

Company registration number: 04354628
Charity number: 1090669

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

RUSHMOOR CITIZENS
ADVICE BUREAUX
(A company limited by
guarantee)

MENZIES
BRIGHTER THINKING

RUSHMOOR CITIZENS ADVICE BUREAUX

(A company limited by guarantee)

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(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2024

Trustees	Andrew Levey, Chair Uma Indran Samantha Levey Tricia Phillips (resigned 18 September 2023) Annette Althen (resigned 31 December 2023) Gaynor Austin Kay Goodchild (resigned 16 May 2023) Joseph Bennett Jason Halliday Gerry Baker (resigned 17 June 2024) Gary Ghale (resigned 17 June 2024) Nealum Dehal (appointed 18 March 2024) David Raine (appointed 18 March 2024) Holly Cooper (appointed 18 March 2024) John Woolley (appointed 18 March 2024)
Company registered number	04354628
Charity registered number	1090669
Registered office	Civic Offices Farnborough Road Farnborough Hampshire GU14 7JU
Chief executive officer	C Stewart
Independent auditors	Menzies LLP Chartered Accountants Magna House 18-32 London Road Staines-Upon-Thames TW18 4BP
Bankers	Royal Bank of Scotland Farnborough Hampshire GU14 7NR Scottish Widows Edinburgh EH3 8YJ
Website	citizensadvicerushmoor.org.uk

RUSHMOOR CITIZENS ADVICE BUREAUX

(A company limited by guarantee)

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2024

STRUCTURE, GOVERNANCE & MANAGEMENT

Governing Document

The Charity was formed as a company limited by guarantee on 17th January 2002 (Company number 04354628). The full name of the charity is Rushmoor Citizens Advice Bureaux and was re-registered with the Charity Commission in 2002, when incorporating as a company (Charity number 1090669). It is governed by its Memorandum and Articles of Association.

Trustees

The charity is governed by a trustee board. Trustees who have held office during the year are listed above. The Articles of Association provide for a minimum of four and a maximum of twenty-three trustees. Board meetings were held eight times a year until December 2023, from that date Board meetings have been held quarterly, with additional quarterly meetings for the committees listed below. Trustees are elected to the board for a three-year period and are appointed at an Annual General Meeting.

The committee structure was revised from January 2024. The previous Executive, Audit and Risk, and Health & Safety committees were replaced by the following:

- Business Planning and Development Committee
- Finance and Risk Committee
- People and Health & Safety Committee
- Service and Quality Committee

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

Since the end of the last financial year, three trustees have resigned with a fourth indicating their intention to step down from 30 June 2024. Four new trustees have been appointed, all with effect from March 2024. Therefore, as in previous years, the Trustee Board has seen a degree of churn and the new trustees are inexperienced. In common with other Citizens Advice offices - and the charity sector in general - demand on trustee time continue to increase and the capacity of trustees, who are all volunteers, to fulfil the responsibilities we ask of them is continuing to be a concerning feature.

Notwithstanding this, analysis of a survey of board effectiveness based on the Charity Governance Code, the results of an assessment against national Citizens Advice leadership standards, and feedback from the Chief Officer and staff, confirms that the board has had an effective year.

Trustees are all allocated to one or more of the committees listed above, and continue to have 'lead role' responsibility for key areas of the service's activities, providing direction and oversight and working effectively with staff members.

Decisions made by the Trustee Board are recorded in the minutes of board meetings, indicating discussions held and whether those decisions were unanimous, or subject to a vote. Decisions are made against the background of the agreed strategy outlined in the Organisational Strategy and Operational Plan, which are reviewed by the board on a quarterly basis.

The Board updated its skills audit during the year, to support its continued focus on further developing trustee knowledge and skills. New trustees receive full induction, including bite-sized learning sessions, and undertake mandatory training, comprising Financial Conduct Authority (FCA), Data Protection, Equity, Diversity & Inclusion (EDI) and Safeguarding, as well as discretionary learning. Trustees are encouraged to attend external training events where these will enhance effectiveness in their role. They are fully briefed on their legal obligations under charity and company law, the Memorandum and Articles of Association, the board and committee decision-making processes, the Organisational Strategy and Operational Plan, and recent financial performance of the charity.

The Board has appropriate policies and procedures in place to comply with its mandatory and organisational EDI commitments. Particular attention is given to appointing new trustees that reflect the local community. New trustee recruitment has been done with diversity, as well as experience and skills, in mind.

RUSHMOOR CITIZENS ADVICE BUREAUX

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Organisation Structure & Management

Rushmoor Citizens Advice Bureaux 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 standards. Operating policies are independently determined by the board in order to fulfil its charitable objects and comply with the national membership requirements.

The chief officer is appointed by the trustees to manage the day-to-day operations of the charity.

The former chief officer of the organisation, who was highly capable and experienced, retired with effect from 31 January 2024 after 34 years' service. Having taken advice from national Citizens Advice, the Trustee Board agreed to appoint the current Deputy Chief Officer as Interim Chief Officer. The appointment being made on an interim basis does not reflect on the capacity or capability of the appointee, who the Board are confident can undertake the role. There is a degree of uncertainty around the DWP's renewal of the national organisation's contract to deliver the Pension Wise service, of which Rushmoor is one of 16 delivery outlets, and which is a significant contributor to the service's income. At the time of the appointment, it was considered that this risk, coupled with the generally challenging funding environment, suggested it would be unwise to make a permanent appointment as the Board would not have been able to guarantee the tenure of the role. With the Pension Wise contract rolling over for 2024-25, and perhaps for 2025-26, the Trustee Board will review the nature of the Interim Chief Officer appointment during the next financial year and decide whether, and when, this should be crystallised.

The Interim Chief Officer is supported by a team of paid staff and volunteers who deliver the services offered by the charity. Key role succession planning remains an area of focus, linked to development and deployment of the organisation's service model and longer-term sustainability.

