

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 2025

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 2025**

Trustees

P Parry (resigned 10 December 2024)
R Geller
S Flowers
C Mills (resigned 14 May 2024)
D Taylor (resigned 5 August 2025)
A Leahy
J Forde (resigned 10 December 2024)
L Saunders
M Creese (resigned 25 March 2025)
J Hall (appointed 26 March 2024)
N Maher (appointed 14 May 2024)
E Wainwright (appointed 26 March 2024)
L Jones (appointed 14 May 2024)
J Withington (appointed 6 May 2025)
M Galley (appointed 17 June 2025)
M Walker (appointed 6 May 2025)
P Walster (appointed 6 May 2025)
A Coletto (appointed 6 May 2025)

**Company registered
number**

02684649

**Charity registered
number**

1012557

Registered office

48 Fairfax Street
Bristol
BS1 3BL

Chief executive officer

J Shoemsmith

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 2025

The Trustees present their Annual Report together with the audited financial statements of the Charity for the year 1 April 2024 to 31 March 2025. This Report serves as both the Trustees' Report and the 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).

As the Charity qualifies as small under section 382 of the Companies Act 2006, the Strategic report has been omitted.

Objectives and activities

a. Policies and objectives

In setting objectives and planning for activities, the Trustees have had due regard to the Charity Commission's public benefit guidance including '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.

During the 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 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.

Achievements and performance for 2024/2025

a. Financial stability and continuing to build reserves

We retained all our funding contracts from the previous year, increased some of these and added the Transition to eVisa Fund. As such we were able to increase Reserves again, ahead of what now looks to be a more challenging financial outlook going forward.

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 now by Bristol City Council via the Household Support Fund.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

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 beyond its own membership to fund advice provision where appropriate as well as identifying potential large bids for the future. This year, in partnership with advice providers and other stakeholders across the city, the Partnership produced an Advice Strategy for Bristol City Council, to identify the key risks and opportunities faced by the sector, and therefore inform their future commissioning.

The Charity managed 29,649 advice issues on behalf of 5,499 clients (an increase of 39%) in 2024/2025. 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, we continue to see an increased demand for housing and employment advice. A new cohort of younger clients continues to seek 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, 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, achieving the highest score which 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, Burges Salmon Charitable Trust, Leonard Laity Stoate Charitable Trust, Lloyd Robinson Family Trust, Medlock Charitable Trust, St Stephen & St James Charitable Trust, National Benevolent Charity, and the Home Office, 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.

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.

Our twin aim is to campaign on the issues affecting the community, or groups within it, and lobby decision and policy makers to bring about change. We call this Research and Campaigns and have worked hard this year to develop that element of our service. Outcomes included: briefing Bristol MPs and their caseworkers on issues faced by clients in their constituencies including negative household budgets; launching a very successful local campaign to improve conditions for social housing tenants, many of whom were living without any floor coverings due to faulty practice; and initiated discussions with the University of Bristol on future research collaborations, including hosting student placements.

Our plans for the year ahead include the following:

- Answering more calls to our telephone advice line, something requested by our community
- Developing new tools and using technologies that make us more efficient, helping more people to a higher standard

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

- Assessing how Advice Trainees could help us reduce the service interruption caused by staff vacancies. We're also exploring how trainees can help us attract new cohorts, including those that better represent the diversity of the city
- Researching and developing the concept for a new domestic abuse advice service. This would help survivors secure court orders to protect themselves and any children, before connecting them with support services that can help them rebuild their lives.

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 2024/2025 was £951,286 (2024: £911,847) and the surplus for the year was £89,133 (2024: £74,196). Total unrestricted and restricted funds at 31 March 2025 were £323,274 (2024: £234,142). The free reserves available to the Charity at the year-end were £323,274 (2024: £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 uncertainty around one major government funded scheme and the resulting potential redundancy liabilities. At the end of the year reserves represented c.33% of annual expenditure, or just over 3.9 months annual running costs. The Trustees continue to be focussed on adhering to the Reserves Policy and improving the Reserves position, but are pleased with the progress being made and the direction of travel. We are prepared for what may be a challenging year in 2025-26, with some of our larger funds due for renewal at a time when funders themselves are of course under increasing financial pressure.

