



OXFORD CITIZENS ADVICE BUREAU

**ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2023**

Charity Number
1063068 (England and Wales)
Company Number 03330267

OXFORD CITIZENS ADVICE BUREAU

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

**FOR THE YEAR ENDED
31 MARCH 2023**

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OXFORD CITIZENS ADVICE BUREAU

GENERAL INFORMATION

Registered charity name	Oxford Citizens Advice Bureau
Charity number	1063068
Company Number	03330267
Principal & registered office address	Wesley Memorial Hall, New Inn Hall Street, Oxford OX1 2DH
Trustees at 31 March 2023	Mr J Pym Mr E Gibb Dr S Beaver Mr J Heywood Mr D Betts Ms S Brooks Ms M Laxton Ms D Rowe
Secretary	Dr S Beaver
Accountants	n/a
Independent examiner	NJ Cadwallader FCCA David Cadwallader & Co Suite 3 Bignell Park Barns Chesterton Nr Bicester Oxon OX26 1TD
Bankers	Lloyds Bank

**TRUSTEES' ANNUAL REPORT (INCORPORATING THE DIRECTORS' REPORT)
YEAR ENDED 31 MARCH 2023**

Objectives and activities

Our charitable objects as set out in the Memorandum and Articles of Association are the promotion of any charitable purpose for the benefit of the community in Oxford District and the surrounding areas by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

Our charity was founded in 1939. Since then, we have given information, advice and support to many thousands of people who know that they can rely on our highly trained staff and volunteers to provide high quality, free, confidential and impartial advice.

During 2022/23 we continued to help people by email and phone but also increasingly in person. While some of our staff and volunteers continue to be home based, most are now working on a hybrid basis. We moved to new offices in the city centre in April 2022 which provide a room for client appointments and also a good environment for the team to work together. We also provide drop in services in the City Centre Library and at Bullingdon and Cutteslowe Community Centres.

Our aim continues to be to help local people by offering access through a range of channels and services in convenient and accessible locations. Each year the Management team and Trustee Board agree priorities to develop the organisation and its services in line with community needs. In 2022/23 our agreed priorities were to:

1. Increase our income generation, so we can set a balanced budget and build up our reserves to secure our advice service for the future.
2. Increase our volunteer and permanent core staff teams - so that services are properly resourced.
3. Reach the most vulnerable clients who are not able to access our services by phone or email.
4. Use our evidence and data to increase understanding of the problems facing our clients. Make recommendations to decision-makers and influencers for improvements where we feel change is possible.

Achievements and performance

Our highly trained volunteer advisers are able to support clients to deal with a range of queries, including in relation to debt, welfare benefits, employment, housing, consumer issues, family and personal issues and nationality and immigration. We receive funding towards our general advice service from Oxford City Council and the Henry Smith Foundation.

Working alongside our volunteers are our team of paid caseworkers, funded by partners including Age UK, Macmillan Cancer Support, Refugee Resource and Oxfordshire County Council.

During 2022-23 we helped 5,071 clients with 19,554 issues. The issues that people mostly sought our help with were in relation to welfare benefits, housing, debt and employment issues. During the year, we secured just over £3.5m in financial outcomes for clients. The public value of our volunteers was £384,000 and the board is very grateful for their time and commitment.

During 2022/23 our main organisational achievements were:

- To recruit a library based supervisor which allowed us to expand the twice weekly service at the library and provide additional security for our volunteers.
- To recruit an outreach adviser and return to weekly drop in sessions and appointments at both the Cutteslowe and Bullingdon Community Centres.
- Return to offering regular follow up appointments in the City Centre.
- To move to new premises in the City Centre, allowing us to reduce our rent and running costs.
- Attract funding from Oxfordshire Community Foundation and Friends of Oxford Citizens Advice which allowed us to recruit and train an additional 12 volunteer advisers in 2022/23.