The senior management team are represented on the committees outlined above, which meet to review performance against targets and the charity's financial position. Reports and recommendations are then taken to the Board for approval, and implementation is organised by the Interim Chief Officer and staff team. There are regular staff, volunteer and management team meetings which focus on performance, communication, and teambuilding. The capacity and skills of the management team are kept under regular review by the Board.

There is an Annual General Meeting, which involves the staff team, Trustee Board, volunteers, members, and other stakeholders.

The trustees continually pay close attention to whether the service has an appropriate organisational structure to deliver client support in the most cost-effective way. At the start of the financial year the service was predicting a significant budget deficit and the trustees made the difficult decision to review the operating model and restructure the staff team. This exercise was conducted by a small working group of senior leaders and trustees, supported by a consultant from the national Citizens Advice Strategic Change Team. The aims of the review were to:

- Put clients at the heart of everything
- Deliver services in a streamlined and joined up way, with a focus on quality
- Provide flexibility to respond to differing levels of client need
- Welcome and support people effectively - both volunteer and paid – with opportunities for progression and development
- Enhance resilience and sustainability, now and in the future, with the ability to exploit new development opportunities
- Respond positively to challenges of capacity and demand management
- Embrace innovation and change

The review was managed professionally and sensitively, in accordance with employment law, and sadly resulted in 5 staff leaving the organisation under voluntary redundancy, with the contract of one further staff member not being renewed.

The operating model review, whilst successfully helping to address the budget deficit, was not just a cost-saving exercise (further information on the financial impact is covered in the Financial Review section below). The opportunity was taken to make structural changes to enhance client service, primarily by putting together the former separate core service, and casework and projects, teams under single management to deliver efficiencies and spread experience and learning. The trustees consider that the aims of the review, after allowing for an inevitable period of transition, were successfully delivered.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

The team of paid and volunteer staff have reacted well to the changes following the restructure and the retirement of the former chief officer. This outcome has been welcomed by the new leadership, and has been vital, not least to meet the many demands now being generated by the cost-of-living crisis, increasing mental health support needs and the rising and more complex needs of marginalised clients, many of whom are presenting at crisis point. Meeting ever-increasing demand remains a particular challenge that trustees continue to work with management to resolve.

Trustees have a strategic aim to “make Citizens Advice Rushmoor a great, safe and inclusive place to work and volunteer.” They recognise the importance of giving the right support to staff who are consistently dealing with crisis situations for people, and work to ensure flexibility and progression for volunteers. The service is proud of the strong mix of age, background, and ethnicity in the team, with an inclusive approach to ensure equity and diversity across both paid staff and volunteers.

Pay and Remuneration of Key Management Personnel

The Board considers that the trustees, Interim Chief Officer, and the senior leadership team comprise the key management personnel of the charity.

The charity's management team are all paid in accordance with a published remuneration policy and scale of grades reflecting levels of responsibility. Any increases to these grades are approved by the board. The Interim Chief Officer's salary is reviewed and approved by the Board separately but is in line with the policy set out above.

Governance

The trustees have followed the Citizens Advice Code of Conduct and are fully aware of their legal, regulatory, and governance responsibilities. Reporting requirements to the Charity Commission, FCA, and Companies House have been met and trustees have undertaken mandatory training as outlined above.

The Board pays particular attention to the key trustee responsibilities outlined by the Charity Commission:

- Ensure your charity is carrying out its purposes for the public benefit
- Comply with your charity's governing document and the law
- Act in your charity's best interests
- Ensure your charity is accountable
- Manage your charity' resources responsibly
- Act with reasonable care and skill

A review of board effectiveness was updated in January 2024, based on the Charity Governance Code, to identify areas of strength and those where further development is needed. The Board adopts a continuous improvement approach to its own performance and will continue to identify priorities for further action during the coming year.

The trustee committees take responsibility for quarterly reviews of designated areas of the business plan and risk register, identifying emerging risks and instigating action to mitigate those risks, and linking with key staff to review plan delivery and report progress to board meetings.

OBJECTIVES AND ACTIVITIES

Aims and Objectives

The charity's purpose, set out in the objects contained in the Company's Memorandum and Articles of Association, are to promote any charitable purpose for the benefit of the whole community of Rushmoor and surrounding areas by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

The service values diversity, promotes equity, and challenges discrimination; it puts clients at the heart of all its activities.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Ensuring our work delivers our aims

Trustees review aims, objectives and activities each year, examining achievements and outcomes, including the success and benefits of key projects, and confirming that the aims, objectives, and activities are in line with the charity's stated purpose.

Strategic priorities for 2023-24 were:

Advice

Improve client experience and increase accessibility for those who are marginalised - delivering our service in ways that result in more clients getting the support they need and experiencing positive outcomes; and increasing our commitment to the most marginalised members of our community and those digitally excluded.

Advocacy

Become an even stronger voice on issues that matter most - increasing our research and campaigns focus, engaging with our community, influencing policy, and effectively communicating the work we do.

Sustainability

Improve our organisational sustainability - increasing our financial sustainability through increasing income and reducing costs; working collaboratively with funders and with internal and external partners.

People

Make Citizens Advice Rushmoor a great, safe, and inclusive place to work and volunteer.

How our activities deliver public benefit

The service's main activities and how it has achieved its aims are described in the Achievements and Performance section below. All charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The Board have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

Rushmoor Citizens Advice Bureaux operates from two main centres in Aldershot and Farnborough, providing free, independent, impartial, and confidential advice to its clients. Advice is delivered by phone, on-line, email and face-to-face at different locations. Ranging from brief one-off interventions to in-depth casework, the service is tailored to meet individual needs.

The service is a constant presence in the face of change, giving a unique local insight into the challenges the community is facing today – and having the flexibility to stay ahead and remain relevant in the light of future change.

It works in partnership with the local authority and key agencies to make sure local needs are met. It recognises the significant diversity of the local population and works to address known areas of deprivation.

It also undertakes research and campaigns activity to identify and report on issues that impact people, with a view to influencing local and national decision makers to improve policy and legislation. This is done through shared national systems as well as undertaking local research and partnership work.