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.

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.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

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 £50,440.

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

R Geller

R Geller (Jan 8, 2026 16:26:28 GMT+1)

.....
R Geller

A Leahy A Leahy (Jan 8, 2026 17:39:47 GMT)

.....
A Leahy

Date: 08/01/2026

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 2025 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 2025 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.

BRISTOL CITIZENS ADVICE BUREAU
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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: 08/01/2026

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 2025**

| | Note | Unrestricted funds 2025 £ | Restricted funds 2025 £ | Total funds 2025 £ | Total funds 2024 £ |
|-------------------------------------|------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| Income from: | | | | | |
| Donations and legacies | 2 | 72,886 | - | 72,886 | 29,389 |
| Charitable activities | 3 | 245,767 | 590,417 | 836,185 | 882,319 |
| Investment Income | 4 | 481 | - | 481 | 139 |
| Other income | 5 | 41,735 | - | 41,735 | - |
| Total income | | 360,869 | 590,417 | 951,286 | 911,847 |
| Expenditure on: | | | | | |
| Charitable activities | | 219,759 | 642,394 | 862,153 | 837,651 |
| Total expenditure | | 219,759 | 642,394 | 862,153 | 837,651 |
| Net expenditure for the year | | 141,110 | (51,977) | 89,133 | 74,196 |
| Transfers between funds | 13 | (51,977) | 51,977 | - | - |
| Net movement in funds | | 89,133 | - | 89,133 | 74,196 |
| Reconciliation of funds: | | | | | |
| Total funds at 1 April | | 234,142 | - | 234,142 | 159,946 |
| Net movement in funds | | 89,133 | - | 89,133 | 74,196 |
| Total funds at 31 March | | 323,275 | - | 323,275 | 234,142 |

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

The notes on pages 14 to 27 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 2025

| | Note | 2025 £ | 2024 £ |
|--|------|-----------------------|-----------------------|
| Fixed assets | | | |
| Tangible assets | 10 | 1,820 | 5,154 |
| | | <u>1,820</u> | <u>5,154</u> |
| Current assets | | | |
| Debtors | 11 | 127,944 | 60,882 |
| Cash at bank and in hand | | 250,358 | 242,361 |
| | | <u>378,302</u> | <u>303,243</u> |
| Current liabilities | | | |
| Creditors: amounts falling due within one year | 12 | (56,848) | (74,255) |
| Net current assets | | <u>321,454</u> | <u>228,988</u> |
| Net assets | | <u><u>323,274</u></u> | <u><u>234,142</u></u> |
| Charity funds | | | |
| Restricted funds | 13 | - | - |
| Unrestricted funds | 13 | 323,274 | 234,142 |
| Total funds | | <u><u>323,274</u></u> | <u><u>234,142</u></u> |

BRISTOL CITIZENS ADVICE BUREAU
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REGISTERED NUMBER: 02684649

BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2025

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:

R Geller

R Geller (Jan 8, 2026 16:26:28 GMT+1)

.....
R Geller

A Leahy
A Leahy (Jan 8, 2026 17:39:47 GMT)

.....
A Leahy

Date: 08/01/2026

The notes on pages 14 to 27 form part of these financial statements.

