensuring public benefit continues to be delivered.

The principal activity of the charity continues to be the provision of a free, impartial service of information, guidance and support, and to exercise a responsible influence on the development of social policies and services both locally and nationally. There is a trading subsidiary whose residual surplus would be donated to the charity under the gift-aid rules, however, at present, no such activities are taking place and the charity's trading subsidiary is dormant.

CAMK was **contacted by 7069 people during the year and our advisers helped them to solve over 18,119 separate problems.** The cost-of-living crisis continued to be a key driver during the year for clients contacting us and needing support in areas such as welfare benefits, housing issues and debt problems including energy. We collect evidence of clients' problems and use this to contribute to public debate and to campaign for changes in national and local policies and services. Locally and nationally the charity works with policymakers, regulators, MPs, Local Government, and service providers.

**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Report of the directors (trustees)...continued**  
**For the year ended 31 March 2025**

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**Achievements and performance**

CAMK is a medium sized urban advice bureau servicing a growing metropolitan city with a current population of approximately of 300,000. We continue to develop and deliver high quality services which are independently monitored and evaluated and are available to everyone regardless of age, race, gender disability, sexuality, or religion.

CAMK provides both generalist and specialist advice services, guidance, digital skills training, employment advice plus advocacy to those in need, many with complex financial, legal or personal problems. Services are delivered through a mixture of channels including face to face appointments at several outreach centres, telephone, video call, webchat, email, and text. We continue to work closely with key partner agencies across the city including medical centres, hospitals, adult social care, and community homeless teams.

Income for the year 2024-2025 amounted to £999,500 which enabled a wide range of advisory services to be provided, some requiring accreditation and all requiring experience and knowledge.

CAMK is the primary provider of advice services in Milton Keynes and historically has been funded by Milton Keynes Council to provide generalist advice to individuals with debt, housing, and benefit problems. This funding has remained at £100,000 a year for several years. The work of CAMK provides savings to Milton Keynes Council amounting to some £470,000 a year. In addition, we received £118,000 from the Council to operate a Homelessness Prevention Support Service in collaboration with their Housing Support Officers and Adult Social Care teams which aimed to resolve practical issues for people with severe financial problems or complex family circumstances. We also received from Milton Keynes Council, £48,000 to provide an Advice and Information Service for Vulnerable Adults, an amount of £49,000 in relation to the UK Shared Prosperity Fund and an amount of £60,000 to provide advice to displaced international workers.

We continued to work with a number of Parish Councils offering an outreach service at their locations, and it is through the service at these locations that we now offer most of our face-to-face appointments.

A core mission is to address the problems of inequality and our work includes providing representation to Milton Keynes Child Poverty Partnership and working with health services. We are members of the Milton Keynes Mental Health Alliance which is a group of voluntary sector organisations aiming to shift the focus of the health system and commissioners onto the main socio-economic factors that determine health inequality. By doing this we hope to build a Community of Practice to translate shared learning into local action and attract sustainable funding to support Alliance members.

We continue to work in partnership with Macmillan Cancer Care to provide vital advice and support to people living with cancer and their families. In 2024/25, our funding from Macmillan was renewed to allow us to continue delivering the service, with the current funding confirmed until May 2026. Looking ahead, we understand that Macmillan will be recommissioning and reconfiguring its national welfare advice offer from 2026 onwards due to wider financial pressures. We will be monitoring developments closely to see whether any longer-term funding opportunities emerge from that process. We also extended our "Advice on Prescription" and social prescribing services at GP surgeries from 7 to 9.

## **Milton Keynes Citizens Advice Bureau (a charitable company limited by guarantee)**

### **Report of the directors (trustees)...continued For the year ended 31 March 2025**

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#### **Achievements and performance (continued)**

Our Specialist Money Advice Service has continued to support individuals across Milton Keynes who are facing serious debt and financial difficulties. The service is funded by the Money and Pensions Service (MaPS) through its partnership with the National Association of Citizens Advice. This funding enables us to provide free, regulated debt advice to people experiencing financial hardship, particularly those whose personal debt has pushed their household budget into deficit. Current funding is expected to continue until March 2025, after which MaPS will begin a national recommissioning process for debt advice services. Contracts will be extended to ensure there is no gap in service delivery.

The recommissioning phase is expected to last several months, with the procurement stage for Community-Based Debt Advice services currently scheduled for May 2026. This means that tenders are unlikely to emerge until at least Spring 2026. In the meantime, we will continue to engage in dialogue with MaPS around both the possible extension of existing funding and the future commissioning process and will keep stakeholders informed as more details become available.

The merger with Works for Us (WfU) which completed in 2022, has allowed us to grow and develop our overall offering. WfU is a strong brand name in Milton Keynes and is being retained to develop and deliver employment and training services within the overall CAMK brand. Employment and training are areas of growth, and the merger has opened up opportunities to bid for additional funding and contracts.

CAMK has continued to provide advice to the customers of Commsave Credit Union. The grant funds the salary of an advice worker to provide financial and welfare advice via phone and video call to customers all over the UK.

We were awarded funding from the Milton Keynes Community Foundation to pilot our new Digital Pathway project, designed to help clients move from crisis to stability by building confidence and digital resilience. This initiative focuses on providing tailored digital support for jobseekers and those facing digital exclusion, combining one-to-one coaching, access to devices and connectivity, and a clear progression route into advice, training, or employment support. The project is still in development, with early testing and engagement shaping the next phase of delivery.

Our employability support offer was strengthened this year through targeted funding from several local housing associations, which supports our work on the SkillsReach programme. Delivered in partnership with Works for Us, SkillsReach provides tailored advice and support to tenants who are out of work or at risk of losing employment due to personal, financial, or health-related challenges.

With support from SGN (Southern Gas Networks), we're delivering targeted outreach and advice to raise awareness of carbon monoxide safety and support vulnerable households with energy efficiency and affordability. This included distributing carbon monoxide alarms, helping clients understand their energy use, and ensuring those at risk were referred for support with heating or energy debt. The partnership also supported our advisers to engage more confidently on fuel-related issues, particularly with clients in or at risk of fuel poverty.