It provides support for clients with mental illness through its core service, at mental health settings, in the community and in partnership with NHS teams, local services and charities.

Rushmoor Citizens Advice Bureaux is currently one of only 16 local Citizens Advice offices (out of c240) to deliver the national Pension Wise service, giving expert advice and guidance to help people understand their pension options.

In addition, the service works directly and with local partners to deliver a range of projects to support different sections of the community, including vulnerable clients and, specifically, the significant local Nepali population.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Future Plans

The service constantly reviews its plans and activities considering national and local pressures and challenges.

During the financial year the national Citizens Advice organisation relaunched its strategic priorities and, while not being bound to comply with this as an independent charity, Citizens Advice Rushmoor also refreshed its strategic priorities for the next two years, to align with the national approach while also considering local factors.

This refreshed organisational strategy and supporting operational plan have been reviewed and adopted by the full board, responding to the changing needs of clients, funders, and partners. The overarching strategic aim is to ensure the service is accessible, relevant, and sustainable for everyone who needs it.

Priorities for 2024-25 are set out in our Organisational Strategy and are:

RESPOND: Respond to people's needs with information and advice fit for purpose

- Improve our clients' experience by making our advice as accessible, relevant, and effective as it can be, so that they have positive outcomes

REACH: Increase our reach to people experiencing inequality or disadvantage –

- Focus our support on the most marginalised members of our community, ensuring they can access our services in ways that suit them

ADVOCATE: Become an even stronger voice on issues that matter most –

- Prevent more people needing support or reaching crisis point by advocating for policy change, increasing our research and campaigns focus and engaging with our community

The strategy uses up to date research and data insights to provide context, is rooted in a wealth of local knowledge and consultations, with input from trustees and operational staff across the organisation.

Operational Environment

The service's clients and community are at the heart of all it does. The impact of the cost-of-living crisis on all local people, particularly those who are marginalised, is resulting in increasing demand and complexity of cases, with more clients presenting at crisis point.

Meeting current demand is an increasing operational challenge. Accordingly, there is a critical imperative to sustain and enhance new ways of working, together with adopting a multi-channel strategy using phone, chat, email, and video to increase access for clients. "In person" appointments for clients unable to get the help needed by phone or digital services, will continue to be delivered in a secure environment.

There is no doubt that the overall operating environment for Citizens Advice is the most challenging that has been seen for a long while.

The importance of maintaining the resilience of the organisation, both to continue to support clients, and to address future challenges and opportunities, cannot be overstated. Trustees are focusing their attention on the future strategy and sustainability of the service, and how they can work with the operational team to ensure the best service levels are offered within available resources.

Technological developments, including emerging opportunities to harness the benefits of AI, will support delivery of services in new ways, recognising the diverse range of needs for advice, support and information, and the requirement to reach more people.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Volunteers

Service delivery to clients is highly dependent on volunteers. Pre-pandemic the service was fortunate to have over 100 volunteers, however, due to reasons including reluctance to work digitally, Covid-related and other health issues, and the general changes in the volunteering landscape, the numbers reduced at one point to around 40. Management and trustee effort has been focused on volunteer recruitment and this is beginning to bear fruit, with current active volunteer numbers increasing to nearly 60 by the end of 2023-24.

Volunteers work a variety of hours, ranging from 4 to 24 hours. Over the last financial year approximately 14,000 hours have been worked in total. This equates to a financial value of £478,039, calculations based on the new Value of Volunteering datasheet provided by the Citizens Advice network.

Risk and internal controls

Trustees are responsible for the effective management of risk and for making sure that internal controls are in place and operating as designed.

The Board has adopted a risk management strategy. Risk owners regularly review risks to assess the likelihood, impact and relevance of risks, the plans for managing them and adequacy of those plans.

The trustees identified the following as the key risks and uncertainties likely to affect medium and long-term service delivery and financial performance or position:

- **Funding** - securing long term funding to maintain and deliver the service remains a challenge and is critical in terms of long-term sustainability and survival. Whilst core funding from Rushmoor Borough Council saw a further 5% reduction for the 2023 – 2024 financial year, grants for other key projects were maintained or subject to a small increase, creating a significant divergence between funding available and the cost of delivering the service. As a result, the Trustee Board launched a restructuring of the operating model, supported by national Citizens Advice Strategic Change Consultant team, to optimise service delivery, manage the cost base and ensure Citizen Advice Rushmoor's longer term financial sustainability. The restructure was successfully implemented, generating a small surplus for the 2023 – 2024 financial year compared to the significant deficit originally budgeted. The restructure sadly resulted in a small number of redundancies with the resultant loss of knowledge and experience.
- **People** - attracting, engaging, and retaining talent as well as maintaining and increasing the volunteer base are critical to the continued delivery of the service. The service's People Plan includes key activities around recruitment and retention of paid staff, including engagement activities, training and development, and annual reviews of remuneration, and terms and conditions. The service operates a continuous programme of recruitment of volunteers, which is flexible and responsive to new volunteering roles and remote working opportunities. A volunteer strategy has been developed to provide an effective and sustainable basis for ongoing recruitment, training, and retention of volunteers, including a switch to recruiting volunteers in cohorts.

A robust system of internal financial controls is operated, which is compliant with charity commission guidance and good practice. Trustees agree annual budgets and review quarterly financial reports.

The Board oversees the information security of all personal information of our clients, staff, funders and strategic partners that is processed. Citizens Advice Rushmoor hold joint responsibility for client data that is held in our 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 of the UK General Data Protection Regulation and Data Protection Act 2018.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

ACHIEVEMENTS AND PERFORMANCE

Over the last year, our team has worked consistently and positively to meet the changing needs of our clients within the capacity of our services. Against a backdrop of increased demand from the cost-of-living crisis – coupled with our own financial difficulties as a charity – we have had little option but to “do more with less”.

