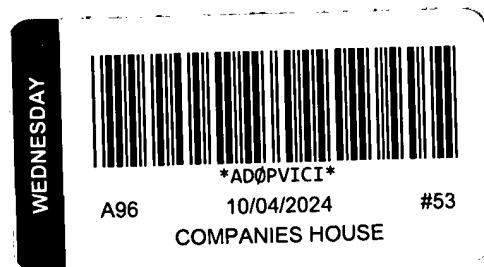


REGISTERED COMPANY NUMBER: 05190146 (England and Wales)
REGISTERED CHARITY NUMBER: 1106738

**Report of the Trustees and
Financial Statements for the Year Ended 31 March 2023
for
The Bedford and District Citizens Advice
Bureau**



**Contents of the Financial Statements
for the Year Ended 31 March 2023**

	Page
Report of the Trustees	1 to 8
Report of the Independent Auditors	9 to 12
Statement of Financial Activities	13
Balance Sheet	14
Cash Flow Statement	15
Notes to the Cash Flow Statement	16
Notes to the Financial Statements	17 to 27
Detailed Statement of Financial Activities	28

**Report of the Trustees
for the Year Ended 31 March 2023**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of 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).

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objectives of Citizens Advice Bedford are:

- To provide free, confidential, impartial and independent advice and information for the benefit of the local community.
- To exercise a responsible influence on the development of social policies and services.
- To ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

In addition to the continuing provision of high-quality advisory services to the local community, the objective is to work to enable the Bureau to expand its services where possible.

The principal activity of the Bureau remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. In addition to generalist advice the following specialist advisory services were provided:

- i) Specialist Welfare Benefits Advice to clients of Bedford Borough Social Services, funded by Bedford Borough Council
- ii) Specialist Welfare Benefits Advice funded by the Harpur Trust
- iii) Specialist Welfare Reform/Debt Advice funded by the House of Industry
- iv) Specialist Housing Debt Advice and Court Desk funded by the House of Industry
- v) Specialist Debt Advice funded by the Money Advice Service
- vi) Benefit Advice Services to help people resolve concerns around public involvement in health research, design and delivery funded by a number of Health Agencies.
- vii) Generalist Services funded by the Trussell Trust
- viii) Energy Advice services funded by the Climate Change Fund through the Bedford Borough Mayor
- ix) General Advice services

Advisory services were provided through a hybrid of face-to-face and remote consultations as well as email, although advice was also delivered through the use of telephone and social media.

Public benefit

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the aims and objectives and in planning the future activities. In particular, the Trustees considered how planned activities will contribute to the aims and objectives they have set and believe the Charity has complied with the duty in section 4 of the Charities Act 2011.

**Report of the Trustees
for the Year Ended 31 March 2023**

OBJECTIVES AND ACTIVITIES

Volunteers

The Charity receives help and support in the form of voluntary assistance in advising the public and administering the Charity.

As at 31 March 2023, we had 13 volunteers and are actively recruiting more. The pandemic and lockdown has had an effect on our volunteer numbers who have not wished to continue remote working. We will continue to develop ways to engage and maintain new volunteer numbers.

The Trustee Board and Senior Management Team recognise the invaluable contribution made by our volunteers without whom the service could not operate.

STRATEGIC REPORT

Achievement and performance

Charitable activities

Citizens Advice Bedford is the recognised advice agency in Bedford Borough; the Citizens Advice brand is widely recognised and trusted at national and local level. It is recognised as an organisation that provides good quality advice without charge to anyone in need.

The office is located in the Harpur Centre, in the centre of town and benefits from staff and volunteers who are well trained, enthusiastic, and committed. As well as benefiting from nationally provided knowledge and reference sources, they also have specialist local knowledge which is valuable to clients.

Citizens Advice Bedford saw a total of 3,367 unique clients with 14,580 issues. In addition, we responded to 4,835 emails and the local advice telephone service received 5,806 telephone calls.

The charity generated £1,887,880 in welfare benefit income and wrote off £184,415 worth of debt.

Fundraising activities

The charity did not undertake any fundraising activities during the year.

**Report of the Trustees
for the Year Ended 31 March 2023**

STRATEGIC REPORT

Achievement and performance

Restrictions and Investment Powers

As required in its Memorandum paragraph in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law. The Trustee Board has agreed an investment policy, which includes;

- No bank (plus any of its subsidiaries) shall have more than £85,000 of Citizens Advice Bedford funds for a period greater than 28 days.
- The Company will actively invest funds currently held on deposit into a mix of business investment funds offered by UK based banks or Building Societies covered by the UK Financial Compensation Scheme. For clarity there would be no investments in institutions where the compensation scheme is covered by a country abroad. No investment would exceed £85,000 in any one bank or its subsidiaries.
- The Company will retain flexibility within either the current account and/or linked deposit account to meet its day-to-day needs.
- The Company will consider investing in shares and/or similar investments but will not commit more than 25% of available reserves in these types of investments.
- No investment will be made where access to funds would be greater than 60 days' notice.