CAMK continues to take every opportunity to promote and strengthen volunteering, recognising it as a vital part of our service delivery. During the year, we recruited a number of trainee volunteers who will provide significant support once they complete their training.



# **Milton Keynes Citizens Advice Bureau** **(a charitable company limited by guarantee)**

## **Report of the directors (trustees)...continued** **For the year ended 31 March 2025**

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### **Achievements and performance (continued)**

In 2024/25, we also appointed a full-time Training, Volunteering and Systems Manager (TVSM), supported by funding from the National Lottery Community Fund. This new role was created to overhaul and expand our volunteering programme, and to improve the systems that underpin training, onboarding, and day-to-day operations.

We also continued our successful partnership with Buckingham University, delivering a programme aimed at full-time law students. Under this arrangement, volunteering with CAMK is a selective, credit-bearing module that counts towards the student's degree. Up to 10 students participate in each six-month cohort, with two cohorts per year, offering the potential for up to 20 students annually. This is an exciting and mutually beneficial partnership which we are keen to continue in the years ahead.

During the year, we successfully vacated our main office at Acorn House and, in May 2025, relocated to our new premises at Clarendon Drive, Wymbush. This move was driven by a combination of factors, including rising accommodation costs and concerns that Acorn House would no longer be fit for purpose in the years ahead.

To oversee the process, the Trustee Board established a dedicated sub-group, which carried out a detailed assessment of our accommodation needs. This included evaluating the advantages and disadvantages of relocating, identifying suitable alternative premises, and undertaking a thorough financial analysis of the options available.

While the relocation required a significant one-off investment, including moving costs and essential fit-out works, the new premises provide greater space, flexibility, and long-term value, enabling us to design and deliver the kind of services that will be essential in meeting the evolving needs of our community.

### **Financial review**

The results of the charity for the year are set out in the financial statements on pages 14 to 35.

Total revenue for the year was £999,508 (2023/2024: £885,871). The net movement in funds for the year was a deficit of £37,963 (2023/2024: deficit of £6,906), which included a deficit in unrestricted funds of £73,833 (2023/2024: deficit of £31,080) and a surplus in restricted funds of £35,870 (2023/2024: surplus of £24,174).

The principal funders during the year are as follows:

Commsave Credit Union  
Housing Associations  
Macmillan Cancer Support  
Milton Keynes Council  
Milton Keynes Community Foundation  
National Lottery Community Fund  
Parish and Town Councils and Medical Centres  
SGN Energy  
The Money Advice Service

Details of the projects funded are covered in the Achievements and Performance section above.

**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Report of the directors (trustees)...continued**  
**For the year ended 31 March 2025**

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**Financial review (continued)**

When the trustees approved the annual budget for 2024-2025 it showed a forecast deficit of £45K, to be funded from unrestricted reserves. The final budget position shows a deficit of £38K which is largely due to the strategic decision to move premises during the year.

*Investment powers and policies*

Under the Memorandum and Articles of Association, the charity has power to invest in any way the trustees wish.

The trustees, having regard to the liquidity requirements of operating our service and to our reserves policy, have operated a policy of keeping surplus funds in interest bearing deposit accounts.

*Reserves policy*

It is the policy of the charity to maintain unrestricted funds, which are the free reserves of the charity, at a level that equates to a minimum of three months unrestricted expenditure but with the aspiration to achieve a level that equates to six months. The trustees agreed that the growth and development of its activities made it prudent to aim to for this level of reserves whilst accepting that the main purpose and function of the service should not be jeopardised by aiming for this.

The actual reserves are £507,650, which includes unrestricted funds of £437,333 and this equates to 6 months of budgeted unrestricted expenditure in 2025-2026. With the increased uncertainty over future funding the trustees are clear that this level of unrestricted reserves is necessary.

The trustees are confident that CAMK is able to continue to meet its liabilities as they fall due for the next year and that the accounts should be prepared on a going concern basis.

**Plans for future periods**

The 3-year Strategic Business Plan and its accompanying Strategic Implementation Plan are reviewed and revised every year in the light of known external factors and challenges that will impact the local community (e.g. rising unemployment, cost of living crisis, housing shortages and rising mortgages/rents, plus population increase), and the service we are able to provide taking into account the constraints we are operating under e.g. funding reductions, staff recruitment difficulties and volunteer shortages.

The Plan for 2025 – 28 sets 6 key objectives:

1. Strong and sustainable finances
2. Strengthen service resilience and reach
3. Build the best partnerships
4. Amplify brand image
5. Grow the best team
6. Advance Employability Services.

The trustees review progress against each objective at Board meetings and identify any risks which may affect progress and take mitigating action as necessary.

## **Milton Keynes Citizens Advice Bureau (a charitable company limited by guarantee)**

### **Report of the directors (trustees)...continued For the year ended 31 March 2025**

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#### **Plans for future periods (continued)**

We are continuing to develop and leverage our employability services following the completion of the merger with Works for Us in 2022. This has strengthened our ability across all objectives and has opened potential new opportunities to apply for funds and grants, and has brought additional, highly skilled staff into the charity. The use of digital technology is increasing in all aspects of life and we have extended our training course offer to include digital training, which is proving very popular. This is an area of growth and will meet our charitable aim of helping to improve inclusion and accessibility for the people of Milton Keynes.

Milton Keynes City Council had indicated that it intended to recommission a generalist advice service some time in 2024-25, however, we learned towards the end of the financial year that this would not take place. We'll continue to make our case for a longer term and more sustainable funding arrangement, as well as share our proposals on the services we could provide under such an agreement.

This sits against a wider backdrop of uncertainty in local government funding, which makes it increasingly difficult to predict the future shape of public service commissioning. Looking ahead, we are also mindful that the next few years may see the emergence of a combined strategic authority or potentially a directly elected mayor covering Milton Keynes, Bedford, and Luton. Any such development could significantly affect how traditional core funding for advice services is organised and allocated, and we will continue to monitor these developments closely.

