

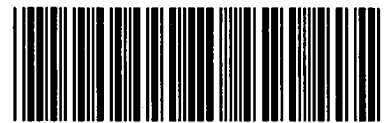


OXFORD CITIZENS ADVICE BUREAU

**ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2024**

Charity Number
1063068 (England and Wales)
Company Number 03330267

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OXFORD CITIZENS ADVICE BUREAU

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

**FOR THE YEAR ENDED
31 MARCH 2024**

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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 2024	Mr J Pym Mr J Heywood Mr D Betts Ms S Brooks Ms M Laxton Ms D Rowe Mr I Lappin-Smith Mr C Lyes
Secretary	Mr J Heywood
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

OXFORD CITIZENS ADVICE BUREAU

TRUSTEES' ANNUAL REPORT (INCORPORATING THE DIRECTORS' REPORT) YEAR ENDED 31 MARCH 2024

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.

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 2023/24 our agreed priorities were to:

1. Increase income generation and fundraising so we can set a balanced budget, build up our reserves to secure our advice service for the future.
2. Increase our volunteer and staff teams - so that services are properly resourced.
3. Increase access to our services so that clients can access our services by phone or email and ensure there is F2F access for those who need this most.
4. Use our casework evidence and national Citizens Advice 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 money, debt, welfare benefits, employment, housing, consumer issues, family and personal issues and nationality and immigration. We receive funding towards our general advice service from a range of donors and funders, including but not limited to Oxford City Council, the Henry Smith Foundation and the National Lottery.

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

During 2023-24 we helped 6,410 clients an increase of 27% year on year. We helped with 24,237 issues. The issues that people mostly sought our help with were in relation to welfare benefits, housing, debt, employment, utilities issues and charitable/food bank support. During the year, we secured just over £4m in financial outcomes for clients. The public value of our volunteers was £465,775 and the board is very grateful for their time and commitment.

During 2023/24 our main organisational achievements were:

- to meet our income generation targets; achieve a surplus for the year while expanding our services
- to win 3 year funding from the National Lottery Community Fund for cost of living support in community outreach services. This will have enabled us to set a new outreach at West Oxford Community Centre and to work with food bank/food larder services to help alleviate poverty and food insecurity.
- to respond to 3,316 calls asking for advice. We expanded our Adviceline volunteer and staff advice team thanks to funding from National Citizens Advice (NCA). The number of calls answered went up by 96% from 1,695 in the previous year.
- increasing our volunteer team to 68
- to expand our team at Westgate library. We secured funding for a part time advisor from Oxfordshire Community Foundation enabling us to offer more appointments and call backs.
- established a new service to support patients at the Major Trauma Centre at the John Radcliffe Hospital.

OXFORD CITIZENS ADVICE BUREAU

- helped 330 people with energy related queries. Funding from NCA and British Gas Energy Foundation allowed us to provide additional appointments and practical support.
- Took action to raise an issue with the Oxford City Council which we thought unfair for a group of local tenants. The tenants had become retrospectively liable for council tax following a planning decision.
- Improved our IT security, improved our website and secured Cyber Essentials accreditation

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 also 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 was 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.

We were also pleased to join the Major Trauma Partnership in 2023, providing advice to Major Trauma patients and their families/carers in association at the John Radcliffe hospital.

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

During 2023/24 we delivered an overall surplus of £47,998. Some £6,568 of this surplus, together with the funds of £68,972 already in hand will be carried forward to fund specific projects which are continuing into 2024/25. The remaining £41,430 of the overall surplus generated is added to our general reserves in line with one of our key objectives of improving our financial stability.

We have set a deficit budget for 2024/25 of £51,948. By being able to generate the surplus of £41,430 in 2023/24 the overall two year position is reasonably robust. With one of our objectives being to generate more income through income generation strategies and fundraising to ensure our long term sustainability we are anticipating that the in year deficit can be reduced so our reserves remain in a healthy position. We have managed to secure core grant funding from Oxford City Council until March 2025 therefore giving us some certainty of income levels for the remainder of this year. However, it is essential that a similar level of funding is forthcoming in 2025/26 to enable our finances to remain stable and enable us to plan ahead to maintain the levels of advice services we provide to our clients. The board continues to closely monitor the situation.

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 staffing and 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 -£96,000
- Contractual commitment reserve - to cover contracted payments to staff such as redundancy-£50,000
- Development reserves- to provide for investment in fundraising so that the organisation is more financially stability - £20,000

Total reserves £166,000.