BRISTOL CITIZENS ADVICE BUREAU
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STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025

| | 2025 | 2024 |
|---|----------------|-----------------|
| | £ | £ |
| Cash flows from operating activities | | |
| Net cash generated/(used) in operating activities | 7,517 | (20,691) |
| | <hr/> | <hr/> |
| Cash flows from investing activities | | |
| Investment income | 480 | 139 |
| | <hr/> | <hr/> |
| Net cash provided by investing activities | 480 | 139 |
| | <hr/> | <hr/> |
| Change in cash and cash equivalents in the year | 7,997 | (20,552) |
| Cash and cash equivalents at the beginning of the year | 242,361 | 262,913 |
| | <hr/> | <hr/> |
| Cash and cash equivalents at the end of the year | 250,358 | 242,361 |
| | <hr/> <hr/> | <hr/> <hr/> |

The notes on pages 14 to 27 form part of these financial statements

BRISTOL CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

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 £321,454 (2024:£228,988) and total net assets of £323,274 (2024: £234,142). 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
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

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, fittings and equipment - 10% and 33% straight line

1.7 Debtors

Trade and other debtors are recognised at the settlement amount. Prepayments are valued at the amount prepaid.

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
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

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.

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.

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
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

2. Income from donations and legacies

| | Unrestricted funds 2025 £ | Total funds 2025 £ | <i>Total funds 2024 £</i> |
|-----------|--|---------------------------------------|---------------------------------------|
| Donations | 72,886 | 72,886 | 29,389 |

3. Income from charitable activities

| | Unrestricted funds 2025 £ | Restricted funds 2025 £ | Total funds 2025 £ | <i>Total funds 2024 £</i> |
|-------------------------------------|--|--|---------------------------------------|---------------------------------------|
| Provision of advice and information | - | 12,362 | 12,362 | - |
| Bristol City Council | 146,120 | - | 146,120 | 146,120 |
| Macmillan | - | 190,975 | 190,975 | 163,944 |
| MAS SW (F2F) | - | 153,935 | 153,935 | 164,945 |
| Smaller grants | 99,647 | 56,395 | 156,042 | 155,485 |
| East Bristol Food Bank | - | 44,334 | 44,334 | 40,053 |
| North Bristol Foodbank | - | 35,663 | 35,663 | 31,953 |
| Cost of Living | - | - | - | 79,819 |
| Household Support Fund | - | 96,753 | 96,753 | 100,000 |
| | <u>245,767</u> | <u>590,417</u> | <u>836,184</u> | <u>882,319</u> |
| <i>Total 2024</i> | <u>268,170</u> | <u>614,149</u> | <u>882,319</u> | |

4. Investment income

| | Unrestricted funds 2025 £ | Total funds 2025 £ | <i>Total funds 2024 £</i> |
|-------------------|--|---------------------------------------|---------------------------------------|
| Bank Interest | 481 | 481 | 139 |
| <i>Total 2024</i> | <u>139</u> | <u>139</u> | |

BRISTOL CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

4. Investment income (continued)

5. Other Income

| | Unrestricted funds 2025 £ | Total funds 2025 £ | <i>Total funds 2024 £</i> |
|--------------|--|---------------------------------------|---------------------------------------|
| Other Income | 41,735 | 41,735 | - |

6. Analysis of expenditure by activities

| | Direct Costs 2025 £ | Support costs 2025 £ | Total funds 2025 £ | <i>Total funds 2024 £</i> |
|-------------------------------------|--|---|---------------------------------------|---------------------------------------|
| Provision of advice and information | 525,657 | 336,496 | 862,153 | 837,651 |
| <i>Total 2024</i> | <u>585,035</u> | <u>252,616</u> | <u>837,651</u> | |

Analysis of support costs

| | Provision of advice and information 2025 £ | Total funds 2025 £ | <i>Total funds 2024 £</i> |
|----------------------|---|---------------------------------------|---------------------------------------|
| Staff costs | 161,231 | 161,231 | 92,421 |
| Premises costs | 64,409 | 64,409 | 62,869 |
| General office costs | 106,651 | 106,651 | 89,986 |
| Governance costs | 3,040 | 3,040 | 7,000 |
| Other | 1,165 | 1,165 | 340 |
| | <u>336,496</u> | <u>336,496</u> | <u>252,616</u> |
| <i>Total 2024</i> | <u>252,616</u> | <u>252,616</u> | |

