

Registered number: 02684649
Charity number: 1012557

BRISTOL CITIZENS ADVICE BUREAU
(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

BRISTOL CITIZENS ADVICE BUREAU
(A company limited by guarantee)

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BRISTOL CITIZENS ADVICE BUREAU
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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2024**

Trustees

P Parry
R Geller
S Flowers
C Mills (resigned 14 May 2024)
B Muton-Phillips (resigned 19 December 2023)
R Tilling (resigned 2 May 2023)
D Taylor
A Leahy
J Forde
L Saunders
M Creese
J Causton (appointed 26 March 2024)
N Maher (appointed 14 May 2024)
E Wainwright (appointed 26 March 2024)
L Jones (appointed 14 May 2024)

Company registered number

02684649

Charity registered number

1012557

Registered office

48 Fairfax Street
Bristol
BS1 3BL

Chief executive officer

K Kerr (resigned 5 March 2023)
J Shoemith (appointed 5 July 2023)

Independent auditors

Randall & Payne LLP
Statutory Auditors
Chargrove House
Shurdington Road
Cheltenham
Gloucestershire
GL51 4GA

Bankers

HSBC Bank plc
62 George White Street
Cabot Circus
Bristol
BS1 3BA

BRISTOL CITIZENS ADVICE BUREAU
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2024

The Trustees present their annual report together with the audited financial statements of the Charity for the year 1 April 2023 to 31 March 2024. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Charity qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

The Charity's objectives are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness, and distress, but without limitation, for the benefit of the community in Bristol and surrounding areas. The policy to achieve these objectives is defined by guidelines set by the National Association of Citizens Advice and includes the operation of services within the geographical area.

The Charity provides free, confidential, impartial and independent advice and information for the benefit of the local community. It aims to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives.

In the past year, the Charity focused on the delivery of high-quality advisory services to the local community as its primary objective. To obtain the necessary funding to provide these services, applications were made to various local and national trusts and foundations. The Charity also received funding from other fundraising activities such as individuals participating in running or other events to fundraise for the Charity. In addition, several new contracts for the delivery of services were agreed. New staff and volunteers were recruited and received induction and training.

The Trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the Charity should undertake. The Charity receives help and support in the form of voluntary assistance in advising the public and administering the Charity. The Charity would not be able to achieve its objectives without this support. The contribution from volunteers has not been included in the Statement of Financial Activities as the value of their contribution cannot be reliably quantified in financial terms.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance for 2023/2024

a. Financial stability and continuing to build reserves

CAB has been nimble in responding to the financial pressures that arose as a result of the end of the Help to Claim contract. This included a staff restructure to reduce costs as well as a series of other cost-saving initiatives. A Board Working Group – the New Funding Opportunities Working Group – was established to help identify and prepare applications to suitable trusts, foundations, and potential corporate partners, with a particular focus on unrestricted funding. The Working Group has been successful in attracting new funding, often unrestricted.

The CEO remained focussed on renewing existing contracts as well as in developing new revenue streams that would allow us to reach more people in need of our support. We expanded our relationship with food banks in Bristol as well as entering into new contractual arrangements with Children of the 90s and others. As a result of these efforts, the Charity was able to meet its financial obligations for the financial year and has secured a stable baseline of funding through until 2024. We have been successful in increasing reserves although continuing to do so remains a priority.

b. Making a difference

The Charity's delivery model continues to evolve as we explore new ways to extend our reach, including through the innovative Cost of Living Project funded originally by Quartet Community Foundation and then by Bristol City Council via the Household Support Fund.

The Charity continued to lead the Bristol Advice Partnership, engaging effectively with Bristol City Council on behalf of all the members of the Partnership. The Partnership continues to coordinate joint bids within the city to fund advice provision where appropriate as well as identifying potential large bids for the future.

The Charity managed 25,158 enquiries on behalf of 3,963 clients in 2023/2024. Services are continually adapted to manage the ever-growing demand for advice, introducing new projects and new ways of delivering services.