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.

OXFORD CITIZENS ADVICE BUREAU

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

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 at each trustee board meeting 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.

Statement of Internal Control

Information Assurance: Oxford Citizens Advice Bureau's trustee board oversees the information security of all personal information of our clients, staff, funders and strategic partners that is processed. The trustee board holds joint responsibility for client data that is held in the case management system, together 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.

The security of data is of paramount importance and to this end Oxford Citizens Advice Bureau:

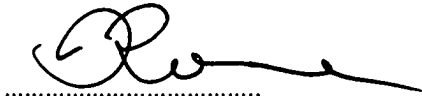
- follows National Citizens Advice guidelines and procedures to ensure data is kept safe and any risks of breach are mitigated;
- maintains an asset register which records where information is held, who owns it, who can access it, why it is stored and for how long and what risk it carries;
- carries out an annual review of information assurance procedures;
- includes any significant risks in the risk register;
- ensures all staff undertake annual information assurance training;
- are Cyber Essentials accredited and
- all of this is reviewed on an annual basis.

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 8 OCTOBER and signed on behalf of the board of trustees

by: DANIELLE ROWE



Trustee

OXFORD CITIZENS ADVICE BUREAU

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF OXFORD CITIZENS ADVICE BUREAU FOR THE YEAR ENDED 31 MARCH 2024

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 2024 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

.....8 October..... 2024

OXFORD CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES including INCOME AND EXPENDITURE ACCOUNT. FOR THE YEAR ENDED 31 MARCH 2024

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Income from:							
Donations and legacies	3	207,174	-	207,174	209,803	-	209,803
Charitable activities	4	3,000	386,019	389,019	25,012	291,934	316,946
Investment income	6	5,205	-	5,205	1,622	-	1,622
Other income	5	-	-	-	438	-	438
Total income		215,379	386,019	601,398	236,875	291,934	528,809
Expenditure on:							
Charitable activities	7	164,544	388,856	553,400	192,192	258,372	450,564
Total expenditure		164,544	388,856	553,400	192,192	258,372	450,564
Net income / (expenditure)		50,835	(2,837)	47,998	44,683	33,562	78,245
Transfers between funds		(9,405)	9,405	-	(14,131)	14,131	-
Net movement in funds		41,430	6,568	47,998	30,552	47,693	78,245
Reconciliation of funds:							
Total funds brought forwards		209,990	68,972	278,962	179,438	21,279	200,717
Total funds carried forward		251,420	75,540	326,960	209,990	68,972	278,962

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 2024
COMPANY NUMBER 03330267

		2024		2023	
	Note	£	£	£	£
Fixed Assets					
Tangible assets	12		7,074		7,517
Current assets					
Debtors: Amounts falling due within one year	13	16,633		18,553	
Cash at bank and in hand		344,630		303,738	
		361,263		322,291	
Creditors: Amounts falling due within one year					
	14	41,377		50,846	
Net current assets			319,886		271,445
Net assets			326,960		278,962
 The funds of the charity					
Funds					
Unrestricted income funds			251,420		209,990
Restricted income funds			75,540		68,972
Total funds	16		326,960		278,962

For the year ended 31 March 2024 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

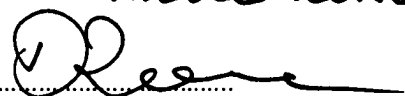
The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

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 8 OCTOBER and are signed on behalf of the board

by: **DANIELLE ROWE**



Trustee

OXFORD CITIZENS ADVICE BUREAU

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024**

	Note	2024 £	2023 £
Cash flows from operating activities			
Net income		47,998	78,245
Adjustments for:			
Depreciation of tangible fixed assets		8,228	8,096
Other interest receivable and similar income		(5,205)	(1,622)
Changes in:			
Trade and other debtors		1,919	35,783
Trade and other creditors		(9,468)	(129,430)
Cash generated from operations		<u>43,472</u>	<u>(8,928)</u>
Interest received		<u>5,205</u>	<u>1,622</u>
Net cash - used in / from operating activities		<u>48,677</u>	<u>(7,306)</u>
Cash flows from investing activities			
Purchase of tangible assets		<u>(7,785)</u>	<u>(2,075)</u>
Net cash used in investing activities		<u>40,892</u>	<u>(9,381)</u>
Net –increase/(decrease) in cash and cash equivalents		40,892	(9,381)
Cash and cash equivalents at beginning of year		<u>303,738</u>	<u>313,119</u>
Cash and cash equivalents at end of year		<u>344,630</u>	<u>303,738</u>

**NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024**

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.