BRISTOL CITIZENS ADVICE BUREAU
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

6. Analysis of expenditure by activities (continued)

Analysis of support costs (continued)

7. Auditors' remuneration

| | 2025 | 2024 |
|---|---------------------|---------------------|
| | £ | £ |
| Fees payable to the Charity's auditor for the audit of the Charity's annual accounts - inclusive of VAT | 6,600 | 5,760 |
| Fees payable to the Charity's auditor in respect of: All non-audit services not included above | 1,440 | 1,320 |
| | <u><u>1,440</u></u> | <u><u>1,320</u></u> |

8. Staff costs

| | 2025 | 2024 |
|--|-----------------------|-----------------------|
| | £ | £ |
| Wages and salaries | 576,783 | 588,552 |
| Social security costs | 36,767 | 37,405 |
| Contribution to defined contribution pension schemes | 19,019 | 15,030 |
| | <u><u>632,569</u></u> | <u><u>640,987</u></u> |

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

| | 2025 | 2024 |
|-----------|------------------|------------------|
| | No. | No. |
| Employees | 35 | 35 |
| | <u><u>35</u></u> | <u><u>35</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 (2024: £nil).

During the year, no Trustees incurred expenses (2024: £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 £107,444 (2024: £101,181).

9. Taxation

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

BRISTOL CITIZENS ADVICE BUREAU
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

10. Tangible fixed assets

| | Fixtures, fittings and equipment £ |
|--------------------------|---|
| Cost or valuation | |
| At 1 April 2024 | 132,860 |
| At 31 March 2025 | 132,860 |
| Depreciation | |
| At 1 April 2024 | 127,706 |
| Charge for the year | 3,334 |
| At 31 March 2025 | 131,040 |
| Net book value | |
| At 31 March 2025 | 1,820 |
| <i>At 31 March 2024</i> | 5,154 |

11. Debtors

| | 2025 £ | 2024 £ |
|--------------------------------|-------------------|-------------------|
| Trade debtors | 75,026 | 17,647 |
| Other debtors | 221 | 2,450 |
| Prepayments and accrued income | 52,697 | 40,785 |
| | 127,944 | 60,882 |

BRISTOL CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

12. Creditors: Amounts falling due within one year

| | 2025 | <i>2024</i> |
|---------------------------------|---------------------------|---------------------------|
| | £ | £ |
| Trade creditors | 7,583 | <i>29,063</i> |
| Social security and other taxes | 240 | <i>2,600</i> |
| Other creditors | 32 | <i>2,949</i> |
| Accruals and deferred income | 48,993 | <i>39,643</i> |
| | <hr/> 56,848 <hr/> | <hr/> <i>74,255</i> <hr/> |

BRISTOL CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

13. Movement in funds

Statement of funds - current year

| | Balance at 1 April 2024 £ | Income £ | Expenditure £ | Transfers in/out £ | Balance at 31 March 2025 £ |
|---------------------------|---------------------------------|----------------|------------------|--------------------------|-------------------------------------|
| Unrestricted funds | | | | | |
| General Funds - all funds | 234,142 | 356,778 | (215,669) | (51,977) | 323,274 |
| Restricted funds | | | | | |
| Money Advice Services | - | 153,935 | (168,418) | 14,483 | - |
| Macmillan | - | 190,974 | (191,570) | 596 | - |
| Cost of living | - | 55,200 | (55,200) | - | - |
| East Bristol Foodbank | - | 67,171 | (92,740) | 25,569 | - |
| North Bristol Foodbank | - | 54,347 | (56,834) | 2,487 | - |
| Bristol NHS Trust | - | 10,224 | (17,463) | 7,239 | - |
| Household Support Fund | - | 32 | - | (32) | - |
| SeeTec | - | 15,980 | (17,365) | 1,385 | - |
| Debt Modernization | - | 24,554 | (24,554) | - | - |
| E-Visa | - | 18,000 | (18,250) | 250 | - |
| | - | 590,417 | (642,394) | 51,977 | - |
| Total of funds | 234,142 | 947,195 | (858,063) | - | 323,274 |

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

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.