Whilst welfare benefits and debt continue to be the most common areas of advice, particularly relating to fuel poverty, CAB continues to see an increased demand for housing and employment advice. A new cohort of younger clients has sought advice as their employment and domestic situations have been adversely affected by the cost-of-living crisis, leading to a need for holistic advice covering many different subject areas.

The Charity holds the Advice Quality Standard (AQS) in all key areas of advice plus casework accreditation in welfare benefits, debt, and housing, disabilities and young people's issues; and it also retains accreditation for immigration work at OISC level 3. The AQS accreditation is for 3 years and was last renewed in March 2024.

During the year the Charity undertook the Leadership Self-Assessment quality audit of operations, management and governance procedures as part of the Citizens Advice Quality and Performance Framework, whose results confirmed that its leadership and management processes are robust, while also making recommendations on how these can be further strengthened.

In addition to the grant from Bristol City Council, the Charity received grants from: national Citizens Advice, Bristol Wessex Water Billing Service, Money and Pension Service, Department for Work and Pensions, Macmillan Cancer Support, John James Foundation Bristol, Quartet Community Foundation, The Bristol and North Somerset MS Societies, Clarion Housing Association via St. Paul's Advice Centre, Warm Homes and Money Project via the Centre for Sustainable Energy, Nisbet Trust, Simmons and Simmons LLP, Sovereign Housing Association, South & East Bristol Foodbanks, North Bristol & South Gloucestershire Foodbanks, University of Bristol, Seetec Pluss, North Bristol NHS Trust as well as a range of smaller grants and amounts of money that support our work. These funding streams combined to enable the Charity to deliver its advice services in Bristol.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance for 2023/2024 (continued)

The Charity generally raises its funding by making applications to organisations willing to fund advice services and to trusts and foundations offering charitable support. The Charity accepts donations from clients and supporters and the public is able to make donations via the organisation's website. From time-to-time members of staff or volunteers undertake charitable activities on behalf of the organisation, for example entering into sponsored running events, but any such activity is managed as a private activity by those involved. The Charity has not received any complaints about its fundraising activities.

Strategy and business plan

The Charity developed a new Strategy and Business Plan in March 2023, to better reflect the organisation's aspirations and direction of travel, the Strategic Priorities and focus areas were:

1. Advice and Clients – we will listen to what our clients need and act on the evidence gained to design and deliver high-quality services, focussing on
 - Service Model development
 - Advice Quality
 - Targeted Services
 - Technology
2. People – we will value, develop and retain our workforce (volunteers, paid staff, and trustees), focussing on:
 - Senior staff and trustees
 - Staff appraisal
 - Volunteer Resource Planning
 - Internal Communications
 - Organisational culture
3. Profile - we will be recognised as the leader for advice in the City, focussing on:
 - Research and Campaigns
 - Case studies and impact reports
 - External communications strategy
 - Partnership working
4. Sustainability – we will develop policies and practices that sustain our finances, sustain the environment and deliver sustainable governance, focussing on
 - Three-year financial sustainability strategy
 - Risk identification and management
 - Continuous improvement (utilising National CA frameworks)
 - Continuing strong governance via Trustee board

The Business Plan that supports is reviewed and updated quarterly and approved by the board of Trustees.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Financial review

a. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

b. Financial review

Income for the year 2023/2024 was £911,847 and the surplus for the year was £74,196. Total unrestricted and restricted funds at 31 March 2024 were £234,142. The free reserves available to the Charity at the year-end were £234,142.

Overall funding levels remained stable during the year, particularly in respect of major funds. The Charity was impacted by a decrease in availability of new funding opportunities during the year and by uncertainties around one major government funded scheme and the resulting potential redundancy liabilities.

At the end of the year reserves represented c.28% of annual expenditure, or just over 3.4 month's annual running costs. The Trustees continue to be focussed on improving the reserves position but are pleased with the progress being made and the direction of travel.