However, despite those struggles, our team have risen to the challenge and are now delivering at higher levels than we were pre-restructure, as a result of increased productivity and efficiencies. That includes our ‘core’ advice offer – the Rushmoor Community Advice Service – funded by Rushmoor Borough Council. Telephone remains the primary method of contact for many of our clients, but we have this last year successfully re-opened our doors and are continuing to re-build capacity in our drop-in service, now open for 5 mornings a week across our two offices in Farnborough and Aldershot. Those in crisis, and the need for urgent energy and food grants, have led much of that activity.

In addition, we have worked to secure partnerships and further funding that has enabled us to reach even more of the most marginalised in our community. That includes our continued flagship outreach work at Aldershot’s Community Grub Hub, as well as at other food banks, pantries and local settings across the Borough. Projects set to start imminently in 2024/25 will further that work, including collaboration with The Trussell Trust and Farnborough Foodbank, a ‘Safe & Warm’ scheme in partnership with the NHS targeting proactively those with significant respiratory ill-health, as well as Work Wise – delivered alongside other local LCAs – supporting those with disabilities, long-term health conditions, or neurodivergence to secure or stay in employment.

Clients in or at risk of fuel poverty – and their need for energy advice - has continued to dominate caseloads over the last year. Funds via the Household Support Fund and other sources has also enabled us to provide unprecedented levels of direct financial support to supplement our existing advice services, with energy grants, crisis vouchers, and provision of white goods and boiler repair featuring heavily. Together with Prospect Estate Big Local (PEBL), we have been able to secure funding to further expand our energy advice capacity. This work has helped us engage more closely with residents in local areas of deprivation, as well as work more closely with our community organisations and charities, as well as libraries, local councillors, and Nepali speaking groups.

Healthlands – rebranded as ‘The Mental Health Project’ – remains a critical part of the local framework of services supporting mental health recovery in our area, with a record 500 clients helped during 2023-24. Additional funding from the NHS ensured the continued expansion of the MHICS referral element of this service during the last year, with a new contract of up to a further five years secured for 2024-25 onwards. This supplements the continued and vital support and funding of Broadhurst Welcome Home.

Increased funding and recognition for our wider activities, such as our specialist Nepali and Commonwealth Domestic & Sexual Abuse Service, also reflects the value and impact of the charity as a whole. Entering its ninth year, our nationwide Money & Benefits Clinic – delivered on behalf of The Brain Tumour Charity – has supported over 2,000 individuals and families with over £5.5 million in financial outcomes thus far. Our Pension Wise team continues to deliver a very high quality and highly valued service across the region – also seeing increased demand as a result of economic pressures.

Advocacy remains at the heart of our service, with the findings and actions agreed at the launch of our ‘Cost of Living in Rushmoor’ report driving and informing our work across all projects and activities during 2023-24.

A summary of our financial impact is given in the following table. This does not include the huge value of our volunteers (shown above) who bring enormous indirect benefits as well, not least to our independence, diversity and the range of experience we can draw upon within our team. The table below shows the breakdown of the different issues seen – this data has been extremely valuable to our partners and is used to target activity - and focus help where it is most needed.

Breakdown of Advice Issues 2023-24

Last year, across all our services, Citizens Advice Rushmoor helped 10,706 clients with 43,046 issues through 30,820 activities in 10,377 separate cases. In addition to 2,431 lightly recorded “simple queries” or where we signposted clients to other services; this includes customer services from the Welcome Team or the Nepali drop in service.

The chart below shows the distribution of advice issues across the level 1 categories of work we do. This excludes the 22,884 Financial Capability codes recorded by the Pension Wise team.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Overall the number of issues helped with increased by 67% compared to 2022-23 with very dramatic increases in Consumer (278%), Utilities (188%) and debt (79%) largely related to our expanded capacity on energy advice projects. There was also an increase in Foodbank and Charitable Funds issues (73%) which will not surprise many but a there has also been a disturbing rise in Hate Crime and GVA issues recorded (213%).



Direct and Indirect Value of Advice

The table following uses directly recorded data from advice given, as well as a Treasury approved model to calculate public value and fiscal savings, provided through our national Citizens Advice network.

Direct and Indirect Value of Advice 2023/24	
Benefits: 756 clients received on going awards averaging £6,865 per annum: 303 clients received a one off award averaging £1,516 in total:	PA £5,187,645 £459,293
Debt: 535 clients with debt issues, 73% of which were resolved. Average debt of £13,217 for 82 clients was written off in total: 51 clients also had an average of £2,176 payments rescheduled:	£1,089,718 £111,941
Housing: Savings to our local authority by preventing homelessness: Savings to housing providers: Savings to the court system:	£167,945 £388,196 £16,000
Health: Reducing use of mental health & GP services, and keeping people in work:	£613,881
Total Fiscal Value:	£1,835,029
Total Public Value:	£26,583,170
Total Value to the People we helped:	£7,791,672

RUSHMOOR CITIZENS ADVICE BUREAUX

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

FINANCIAL REVIEW

a. Results

Income in the year amounted to £1,111,414 with expenditure of £1,109,770

The results for the year and the charity's financial position at the end of the year are shown in the attached financial statements. The financial statements have been prepared in accordance with the Companies Act 2006 and the Financial Reporting Standard applicable in the UK and Republic of Ireland (SORP); and comply with the charity's Memorandum and Articles of Association.

b. Principal Funding Source

Rushmoor Borough Council is one of the two principal funders and in addition to the direct financial grant and rent detailed in the financial statements, they also provide much appreciated help in kind, in the form of car parking concessions, meeting rooms and other informal support for services.

In the context of the volatile, complex, and uncertain operating environment the Board continues to recognise the importance of maintaining diverse funding and ensuring a flexible response to opportunities and challenges.

c. Going Concern

The financial statements as of 31 March 2024 were prepared on a going concern basis. In performing the going concern assessment, the Trustees have considered Citizens Advice Bureaux's ability to continue to deliver service to its clients; the increase in client demand for services; the capacity of staff and volunteers to perform their roles; current and future funding sources; cash position; and available reserves.