During the year, we were successful in securing a new contract from Milton Keynes City Council to deliver advice and support for unpaid carers. This will be a significant area of work for us over the coming years, with funding of £165,000 per annum in place for a period of five years, starting in May 2025. Under this contract, we will act as the lead provider, coordinating a wider network of specialist partner organisations to ensure carers in Milton Keynes receive the advice, information, and practical support they need. This partnership model will enable a more joined-up and targeted approach to supporting carers across a broad range of needs and circumstances.

The Plan also seeks to meet the strategic priorities of the National Citizens Advice, for example in campaigns to influence government policy on homelessness or child poverty, both of which are also significant issues in Milton Keynes.

As we said earlier in this Report, working in partnership with health services is an important area of service and we will continue to develop and extend these services across different areas of Milton Keynes, in particular across the primary care sector.

In developing our business plans, the trustees and management have also considered the continuing growth of so called 'Greater Milton Keynes' i.e., those areas which are being developed for housing and commercial purposes at the city's current boundaries. This rapid development, together with large new residential developments in the city centre, presents challenges for services like ours that are already dealing with record demand. The thousands of new homes created by this development, and the rise in overall population, will inform our strategy around the capacity and resourcing of future projects.

We will continue to apply for grants and contracts which align with our overall mission and objectives and broaden the range of services we offer to the benefit of the local community.

**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Report of the directors (trustees)...continued**  
**For the year ended 31 March 2025**

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**Trustees' responsibilities in relation to the financial statements**

The trustees (who are also directors of Milton Keynes Citizens Advice Bureau) for the purposes of company law are responsible for preparing the Report of the trustees and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the charitable group for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the 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.

The financial statements are published on the CAMK website in accordance with legislation in the United Kingdom governing the preparation and dissemination of consolidated financial statements, which may vary from legislation in other jurisdictions. The maintenance and integrity of the website is the responsibility of the trustees.

**Milton Keynes Citizens Advice Bureau  
(a charitable company limited by guarantee)**

**Report of the directors (trustees)...continued  
For the year ended 31 March 2025**

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**Disclosure of information to the independent examiners**

So far as the trustees are aware, there is no relevant information of which the company's independent examiners are unaware. The trustees have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant information and to establish that the company's independent examiners are aware of that information.

**Appointment of independent examiners**

A resolution will be proposed at the Annual General Meeting that David Hoose of Forvis Mazars LLP be reappointed as independent examiner to the charity for the ensuing year.

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

**Approved and authorised for issue by the board on 22<sup>nd</sup> September 2025 and signed on its behalf by:**



**Charlotte Derry  
Director (trustee)  
Date: 22<sup>nd</sup> September 2025**

## **Independent Examiner's Report to the members of Milton Keynes Citizens Advice Bureau**

I report on the primary financial statements (statement of financial activities, statement of cash flows, balance sheet and related notes) for the year ended 31 March 2025 set out on pages thirteen to thirty-four.

This report is made solely to the members, as a body, in accordance with Section 154 of the Charities Act 2011 (the 2011 Act). My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees, as a body, for my work, for this report, or for the opinions I have formed.

### **Respective responsibilities of trustees and examiner**

The charity's trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year (under Section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is required. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of Institute of Chartered Accountants in England and Wales.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under Section 145 of the 2011 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commission (under Section 145(5)(b) of the 2011 Act); and
- to state whether particular matters have come to my attention.

### **Basis of the independent examiner's report**

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statements below.

# **Independent Examiner's Report to the members of Milton Keynes Citizens Advice Bureau**

## **Independent examiner's statement**

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

- (1) which gives me reasonable cause to believe that, in any material respect, the requirements
- to keep accounting records in accordance with Section 386 and 387 of the Companies Act 2006; and
  - to prepare accounts which accord with the accounting records, comply with the accounting requirements of Sections 394 and 395 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



David Hoose (Sep 24, 2025 09:57:24 GMT+1)

**David Hoose FCA**

**for and on behalf of Forvis Mazars LLP, Chartered Accountants**

**The Pinnacle  
160 Midsummer Boulevard  
Milton Keynes  
MK9 1FF**

**Date: 24/09/2025 2025**

**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Statement of financial activities**  
**For the year ended 31 March 2025**

		Unrestricted funds	Restricted funds	Total 2024/ 2025	Total 2023/ 2024
	Notes	£	£	£	£
<b>Income and endowments from:</b>					
Donations and legacies	6	6,724	-	6,724	27,700
Charitable activities	6	657,312	317,657	974,969	841,522
Investments	8	17,815	-	17,815	16,649
<b>Total income</b>		<u>681,851</u>	<u>317,657</u>	<u>999,508</u>	<u>885,871</u>
<b>Expenditure on:</b>					
Raising funds	9	31,983	-	31,983	18,293
Charitable activities	9	786,979	218,509	1,005,488	874,484
<b>Total expenditure</b>		<u>818,962</u>	<u>218,509</u>	<u>1,037,471</u>	<u>892,777</u>
<b>Net (expenditure) / income</b>		(137,111)	99,148	(37,963)	(6,906)
<b>Transfers between funds</b>		<u>63,278</u>	<u>(63,278)</u>	<u>-</u>	<u>-</u>
<b>Net movement in funds</b>	20	(73,833)	35,870	(37,963)	(6,906)
Total funds brought forward	20	<u>511,166</u>	<u>34,447</u>	<u>545,613</u>	<u>552,519</u>
Total funds carried forward	20	<u>437,333</u>	<u>70,317</u>	<u>507,650</u>	<u>545,613</u>



**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Balance sheet**  
**As at 31 March 2025**

	Notes	2024/2025 £	2023/2024 £
<b>Fixed assets</b>			
Tangible assets	15a	211,315	21,817
Investments	15b	350	350
		<u>211,665</u>	<u>22,167</u>
<b>Current assets</b>			
Debtors	17	129,725	55,887
Cash at bank and in hand		302,621	520,052
		<u>432,346</u>	<u>575,939</u>
<b>Creditors: amounts falling due within one year</b>	18	<u>(131,647)</u>	<u>(47,894)</u>
<b>Net current assets</b>		<u>300,699</u>	<u>528,045</u>
Provisions for liabilities	19	(4,714)	(4,599)
<b>Net assets</b>		<u>507,650</u>	<u>545,613</u>
<b>Income funds</b>			
Unrestricted			
Advice Services		118,428	389,162
Designated		318,905	122,004
	20	<u>437,333</u>	<u>511,166</u>
Restricted	22	70,317	34,447
		<u>507,650</u>	<u>545,613</u>