OXFORD CITIZENS ADVICE BUREAU

- Secure funding from the National Lottery, Awards for All, for developmental training for advisers - which will continue into 2023/24.
- To improve our IT set up and security by moving to cloud based services in Spring 2023.
- Secured support to improve cyber security and began work with an IT consultancy to achieve Cyber Essentials accreditation gained in May 2023. (Minimal Funding Assistance Exemption on January 18, 2023 to the value of £3,300).
- Contributed to the national Action on Gambling Harm campaign.
- Established a local campaign to raise awareness of the issues local people raise due to the cost of living crisis.
- Secured funding from the Lucy Group for a cost of living project to understand the needs of potential clients using food banks and larders. This funding also allowed us to test Community Responder training with partner organisations involved in crisis support, including food banks. This work continues into 2023/4 with further evidence gathering to support multi year funding bids.

Working in partnership

We have continued to work in partnership with a number of organisations in order to maximise the impact of our shared resources for the benefit of clients and look forward to developing these further in the future.

We are grateful for continued support from Oxford City Council (OCC) as our main funder. Our partnership has been strengthened by co-locating with the OCC's customer service team in Westgate library. We have a three year funding agreement with OCC which runs until 31st March 2025.

We work closely with the three local Citizens Advice offices in Oxfordshire covering the West, North and South areas. As well as working together on a number of county wide funded projects we deliver communication jointly across Oxfordshire and share some specialist training and best practice.

We are pleased to be part of county wide Citizens Advice services funded directly by Oxfordshire County Council, Benefits in Place and the Money Advice service. We are pleased to be part of the Oxfordshire County Council-funded Specialist Advice Service which is managed by Age UK.

We are fortunate to have generous support from the Henry Smith foundation, which is funding our generalist service until 31st December 2023.

Our partnership with Refugee Resource is strong and our contract to provide bespoke support to Refugee Resource clients who have multiple and complex needs and struggle to access mainstream advice services, has been renewed.

Funding via National Citizens Advice under the Big Energy Saving Network (BESN) and the Energy Advice Programme (EAP) enables us to advise clients on issues associated with energy costs.

Our Macmillan Cancer Support service continues to deliver advice for clients with a cancer diagnosis and their families, to support clients coping with the impacts and extra costs often associated with cancer.

Citizens Advice Oxford manages the Refernet system, funded by Oxford City Council and National Lottery, this allows easy referrals between 15 local partners.

Thanks to Councillor Liz Brighthouse, OBE and to Oxford City Council for grants supporting our outreach services at Bullingdon Community Centre and Cutteslowe Community Centre.

Information Assurance

Citizens Advice Oxford's trustee board oversee information security policies and systems for the processing of all personal information of our clients, staff, volunteers, funders and strategic partners. Citizens Advice Oxford 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.

OXFORD CITIZENS ADVICE BUREAU

Financial review

Our financial position

Looked at in isolation our financial performance during 2022/23 showed a surplus of £78,245. Some £47,693 of this surplus has to be carried forward to fund specific projects which are due to start on 1 April 2023. The remaining £30,552 is added to our general reserves in line with one of our key objectives of improving our financial stability.

We have set a small deficit budget for 2023/23 of £12,010. With one of our objectives for 2023/24 being to generate more income through income generation strategies and fundraising we are anticipating that the deficit will be eradicated so CAO can continue generating a small surplus and therefore continue strengthening our reserves. We have managed to secure core grant funding from Oxford City Council until March 2025 therefore giving us some certainty of income levels over the next two years. We anticipate this will enable us to maintain a financially stable position but this is something the board continues to closely monitor.

Reserves policy

1) Unrestricted Reserves

The Trustees believe that the office should hold financial reserves in order to enable it to maintain its service to clients in the event of temporary funding shortfalls, to innovate and invest in IT, premises and service improvements, and to meet its contractual commitments. The unrestricted reserves are currently designated for use as indicated below but Trustees may change allocations between designated funds as they see fit.

Designated Funds

The trustees have designated funds for the following purposes:

- Operational reserve - an amount (ideally equivalent to at least three months' operating expenditure) set aside in order to provide cover in the event of unforeseen circumstances or falls in income -£66,000
- Contractual commitment reserve - to cover contracted payments to staff such as redundancy-£40,000
- Development reserves- to provide for investment in fundraising so that the organisation is more financially stability - £10,000

Total reserves £116,000.