The Charity is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The organisation maintains a projection of income for at least two years ahead and ensures that this continues to be derived from as wide a variety of sources as possible. The Trustees take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation, that it could not be managed to continue to provide a best value advice service. The reserves may also be used for fundraising activities or used to ensure the Charity's IT systems are maintained at a sufficient level to ensure the continued delivery of a quality advice service.

The Trustees extend their gratitude to Bristol City Council, who continued to support the core operating capacity of the Charity. The Trustees also thank their other funders listed above and the many donations received. The Charity did not have any borrowings from either providers of funding or other sources at the Balance Sheet date.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Structure, governance and management

a. Constitution

The Charity is a Company Limited by Guarantee (Registered Number 2684649) having no share capital governed by its Memorandum and Articles of Association dated 9 July 2002 as amended by special resolution on 5 September 2006. It is registered as a Charity with the Charity Commission (Registered Number 1012557). In accordance with a national rebranding process the organisation has adopted the operating name Citizens Advice Bristol, however the legally registered name remains Bristol Citizens Advice Bureau.

b. Trustees

The Trustees, who are also the Directors for the purpose of company law and who served during the year, are shown on page 1.

Trustees are elected from the local community and are elected by the Charity's Members at the annual general meeting. A separate process agreed by the Trustee Board is followed for the election of the Chair and other officers. No other persons or bodies external to the Charity are entitled to appoint persons to the Trustee Board.

Trustees receive induction training when they join the Trustee Board, spending time observing the running of the organisation and learning about the services offered. Additionally, many attend national training and induction events run by Citizens Advice, the national Charity. All Trustees undertake training in the requirements of GDPR and complete the training for SMCR, as required by the Financial Conduct Authority. The Trustee Board members complete a board effectiveness appraisal each year. The standard of the organisation's governance is assessed every year by Citizens Advice.

None of the Trustees has any beneficial interest in the company. All the Trustees are Members of the company and guarantee to contribute £1 in the event of a winding up.

The Trustee Board is responsible for governance and setting the strategic direction and the policies of the Charity. The Trustees carry the ultimate responsibility for the conduct of the Charity and for ensuring that the Charity satisfies its legal and contractual obligations. Trustees meet at least six times per year and delegate the day-to-day operation of the organisation to the Chief Executive Officer. The Trustee Board is independent from the management team and Trustees are not involved in day-to-day operational matters.

The Trustees are responsible for setting salary levels for the organisation. The current full-time salary of the highest paid member of staff this year is £48,500.

c. Locations for delivery of services

The Charity runs a service from a building held on a long lease and community asset transfer from Bristol City Council. This arrangement offers value for money and provides security of tenure and protection for the organisation. The main service is based in the centre of Bristol and is augmented by outreach services in a range of Hospitals, Health Centres, and community settings such as foodbanks across the city and some home visiting services provided via specialist projects.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Structure, governance and management (continued)

d. Citizens Advice

Citizens Advice Bristol (the Charity) is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board to fulfil its charitable objectives and comply with the national membership requirements but are often based on model policies provided by the national body.

The Charity also cooperates and liaises with other advisory services, local charities, and statutory services on behalf of clients. Where one of the Trustees holds the position of Trustee or Director of another Charity, they may be involved in discussions regarding that other Charity but not in the ultimate decision-making process. No such discussions have taken place during the past year.

e. Risks

The Trustees use a risk register to assess and monitor the major risks to which the Charity is exposed and to identify appropriate measures to mitigate risks. The Trustees regularly review major risks and ensure that the mitigating actions are being taken.

The key external risk currently remains the loss of or reduction of funding. To minimise the risk, the Charity continues to seek to diversify its funding sources, to maintain an effective dialogue with funders, to demonstrate the positive impact of service to the city, and to work in close partnership with other agencies.

Internal risks are minimised by the implementation of policies and procedures, including, for example, the safe authorisation of payments as part of the finance regime and quality and performance checking for all advice work to ensure consistent quality of delivery for all operational aspects of the Charity. These procedures are periodically reviewed to ensure that they still meet the needs of the Charity.