Based on this assessment, the trustees concluded and were satisfied that the charity has adequate resources to continue in operational existence for the foreseeable future and that Rushmoor Citizens Advice Bureaux remains a going concern.

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.

d. Investment Policy and Performance

Regular reviews of investment of reserves are undertaken by the Treasurer and Finance Manager, to ensure the most favourable return for the charity. Reserves and running costs are split between Scottish Widows and Royal Bank of Scotland for the financial year ending 31st March 2024 in line with previous financial years.

f. Reserves Policy

The Trustees recognise the need to maintain reserves to ensure Rushmoor Citizens Advice Bureaux meets its statutory and contractual obligations, following Charity Commission guidance and best practice. The Reserves Policy is reviewed annually and updated in a report to Trustee Board meetings. Trustees aim to actively manage reserves, recognising the changing operating environment.

The Reserves Policy recognises the need to hold financial reserves to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. This includes recognition of areas such as staff redundancies; sickness cover; uninsured losses and late payment by funders. The policy defines a minimum level for restricted and unrestricted reserves. Designated reserves are allocated through periodic review of requirements.

Reserves as of 31 March 2024 total £332,630 being £321,682 unrestricted reserves and £10,948 restricted reserves. The Board considers that free reserves (defined as unrestricted reserves less tangible fixed asset) should be maintained at a minimum amount equivalent to three months of the current year's expenditure, and results easily meet this policy, allowing use of some of the free reserves during 2023/2024 to invest in the charity. The board considers that the current level is adequate to support current and anticipated levels of activity, to enable it to respond to opportunities and to provide for emergencies.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

MEMBERS' LIABILITY

The Members of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up.

SMALL COMPANY PROVISIONS

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

TRUSTEES' RESPONSIBILITIES STATEMENT

The trustees are responsible for preparing the Trustees' Report and the financial statements. Company law requires the trustees to prepare statements for each financial year, to give a true and fair view of the state of affairs of the charitable company – as well as the incoming resources and application of resources - including the income and expenditure of the charity for that period.

Trustees must:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the charities' statement of recommended practice (SORP);
- make reasonable and prudent judgments and estimates;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for ensuring proper accounting records are kept. The records must disclose with reasonable accuracy, at any time, the financial position of the charitable company and the trustees must make sure that the financial statements comply with the Companies Act 2006. The trustees are also responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website.

Trustees must safeguard the assets of the charitable company and take reasonable steps to prevent and detect fraud and other irregularities.

DISCLOSURE OF INFORMATION TO AUDITORS

We, the Trustees of the company who held office at the date of approval of these Financial Statements as set out above each confirm, so far as we are aware, that:

- There is no relevant audit information of which the company's auditors are unaware; and
- We have taken all the steps that we ought to have taken as Trustees in order to make ourselves aware of any relevant audit information and to establish that the company's auditors are aware of that information


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

AUDITORS

Auditors will be appointed at the next Annual General Meeting.

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


.....
Mr Andrew Levey

Chair

Date:

16.09.24

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF RUSHMOOR CITIZENS ADVICE BUREAUX

Opinion

We have audited the financial statements of Rushmoor Citizens Advice Bureaux (the 'charity') 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 Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the 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.

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.

RUSHMOOR CITIZENS ADVICE BUREAUX

(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF RUSHMOOR CITIZENS ADVICE BUREAUX (CONTINUED)

Opinion on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' report.

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' report and from the requirement to prepare a Strategic report.

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.

RUSHMOOR CITIZENS ADVICE BUREAUX

(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF RUSHMOOR CITIZENS ADVICE BUREAUX (CONTINUED)

Auditors' responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue 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:

- The charitable company is subject to laws and regulations that directly affect the financial statements including financial reporting legislation. We determined that the following laws and regulations were most significant including FRS 102, Charities SORP, Companies Act 2006, Charities Act 2011 and compliance with the National Citizens Advice Bureau policies. We assessed the extent of compliance with these laws and regulations as part of our procedures on the related financial statement items.
- We understood how the charitable company is complying with those legal and regulatory frameworks by, making inquiries to management, those responsible for legal and compliance procedures and the company secretary. We corroborated our inquiries through our review of board minutes.
- The engagement partner assessed whether the engagement team collectively had the appropriate competence and capabilities to identify or recognize non-compliance with laws and regulations. The assessment did not identify any issues in this area.
- We assessed the susceptibility of the charitable company's financial statements to material misstatement, including how fraud might occur. We considered the opportunities and incentives that may exist within the organisation for fraud and identified the greatest potential for fraud in the following areas; management override of controls to manipulate results, or to cause the charitable company to enter into transactions not in its best interests.

Audit procedures performed by the engagement team included:

- Identifying and assessing the design effectiveness of controls management has in place to prevent and detect fraud;
- Understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process;
- Challenging assumptions and judgments made by management in its significant accounting estimates; and
- Identifying and testing journal entries, in particular any journal entries posted with unusual account combinations.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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.

RUSHMOOR CITIZENS ADVICE BUREAUX

(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF RUSHMOOR CITIZENS ADVICE BUREAUX (CONTINUED)

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members 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.

Janice Matthews FCA (Senior statutory auditor)

for and on behalf of

Menzies LLP

Chartered Accountants

Statutory Auditor

Magna House

18-32 London Road

Staines-Upon-Thames

TW18 4BP

Date:

RUSHMOOR CITIZENS ADVICE BUREAUX

(A company limited by guarantee)

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 £	Total funds 2023 £
Income from:					
Grants	3	489,372	617,109	1,106,481	938,141
Investments	4	4,933	-	4,933	1,722
Total income		494,305	617,109	1,111,414	939,863
Expenditure on:					
Raising funds	5	346	-	346	-
Charitable activities	6	517,566	591,858	1,109,424	952,320
Total expenditure		517,912	591,858	1,109,770	952,320
Net (expenditure)/income		(23,607)	25,251	1,644	(12,457)
Transfers between funds	15	14,890	(14,890)	-	-
Net movement in funds		(8,717)	10,361	1,644	(12,457)
Reconciliation of funds:					
Total funds brought forward		330,399	587	330,986	343,443
Net movement in funds		(8,717)	10,361	1,644	(12,457)
Total funds carried forward		321,682	10,948	332,630	330,986

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 20 to 35 form part of these financial statements.