**Milton Keynes Citizens Advice Bureau  
(a charitable company limited by guarantee)**

**Balance sheet  
As at 31 March 2025**

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The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for:

- (a) ensuring that the company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006; and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

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

Approved and authorised for issue by the board on 22<sup>nd</sup> September 2025 and signed on its behalf by:



**Charlotte Derry**  
**Director**  
**Date: 22<sup>nd</sup> September 2025**

The notes on pages 19 to 35 form part of these financial statements.

**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Statement of cash flows**  
**For the year ended 31 March 2025**

	2024/2025 £	2023/2024 £
<b>Cash flows from operating activities:</b>		
<i>Net cash provided by operating activities</i>	<u>(30,108)</u>	<u>6,395</u>
<b>Cash flows from investing activities:</b>		
Dividends, interest and rents from investments	17,815	16,649
Purchase of property, plant and equipment	(205,138)	(22,656)
<b>Net cash provided by (used in) investing activities</b>	<u>(187,323)</u>	<u>(6,007)</u>
<b>Change in cash and cash equivalents in the reporting period</b>	<b>(217,431)</b>	<b>388</b>
<b>Cash and cash equivalents at the beginning of the reporting period</b>	<b>520,052</b>	<b>519,664</b>
<b>Cash and cash equivalents at the end of the reporting period</b>	<u><b>302,621</b></u>	<u><b>520,052</b></u>

**Reconciliation of net income / (expenditure) to net cash flow from operating activities**  
**For the year ended 31 March 2025**

	2024/2025 £	2023/2024 £
<b>Net income / (expenditure) for the reporting period</b>	<b>(37,963)</b>	<b>(6,906)</b>
<b>Adjustments for:</b>		
Depreciation charges	15,640	11,440
Dividends, interest and rents from investments	(17,815)	(16,649)
(Increase) / Decrease in debtors	(73,838)	4,872
Increase in creditors	83,753	13,419
Increase in provisions	115	219
<b>Net cash provided by operating activities</b>	<u><b>(30,108)</b></u>	<u><b>6,395</b></u>

**Milton Keynes Citizens Advice Bureau**  
(a charitable company limited by guarantee)

**Analysis of cash and cash equivalents**  
**For the year ended 31 March 2025**

	2024/2025 £	2023/2024 £
Cash in hand and at bank	122,794	440,225
Cash deposit accounts	179,827	79,827
<b>Total cash and cash equivalents</b>	<b>302,621</b>	<b>520,052</b>

**Analysis of changes in net debt**  
**For the year ended 31 March 2025**

	At start of year £	Cash flows £	At end of year £
Cash in hand and at bank	440,225	(317,431)	122,794
Cash deposit accounts	79,827	100,000	179,827
<b>TOTAL</b>	<b>520,052</b>	<b>(217,431)</b>	<b>302,621</b>

**Comparatives for analysis of changes in net debt**

	At start of year £	Cash flows £	At end of year £
Cash in hand and at bank	439,837	388	440,225
Cash deposit accounts	79,827	-	79,827
<b>TOTAL</b>	<b>519,664</b>	<b>388</b>	<b>520,052</b>

**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Notes to the financial statements**  
**For the year ended 31 March 2025**

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**1. General information**

Milton Keynes Citizens Advice Bureau is a registered charity and company limited by guarantee, incorporated in England and Wales. The address of its registered office and principal place of business is disclosed in the company information on page 1.

The principal activity of the charity is to provide free, confidential, impartial and independent advice for the benefit of the local community.

The financial statements are presented in Sterling and this is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

**2. Accounting policies**

The following accounting policies have been applied consistently in dealing with items which are considered material in relation to the charitable company's financial statements.

**(a) Basis of preparation**

The charitable company is the parent undertaking of a small group and, as such, is not required by the Companies Act 2006 to prepare group accounts. These financial statements therefore present information about the charitable company and an individual undertaking and not about its group.

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 (FRS 102) (effective 1 January 2019) - (charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Milton Keynes Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s). The principal accounting policies adopted in the preparation of the financial statements are set out below.

**(b) Going concern**

The financial statements have been prepared on a going concern basis since the Trustees are confident that the Bureau is able to continue to meet its liabilities as they fall due for the next year after the accounts have been signed.

**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Notes to the financial statements**  
**For the year ended 31 March 2025**

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**2. Accounting policies (continued)**

**(c) Judgements in applying accounting policies and key sources of estimation uncertainty**

In applying the company's accounting policies, the directors are required to make judgements, estimates and assumptions in determining the carrying amounts of assets and liabilities. The directors' judgements, estimates and assumptions are based on the best and most reliable evidence available at the time when the decisions are made, and are based on historical experience and other factors that are considered to be applicable. Due to inherent subjectivity involved in making such judgements, estimates and assumptions, the actual results and outcomes may differ.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods, if the revision affects both current and future periods.

The key estimates and assumptions made in these accounts are the allocation of central support costs which are allocated on a basis using an estimated time and effort percentage.

**(d) Income**

Income including donations, gifts and legacies and grants that provide core funding or are of general nature are recognised where there is entitlement, certainty of receipt and the amount can be measured with reasonable reliability. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific performance activities and is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

**(e) Volunteers and donated services and facilities**

The value of services provided by volunteers is not incorporated into these financial statements.

Where services are provided to the charity as a donation that would normally be purchased from suppliers, this contribution is based on the value of the contribution to the charity.

**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Notes to the financial statements**  
**For the year ended 31 March 2025**

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**2. Accounting policies (continued)**

**(f) Expenditure**

Expenditure is recognised when a liability is incurred. Contractual arrangements and performance related grants are recognised as goods or services are supplied. Other grant payments are recognised when a constructive obligation arises that result in the payment being unavoidable.