The Trustee Board oversees the information security of all personal information of the organisation's clients, staff, funders, and strategic partners that is processed through the adoption of an appropriate information risk strategy. The Charity holds joint responsibility for client data that is held in the organisation's case management system, with the national Citizens Advice Service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements the General Data Protection Regulation and Data Protection Act 2018.

Internal risks to the organisation currently include staffing changes at various levels and the potential loss of volunteers. This is being addressed by the introduction of appropriate support, supervision, and wellbeing opportunities to keep existing staff and volunteers engaged. Volunteer recruitment has continued, supported by a remote working training programme, to ensure that there are always new volunteers in training.

BRISTOL CITIZENS ADVICE BUREAU
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Structure, governance and management (continued)

f. Statement of Trustees' responsibilities

The Trustees (who are also the directors of the Charity for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. 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 Charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

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

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity 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 Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

g. Financial risk management

The Trustees have assessed the major risks to which the Charity is exposed, in particular those related to the operations and finances of the Charity, and are satisfied that systems and procedures are in place to mitigate exposure to the major risks.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Statement of Trustees' responsibilities

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- observe the methods and principles of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity 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 Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditors


Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:


- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Auditors

The auditors, Randall & Payne LLP, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

Approved by order of the members of the board of Trustees and signed on their behalf by:


Robin Geller (Nov 19, 2024 11:23 GMT)
.....
R Geller


David Taylor (Nov 19, 2024 11:16 GMT)
.....
D Taylor

Date: 19/11/2024

19/11/2024

BRISTOL CITIZENS ADVICE BUREAU
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF BRISTOL CITIZENS ADVICE BUREAU

Opinion

We have audited the financial statements of Bristol Citizens Advice Bureau (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, including a summary of significant accounting policies. 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 its incoming resources and application of resources, including its income and expenditure 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 Charities Act 2011.

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 United Kingdom, including the Financial Reporting Council's Ethical Standard, 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

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

BRISTOL CITIZENS ADVICE BUREAU
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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF BRISTOL CITIZENS ADVICE BUREAU
(CONTINUED)

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 contained within the Annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Trustees' responsibilities statement, 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 have no realistic alternative but to do so.

BRISTOL CITIZENS ADVICE BUREAU
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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF BRISTOL CITIZENS ADVICE BUREAU
(CONTINUED)

Auditors' responsibilities for the audit of the financial statements

We have been appointed as auditor under section 145 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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 an Auditors' report 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.

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:

Our audit planning process gave consideration to the risk of material misstatement in the financial statements, using the calculated materiality level which itself factored in the nature of the Charity's operations and the interpreted levels of inherent and control risk.

In assessing the risk of fraud we reviewed management's own assessment of potential for fraud within the entity and reviewed judgements made by management to identify possible bias, in addition to any opportunity and incentive for fraud that are inherent in the nature of the Charity's operations. Our detailed testing included review of accounting estimates and judgements and validation of prime ledger entries.

We confirmed our knowledge of the legal and regulatory environment of the entity through discussions with management. We analysed all information available to us in respect of relevant laws and regulations, including the Companies Act 2006, the Charities SORP and relevant UK tax legislation and enquired with management as to any possible breaches in the aforementioned.

We agreed the accuracy of the financial statements to the supporting management information provided by the client and tested individually on a sample basis the income and expenditure in the financial statements to consider the business rationale behind the transactions and the accuracy of the financial records.

Our audit testing did not identify any issues in respect of the matters listed above, including fraud.

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. This description forms part of our Auditors' report.

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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF BRISTOL CITIZENS ADVICE BUREAU
(CONTINUED)

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an Auditors' 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 charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.