RUSHMOOR CITIZENS ADVICE BUREAUX
(A company limited by guarantee)
REGISTERED NUMBER: 04354628

BALANCE SHEET
AS AT 31 MARCH 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	12	28,297	24,012
		<u>28,297</u>	<u>24,012</u>
Current assets			
Debtors	13	49,967	32,676
Cash at bank and in hand		369,628	421,614
		<u>419,595</u>	<u>454,290</u>
Creditors: amounts falling due within one year	14	(115,262)	(147,316)
		<u>304,333</u>	<u>306,974</u>
Net current assets		304,333	306,974
Total assets less current liabilities		<u>332,630</u>	<u>330,986</u>
Total net assets		<u>332,630</u>	<u>330,986</u>
Charity funds			
Restricted funds	15	10,948	587
Unrestricted funds	15	321,682	330,399
		<u>332,630</u>	<u>330,986</u>
Total funds		<u>332,630</u>	<u>330,986</u>

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:

.....
Andrew Levey
Chair
Date:

The notes on pages 20 to 35 form part of these financial statements.

RUSHMOOR CITIZENS ADVICE BUREAUX

(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	(33,360)	(39,403)
	<hr/>	<hr/>
Cash flows from investing activities		
Purchase of tangible fixed assets	(18,626)	(18,997)
	<hr/>	<hr/>
Net cash used in investing activities	(18,626)	(18,997)
	<hr/>	<hr/>
Cash flows from financing activities		
	<hr/>	<hr/>
Net cash provided by financing activities	-	-
	<hr/>	<hr/>
Change in cash and cash equivalents in the year	(51,986)	(58,400)
Cash and cash equivalents at the beginning of the year	421,614	480,014
	<hr/>	<hr/>
Cash and cash equivalents at the end of the year	369,628	421,614
	<hr/> <hr/>	<hr/> <hr/>

The notes on pages 20 to 35 form part of these financial statements

RUSHMOOR CITIZENS ADVICE BUREAUX

(A company limited by guarantee)

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

1. General information

Rushmoor Citizens Advice Bureaux is a charitable company limited by guarantee incorporated in England and Wales. The address of the registered office is disclosed on the company information page.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement 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) (2nd Edition, effective January 2019), "Charities SORP" and Companies Act 2006.

Rushmoor Citizens Advice Bureaux 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.

2.2 Company status

The Charity is a company limited by guarantee. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity.

2.3 Going concern

The Trustees believe that the charity has sufficient resources to continue its operations from at least twelve months from the date of approval of these financial statements. The accounts are accordingly prepared on the Going Concern basis.

2.4 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 meeting any performance related conditions there is not unconditional entitlement to the income and its recognition is deferred and included in creditors as deferred income until the performance-related conditions are met. Where entitlement occurs before income is received, the income is accrued.

Donated services or facilities are recognised when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the charity of the item is probable and the economic benefit can be measured reliably.

On receipt, donated professional services and facilities are recognised on the basis of the value of the gift to the Charity which is the amount it would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

2.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

RUSHMOOR CITIZENS ADVICE BUREAUX

(A company limited by guarantee)

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

2. Accounting policies (continued)

2.5 Expenditure (continued)

All expenditure is accounted for on an accruals basis. All expenses including support costs and governance costs are allocated to the applicable expenditure headings.

Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters. Governance costs are those incurred in connection with the constitutional and statutory requirements of the charity.

Irrecoverable VAT is charged against the expenditure heading for which it was incurred.

2.6 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 bank.

2.7 Tangible fixed assets and depreciation

Assets costing more than £500 are capitalised. Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of the asset, less their estimated residual value, over their expected useful lives on the following bases:

Depreciation is provided on the following basis:

Office and Computer equipment	-	33% per annum on cost
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2.8 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.

2.9 Pensions Costs

Contributions to the defined contribution scheme are charged to the Statement of Financial Activities as incurred.

2.10 Support Costs

Costs are allocated between direct and support costs in proportion to time spent by employees.

RUSHMOOR CITIZENS ADVICE BUREAUX

(A company limited by guarantee)

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

2. Accounting policies (continued)

2.11 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.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds 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.

RUSHMOOR CITIZENS ADVICE BUREAUX

(A company limited by guarantee)

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

3. Income from donations and legacies

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Donations				
Donations	15,270	-	15,270	459
Grants				
Rushmoor Borough Council (funding grant)	189,960	-	189,960	199,958
Rushmoor Borough Council (rent and rates)	54,702	-	54,702	52,902
Pension Wise	-	398,491	398,491	369,196
Frimley CCG	157,133	-	157,133	134,230
Broadhurst Trust	33,622	-	33,622	33,536
OPCC	-	-	-	24,000
NHS COPD	-	5,010	5,010	-
The Brain Tumour Charity	37,383	-	37,383	26,079
Citizens Advice Hampshire Including Healthwatch Hampshire	-	-	-	2,200
Miscellaneous funding	1,302	1,055	2,357	718
Armed Forces Covenant Fund	-	2,250	2,250	29,250
Kickstart	-	-	-	2,089
BEIS Capacity Building	-	-	-	3,260
National Lottery	-	48,599	48,599	-
Energy Advice	-	22,720	22,720	-
SGN PEBL	-	28,160	28,160	-
Reaching People Together	-	-	-	(794)
HCC Get Going	-	-	-	15,000
Domestic Abuse	-	32,000	32,000	-
Overcoming Barriers	-	-	-	23,800
Cost of Living	-	28,274	28,274	4,627
Armed Forces Covenant 2	-	33,334	33,334	8,333
Household Support Fund	-	17,216	17,216	6,934
Outreach	-	-	-	2,364
	489,372	617,109	1,106,481	938,141
	489,372	617,109	1,106,481	938,141
<i>Total 2023</i>	473,776	464,365	938,141	