At 31st March 2023 the Company Charity had £93,022 invested with the Cambridge and Counties Bank in a 31-day notice account and an easy access savings account. The investment in Cambridge and Counties slightly exceeded the £85,000 per bank requirement of the policy but is considered to be a small risk.

The Memorandum of Association authorises the charity to receive income by way of grants, donations, gifts and legacies provided that it does not undertake any permanent trading activities in raising funds for its primary objectives. The Memorandum of Association authorises investment of surplus monies not immediately required, subject only to conditions and consents imposed by law.

Financial review

Financial position

The unrestricted and undesignated general free reserves at 31 March 2023 was £204,864 (2022:£165,988) after designating reserves of £169,748 (2022: £127,746). Restricted reserves at the end of the year amount to £69,935 (2022: £27,030).

During the 2022/23 financial year, CAB delivered a financial surplus of £123,783 (2021/22: £9,803). This increase in surplus arose primarily through staff vacancies and changes, and increased funding. Income overall increased by 22.3% to £641,986 compared to £524,680 in 2021/22, while over the same period expenditure slightly increased by 0.6% to £518,203 from £514,877 in 2021/22.

Expenditure on fixed assets capitalised during the year amounted to £48,581 (2021/22: £Nil) in congruence with our policy. Fixed assets are used for charitable purposes and enable staff and volunteers to capitalisation provide an optimum service to the public.

There is an end of year restricted fund balance of £69,935 (2021/22: £27,030). These funds are expected to be fully spent or returned by 31 March 2024.

**Report of the Trustees
for the Year Ended 31 March 2023**

STRATEGIC REPORT

Financial review

Principal funding sources

CAB delivered the fourth year of a 5-year contract on behalf of Bedford Borough Council and continued with The Harpur Trust funded project for welfare benefit advice. CAB continued delivery of MaPS contracts and the Benefits Advice Service continues to provide funding for clients across England and Wales undergoing research into health and social issues. Borough Council provides a continuous running welfare benefit contract and the House of Industry provides grants for both debt relief and housing contracts. CAB secured funding for 2 years through the Mayoral Climate Change Fund, starting in January 2023. CAB also started to deliver year 1 of a 3-year partnership with the Trussell Trust, operating in Foodbanks within the Borough. A one-off payment was also received to support clients facing Homelessness from Bedford Borough Council. Lastly, in March 2023 a payment of £15,000 was secured from Citizens Advice to support core activity - this has been used to provide additional phone assessment support.

The Trustees extend their gratitude to all funders for their continued support.

Reserves policy

Citizens Advice Bedford is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The Company will maintain a projection of income for at least two years ahead and will ensure that this continues to be derived from as wide a variety of sources possible. They will 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 so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred the Trustees have determined that a designated unrestricted reserve should be maintained equal to 3 months' budgeted operating expenditure, which currently equates to £169,748 (2022: £127,746 based on 3 months' normal operating expenditure). The Trustees continually monitor this target, a key KPI for the Charity.

The unrestricted and undesignated general free reserves at 31 March 2023 was £204,864 (2022: £165,988) after designating reserves of £169,748 (2022: £127,746). Restricted reserves at the end of the year amount to £69,935 (2022: £27,030).

Going concern

The Charity reported a cash inflow of £122,487 for the year and went through a transition period in 2022/23. Whilst the year ending 31 March 2023 was not affected by Lockdown, nonetheless the impact of Covid-19 was still evident. The effect on project work was minimal from a financial point of view overall. Whilst having returned to providing some face-to-face services, CAB are still providing telephone support to those needing our support/advice and have increased our capacity to deliver services in this way.

We expect funding next year in 2023/24 to remain similar to the current year but are reviewing our expenditure base and accommodation to reduce costs to match any reduction in funding, whilst continuing to look for further funding opportunities. Different funding streams have been identified in 2022/23 which have offered the organisation the chance to develop new expertises.

After making further appropriate enquiries, together with reserves and expenditure control, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the twelve months from the date of signing this report. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Political Donations

No donations of monies or donated goods were made to any political parties or political campaigns in the year 2022/23 (2021/22: £NIL).

**Report of the Trustees
for the Year Ended 31 March 2023**

STRATEGIC REPORT

Principal risks and uncertainties

The trustees have a duty to identify and review risks to which the charity is exposed and to ensure appropriate controls are in place.

The Charity has worked on a Corporate Risk Management exercise. A risk management strategy and risk register were agreed by the Trustee Board. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. The last full risk assessment was carried out in November 2023, and approved by Trustees at the November 2023 Trustee Board Meeting.