Benjamin Burch ACA (Senior Statutory Auditor)

Randall & Payne LLP

Statutory Auditors

Chargrove House

Shurdington Road

Cheltenham

Gloucestershire

GL51 4GA

Date: 20/11/2024

Randall & Payne LLP are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

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

	Note	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Income from:					
Donations and legacies	2	29,389	-	29,389	14,423
Charitable activities	3	268,170	614,149	882,319	782,428
Investment Income	4	139	-	139	42
Other income	5	-	-	-	2,162
Total income		297,698	614,149	911,847	799,055
Expenditure on:					
Charitable activities		219,400	618,251	837,651	756,895
Total expenditure		219,400	618,251	837,651	756,895
Net expenditure for the year		78,298	(4,102)	74,196	42,160
Transfers between funds	13	(4,102)	4,102	-	-
Net movement in funds		74,196	-	74,196	42,160
Reconciliation of funds:					
Total funds at 1 April		159,946	-	159,946	117,786
Net movement in funds		74,196	-	74,196	42,160
Total funds at 31 March		234,142	-	234,142	159,946

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 18 to 32 form part of these financial statements. All activities of the Charity are classed as continuing,

BRISTOL CITIZENS ADVICE BUREAU
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REGISTERED NUMBER: 02684649

BALANCE SHEET
AS AT 31 MARCH 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	10	5,154	12,349
		<u>5,154</u>	<u>12,349</u>
Current assets			
Debtors	11	60,882	62,715
Cash at bank and in hand		242,361	262,913
		<u>303,243</u>	<u>325,628</u>
Creditors: amounts falling due within one year	12	(74,255)	(178,031)
Net current assets		<u>228,988</u>	<u>147,597</u>
Net assets		<u>234,142</u>	<u>159,946</u>
Charity funds			
Restricted funds	13	-	-
Unrestricted funds	13	234,142	159,946
Total funds		<u>234,142</u>	<u>159,946</u>

BRISTOL CITIZENS ADVICE BUREAU
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BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2024

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

The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

However, an audit is required in accordance with section 145 of the Charities Act 2011.


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

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

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



[Robin Geller \(Nov 19, 2024 11:23 GMT\)](#)
.....
R Geller



[David Taylor \(Nov 19, 2024 11:16 GMT\)](#)
.....
D Taylor

Date: 19/11/2024

19/11/2024

The notes on pages 18 to 32 form part of these financial statements.

BRISTOL CITIZENS ADVICE BUREAU
(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024

	2024 £	2023 £
Cash flows from operating activities		
Net cash used in operating activities	(20,691)	211,161
	<hr/>	<hr/>
Cash flows from investing activities		
Investment income	139	42
	<hr/>	<hr/>
Net cash provided by investing activities	139	42
	<hr/>	<hr/>
	<hr/>	<hr/>
Net cash provided by financing activities	-	-
	<hr/>	<hr/>
Change in cash and cash equivalents in the year	(20,552)	211,203
Cash and cash equivalents at the beginning of the year	262,913	51,710
	<hr/>	<hr/>
Cash and cash equivalents at the end of the year	242,361	262,913
	<hr/> <hr/>	<hr/> <hr/>

The notes on pages 18 to 32 form part of these financial statements

Cash restrictions

Charity law prohibits the use of net cash inflows on endowed or other restricted funds to offset net cash outflows on any fund outside its own objects, except on special authority. In practice, this restriction has not had any effect on cash flows for the year.

BRISTOL CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - 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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Bristol 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.

1.2 Going concern

The Bristol Citizens Advice Bureau has net current assets of £228,988 (2023: £147,597) and total net assets of £234,142 (2023: £159,946). After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

1.3 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Where the Charity acts as an agent for the client, the amount of revenue recognised is limited to the commission receivable for that service after making provision for any losses foreseen. The amounts collected on behalf of the principal are not revenue of the Charity as they are not exposed to the risks and rewards of the transactions due to the amount the Charity earns is predetermined.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

1.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

BRISTOL CITIZENS ADVICE BUREAU
(A company limited by guarantee)

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

1. Accounting policies (continued)

1.4 Expenditure (continued)

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

Grants payable are charged in the year when the offer is made except in those cases where the offer is conditional, such grants being recognised as expenditure when the conditions attaching are fulfilled. Grants offered subject to conditions which have not been met at the year end are noted as a commitment, but not accrued as expenditure.