2) Restricted Reserves

Some funds are restricted by the donor or funder and cannot be used for the general purposes of the organisation. Their existence, and the sums of money shown, do not imply that there has been an under-spend but may result from a variety of circumstances including timing differences between the bureau's financial year and the funding year of the project concerned.

Structure, governance and management

Governing document

Oxford CAB is registered as a charity and is an incorporated company governed by memorandum and articles and limited by guarantee, as defined by the Companies Act 2006.

Organisational Structure

Citizens Advice Oxford is managed by a trustee board whose members are volunteer trustees of the charity and directors of the company. The board of trustees meets at least four times a year and are supported by three sub-groups or committees (Finance and Risk; Governance, Policies, People Management and Equality; Strategy and Research & Campaigns), comprising trustees and members of the leadership team. Working groups are also convened as required during the year to undertake different tasks. The management of the organisation is delegated to the Director who reports to each trustee board meeting on the progress against plans, updates on risk and brings longer-term strategic issues for discussion and decision.

Citizens Advice Oxford is an independent charity with local trustees and is a member of the national Citizens Advice Service.

OXFORD CITIZENS ADVICE BUREAU

Risk Management

Trustees have worked on and agreed a Risk Management strategy, register and plan during the year. 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. To that end, we are continually monitoring and managing our risks, reviewing the risk register and ensuring action plans are in place to mitigate the key risks.

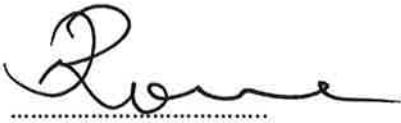
Public Benefit

The Trustees take into account the Charity Commission guidance on public benefit and believe that the activities of Citizens Advice Oxford are in line with that guidance.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies' exemption.

The trustees' annual report was approved on 3.10.2023 and signed on behalf of the board of trustees by:



Trustee

OXFORD CITIZENS ADVICE BUREAU

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF OXFORD CITIZENS ADVICE BUREAU FOR THE YEAR ENDED 31 MARCH 2022

I report to the trustees on my examination of the financial statements of Oxford Citizens Advice Bureau ('the charity') for the year ended 31 March 2023 which are set out on pages 8 to 20

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Nicola Cadwallader FCCA
For and on behalf of David Cadwallader & Co Limited
Independent Examiner
Suite 3 Bignell Park Barnes
Chesterton
Nr Bicester
Oxon OX26 1TD

3 October 2023

OXFORD CITIZENS ADVICE BUREAU

**STATEMENT OF FINANCIAL ACTIVITIES including INCOME AND EXPENDITURE ACCOUNT.
FOR THE YEAR ENDED 31 MARCH 2023**

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Income from:							
Donations and legacies	3	209,803	-	209,803	209,360	24,793	234,153
Charitable activities	4	25,012	291,934	316,946	9,780	260,945	270,725
Investment income	6	1,622	-	1,622	86	-	86
Other income	5	438	-	438	5,258	-	5,258
Total income		<u>236,875</u>	<u>291,934</u>	<u>528,809</u>	<u>224,484</u>	<u>285,738</u>	<u>510,222</u>
Expenditure on:							
Charitable activities	8	<u>192,192</u>	<u>258,372</u>	<u>450,564</u>	<u>342,773</u>	<u>352,157</u>	<u>694,930</u>
Total expenditure		<u>192,192</u>	<u>258,372</u>	<u>450,564</u>	<u>342,773</u>	<u>352,157</u>	<u>694,930</u>
Net income / (expenditure)		44,683	33,562	78,245	(118,289)	(66,419)	(184,708)
Transfers between funds		<u>(14,131)</u>	<u>14,131</u>	<u>-</u>	<u>(20,234)</u>	<u>20,234</u>	<u>-</u>
Net movement in funds		<u>30,552</u>	<u>47,693</u>	<u>78,245</u>	<u>(138,523)</u>	<u>(46,185)</u>	<u>(184,708)</u>
Reconciliation of funds:							
Total funds brought forwards		<u>179,438</u>	<u>21,279</u>	<u>200,717</u>	<u>317,961</u>	<u>67,464</u>	<u>385,425</u>
Total funds carried forward		<u>209,990</u>	<u>68,972</u>	<u>278,962</u>	<u>179,438</u>	<u>21,279</u>	<u>200,717</u>

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities.