Future plans

CAB's main priority is the provision of an accessible advice service to the community in Bedford Borough. The move to the Harpur Centre is completed which has increased the local profile of the organisation. New funding streams have been obtained, which has enabled outreach work to be carried out at local Foodbank venues, as well as funding for a new Energy Advice role in response to the Cost of Living Crisis. As well as the new outreach sessions, clients are still able to contact us face to face, by telephone and email - we are looking to extend these services with the recruitment of more volunteers. CAB is also recruiting a dedicated telephone assessor to meet client demand, and plans to start additional outreach work.

In summary CAB will continue to:

- o provide good quality advice and information to the communities in Bedford and in particular to the most the most vulnerable;
- o provide advice that is available at both a general help level and specialist advice in debt, welfare benefits and homelessness prevention;
- o provide accessible channels to contact the service;
- o be a key partner to the local authority through, in particular, the provision of data about community needs and a leading player in the Bedford Advice and Third Sectors.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The Charity (which has the working name of 'Citizens Advice Bedford (CAB)') was formed as a Company limited by guarantee on 27 July 2004 (Company Number: 05190146). The full name of the charity is The Bedford and District Citizens Advice Bureau and was registered with the Charity Commission on 12 November 2004 (Charity Number: 1106738).

It is governed by its Memorandum and Articles of Association, as last updated on 24 March 2011.

Organisational structure

Citizens Advice Bedford is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of the Bureau and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Recruitment and appointment of new trustees

Trustees, who are also Directors of the Company, are appointed by the current Trustee Board. A separate process agreed by the Trustee Board is followed for the election of the Chair and Treasurer. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

Newly appointed Trustees are provided with a comprehensive induction to Citizens Advice Bedford through the provision of CAB training courses and support by established Trustees.

**Report of the Trustees
for the Year Ended 31 March 2023**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Key management remuneration

The Trustees regularly benchmark the pay of Senior Management in similar sized charity organisations in the locality and also across similar sized Local Citizens Advice organisations

No member of staff was paid more than £60,000.

Related parties

Citizens Advice Bedford subscribes to the membership scheme of The National Association of Citizens Advice Bureaux (Citizens Advice), the national charity (Charity Number: 279057) which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of the Bureau in order to fulfil its charitable objects and comply with the national membership requirements.

During the 2022/23 financial year, payments were made to Citizens Advice to the value of £7,849 (2021/22: £8,510) in respect of subscriptions and sundries. Receipts from Citizens Advice for contracts and grant funding totalled £141,540 (2021/22: £170,630).

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where any of the Trustees holds the position of a Trustee/Director of another charity they would declare a conflict of interest and then may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

05190146 (England and Wales)

Registered Charity number

1106738

Registered office

8 Harpur Centre
Bedford
Bedfordshire
MK40 1TP

Trustees

Jane Margret Mordue -Chair
Duncan Albert Lance Gear -Treasurer (appointed 3.11.22)
Dr Thomas Greville Inskip
Mark Smith
Elizabeth Borland (appointed 3.11.22)

Company Secretary

Francesca Marritt

Auditors

George Hay Partnership LLP
Chartered Accountants
Statutory Auditor
Brigham House
High Street
Biggleswade
Bedfordshire
SG18 0LD

**Report of the Trustees
for the Year Ended 31 March 2023**

REFERENCE AND ADMINISTRATIVE DETAILS

Bankers:

Unity Trust Bank Plc,
9 Brindley Place,
Birmingham, B1 2HB

Senior Management Team:

Gillian E. Grimes Chief Executive (until 14/11/2022)

Francesca J. Marritt, Chief Executive Officer (from 16/01/2023)

Daniel C. Deacon Service Delivery Manager (until 29/4/2022)

Joanne Gurner, Service Delivery Manager (until 28th February 2023), Operations Manager (from 1st March 2023)

Lucy Barnes, Business Administrator (from 6th September 2023 until 28th February 2023), Business Manager (from 1st March 2023)

Simon Kelly, Operations Supervisor (from 1st March 2023)

Authorised and regulated by the Financial Conduct Authority FRN: 617505

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of The Bedford and District Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

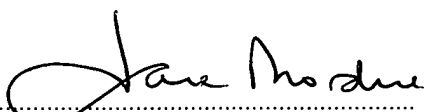
The auditors, George Hay Partnership LLP, will be proposed for re-appointment at the forthcoming Annual General Meeting.

The Bedford and District Citizens Advice (Registered number: 05190146)

BUREAU

**Report of the Trustees
for the Year Ended 31 March 2023**

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on29.1.24..... and signed on the board's behalf by:


.....
Trustee

Jane Mardine

**Report of the Independent Auditors to the Members of
The Bedford and District Citizens Advice
Bureau**

Opinion

We have audited the financial statements of The Bedford and District Citizens Advice Bureau (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, 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 (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 2023 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 UK, including the FRC'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.

Emphasis of matter

The Financial Statements for the year to 31 March 2022 were not audited. The comparative information for the year to 31 March 2023 was not therefore audited.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

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.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether 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.