All expenditure is inclusive of irrecoverable VAT.

1.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

1.6 Tangible fixed assets and depreciation

Tangible fixed assets costing £1,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following basis:

Fixtures and fittings	- 10% and 33% straight line
-----------------------	-----------------------------

1.7 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.8 Cash at bank and in hand

Cash at bank and in hand includes 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.

BRISTOL CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

1. Accounting policies (continued)

1.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

1.10 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 value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.11 Pensions

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

1.12 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

BRISTOL CITIZENS ADVICE BUREAU
(A company limited by guarantee)

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

2. Income from donations and legacies

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Donations	29,389	-	29,389	14,423
<i>Total 2023</i>	<u>12,206</u>	<u>2,217</u>	<u>14,423</u>	

3. Income from charitable activities

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Bristol City Council	146,120	-	146,120	238,882
Macmillan	-	163,944	163,944	176,689
MAS SW (F2F)	-	164,945	164,945	142,118
Smaller grants	122,050	33,435	155,485	45,989
East Bristol Food Bank	-	40,053	40,053	59,554
North Bristol Foodbank	-	31,953	31,953	22,114
Community Fund	-	-	-	10,000
Cost of Living	-	79,819	79,819	87,082
Household Support Fund	-	100,000	100,000	-
	<u>268,170</u>	<u>614,149</u>	<u>882,319</u>	<u>782,428</u>
<i>Total 2023</i>	<u>278,365</u>	<u>504,063</u>	<u>782,428</u>	

BRISTOL CITIZENS ADVICE BUREAU
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

4. Investment income

	Unrestricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Bank Interest	139	139	42
<i>Total 2023</i>	42	42	

5. Other incoming resources

	Unrestricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Other Income	-	-	2,162
<i>Total 2023</i>	2,162	2,162	

6. Analysis of expenditure by activities

	Activities undertaken directly 2024 £	Support costs 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Provision of advice and information	585,035	252,616	837,651	756,895
<i>Total 2023</i>	528,024	228,871	756,895	

BRISTOL CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

6. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Provision of advice and information 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Staff costs	548,566	548,566	486,944
Premises costs	-	-	2,860
General office costs	36,469	36,469	37,496
Other	-	-	724
	<u>585,035</u>	<u>585,035</u>	<u>528,024</u>
<i>Total 2023</i>	<u>528,024</u>	<u>528,024</u>	

Analysis of support costs

	Provision of advice and information 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Staff costs	92,421	92,421	92,448
Premises costs	62,869	62,869	67,377
General office costs	89,986	89,986	61,489
Governance costs	7,000	7,000	7,063
Other	340	340	494
	<u>252,616</u>	<u>252,616</u>	<u>228,871</u>
<i>Total 2023</i>	<u>228,871</u>	<u>228,871</u>	

BRISTOL CITIZENS ADVICE BUREAU
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

7. Auditors' remuneration

	2024	2023
	£	£
Fees payable to the Charity's auditor for the audit of the Charity's annual accounts - inclusive of VAT	5,760	5,640
Fees payable to the Charity's auditor in respect of: All non-audit services not included above	1,320	1,290
	<u><u>7,080</u></u>	<u><u>6,930</u></u>

8. Staff costs

	2024	2023
	£	£
Wages and salaries	588,552	532,580
Social security costs	37,405	32,990
Contribution to defined contribution pension schemes	15,030	13,822
	<u><u>640,987</u></u>	<u><u>579,392</u></u>

The average number of persons employed by the Charity during the year was as follows:

	2024	2023
	No.	No.
Employees	35	34
	<u><u>35</u></u>	<u><u>34</u></u>

No employee received remuneration amounting to more than £60,000 in either year.