The notes on pages 11 to 20 form part of these financial statements.

OXFORD CITIZENS ADVICE BUREAU

BALANCE SHEET AS AT 31 MARCH 2023
COMPANY NUMBER 03330267

		2023		2022	
	Note	£	£	£	£
Fixed Assets					
Tangible assets	13		7,517		13,538
Current assets					
Debtors: Amounts falling due within one year	14	18,553		54,336	
Cash at bank and in hand		303,738		313,119	
		322,291		367,455	
Creditors: Amounts falling due within one year	15	50,846		180,276	
Net current assets			271,445		187,179
Net assets			278,962		200,717
 The funds of the charity					
Funds					
Unrestricted income funds			209,990		179,438
Restricted income funds			68,972		21,279
Total funds	17		278,962		200,717

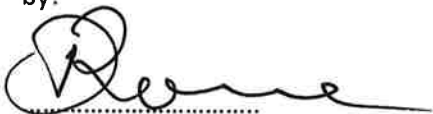
For the year ended 31 March 2023 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

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

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

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

These accounts were approved by the Board of Directors on 3.10.2023 and are signed on behalf of the board by:



Trustee

OXFORD CITIZENS ADVICE BUREAU

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023**

	Note	2023 £	2022 £
Cash flows from operating activities			
Net income		78,245	(184,708)
Adjustments for:			
Depreciation of tangible fixed assets		8,096	8,070
Other interest receivable and similar income		(1,622)	(86)
Changes in:			
Trade and other debtors		35,783	(1,036)
Trade and other creditors		(129,430)	67,556
Cash generated from operations		<u>(8,928)</u>	<u>(110,204)</u>
Interest received		<u>1,622</u>	<u>86</u>
Net cash - used in / from operating activities		<u>(7,306)</u>	<u>(110,118)</u>
Cash flows from investing activities			
Purchase of tangible assets		<u>(2,075)</u>	<u>-</u>
Net cash used in investing activities		<u>(9,381)</u>	<u>-</u>
Net – (decrease)/increase in cash and cash equivalents		(9,381)	(110,118)
Cash and cash equivalents at beginning of year		<u>313,119</u>	<u>423,237</u>
Cash and cash equivalents at end of year		<u>303,738</u>	<u>313,119</u>

**NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2023**

1. COMPANY STATUS AND STATEMENT OF COMPLIANCE

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and is a registered charity in England and Wales.

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

2. ACCOUNTING POLICIES

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure. The financial statements are prepared in sterling, which is the functional currency of the entity.

Going Concern

The accounts have been prepared on a going concern basis as, in the opinion of the Trustees, the Charity will continue in operation for the foreseeable future.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the trustees for a particular future project or commitment. Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Income

All income is included in the statement of financial activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Expenditure

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure represents amounts invoiced, including value added tax.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Tangible assets

It is our policy to capitalise all items costing in excess of £500 which have a useful life exceeding one year. Tangible assets (excluding investments) are initially recorded at cost and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

**NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023**

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful economic life of that asset as follows:

- Fixtures and fittings – 25% straight line
- Leasehold improvements – over the length of the lease

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship. Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

**NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023**

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

Creditors

Creditors are recognised when the goods or service have been received and payment is crystallised. They are valued at the amount invoiced, or expected to be invoiced, including value added tax.