**Report of the Independent Auditors to the Members of
The Bedford and District Citizens Advice
Bureau**

Opinions 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 Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

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

- adequate 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 take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, 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.

**Report of the Independent Auditors to the Members of
The Bedford and District Citizens Advice
Bureau**

Our responsibilities for the audit of the financial statements

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

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non compliance with laws and regulations, we considered the following:

1. The nature of the entity and sector, control environment and performance
2. Key drivers for the remuneration policies of Key employee's remuneration, bonus levels and performance targets
3. Enquiries with management about their own identification and assessment of the risks of irregularities.
4. The matters discussed among the audit team regarding how and where fraud might occur and fraud indicators.

In common with all audits under ISA's (UK), we are also required to perform specific procedures to respond to the risk of management override. The assessment of the risk of fraud in terms of misappropriation of assets highlighted fraudulent payments as a focus area.

In addition we considered the legal and regulatory framework that the company operates in, focusing on provisions of these law and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. Key laws considered include the UK Companies Act and the Charities Act.

Audit response to risks identified:

Standard procedures were pursued to test management override including the review of year end journals and whether the judgments made in making accounting estimates are indicative of potential bias.

To cover the assessed risks in relation to fraudulent payments, we ensure that transactions are conducted in line with the company's authority matrix, together with a review of expenses in the statement of financial activity to ensure that they are genuine business expenses. We also perform analytical procedures to identify any unusual or unexpected relationship that may indicate risks of material misstatement due to fraud.

We remained alert to any indications of fraud or non-compliance throughout the entire audit process.

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 Report of the Independent Auditors.

**Report of the Independent Auditors to the Members of
The Bedford and District Citizens Advice
Bureau**

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 the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Colin Airey FCCA (Senior Statutory Auditor)
for and on behalf of George Hay Partnership LLP
Chartered Accountants
Statutory Auditor
Brigham House
High Street
Biggleswade
Bedfordshire
SG18 0LD

Date: 22/03/2024

**Statement of Financial Activities
for the Year Ended 31 March 2023**

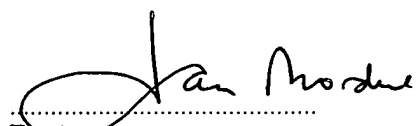
		Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
	Notes				
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	5,150	-	5,150	126
Charitable activities	5				
General Advice		152,500	24,842	177,342	192,572
Debt Advice		-	264,012	264,012	219,184
Benefits & Welfare		16,548	89,954	106,502	111,715
Energy Advice		-	50,000	50,000	-
Food Advice		-	37,954	37,954	-
Investment income	4	1,026	-	1,026	1,083
Total		<u>175,224</u>	<u>466,762</u>	<u>641,986</u>	<u>524,680</u>
EXPENDITURE ON					
Charitable activities	6				
General Advice		73,456	28,493	101,949	255,539
Debt Advice		-	263,481	263,481	167,916
Benefits & Welfare		-	108,712	108,712	91,422
Energy Advice		-	4,721	4,721	-
Food Advice		-	39,340	39,340	-
Total		<u>73,456</u>	<u>444,747</u>	<u>518,203</u>	<u>514,877</u>
NET INCOME		101,768	22,015	123,783	9,803
Transfers between funds	18	(20,890)	20,890	-	-
Net movement in funds		80,878	42,905	123,783	9,803
RECONCILIATION OF FUNDS					
Total funds brought forward		293,734	27,030	320,764	310,961
TOTAL FUNDS CARRIED FORWARD		<u><u>374,612</u></u>	<u><u>69,935</u></u>	<u><u>444,547</u></u>	<u><u>320,764</u></u>

**Balance Sheet
31 March 2023**

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
FIXED ASSETS					
Tangible assets	13	42,418	-	42,418	2,913
CURRENT ASSETS					
Debtors	14	28,294	-	28,294	66,709
Investments	15	93,022	-	93,022	91,820
Cash at bank and in hand		282,536	69,935	352,471	229,984
		<u>403,852</u>	<u>69,935</u>	<u>473,787</u>	<u>388,513</u>
CREDITORS					
Amounts falling due within one year	16	(71,658)	-	(71,658)	(70,662)
NET CURRENT ASSETS		<u>332,194</u>	<u>69,935</u>	<u>402,129</u>	<u>317,851</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>374,612</u>	<u>69,935</u>	<u>444,547</u>	<u>320,764</u>
NET ASSETS		<u>374,612</u>	<u>69,935</u>	<u>444,547</u>	<u>320,764</u>
FUNDS	18				
Unrestricted funds				374,612	293,734
Restricted funds				69,935	27,030
TOTAL FUNDS				<u>444,547</u>	<u>320,764</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 29.1.24 and were signed on its behalf by:


Trustee
Jane Mordue

**Cash Flow Statement
for the Year Ended 31 March 2023**

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	171,244	2,170
Net cash provided by operating activities		<u>171,244</u>	<u>2,170</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(48,581)	-
Movement in short term investment		(1,202)	53,871
Interest received		1,026	1,083
Net cash (used in)/provided by investing activities		<u>(48,757)</u>	<u>54,954</u>
Change in cash and cash equivalents in the reporting period		<u>122,487</u>	<u>57,124</u>
Cash and cash equivalents at the beginning of the reporting period		<u>229,984</u>	<u>172,860</u>
Cash and cash equivalents at the end of the reporting period		<u><u>352,471</u></u>	<u><u>229,984</u></u>

**Notes to the Cash Flow Statement
for the Year Ended 31 March 2023**

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023 £	2022 £
Net income for the reporting period (as per the Statement of Financial Activities)	123,783	9,803
Adjustments for:		
Depreciation charges	9,076	1,788
Interest received	(1,026)	(1,083)
Decrease/(increase) in debtors	38,415	(25,932)
Increase in creditors	996	17,594
Net cash provided by operations	<u>171,244</u>	<u>2,170</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.22 £	Cash flow £	At 31.3.23 £
Net cash			
Cash at bank and in hand	229,984	122,487	352,471
	<u>229,984</u>	<u>122,487</u>	<u>352,471</u>
Liquid resources			
Deposits included in cash	-	-	-
Current asset investments	91,820	1,202	93,022
	<u>91,820</u>	<u>1,202</u>	<u>93,022</u>
Total	<u>321,804</u>	<u>123,689</u>	<u>445,493</u>

**Notes to the Financial Statements
for the Year Ended 31 March 2023**

1. CHARITABLE COMPANY INFORMATION

The Bedford and District Citizens Advice Bureau is a private limited charitable company, limited by guarantee, by not having share capital incorporated and domiciled in England and Wales. The registered office is 8 Harpur Centre, Bedford, MK40 1TP and the company registration number is: 05190146.

The financial statements are prepared in Sterling and rounded to the nearest £1.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, 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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The Bedford and District Citizens Advice Bureau meets the definition of a public benefit under FRS102.

Going Concern

After making further appropriate enquiries, together with reserves and expenditure control, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the twelve months from the date of signing this report. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Critical accounting judgements and key sources of estimation uncertainty

In preparing the Financial Statements, management is required to make estimates and assumptions which affect reported income, expenses, assets, liabilities and disclosure of contingent assets and liabilities. Use of available information and application of judgement are inherent in the formation of estimates, together with expectations of future events that are believed to be reasonable under the circumstances. Actual results in the future could differ from such estimates.

Judgements

Impairment testing is carried out for all tangible assets at the year end date where there is an indication that impairment exists. For the purposes of impairment testing, the carrying amounts of the tangible assets are reviewed and an impairment loss is recognised where the carrying amounts exceed the assets recoverable amount.

Estimates

Depreciation methods, useful lives and residual values are reviewed at each balance sheet date. The gain or loss arising on the disposal or retirement of an item of property, plant and equipment is determined as the difference between the sales proceeds and the carrying amount of the assets and is recognised in Statement of Financial Activities.

The directors consider that there are no significant areas of key judgement or estimation uncertainty other than those identified in the accounting policies above.

Income

All income is included in the statement of financial activities when the charity is entitled to the funds and the amount can be measured with reasonable certainty. Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

2. ACCOUNTING POLICIES - continued

Income

Voluntary income is received by way of grants, donations and gifts, including gift aid income where applicable, and is included in full in the statement of financial activities when receivable. Income from government and other grants, where related to performance and specific deliverables, are accounted for when it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Donated services and facilities are included at the value to the charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the Bank.

Expenditure

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

Expenditure on raising funds; comprise the costs associated with attracting voluntary income. Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them.

Support costs include all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity. They also include those costs not associated with the other two headings and includes costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity. They have been allocated to activity cost categories on a basis consistent with the use of resources.i.e, by time spent.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Improvements to property	- 20% on cost
Computer equipment	- 33% on cost

All assets individually or paid for as one invoice, costing £1,000 or more are capitalised

Taxation

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

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 company and which have not been designated for other purposes.

Designated funds are unrestricted funds reserved by the trustees for particular purposes or if there are funds not easily available for use in liquidity terms.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company 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 statement

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

2. ACCOUNTING POLICIES - continued

Debtors

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

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.