During the year, no Trustees received any remuneration or other benefits (2023: £nil).

During the year, no Trustees incurred expenses (2023: £nil).

The Senior Management team includes the posts of Director, HR & Admin Manager and Advice Services Manager.

The aggregated payroll costs for the senior management team were £101,181 (2023:£98,485).

9. Taxation

The Charity is exempt from corporation tax on its charitable activities.

BRISTOL CITIZENS ADVICE BUREAU
(A company limited by guarantee)

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

10. Tangible fixed assets

	Fixtures, fittings and equipment £
Cost or valuation	
At 1 April 2023	132,860
At 31 March 2024	132,860
Depreciation	
At 1 April 2023	120,511
Charge for the year	7,195
At 31 March 2024	127,706
Net book value	
At 31 March 2024	5,154
<i>At 31 March 2023</i>	12,349

11. Debtors

	2024 £	2023 £
Trade debtors	17,647	36,549
Other debtors	2,450	43
Prepayments and accrued income	40,785	26,123
	60,882	62,715

BRISTOL CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

12. Creditors: Amounts falling due within one year

	2024	2023
	£	£
Trade creditors	29,063	27,327
Social security and other taxes	2,600	13,446
Other creditors	2,949	-
Accruals and deferred income	39,643	137,258
	<hr/> 74,255 <hr/>	<hr/> 178,031 <hr/>

BRISTOL CITIZENS ADVICE BUREAU
(A company limited by guarantee)

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

13. Movement in funds

Statement of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Unrestricted funds					
General Funds - all funds	159,946	297,698	(219,400)	(4,102)	234,142
Restricted funds					
Money Advice Services	-	164,945	(163,968)	(977)	-
Macmillan	-	163,944	(164,038)	94	-
Children of the 90s	-	14,671	(14,755)	84	-
Cost of living	-	79,819	(80,293)	474	-
East Bristol Foodbank	-	40,053	(42,804)	2,751	-
North Bristol Foodbank	-	31,953	(32,399)	446	-
Bristol NHS Trust	-	8,586	(8,672)	86	-
Household Support Fund	-	100,000	(101,114)	1,114	-
SeeTec	-	10,178	(10,208)	30	-
	-	614,149	(618,251)	4,102	-
Total of funds	159,946	911,847	(837,651)	-	234,142

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

13. Statement of funds (continued)

Money Advice Services

This fund represents funds received as part of a multi-agency contract in the city led by Talking Money, A Bristol based debt advice agency. Money Advice Service (now renamed as MAPS - The Money and Pension Service) is a government organisation that funds not for profit debt advice. The advice is subject to FCA regulation and advisers work to stringent quality standards. All staff working on the project are required to have passed professional qualifications administered by the Institute of Money Advisers. The service is available to the public in the usual way.

Cost of Living Project

A project delivered in the city's Welcoming Spaces, and provides information to those affected by the cost of living crisis.

Macmillan

Macmillan Cancer Support are funding a Benefits Support Service for the Bristol CAB so that a personal advice service may be provided to people with cancer in Avon.

Children of the 90s

A generalist advice service to support the participants of this sociological research programme run by the University of the West of England.

East Bristol Foodbank

Supports people who need foodbank help including budgeting, debt, and exploring other charitable support.

North Bristol Foodbank

Supports people who need foodbank help including budgeting, debt, and exploring other charitable support.

Bristol NHS Trust

Bristol NHS Trust is a generalist advice service for NHS staff.

Household Support Fund

This funding from Department for Work and Pensions, via Bristol City Council, was purposed with helping people cope with the cost of living crisis. We used it to continue and extend our Cost of Living and Foodbank projects.

SeeTec

Provides predominantly housing and money advice for those where the advice issue represents a barrier to employment.