OXFORD CITIZENS ADVICE BUREAU

NOTES TO THE ACCOUNTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

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.

OXFORD CITIZENS ADVICE BUREAU

NOTES TO THE ACCOUNTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

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 2024

3. DONATIONS AND LEGACIES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Donations				
Donations	17,174	-	17,174	19,803
Grants				
Oxford City Council Core Grant	190,000	-	190,000	190,000
Big Lottery Fund	-	-	-	-
	207,174	-	207,174	209,803

Included within the donations are gifts from: Dorris Hill £1,000, Fit for Purpose £1,000, the Orr Mack Foundation £5,000 and Sharegift £2,000. The Legal Walk raised £4,735.

4. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Advice services general funding	3,000	-	3,000	25,012
Refernet		-	-	9,786
Benefits in Practice	-	22,680	22,680	24,720
Oxfordshire Money Advice	-	44,020	44,020	42,000
Macmillan	-	72,525	72,525	67,177
MaPS	-	-	-	10,601
Oxfordshire Specialist Advice Service	-	17,050	17,050	17,000
Refugee Resources	-	10,885	10,885	11,172
Henry Smith	-	60,000	60,000	60,000
Oxford Community Foundation	-	9,735	9,735	-
Energy Projects	-	16,376	16,376	17,838
Remote Advice	-	32,438	32,438	-
Cost of Living Crisis	-	-	-	6,655
Cost of Living Telephone Advice Line	-	-	-	15,000
Major Trauma	-	13,200	13,200	-
Training	-	-	-	9,985
Reaching Communities	-	47,282	47,282	-
British Gas cost of Living	-	39,828	39,828	-
	3,000	386,019	389,019	316,946

The £3,000 unrestricted income is from St Michael's

OXFORD CITIZENS ADVICE BUREAU

**NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

5. INCOME FROM OTHER ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Miscellaneous Income	-	-	-	438
	-	-	-	438

6. INVESTMENT INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Deposit account interest	5,205	-	5,205	1,622
	5,205	-	5,205	1,622

7. EXPENDITURE ON CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Salaries	111,792	322,903	434,695	353,428
Premises costs	21,060	13,803	34,863	29,338
Office costs	23,456	35,684	59,140	61,456
Staff and volunteers	6,471	2,708	9,179	4,351
Other costs	1,053	12,867	13,920	427
Governance costs	712	891	1,603	1,564
	164,544	388,856	553,400	450,564

OXFORD CITIZENS ADVICE BUREAU

**NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

8. NET INCOME

	2024	2023
	£	£
Net income is stated after charging:		
Depreciation	8,228	8,096

9. INDEPENDENT EXAMINATION FEES

	2024	2023
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	1,350	1,350

10. STAFF COSTS

	2024	2023
	£	£
The total staff costs and employee benefits for the reporting period are analysed as follows:		
Wages and salaries	393,270	316,450
Social security costs	25,942	21,569
Employer contributions to pension plans	17,987	11,642
	437,199	349,661

The average head count of employees during the year was 29 (2023: 24). The average number of full-time equivalent employees during the year is analysed as follows

	2024	2023
	No.	No.
Advice staff	9	6
Management, admin and support staff	4	4
	13	10

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

NOTES TO THE ACCOUNTS (CONTINUED)

OXFORD CITIZENS ADVICE BUREAU

FOR THE YEAR ENDED 31 MARCH 2024

11. TRUSTEE REMUNERATION AND EXPENSES

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

12. TANGIBLE FIXED ASSETS

	Fixtures and fittings	Leasehold improvements	Total
	£	£	£
Cost			
At 1 April 2023	184,533	108,193	292,726
Additions	7,785	-	7,785
At 31 March 2024	192,318	108,193	300,511
Depreciation			
At 1 April 2023	177,016	108,193	285,209
Charge for the year	8,228	-	8,228
At 31 March 2024	185,244	108,193	293,437
Carrying amount			
At 31 March 2024	7,074	-	7,074
At 31 March 2023	7,517	-	7,517

13. DEBTORS

	2024	2023
	£	£
Prepayments and accrued income	4,830	11,142
Grant monies due	5,667	4,100
Other debtors	6,136	3,311
	16,633	18,553

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Social security and other taxes	8,254	5,948
Deferred income	-	30,000
Other creditors	33,123	14,898
	41,377	50,846

OXFORD CITIZENS ADVICE BUREAU

**NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

15. 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 £17,987 (2023: £11,642).