Creditors

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

3. DONATIONS AND LEGACIES

	2023	2022
	£	£
Donations	<u>5,150</u>	<u>126</u>

4. INVESTMENT INCOME

	2023	2022
	£	£
Deposit account interest	<u>1,026</u>	<u>1,083</u>

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2023	2022
		£	£
Bedford Borough Council - Core Contract	General Advice	152,500	152,500
Universal Credit Support -Help to claim	General Advice	(5,158)	24,487
Other Grants	General Advice	-	15,585
Bedford Borough Council- Homeless Prevention	General Advice	30,000	-
Money and Pensions Service	Debt Advice	157,797	146,143
House of Industry- Debt Housing	Debt Advice	106,215	73,041
Bedford Borough Council- Welfare Benefits	Benefits & Welfare	40,005	40,005
The Harpur Trust	Benefits & Welfare	49,949	54,000
Benefits Advice Service	Benefits & Welfare	16,548	17,710
Energy Advisor	Energy Advice	50,000	-
Trussell Trust	Food Advice	37,954	-
		<u>635,810</u>	<u>523,471</u>

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 7) £	Totals £
General Advice	8,002	93,947	101,949
Debt Advice	106,594	156,887	263,481
Benefits & Welfare	49,004	59,708	108,712
Energy Advice	1,405	3,316	4,721
Food Advice	17,566	21,774	39,340
	<u>182,571</u>	<u>335,632</u>	<u>518,203</u>

7. SUPPORT COSTS

	Management £	Governance costs £	Totals £
General Advice	83,430	10,517	93,947
Debt Advice	154,591	2,296	156,887
Benefits & Welfare	58,898	810	59,708
Energy Advice	3,282	34	3,316
Food Advice	20,931	843	21,774
	<u>321,132</u>	<u>14,500</u>	<u>335,632</u>

Support costs are allocated on the basis of labour hours.

Support costs, included in the above, are as follows:

	General Advice £	Debt Advice £	Benefits & Welfare £
Wages and salaries	48,316	95,476	37,525
Premises costs	11,336	22,399	7,341
Office costs	17,078	35,285	13,473
Other costs	43	89	34
Staff and volunteer	6,657	1,342	525
Governance costs	10,517	2,296	810
	<u>93,947</u>	<u>156,887</u>	<u>59,708</u>

	Energy Advice £	Food Advice £	2023 Total activities £	2022 Total activities £
Wages and salaries	2,155	14,945	198,417	79,650
Premises costs	181	755	42,012	41,327
Office costs	896	5,027	71,759	48,680
Other costs	-	18	184	1,730
Staff and volunteer	50	186	8,760	9,645
Governance costs	34	843	14,500	8,592
	<u>3,316</u>	<u>21,774</u>	<u>335,632</u>	<u>189,624</u>

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

8. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2023	2022
	£	£
Depreciation - owned assets	9,076	1,788
Operating lease	18,019	36,942
Independent examiner's remuneration	-	3,000
Auditor's remuneration	9,600	-
	<u>9,600</u>	<u>-</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

During the current or previous year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or to any person known to be connected with them.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Reimbursement of travel and incidental expenses to the trustees came to £NIL during the year to 31 March 2023, (2021/22: £37 paid to one trustee). Trustees' expenses related to costs of Trustees' meetings including the AGM totalled £Nil (2021/22: £NIL).

10. EMPLOYEES

	2023	2022
	£	£
Wages and salaries	379,219	381,535
	<u>379,219</u>	<u>381,535</u>

The average monthly number of employees during the year was as follows:

	2023	2022
Advice workers and support staff	13	13
Key management personnel	4	4
	<u>17</u>	<u>17</u>

No employees received emoluments in excess of £60,000.

The key management personnel of the Charity comprise the Chief Executive Officer and Service Delivery Managers (2021/22: Chief Executive Officer, Deputy Chief Executive and Service Delivery Managers). The total employee benefits of the key management personnel of the Charity were £81,612 (2021/22:£102,645).

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	126	-	126
Charitable activities			
General Advice	153,085	39,487	192,572
Debt Advice	-	219,184	219,184
Benefits & Welfare	17,710	94,005	111,715
Investment income	1,083	-	1,083
Total	<u>172,004</u>	<u>352,676</u>	<u>524,680</u>
EXPENDITURE ON			
Charitable activities			
General Advice	214,372	41,167	255,539
Debt Advice	-	167,916	167,916
Benefits & Welfare	-	91,422	91,422
Total	<u>214,372</u>	<u>300,505</u>	<u>514,877</u>
NET INCOME/(EXPENDITURE)	(42,368)	52,171	9,803
Transfers between funds	<u>121,447</u>	<u>(121,447)</u>	<u>-</u>
Net movement in funds	79,079	(69,276)	9,803
RECONCILIATION OF FUNDS			
Total funds brought forward	214,655	96,306	310,961
TOTAL FUNDS CARRIED FORWARD	<u><u>293,734</u></u>	<u><u>27,030</u></u>	<u><u>320,764</u></u>

12. VOLUNTEERS

The Charity receives help and support in the form of voluntary assistance in advising the public and administering the Charity. As at 31 March 2023, we had 13 volunteers and are actively recruiting more. We will continue to develop ways to engage and maintain new volunteer numbers. The Trustee Board and Senior Management Team recognise the invaluable contribution made by our volunteers without whom the service could not operate. In accordance with FRS 102 and the Charities SORP, the economic contribution of volunteers is not recognised in the financial statements.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