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

13. Statement of funds (continued)

Movement in funds - prior year

| | <i>Balance at 1 April 2023 £</i> | <i>Income £</i> | <i>Expenditure £</i> | <i>Transfers in/out £</i> | <i>Balance at 31 March 2024 £</i> |
|---------------------------|--|---------------------|--------------------------|-----------------------------------|---|
| 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 |

BRISTOL CITIZENS ADVICE BUREAU
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

14. Summary of funds

Summary of funds - current year

| | Balance at 1 April 2024 £ | Income £ | Expenditure £ | Transfers in/out £ | Balance at 31 March 2025 £ |
|------------------|---------------------------------|----------------|------------------|--------------------------|-------------------------------------|
| General funds | 234,142 | 356,778 | (215,669) | (51,977) | 323,274 |
| Restricted funds | - | 590,417 | (642,394) | 51,977 | - |
| | <u>234,142</u> | <u>947,195</u> | <u>(858,063)</u> | <u>-</u> | <u>323,274</u> |

Summary of funds - prior year

| | <i>Balance at 1 April 2023 £</i> | <i>Income £</i> | <i>Expenditure £</i> | <i>Transfers in/out £</i> | <i>Balance at 31 March 2024 £</i> |
|------------------|--|---------------------|--------------------------|-----------------------------------|---|
| 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> |

15. Analysis of net assets between funds

Analysis of net assets between funds - current year

| | Unrestricted funds 2025 £ | Total funds 2025 £ |
|-------------------------------|------------------------------------|-----------------------------|
| Tangible fixed assets | 1,820 | 1,820 |
| Current assets | 378,302 | 378,302 |
| Creditors due within one year | (56,848) | (56,848) |
| Total | <u>323,274</u> | <u>323,274</u> |

BRISTOL CITIZENS ADVICE BUREAU
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

15. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

| | <i>Unrestricted funds 2024 £</i> | <i>Total funds 2024 £</i> |
|-------------------------------|--|---------------------------------------|
| 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> |

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

| | 2025 £ | 2024 £ |
|--|---------------------|-------------------|
| Net income for the year (as per Statement of Financial Activities) | 89,133 | 74,196 |
| Adjustments for: | | |
| Depreciation | 3,334 | 7,195 |
| Investment income | (481) | (139) |
| (Increase)/decrease in debtors | (67,062) | 1,833 |
| Decrease in creditors | (17,407) | (103,776) |
| Net cash inflow/(outflow) from operating activities | <u>7,517</u> | <u>(20,691)</u> |

17. Analysis of cash and cash equivalents

| | 2025 £ | 2024 £ |
|--|-----------------------|-------------------|
| Cash in hand | 250,358 | 242,361 |
| Total cash and cash equivalents | <u>250,358</u> | <u>242,361</u> |

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

18. Analysis of changes in net debt

| | At 1 April 2024 | Cash flows | At 31 March 2025 |
|--------------------------|--------------------|------------|---------------------|
| | £ | £ | £ |
| Cash at bank and in hand | 242,361 | 7,997 | 250,358 |
| | 242,361 | 7,997 | 250,358 |
| | 242,361 | 7,997 | 250,358 |

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 (2024 - £Nil) 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 £19,019 (2024 - £15,030).

20. Operating lease commitments

At 31 March 2025 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

| | 2025 | 2024 |
|----------------------|---------|---------|
| | £ | £ |
| Within 1 year | 17,121 | 17,283 |
| Within 2 and 5 years | 68,485 | 68,485 |
| Later than 5 years | 17,121 | 34,243 |
| | 102,727 | 120,011 |
| | 102,727 | 120,011 |

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 2025.