BRISTOL CITIZENS ADVICE BUREAU
(A company limited by guarantee)

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

13. Statement of funds (continued)

Movement in funds - prior year

	<i>Balance at 1 April 2022 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Balance at 31 March 2023 £</i>
Unrestricted funds					
General Funds - all funds	117,786	292,775	(248,422)	(2,193)	159,946
Restricted funds					
Money Advice Services	-	142,118	(141,418)	(700)	-
Macmillan	-	176,689	(175,516)	(1,173)	-
Children of the 90s	-	785	(785)	-	-
Community fund	-	10,000	(10,430)	430	-
Cost of living	-	87,082	(87,190)	108	-
East Bristol Foodbank	-	59,553	(63,683)	4,130	-
North Bristol Foodbank	-	22,114	(21,175)	(939)	-
Bristol NHS Trust	-	658	(659)	1	-
Household Support Fund	-	2,217	(2,217)	-	-
SeeTec	-	5,064	(5,400)	336	-
	-	506,280	(508,473)	2,193	-
Total of funds	117,786	799,055	(756,895)	-	159,946

BRISTOL CITIZENS ADVICE BUREAU
(A company limited by guarantee)

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

14. Summary of funds

Summary of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
General funds	159,946	297,698	(219,400)	(4,102)	234,142
Restricted funds	-	614,149	(618,251)	4,102	-
	<u>159,946</u>	<u>911,847</u>	<u>(837,651)</u>	<u>-</u>	<u>234,142</u>

Summary of funds - prior year

	<i>Balance at 1 April 2022 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Balance at 31 March 2023 £</i>
General funds	117,786	292,775	(248,422)	(2,193)	159,946
Restricted funds	-	506,280	(508,473)	2,193	-
	<u>117,786</u>	<u>799,055</u>	<u>(756,895)</u>	<u>-</u>	<u>159,946</u>

15. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Unrestricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	5,154	5,154
Current assets	303,243	303,243
Creditors due within one year	(74,255)	(74,255)
Total	<u>234,142</u>	<u>234,142</u>

BRISTOL CITIZENS ADVICE BUREAU
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

15. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior period

	<i>Unrestricted funds 2023 £</i>	<i>Total funds 2023 £</i>
Tangible fixed assets Current assets	12,349	12,349
assets	325,628	325,628
Creditors due within one year	(178,031)	(178,031)
Total	<u>159,946</u>	<u>159,946</u>

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

	2024 £	2023 £
Net income for the period (as per Statement of Financial Activities)	<u>74,196</u>	<u>42,160</u>
Adjustments for:		
Depreciation	7,195	7,194
Investment income	(139)	(42)
Decrease in debtors	1,833	8,080
Increase/(decrease) in creditors	(103,776)	153,769
Net cash (outflow)/ inflow from operating activities	<u>(20,691)</u>	<u>211,161</u>

17. Analysis of cash and cash equivalents

	2024 £	2023 £
Cash in hand	<u>242,361</u>	<u>262,913</u>
Total cash and cash equivalents	<u>242,361</u>	<u>262,913</u>

BRISTOL CITIZENS ADVICE BUREAU
(A company limited by guarantee)

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

18. Analysis of changes in net debt

	At 1 April 2023 £	Cash flows £	At 31 March 2024 £
Cash at bank and in hand	262,913	(20,552)	242,361
	<u>262,913</u>	<u>(20,552)</u>	<u>242,361</u>

19. Pension commitments

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund and amounted to £NIL (2023 - £5,643) were payable to the fund at the balance sheet date and are included in creditors.

Contributions payable by the Charity for the year amounted to £15,030 (2023 - £13,822).

20. Operating lease commitments

At 31 March 2024 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2024 £	2023 £
Within 1 year	17,283	17,373
Within 2 and 5 years	68,485	60,000
Later than 5 years	34,243	45,000
	<u>120,011</u>	<u>122,373</u>

21. Related party transactions

The Charity has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Charity at 31 March 2024.

22. Contingent liability

The Charity is involved in legal proceedings with an ex-employee, which are unresolved at the reporting date. The outcome of the proceedings and the potential damages cannot be accurately determined at this moment in time.