RUSHMOOR CITIZENS ADVICE BUREAUX

(A company limited by guarantee)

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

4. Investment income

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Bank interest receivable	4,933	4,933	1,722
	<hr/>	<hr/>	<hr/>
<i>Total 2023</i>	<hr/> 1,722 <hr/>	<hr/> 1,722 <hr/>	

5. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Fundraising costs	346	346	-
	<hr/>	<hr/>	<hr/>

6. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Total 2023 £
Charitable activities	517,566	591,858	1,109,424	952,320
	<hr/>	<hr/>	<hr/>	<hr/>
<i>Total 2023</i>	<hr/> 480,615 <hr/>	<hr/> 471,705 <hr/>	<hr/> 952,320 <hr/>	

RUSHMOOR CITIZENS ADVICE BUREAUX

(A company limited by guarantee)

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

7. Analysis of expenditure by activities

	Activities undertaken directly 2024 £	Support costs 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Charitable activities	983,321	126,103	1,109,424	952,320
<i>Total 2023</i>	<i>845,515</i>	<i>106,805</i>	<i>952,320</i>	

Analysis of direct costs

Allocation between direct and support costs is calculated based on the proportion of the time spent by employees allocated to direct and support costs. In 2024 the allocation between direct and support costs was 93/7 (2023: 93/7).

	Activities 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Staff costs	880,479	880,479	733,911
Rent, rates, light and heat	55,409	55,409	55,100
Insurance	5,292	5,292	4,818
Telephone	5,496	5,496	6,687
Printing, postage and stationery	2,834	2,834	3,977
Computer and equipment costs	2,915	2,915	3,415
Cleaning	-	-	631
Sundry	1,810	1,810	9,219
Training	2,440	2,440	2,939
Subscriptions and professional publications	6,278	6,278	7,906
Travel	3,874	3,874	1,508
Depreciation	13,339	13,339	11,577
Consultants costs	3,155	3,155	3,827
	983,321	983,321	<i>845,515</i>
<i>Total 2023</i>	<i>845,515</i>	<i>845,515</i>	

RUSHMOOR CITIZENS ADVICE BUREAUX

(A company limited by guarantee)

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

7. Analysis of expenditure by activities (continued)

Analysis of support costs

Allocation between direct and support costs is calculated based on the proportion of the time spent by employees allocated to direct and support costs. In 2023 the allocation between direct and support costs was 93/7 (2023: 93/7).

	Activities 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Staff costs	66,273	66,273	54,663
Rent, rates, light and heat	4,171	4,171	4,147
Insurance	398	398	363
Telephone	414	414	503
Printing, postage and stationery	213	213	145
Computer and equipment costs	220	220	257
Cleaning	-	-	48
Sundry	1,045	1,045	693
Training	184	184	221
Subscriptions and professional publications	473	473	595
Travel	292	292	113
Depreciation	1,004	1,004	871
Consultants costs	238	238	288
Governance costs	51,178	51,178	43,898
	<u>126,103</u>	<u>126,103</u>	<u>106,805</u>
<i>Total 2023</i>	<u>106,805</u>	<u>106,805</u>	

RUSHMOOR CITIZENS ADVICE BUREAUX

(A company limited by guarantee)

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

8. Governance costs

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Auditor's remuneration	10,074	10,074	9,360
Accountancy fees	1,656	1,656	1,656
Staff costs	39,448	39,448	32,882
	<u>51,178</u>	<u>51,178</u>	<u>43,898</u>

Allocated governance costs are calculated at 4% of total staff and travel costs (2023: 4%).

9. Auditors' remuneration

	2024 £	2023 £
Fees payable to the Charity's auditor for the audit of the Charity's annual accounts	10,074	9,360
Fees payable to the Charity's auditor in respect of: All non-audit services not included above	<u>1,656</u>	<u>1,656</u>

10. Staff costs

	2024 £	2023 £
Wages and salaries	885,942	735,824
Social security costs	72,127	62,616
Contribution to defined contribution pension schemes	28,131	23,016
	<u>986,200</u>	<u>821,456</u>

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

	2024 No.	2023 No.
Employees	<u>37</u>	<u>37</u>

RUSHMOOR CITIZENS ADVICE BUREAUX

(A company limited by guarantee)

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

10. Staff costs (continued)

The average headcount expressed as full-time equivalents was:

	2024	<i>2023</i>
	No.	<i>No.</i>
Employees	28	<i>27</i>

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

The remuneration and benefits received by key management personnel in the year totalled £142,231 (2023: £108,742) with employer's pension contributions of £4,711 (2023: £5,437).

11. Trustees' remuneration

During the year no Trustees received any remuneration (2023: £ nil).
During the year no Trustees received any benefit in kind (2023: £ nil).
During the year Trustees were reimbursed £62 for expenses (2023: nil).

RUSHMOOR CITIZENS ADVICE BUREAUX

(A company limited by guarantee)

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

12. Tangible fixed assets

	Office equipment £
Cost or valuation	
At 1 April 2023	93,330
Additions	18,626
At 31 March 2024	<u>111,956</u>
Depreciation	
At 1 April 2023	69,318
Charge for the year	14,341
At 31 March 2024	<u>83,659</u>
Net book value	
At 31 March 2024	<u>28,297</u>
At 31 March 2023	<u>24,012</u>

13. Debtors

	2024 £	2023 £
Due within one year		
Trade debtors	12,115	666
Prepayments and accrued income	37,852	32,010
	<u>49,967</u>	<u>32,676</u>

RUSHMOOR CITIZENS ADVICE BUREAUX

(A company limited by guarantee)

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

14. Creditors: Amounts falling due within one year

	2024 £	2023 £
Trade creditors	10,075	2,484
Other taxation and social security	16,885	14,363
Other creditors	1,915	3,968
Accruals and deferred income	86,387	126,501
	<u>115,262</u>	<u>147,316</u>
	<u>2024 £</u>	<u>2023 £</u>
Deferred income at 1 April 2023	104,084	115,446
Resources deferred during the year	72,384	101,982
Amounts released from previous periods	(104,084)	(113,344)
	<u>72,384</u>	<u>104,084</u>

Deferred income for 2024 relates to grants and other income received in respect of future periods.