16. ANALYSIS OF CHARITABLE FUNDS

Unrestricted funds

	At 1 April 2023	Income	Expenditure	Transfer to general funds for capital expenditure	Transfers	At 31 March 2024
	£	£	£	£	£	£
General funds	104,990	215,379	164,544	-	(79,405)	85,420
Operational reserve	66,000	-	-	-	30,000	96,000
Contractual commitment reserve	20,000	-	-	-	30,000	50,000
Development reserve	10,000	-	-	-	10,000	20,000
	<u>209,990</u>	<u>215,379</u>	<u>164,544</u>	<u>-</u>	<u>(9,405)</u>	<u>251,420</u>

OXFORD CITIZENS ADVICE BUREAU

NOTES TO THE ACCOUNTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Purpose of restricted funds:

	At 1 April 2023	Income	Expenditure	Transfers	At 31 March 2024
	£	£	£	£	£
Refernet	17,984	-	8,608	-	9,376
Benefits in Practice	-	22,680	26,281	3,601	-
Oxfordshire Money Advice	15,396	44,020	40,158	-	19,258
Macmillan	-	72,525	74,598	2,073	-
Oxfordshire Specialist Advice Service	-	17,050	19,861	2,811	-
Refugee Resources	-	10,885	12,583	1,698	-
Henry Smith	-	60,000	58,404	(1,596)	-
Oxford Community Foundation	-	9,735	4,524	-	5,211
Energy Projects	6,255	16,376	23,169	538	-
Remote Advice	-	32,438	23,160	-	9,278
Cost of Living Crisis	4,352	-	3,936	(416)	-
Major Trauma	-	13,200	11,809	-	1,391
Training	9,985	-	10,031	46	-
Reaching Communities	-	47,282	17,597	-	29,685
British Gas	-	39,828	38,487	-	1,341
Cost of Living Telephone Advice	15,000	-	15,650	650	-
	<u>68,972</u>	<u>386,019</u>	<u>388,856</u>	<u>9,405</u>	<u>75,540</u>

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

Benefits in Place: Connecting welfare rights advice service funded by Oxfordshire County Council to primary care and community settings

Oxfordshire Money Advice: i Money advice funded by Oxfordshire County Council

Macmillan: Advice for those with cancer and their families funded by Macmillan Cancer Support

Oxfordshire Specialist Advice Service: benefits/money advice for those living with disabilities or long term health conditions and care leavers

Refugee Resources: providing welfare and other advice to those seeking help for asylum or refugee status funded by referred by Refugee Resource.

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

Cost of Living 2: Oxfordshire Community Foundation Delivering Impact Cost of Living Round 2 grant for additional appointments

Energy Projects: NCA energy programmes funding energy advice, carbon monoxide advice and outreach sessions

Remote Advice: NCA Remote Service Delivery grant to provide additional phone/email capacity

OXFORD CITIZENS ADVICE BUREAU

NOTES TO THE ACCOUNTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Cost of Living Crisis: Food larder/bank advice research, pilot Community Responder Training funded by the Lucy Group

Major Trauma: advice for patients at Major Trauma Unit at John Radcliffe hospital in partnership with Cardinal Mgmt Ltd

Training: Specialist training for advisers funded by the London & South East Region: National Lottery Community Fund Awards for All programme

Reaching Communities London & South East Region: National Lottery Community Fund supporting community outreaches linked to food banks/food larders

British Gas Energy Trust: energy and money advice including Post Office outreach

Cost of Living Telephone Advice Line: NCA Core Donation grant to provide additional phone capacity

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.

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Restricted funds	Total funds 2024	Total funds 2023
	£	£	£	£
Tangible fixed assets	7,074	-	7,074	7,517
Current assets	290,934	70,329	361,263	322,291
Creditors less than 1 year	(41,377)	-	(41,377)	(50,846)
	256,631	70,329	326,960	278,962

18. OPERATING LEASE COMMITMENTS

	2024	2023
	£	£
Later than 1 year and not later than 2 years	8,880	13,800