- Charitable activities are the costs of operating the Milton Keynes Citizens Advice Bureau excluding governance costs.
- Governance costs include those costs incurred in the governance of the charity and its assets and are primarily associated with constitutional and statutory requirements such as audit fees.

**(g) Irrecoverable VAT**

All resources expended are classified under activity headings that aggregate all costs related to the category. Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

**(h) Operating leases**

Rentals payable under operating leases are charged on a straight-line basis over the term of the leases.

**(i) Investments**

Financial investments are held at market value. The overall net gain or loss on revaluation is shown in the statement of financial activities. Investments in subsidiaries are shown at historical cost.

Non-financial investments are measured initially at cost and subsequently measured at fair value unless fair value cannot be measured reliably in which case it is measured at cost less impairment.

**(j) Cash and Cash equivalents**

Cash and cash equivalents are cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Notes to the financial statements**  
**For the year ended 31 March 2025**

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**2. Accounting policies (continued)**

**(k) Financial instruments**

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

**(l) Tangible fixed assets**

All assets costing more than £250 are capitalised at cost and depreciated. Assets other than computer equipment are depreciated over periods of three to five years on a straight-line basis. Computer equipment is depreciated over two years.

Assets that are acquired with the aid of specific capital grants are capitalised and the relevant grant treated as restricted income.

**(m) Fixed Asset investments**

All fixed asset investments are held in the UK at cost.

**(n) Funds structure**

Restricted funds are funds where the donor requires that a donation must be spent on a particular purpose or where funds have been raised for a specific purpose.

**(o) Pension costs**

Contributions payable to the defined contribution pension scheme are charged to the profit and loss account in the period to which they relate.

**3. Legal status of the Milton Keynes Citizens Advice Bureau**

The charitable company is limited by guarantee and has no share capital. The liability of each member in the event of a winding up is limited to £1.

**4. Activities in furtherance of the charity's objects**

All revenue, net income before taxation and net assets is derived from the charity's principal activity, entirely in the UK.



**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Notes to the financial statements**  
**For the year ended 31 March 2025**

**5. Statement of financial activities for the year ended 31 March 2024**

		<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total 2023/ 2024</b>
	<b>Notes</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Income and endowments from:</b>				
Donations and legacies	6	27,700	-	27,700
Charitable activities	6	610,347	231,175	841,522
Investments	8	16,649	-	16,649
<b>Total income</b>		<u>654,696</u>	<u>231,175</u>	<u>885,871</u>
<b>Expenditure on:</b>				
Raising funds	9	18,293	-	18,293
Charitable activities	9	696,569	177,915	874,484
<b>Total expenditure</b>		<u>714,862</u>	<u>177,915</u>	<u>892,777</u>
<b>Net (expenditure) / income</b>		(60,166)	53,260	(6,906)
<b>Transfers between funds</b>		<u>29,086</u>	<u>(29,086)</u>	<u>-</u>
<b>Net movement in funds</b>	20	(31,080)	24,174	(6,906)
Total funds brought forward	20	<u>542,246</u>	<u>10,273</u>	<u>552,519</u>
Total funds carried forward	20	<u>511,166</u>	<u>34,447</u>	<u>545,613</u>

**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Notes to the financial statements**  
**For the year ended 31 March 2025**

**6. Income**

The following schedule sets out information concerning the major revenue grants received in the year:

		<b>2024/2025</b>	<b>2023/2024</b>
		<b>£</b>	<b>£</b>
<u>Charitable activities</u>			
Milton Keynes Council	Revenue and Benefits Service	100,000	100,256
Milton Keynes Council	Advice and Information Service – Vulnerable Adults	48,000	48,744
Milton Keynes Council	Homelessness Advice & Information Service	118,000	118,000
Milton Keynes Council	UK Shared Prosperity Fund	48,934	-
NACAB	Debt Modernisation Fund and EBDx	893	4,632
National Lottery Community Fund	Awards for All	19,793	-
National Lottery Community Fund	Housing Advice	-	64,656
National Grid	Community Matters	1,000	7,148
GP Surgeries		120,986	98,536
Parish and Town Councils		58,712	46,394
Macmillan Outreach Funding		127,331	112,571
Milton Keynes Council – Displaced International Workers	Restricted Fund	60,000	-
Money Advice Service Face to Face Debt Advice	Restricted Fund	111,720	111,720
Money Advice Service Debt Modernisation Fund	Restricted Fund	24,974	-
SGN Energy Reach Outreach	Restricted Fund	11,131	-
National Lottery Community Fund – Integrated Support and Advice	Restricted Fund	-	44,724
CareTech Charitable Foundation	Restricted Fund	-	8,138
Places for People	Restricted Fund	13,001	7,228
Commsave	Restricted Fund	30,042	30,042
Milton Keynes Community Foundation – Digital Pathway	Restricted Fund	24,826	-
NHS BLMK – Suicide Prevention	Restricted Fund	-	9,898
Good Things Foundation	Restricted Fund	6,000	-
Community Action: MK – PCN	Restricted Fund	-	3,500
Project: Transformation			
Housing Associations – Debt Advice	Restricted Fund	35,963	12,000
PCC Community Safety Fund	Restricted Fund	-	3,925
Other		13,663	9,410
		<u>974,969</u>	<u>841,522</u>

**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Notes to the financial statements**  
**For the year ended 31 March 2025**

**6. Income (continued)**

	2024/2025 £	2023/2024 £
<u>Donations and legacies</u>		
Other	6,724	27,700

**7. Analysis of Movement in deferred income**

	2024/2025 £	2023/2024 £
Balance at 1 April	9,306	10,323
Net movement for the year	(5,483)	(1,017)
Balance at 31 March	3,823	9,306

**8. Investment income**

	2024/2025 £	2023/2024 £
Interest receivable on cash deposits	17,815	16,649

**9. Expenditure**

	2024/2025 £	2023/2024 £
<u>Raising funds</u>		
Staff costs	19,118	18,293
Professional fees	12,865	-
	31,983	18,293