RUSHMOOR CITIZENS ADVICE BUREAUX

(A company limited by guarantee)

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

15. Statement of funds

Statement of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Unrestricted funds					
Designated funds					
Designated Funds	50,000	-	(42,844)	(7,156)	-
General funds					
General Purpose Fund	280,399	494,305	(475,068)	22,046	321,682
Total Unrestricted funds	330,399	494,305	(517,912)	14,890	321,682
Restricted funds					
Pension Wise	-	398,491	(398,491)	-	-
MoD Domestic Abuse Funding	1	-	(1)	-	-
Domestic abuse	-	32,000	(32,618)	618	-
Armed Forces Covenant	(3,868)	2,250	-	1,618	-
Household Support Fund	-	17,216	(15,128)	(2,088)	-
SGN PEBL	-	28,161	(20,787)	-	7,374
NHS COPD	-	5,009	(556)	(4,453)	-
Grub Hub Charis	-	500	(507)	7	-
Energy advice	-	22,720	(12,929)	(9,791)	-
Vivid - DROs	-	555	-	(555)	-
National Lottery	-	48,599	(48,412)	(187)	-
Cost of Living	-	28,274	(28,215)	(59)	-
Armed Forces Covenant 2	4,454	33,334	(34,214)	-	3,574
	587	617,109	(591,858)	(14,890)	10,948
Total of funds	330,986	1,111,414	(1,109,770)	-	332,630

RUSHMOOR CITIZENS ADVICE BUREAUX

(A company limited by guarantee)

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

15. Statement of funds (continued)

The General Purposes Fund represents the free funds of the Charity which are not designated for a particular purpose other than to meet the obligations set down in the reserves policy included in the Trustees' Annual Report.

Pension Wise Fund has been received to provide Pensions Guidance within the area designated to be covered by the Charity.

OPCC Fund has been received as part of a project to raise awareness and support victims of Domestic Abuse and provide a Nepali Speaking Domestic Abuse Worker.

Armed Forces Covenant Fund has been received to provide Domestic Abuse Support and awareness.

National Lottery Funds were received to help cover the shortfall in funding delivery of our Core Services.

Frimley Health, Broadhurst Trust and The Brain Tumour Charity provide funds to enable support for those suffering with long term health and mental health problems.

Various other funds have enabled the provision of localised outreach support across the Rushmoor area with access to Cost of Living Support, Energy Advice and Designated Client Grant funds to meet immediate needs for Household Support.

RUSHMOOR CITIZENS ADVICE BUREAUX

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

15. Statement of funds (continued)

Statement 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>
	£	£	£	£	£
Unrestricted funds					
Designated funds					
Designated Funds - all funds	-	-	-	50,000	50,000
General funds					
General Purpose Fund	338,102	475,498	(480,615)	(52,586)	280,399
Total Unrestricted funds	338,102	475,498	(480,615)	(2,586)	330,399
Restricted funds					
Pension Wise	-	369,196	(369,192)	(4)	-
OPCC	-	24,000	(30,128)	6,128	-
MoD Domestic Abuse Funding	6,487	-	(6,483)	(3)	1
Armed Forces Covenant	(1,146)	29,250	(31,972)	-	(3,868)
Kickstart	-	2,089	(3,348)	1,259	-
Domestic Abuse & Sexual Violence (PCC)	-	-	1,121	(1,121)	-
Reaching People Together	-	(794)	2,291	(1,497)	-
Overcoming Barriers	-	23,800	(22,535)	(1,265)	-
Outreach Projects	-	2,364	(1,371)	(993)	-
Household Support Fund	-	1,500	(582)	(918)	-
Cost of Living	-	4,627	(5,627)	1,000	-
Armed Forces Covenant 2	-	8,333	(3,879)	-	4,454
	5,341	464,365	(471,705)	2,586	587
Total of funds	343,443	939,863	(952,320)	-	330,986

RUSHMOOR CITIZENS ADVICE BUREAUX

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

16. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	28,297	-	28,297
Current assets	408,647	10,948	419,595
Creditors due within one year	(115,262)	-	(115,262)
Total	321,682	10,948	332,630

Analysis of net assets between funds - prior period

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	24,012	-	24,012
Current assets	453,703	587	454,290
Creditors due within one year	(147,316)	-	(147,316)
Total	330,399	587	330,986

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

	2024 £	2023 £
Net income/expenditure for the period (as per Statement of Financial Activities)	1,644	(12,457)
Adjustments for:		
Depreciation charges	14,341	12,569
Increase in debtors	(17,291)	(1,058)
Decrease in creditors	(32,054)	(38,623)
Net cash used in operating activities	(33,360)	(39,569)

RUSHMOOR CITIZENS ADVICE BUREAUX

(A company limited by guarantee)

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

18. Analysis of cash and cash equivalents

	2024 £	2023 £
Cash in hand	369,628	421,614
Total cash and cash equivalents	369,628	421,614

19. Analysis of changes in net debt

	At 1 April 2023 £	Cash flows £	At 31 March 2024 £
Cash at bank and in hand	421,614	(51,986)	369,628
	421,614	(51,986)	369,628

20. Grants in kind

During the year the Charity received a grant in kind for the rent on two sites, Farnborough and Aldershot, from Rushmoor Borough Council; the Charity received 90% relief £52,902 (2023: £52,902) income against the rent expenditure of £58,780 (2023: £58,780).

21. Taxation

Rushmoor Citizens Advice Bureaux has charitable status and is exempt from tax on its income and gains to the extent they are applied to its charitable objects.

22. 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.