Taxation

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

OXFORD CITIZENS ADVICE BUREAU

**NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023**

3. DONATIONS AND LEGACIES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Donations				
Donations	19,803	-	19,803	19,360
Grants				
Oxford City Council Core Grant	190,000	-	190,000	190,000
Big Lottery Fund	-	-	-	24,793
	<u>209,803</u>	<u>-</u>	<u>209,803</u>	<u>234,153</u>

4. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Advice services general funding	25,012	-	25,012	9,780
Benefits in Practice Oxfordshire County Council	-	24,720	24,720	24,000
Macmillan	-	67,177	67,177	71,258
Help to Claim	-	-	-	32,270
Oxfordshire County Debt Project	-	42,000	42,000	-
Oxford Special Advice Service	-	17,000	17,000	15,583
MaPS	-	10,601	10,601	43,110
Refugee Resources	-	11,172	11,172	10,886
Henry Smith	-	60,000	60,000	55,000
Refernet	-	9,786	9,786	-
Cost of Living Crisis	-	6,655	6,655	-
Training	-	9,985	9,985	-
Energy Projects (Savings BESN/Advice Programme EAP)	-	17,838	17,838	8,838
Cost of Living Telephone Advice Line	-	15,000	15,000	-
	<u>25,012</u>	<u>291,934</u>	<u>316,946</u>	<u>270,725</u>

5. INCOME FROM OTHER ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Miscellaneous Income	438	-	438	5,258
	<u>438</u>	<u>-</u>	<u>438</u>	<u>5,258</u>

OXFORD CITIZENS ADVICE BUREAU

**NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023**

6. INVESTMENT INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Deposit account interest	1,622	-	1,622	86
	<u>1,622</u>	<u>-</u>	<u>1,622</u>	<u>109</u>

7. EXPENDITURE ON RAISING FUNDS

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Advertising publicity and promotion	-	-	-	-
	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>

8. EXPENDITURE ON CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Salaries	141,895	211,533	353,428	407,370
Premises costs	16,299	13,039	29,338	72,785
Dilapidations	-	-	-	100,000
Office costs	29,418	32,038	61,456	74,485
Staff and volunteers	2,929	1,422	4,351	19,080
Other costs	254	173	427	9,316
Governance costs	1,397	167	1,564	11,804
	<u>192,192</u>	<u>258,372</u>	<u>450,564</u>	<u>694,930</u>

The dilapidations expenditure of £100,000 was incurred as a result of a planned office move from 95 St Aldates to the Wesley Church in central Oxford in April 2022. The new premises have enabled the charity to operate more effectively and efficiently in delivering services in the year to March 2023.

OXFORD CITIZENS ADVICE BUREAU

**NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023**

9. NET INCOME

	2023	2022
	£	£
Net income is stated after charging:		
Depreciation	8,096	8,070

10. INDEPENDENT EXAMINATION FEES

	2023	2022
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	1,350	1,770

11. STAFF COSTS

	2023	2022
	£	£
The total staff costs and employee benefits for the reporting period are analysed as follows:		
Wages and salaries	316,450	375,226
Social security costs	21,569	19,977
Employer contributions to pension plans	11,642	11,934
	349,661	407,137

The average head count of employees during the year was 24 (2022: 24). The average number of full-time equivalent employees during the year is analysed as follows

:

	2023	2022
	No.	No.
Advice staff	6	9
Management, admin and support staff	4	4
	10	13

No employee received any pay or benefits in excess of £60,000 in either year

OXFORD CITIZENS ADVICE BUREAU

**NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023**

12. TRUSTEE REMUNERATION AND EXPENSES

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees.

13. TANGIBLE FIXED ASSETS

	Fixtures and fittings	Leasehold improvements	Total
	£	£	£
Cost			
At 1 April 2022	182,458	108,193	290,651
Additions	2,075	-	2,075
At 31 March 2023	<u>184,533</u>	<u>108,193</u>	<u>292,726</u>
Depreciation			
At 1 April 2022	168,920	108,193	277,113
Charge for the year	8,096	-	8,096
At 31 March 2023	<u>177,016</u>	<u>108,193</u>	<u>285,209</u>
Carrying amount			
At 31 March 2023	<u>7,517</u>	-	<u>7,517</u>
At 31 March 2022	<u>13,538</u>	-	<u>13,538</u>

14. DEBTORS

	2023	2022
	£	£
Prepayments and accrued income	11,142	17,917
Grant monies due	4,100	35,625
Other debtors	3,311	794
	<u>18,553</u>	<u>54,336</u>

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Social security and other taxes	5,948	5,836
Deferred income	30,000	39,786
Other creditors	14,898	134,654
	<u>50,846</u>	<u>180,276</u>

OXFORD CITIZENS ADVICE BUREAU

**NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023**

16. PENSIONS AND OTHER POST RETIREMENT BENEFITS

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £11,642 (2022: £11,934).