**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Notes to the financial statements**  
**For the year ended 31 March 2025**

**9. Expenditure (continued)**

	<b>2024/2025</b>	<b>2023/2024</b>
	<b>£</b>	<b>£</b>
<u>Costs of activities in furtherance of the charity's objects</u>		
Staff costs	718,934	621,956
Premises expenses	80,118	68,211
Telephone	14,314	11,089
Printing, postage and stationery	7,155	7,022
Office Equipment	10,037	9,953
Staff training and travel	1,874	3,520
Costs of volunteers	2,539	2,990
Publications, subscriptions and insurance	9,190	13,956
Computer expenses	23,309	19,039
Finance Support and Agency costs	78,005	56,278
Professional fees	6,953	3,575
Publicity and Marketing	3,706	8,016
Independent Examiner fees	2,315	2,205
Depreciation	15,640	11,440
Disbursements	3,209	1,197
Irrecoverable VAT	24,092	29,701
Other expenses	4,098	4,336
	<u>1,005,488</u>	<u>874,484</u>

**10. Net income for the year**

	<b>2024/2025</b>	<b>2023/2024</b>
	<b>£</b>	<b>£</b>
Net income for the year is stated after charging:		
Independent Examiner's remuneration	2,315	2,205
Depreciation	15,640	11,440
Operating lease rentals		
- Land and buildings	66,977	56,566
- Other	<u>7,087</u>	<u>5,781</u>

**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Notes to the financial statements**  
**For the year ended 31 March 2025**

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**11. Employees**

	<b>2024/2025</b>	<b>2023/2024</b>
<b>Staff costs</b>	<b>£</b>	<b>£</b>
Wages and salaries	687,837	585,602
Social security costs	31,080	38,477
Pension costs	19,135	16,170
	<u>738,052</u>	<u>640,249</u>

No employee received remuneration of more than £60,000 (2023/2024: Nil).

The total remuneration of one key management personnel was £47,841 (2023/2024: £46,125).

**12. Trustees/directors remuneration**

The trustees/directors are not remunerated (2023/2024: £nil). None of the trustees/directors were reimbursed expenses during the financial year (2023/2024: £nil).

The charity purchased professional indemnity and public liability insurance during the year to indemnify employees and directors against liabilities arising as a result of negligence. The cost of this insurance was £2,081 (2023/2024: £2,747).

**13. Staff numbers**

The average number of persons employed by the charity (including directors) during the year was as follows:

	<b>2024/2025</b>	<b>2023/2024</b>
	<b>Number</b>	<b>Number</b>
Full-time equivalent	<u>26.9</u>	<u>22.4</u>
Employed staff	<u>35</u>	<u>30</u>

**14. Taxation**

As the charitable company is a registered charity, its income under schedule D is exempt from taxation, subject to the provisions of section 505 of the Income and Corporation Taxes Act 1998.

**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Notes to the financial statements**  
**For the year ended 31 March 2025**

**15(a) Tangible fixed assets**

	Leasehold Improvements	Fixtures, fittings and furniture	Telephone and computer equipment	Total
	£	£	£	£
<b>Cost</b>				
At 1 April 2024	50,270	29,622	105,179	185,071
Additions	138,116	60,149	6,873	205,138
At 31 March 2025	<u>188,386</u>	<u>89,771</u>	<u>112,052</u>	<u>390,209</u>
<b>Depreciation</b>				
At 1 April 2024	46,444	24,322	92,488	163,254
Charge for the year	1,662	3,665	10,313	15,640
At 31 March 2025	<u>48,106</u>	<u>27,987</u>	<u>102,801</u>	<u>178,894</u>
<b>Net Book Values</b>				
At 31 March 2025	<u>140,280</u>	<u>61,784</u>	<u>9,251</u>	<u>211,315</u>
At 31 March 2024	<u>3,826</u>	<u>5,300</u>	<u>12,691</u>	<u>21,817</u>

**15(b) Fixed Asset Investments**

	2024/2025 £	2023/2024 £
Balance at 1 April	350	350
Net movement for the year	-	-
Balance at 31 March	<u>350</u>	<u>350</u>
Fixed Asset investments	<u>350</u>	<u>350</u>

All fixed asset investments are held in the UK at cost. The investment is a painting purchased at a cost of £350 that was transferred into the control of Milton Keynes Citizens Advice Bureau following the combination with the Works for Us charity in February 2022.

**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Notes to the financial statements**  
**For the year ended 31 March 2025**

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**16. Other investments - Company**

The charitable company has a dormant trading subsidiary, Milton Keynes Citizens Advice Bureau (Trading) Limited, a single member company limited by guarantee. The sole member of this company is Milton Keynes Citizens Advice Bureau, and this charitable company stands as guarantor to the sum of £1.

**17. Debtors**

	<b>2024/2025</b>	<b>2023/2024</b>
	<b>£</b>	<b>£</b>
Trade debtors	104,516	29,644
Other debtors	55	20
Taxation	14,062	843
Prepayments and accrued income	11,092	25,380
	<u>129,725</u>	<u>55,887</u>

**18. Creditors: amounts falling due within one year**

	<b>2024/2025</b>	<b>2023/2024</b>
	<b>£</b>	<b>£</b>
Trade creditors	10,988	13,956
Social security	11,266	10,185
Accruals and deferred income	109,393	23,753
	<u>131,647</u>	<u>47,894</u>

**19. Provision for liabilities**

The trustees/directors have set up a provision of £4,714 (2023/24: £4,599). This represents one month of the Bureau Director's salary costs that would be paid if they were to leave the Bureau.

**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Notes to the financial statements**  
**For the year ended 31 March 2025**

**20. Analysis of movements in funds**

	Unrestricted income funds £	Restricted income funds £	Total £
Balance at 1 April 2024	511,166	34,447	545,613
Net (expenditure) / income for the year	(137,111)	99,148	(37,963)
Transfers for the year	63,278	(63,278)	-
<b>Balance at 31 March 2025</b>	<b>437,333</b>	<b>70,317</b>	<b>507,650</b>

**Transfers from Restricted Funds**

Provision is made in the majority of restricted funding projects for management and administration costs. These costs are borne by unrestricted funds and then an appropriate transfer is made in accordance with the funding contract on an annual basis.