13. TANGIBLE FIXED ASSETS

	Improvements to property £	Computer equipment £	Totals £
COST			
At 1 April 2022	-	5,365	5,365
Additions	48,581	-	48,581
	<u>48,581</u>	<u>5,365</u>	<u>53,946</u>
At 31 March 2023			
DEPRECIATION			
At 1 April 2022	-	2,452	2,452
Charge for year	7,287	1,789	9,076
	<u>7,287</u>	<u>4,241</u>	<u>11,528</u>
At 31 March 2023			
NET BOOK VALUE			
At 31 March 2023	<u>41,294</u>	<u>1,124</u>	<u>42,418</u>
At 31 March 2022	<u>-</u>	<u>2,913</u>	<u>2,913</u>

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Trade debtors	-	38,125
Other debtors	-	101
Accrued income	27,000	27,177
Prepayments	1,294	1,306
	<u>28,294</u>	<u>66,709</u>

15. CURRENT ASSET INVESTMENTS

	2023 £	2022 £
Short term investment deposits	<u>93,022</u>	<u>91,820</u>

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade creditors	7,636	2,735
Social security and other taxes	7,160	7,125
Other creditors	6,762	-
Deferred income	30,000	33,289
Accrued expenses	20,100	27,513
	<u>71,658</u>	<u>70,662</u>

Deferred income comprises of income received for the following projects for which performance is expected in the following year or else to be returned to funder.

17. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2023	2022
	£	£
Within one year	27,081	16,833
Between one and five years	75,663	95,064
	<u>102,744</u>	<u>111,897</u>

18. MOVEMENT IN FUNDS

	At 1.4.22	Net movement in funds	Transfers between funds	At 31.3.23
	£	£	£	£
Unrestricted funds				
General fund	165,988	85,220	(62,892)	188,316
Benefits Advice Service	-	16,548	-	16,548
Designated Funds: Reserve policy	127,746	-	42,002	169,748
	<u>293,734</u>	<u>101,768</u>	<u>(20,890)</u>	<u>374,612</u>
Restricted funds				
Universal Credit - Help to Claim	-	(5,158)	5,158	-
Money and Pension Service	-	14,877	-	14,877
House of Industry	-	(14,346)	14,346	-
Bedford Borough Welfare Benefits	-	7,098	-	7,098
The Harpur Trust	27,030	(25,856)	-	1,174
Trussell Trust	-	(1,386)	1,386	-
Homeless Prevention	-	1,507	-	1,507
Energy Advisor	-	45,279	-	45,279
	<u>27,030</u>	<u>22,015</u>	<u>20,890</u>	<u>69,935</u>
TOTAL FUNDS	<u>320,764</u>	<u>123,783</u>	<u>-</u>	<u>444,547</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

18. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	158,676	(73,456)	85,220
Benefits Advice Service	16,548	-	16,548
	<u>175,224</u>	<u>(73,456)</u>	<u>101,768</u>
Restricted funds			
Universal Credit - Help to Claim	(5,158)	-	(5,158)
Money and Pension Service	157,797	(142,920)	14,877
House of Industry	106,215	(120,561)	(14,346)
Bedford Borough Welfare Benefits	40,005	(32,907)	7,098
The Harpur Trust	49,949	(75,805)	(25,856)
Trussell Trust	37,954	(39,340)	(1,386)
Homeless Prevention	30,000	(28,493)	1,507
Energy Advisor	50,000	(4,721)	45,279
	<u>466,762</u>	<u>(444,747)</u>	<u>22,015</u>
TOTAL FUNDS	<u>641,986</u>	<u>(518,203)</u>	<u>123,783</u>

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	69,735	(60,663)	156,916	165,988
Benefits Advice Service	-	17,710	(17,710)	-
Other	-	585	(585)	-
Designated Funds: Reserve policy	144,920	-	(17,174)	127,746
	<u>214,655</u>	<u>(42,368)</u>	<u>121,447</u>	<u>293,734</u>
Restricted funds				
Universal Credit - Help to Claim	40,472	-	(40,472)	-
Money and Pension Service	-	32,914	(32,914)	-
House of Industry	42,055	18,354	(60,409)	-
Bedford Borough Welfare Benefits	(10,084)	(1,884)	11,968	-
The Harpur Trust	22,563	4,467	-	27,030
Other	1,300	(1,680)	380	-
	<u>96,306</u>	<u>52,171</u>	<u>(121,447)</u>	<u>27,030</u>
TOTAL FUNDS	<u>310,961</u>	<u>9,803</u>	<u>-</u>	<u>320,764</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

18. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	153,709	(214,372)	(60,663)
Benefits Advice Service	17,710	-	17,710
Other	585	-	585
	<u>172,004</u>	<u>(214,372)</u>	<u>(42,368)</u>
Restricted funds			
Universal Credit - Help to Claim	24,487	(24,487)	-
Money and Pension Service	146,143	(113,229)	32,914
House of Industry	73,041	(54,687)	18,354
Bedford Borough Welfare Benefits	40,005	(41,889)	(1,884)
The Harpur Trust	54,000	(49,533)	4,467
Other	15,000	(16,680)	(1,680)
	<u>352,676</u>	<u>(300,505)</u>	<u>52,171</u>
TOTAL FUNDS	<u>524,680</u>	<u>(514,877)</u>	<u>9,803</u>

Designated Funds

There is a new designated fund of £169,748 to match the reserves policy of 3 months' budgeted operating costs (2021/22:£127,746).

Restricted Funds

Universal Credit - Help to Claim: Citizens Advice nationally has contracted with Citizens Advice Bedford to assist people to make a new claim for Universal Credit, from assessment of eligibility for the benefit up to receipt of their first payment. This service is funded until 31 March 2023.

Money and Pensions Service: Citizens Advice nationally has contracted with Citizens Advice Bedford to provide specialist debt advice and support to clients who reside in Bedford Borough. This service is funded until 31 March 2025.

House of Industry: Specialist debt advice for people at risk of becoming homeless. This service is currently funded until 31 March 2025.

Bedford Borough Welfare Benefits: To provide specialist welfare benefit advice to clients of Bedford Borough Social Services clients. This service is currently funded until 31 March 2024.

The Harpur Trust: To provide for a specialist Welfare Benefits advisor. This service is currently funded until 31 March 2026

The Trussell Trust. Two year partnership with food bank operating within the Borough.

Energy Advisor. Two years funding from the Climate Change Fund starting January 2023

Homeless Prevention One off 18 Month contract to 30 September 2022

Transfers between funds

Funds transferred into unrestricted funds from restricted funds represent funds not expected to be repaid and therefore no longer restricted.

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

19. EMPLOYEE BENEFIT OBLIGATIONS

There is a defined contribution pension scheme for employees. The basis for allocating the employer expense between activities is based on the salary cost of staff working on that activity. The CAB automatically enrolls eligible job holders into a qualifying scheme in accordance with pensions legislation. The assets of the scheme are held separately from those of the company in an independently administered fund. The fund is a Group Personal Pension Scheme with Standard Life. The pension cost charge for the year represents contributions payable by the charitable company to the fund and amounted to £9,092 (2021/22: £10,017). The cost of the pension is allocated to each individual project within which an employee works. At the year-end £Nil was owed to the pension scheme (2021/22: £Nil).

20. RELATED PARTY DISCLOSURES

Citizens Advice Bedford subscribes to the membership scheme of The National Association of Citizens Advice Bureaux (Citizens Advice), the national charity (Charity Number: 279057) which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of the Bureau in order to fulfil its charitable objects and comply with the national membership requirements.

During the 2022/23 financial year, payments were made to Citizens Advice to the value of £7,849 (2021/22: £8,510) in respect of subscriptions and sundries. Receipts from Citizens Advice for contracts and grant funding totalled £141,540 (2021/22: £170,630).

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where any of the Trustees holds the position of a Trustee/Director of another charity they would declare a conflict of interest and then may be involved in discussions regarding that other charity but not in the ultimate decision-making

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2023**

	2023 £	2022 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	5,150	126
Investment income		
Deposit account interest	1,026	1,083
Charitable activities		
Bedford Borough Council - Core Contract	152,500	152,500
Universal Credit Support -Help to claim	(5,158)	24,487
Other Grants	-	15,585
Money and Pensions Service	157,797	146,143
House of Industry- Debt Housing	106,215	73,041
Bedford Borough Council- Welfare Benefits	40,005	40,005
The Harpur Trust	49,949	54,000
Benefits Advice Service	16,548	17,710
Trussell Trust	37,954	-
Bedford Borough Council- Homeless Prevention	30,000	-
Energy Advisor	50,000	-
	<u>635,810</u>	<u>523,471</u>
Total incoming resources	641,986	524,680
EXPENDITURE		
Charitable activities		
Salaries and wages	180,802	301,885
Premises costs	-	16,269
Office costs	1,071	4,455
Other costs	(344)	411
Staff and volunteers	1,042	2,233
	<u>182,571</u>	<u>325,253</u>
Support costs		
Management		
Wages and salaries	198,417	79,650
Premises costs	42,012	41,327
Office costs	71,759	48,680
Other costs	184	1,730
Staff and volunteer	8,760	9,645
	<u>321,132</u>	<u>181,032</u>
Governance costs		
Governance costs	14,500	8,592
Total resources expended	518,203	514,877
Net income	123,783	9,803

This page does not form part of the statutory financial statements