17. ANALYSIS OF CHARITABLE FUNDS

Unrestricted funds

	At 1 April 2022	Income	Expenditure	Transfer to general funds for capital expenditure	Transfers	At 31 March 2023
	£	£	£	£	£	£
General funds	73,438	236,875	192,192	-	(24,131)	93,990
Operational reserve	66,000	-	-	-	-	66,000
Contractual commitment reserve	30,000	10,000	-	-	-	40,000
Development reserve	10,000	-	-	-	-	10,000
	<u>179,438</u>	<u>246,875</u>	<u>192,192</u>	<u>-</u>	<u>(24,131)</u>	<u>209,990</u>

OXFORD CITIZENS ADVICE BUREAU

**NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023**

Restricted funds	At 1 April 2022	Income	Expenditure	Transfer to general funds for capital expenditure	Transfers	At 31 March 2023
	£	£	£	£	£	£
Refernet	21,279	9,786	13,082	-	-	17,983
Benefits in lace	-	24,720	24,880	-	160	-
MaPS	-	10,601	10,601	-	-	-
Oxfordshire County Debt	-	42,000	26,604	-	-	15,396
Oxford Special Advice Service	-	17,000	18,830	-	1,830	-
Refugee Resources	-	11,172	11,206	-	34	-
Henry Smith	-	60,000	60,210	-	210	-
Energy Projects	-	17,838	11,583	-	-	6,255
Training	-	9,985	-	-	-	9,985
Macmillan	-	67,177	79,074	-	11,897	-
Cost of Living Crisis	-	6,655	2,302	-	-	4,353
Cost of Living Telephone Advice Line	-	15,000	-	-	-	15,000
	<u>21,279</u>	<u>291,934</u>	<u>258,372</u>	<u>-</u>	<u>14,131</u>	<u>68,972</u>

Purpose of restricted funds:

Oxfordshire County Debt Project: Providing Debt advice in partnership with other agencies across the county

Benefits in Place: Connecting welfare rights advice to primary care and community settings

MaPs: Providing debt advice

Macmillan: Supporting those suffering with cancer and their families

Oxford Special Advice Service: Supporting the needs of people living in Oxfordshire especially the elderly, families with young children and those living with disabilities

Refugee Resources: providing welfare and other advice to those seeking help for asylum or refugee status

Henry Smith: Providing benefit and debt advice to the vulnerable members of the community

Refernet: Supporting partnership and effective referral with agencies across the City of Oxford

Energy Projects: Supporting those with advice on energy issues

Training: Specialist training for advisers

Cost of Living Crisis: Food larder/bank advice research, pilot Community Responder Training

Cost of Living Telephone Advice Line: National Citizens Advice funding for phone advice

Transfers to general funds. Where a project has been fully delivered and there is no requirement to repay unspent balances, a transfer to general reserves is made at the end of the project.

Deficits on completed projects are met by transferring funds from general funds.

OXFORD CITIZENS ADVICE BUREAU

**NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023**

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Restricted funds	Total funds 2023	Total funds 2022
	£	£	£	£
Tangible fixed assets	7,517	-	7,517	13,538
Current assets	253,319	68,972	322,291	367,455
Creditors less than 1 year	(50,846)	-	(50,846)	(180,276)
	209,990	68,972	278,962	200,717

19. OPERATING LEASE COMMITMENTS

	2023	2022
	£	£
Later than 1 year and not later than 2 years	13,800	13,800
Later than 1 year and not later than 5 years	-	-
	-	-