**Comparatives for analysis of movements in funds**

	Unrestricted income funds £	Restricted income funds £	Total £
Balance at 1 April 2023	542,246	10,273	552,519
Net (expenditure) / income for the year	(60,166)	53,260	(6,906)
Transfers for the year	29,086	(29,086)	-
<b>Balance at 31 March 2024</b>	<b>511,166</b>	<b>34,447</b>	<b>545,613</b>



**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Notes to the financial statements**  
**For the year ended 31 March 2025**

**21. Analysis of net assets between funds**

	<b>Unrestricted income Funds £</b>	<b>Restricted income Funds £</b>	<b>Total 2025 £</b>	<b>Total 2024 £</b>
Fixed assets	211,665	-	211,665	22,167
Current assets	356,902	75,444	432,346	575,939
Current liabilities	(126,520)	(5,127)	(131,647)	(47,894)
Provision for liabilities	(4,714)	-	(4,714)	(4,599)
<b>Balance at 31 March</b>	<b>437,333</b>	<b>70,317</b>	<b>507,650</b>	<b>545,613</b>

The unrestricted fund includes designated funds of £318,905 (2023/24: £122,004). These were set up by the trustees to deal with future potential statutory financial commitments such as redundancy costs totalling £74,300 (2023/24: £67,200), the potential costs of having to relocate the operations of £33,000 (2023/24: £33,000) if funding decreases significantly and the write-down of fixed assets of £211,600 (2023/24: £21,800) currently held by the Bureau. The fixed assets designated fund has increased significantly due to the capital expenditure on interior works and furniture in 2024/25 arising from the relocation of CAMK's office.

**Comparatives for analysis of net assets between funds**

	<b>Unrestricted income Funds £</b>	<b>Restricted income Funds £</b>	<b>Total 2024 £</b>
Fixed assets	22,167	-	22,167
Current assets	535,360	40,579	575,939
Current liabilities	(41,762)	(6,132)	(47,894)
Provision for liabilities	(4,599)	-	(4,599)
<b>Balance at 31 March</b>	<b>511,166</b>	<b>34,447</b>	<b>545,613</b>

**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Notes to the financial statements**  
**For the year ended 31 March 2025**

**22. Analysis of restricted funds**

	Balance as at 01 April 2024	Incoming Resources	Outgoing Resources	Transfers	Balance as at 31 March 2025
	£	£	£	£	£
Money Advice Service					
Face to Face Debt Advice	-	111,720	(102,136)	(9,584)	-
Money Advice Service					
Debt Modernisation Fund	-	24,974	(24,637)	(337)	-
Digital Pathway	-	24,826	-	-	24,826
Commsave Credit Union	20,028	30,042	(24,441)	(5,601)	20,028
Housing Associations– Debt Advice	-	35,963	(862)	(22,638)	12,463
Milton Keynes Council – Displaced International Workers	-	60,000	(54,590)	(5,410)	-
Good Things Foundation – Capability grant	-	6,000	(1,223)	(4,777)	-
Places for People	6,464	13,001	(1,568)	(4,897)	13,000
SGN Funded Outreach Service	-	11,131	(2,195)	(8,936)	-
PCC Community Fund	2,530	-	-	(2,530)	-
CareTech Foundation	5,425	-	(6,857)	1,432	-
	<b>34,447</b>	<b>317,657</b>	<b>(218,509)</b>	<b>(63,278)</b>	<b>70,317</b>

Restricted funding continued to be received for the Money Advice Service Face to Face Debt Advice project, which was in partnership with the National Association. This supports the delivery of free to client face-to-face debt advice in the most financially excluded geographical areas and to the most financially excluded social groups.

Restricted funding was also received from the Money Advice Service to modernise debt advice services through the adoption of new tools, technologies, and processes, improving efficiency and effectiveness.

Restricted funding has been received from the Milton Keynes Community Foundation to fund a new Digital Skills post.

Restricted funding was received from the Commsave Credit Union to provide a dedicated and accelerated route for members of Commsave Credit Union and their families, to access free financial and social welfare advice, during these challenging economic times.

Restricted funding was received from Housing Associations for a Debt Advice service. This project aims to support housing association tenants with debt advice.

Restricted funding was received from Milton Keynes Council for the delivery of a support service to overseas social care workers who are living and working in the UK on specialist work visas.

**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Notes to the financial statements**  
**For the year ended 31 March 2025**

**22. Analysis of restricted funds (continued)**

Restricted funding was received from The Good Things Foundation for Digital Support services.

Restricted funding was received from Places for People for the NewBeginHER: 'Supporting Women back to the Workplace' grant programme, which is an integrated program of specialised support, aimed at women who have been excluded from the labour market. It enhances their access to essential services and improves the quality of life of the project's participants, their families, and the communities they come from.

Restricted funding has been received from the SGN via National Citizens Advice through their Vulnerability and Carbon Monoxide Allowance (VCMA) to manage the delivery of an outreach advice service. The service will provide crisis support, energy advice and, income maximisation advice to vulnerable and under-represented client groups. The advice will ensure clients know how to stay safe and warm and tackle fuel poverty.

Restricted funding was received from the PCC Community Fund to pay for the translation of CAMK literature into 8 different languages.

Restricted funding was received from the CareTech Foundation to provide an integrated package of advice and support to support CareTech staff who are experiencing or at risk of experiencing financial hardship.

**Comparatives for analysis of restricted funds**

	Balance as at 01 April 2023	Incoming Resources	Outgoing Resources	Transfers	Balance as at 31 March 2024
	£	£	£	£	£
Money Advice Service					
Face to Face Debt Advice	-	111,720	(61,491)	(50,229)	-
Integrated Support and Advice Project	6,849	44,724	(86,295)	34,722	-
Commsave Credit Union	-	30,042	(12,222)	2,208	20,028
Places for People	-	7,228	(764)	-	6,464
PCC Community Fund	-	3,925	(1,395)	-	2,530
CareTech Foundation	-	8,138	(4,301)	1,588	5,425
Paradigm Housing – Debt Advice	-	12,000	(4,126)	(7,874)	-
Creating Confidence Through Art and Coaching – Health Inequalities	2,257	-	(1,002)	(1,255)	-
PCN Collective	1,167	13,398	(6,319)	(8,246)	-
	<b>10,273</b>	<b>231,175</b>	<b>(177,915)</b>	<b>(29,086)</b>	<b>34,447</b>

**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Notes to the financial statements**  
**For the year ended 31 March 2025**

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**22. Analysis of restricted funds (continued)**

Restricted funding continued to be received for the Money Advice Service Face to Face Debt Advice project, which was in partnership with the National Association. This supports the delivery of free to client face-to-face debt advice in the most financially excluded geographical areas and to the most financially excluded social groups.

Restricted funding was received from the National Lottery Community Fund for the Integrated Support and Advice project. This project aims to support people in unstable and low-income employment.

Restricted funding was received from the Commsave Credit Union to provide a dedicated and accelerated route for members of Commsave Credit Union and their families, to access free financial and social welfare advice, during these challenging economic times.

Restricted funding was received from Places for People for the NewBeginHER: 'Supporting Women back to the Workplace' grant programme, which is an integrated program of specialised support, aimed at women who have been excluded from the labour market. It enhances their access to essential services and improves the quality of life of the project's participants, their families, and the communities they come from.

Restricted funding was received from the PCC Community Fund to pay for the translation of CAMK literature into 8 different languages.

Restricted funding was received from the CareTech Foundation to provide an integrated package of advice and support to support CareTech staff who are experiencing or at risk of experiencing financial hardship.

Restricted funding was received from the Paradigm Housing Association for a Debt Advice service. This project aims to support housing association tenants with debt advice.

Restricted funding was received from NHS BLMK for a Creating Confidence through Art and Coaching project. This project aims to offer an informal, playful, creative, and reflective space that will enable participants to explore and practice self-care that leads to life-balance and positive well-being.

Restricted funding was received from Community Action: MK for the PCN Collective. The aim of this funding is to develop an integrated model of peer, welfare and art therapy support for patients with SMI within The Crown and The Bridge PCNs.

**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Notes to the financial statements**  
**For the year ended 31 March 2025**

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**23. Pension costs**

In October 2015, the Bureau launched a NEST pension scheme. In addition, following the combination with Works for Us in February, the Bureau also has a True Potential pension scheme. Both of these schemes are in place in order that the Bureau complies with its Auto Enrolment obligations. Amounts paid by the Bureau during the year totalled £19,515 (2023/2024: £14,636) and amounts owed at the year end were £246 (2023/2024: £nil).

Contributions are charged to the charitable activities on which the employee has been engaged during the financial year.

**24. Financial commitments**

At 31 March 2025 the charity was committed to making the following payments under non-cancellable operating leases in the year to 31 March 2026:

	<b>Land and buildings</b>		<b>Other</b>	
	<b>2024/2025</b>	<b>2023/2024</b>	<b>2024/2025</b>	<b>2023/2024</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Operating leases which expire:				
Within 1 year	<u>54,546</u>	<u>27,378</u>	<u>12,906</u>	<u>7,098</u>
Between 2 and 5 years	<u>223,173</u>	<u>9,126</u>	<u>24,899</u>	<u>6,552</u>

**25. Related party transactions**

Advantage has been taken of the exemption conferred by section 33 of FRS 102 not to disclose all transactions with other group companies.

**Milton Keynes Citizens Advice Bureau**  
**(a charitable company limited by guarantee)**

**Detailed statement of financial activities**  
**For the year ended 31 March 2025**

	Unrestricted funds	Restricted funds	Total 2024/ 2025	Total 2023/ 2024
	£	£	£	£
<b>Income and endowments from:</b>				
Donations and legacies	6,724	-	6,724	27,700
Grants and contracts	657,312	317,657	974,969	841,522
Investments	17,815	-	17,815	16,649
<b>Total income</b>	<b>681,851</b>	<b>317,657</b>	<b>999,508</b>	<b>885,871</b>
<b>Expenditure on:</b>				
Salary related costs	544,766	193,286	738,052	640,249
Premises expenses	79,346	772	80,118	68,211
Telephone	13,965	349	14,314	11,089
Print, post, stationery	6,996	159	7,155	7,022
Office equipment	10,037	-	10,037	9,953
Staff training and travel	1,874	-	1,874	3,520
Volunteer costs	2,539	-	2,539	2,990
Publications etc.	6,807	2,383	9,190	13,956
IT costs	13,889	9,420	23,309	19,039
Finance and agency	65,865	12,140	78,005	56,278
Professional fees	19,818	-	19,818	3,575
Publicity and Marketing	3,706	-	3,706	8,016
Depreciation	15,640	-	15,640	11,440
Independent Examiner fees	2,315	-	2,315	2,205
Disbursements	3,209	-	3,209	1,197
Other expenses	4,098	-	4,098	4,336
Irrecoverable VAT	24,092	-	24,092	29,701
<b>Total expenditure</b>	<b>818,962</b>	<b>218,509</b>	<b>1,037,471</b>	<b>892,777</b>
<b>Net income</b>	<b>(137,111)</b>	<b>99,148</b>	<b>(37,963)</b>	<b>(6,906)</b>
<b>Transfers between funds</b>	<b>63,278</b>	<b>(63,278)</b>	<b>-</b>	<b>-</b>
<b>Net movement in funds</b>	<b>(73,833)</b>	<b>35,870</b>	<b>(37,963)</b>	<b>(6,906)</b>
<b>Funds at 1 April</b>	<b>511,166</b>	<b>34,447</b>	<b>545,613</b>	<b>552,519</b>
<b>Funds at 31 March</b>	<b>437,333</b>	<b>70,317</b>	<b>507,650</b>	<b>545,613</b>

This page does not form part of the statutory financial statements