



**FINANCIAL STATEMENTS
FOR YEAR ENDED 31st MARCH 2023**

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Rural Cambs Citizens Advice Bureau Ltd
REPORT OF THE DIRECTORS AND TRUSTEES

The Trustees, who are also the Directors for the purpose of Company Law, present their annual report and the audited financial statements for Rural Cambs Citizens Advice Bureau Ltd ("the Charity") for the year ended 31st March 2023.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their account in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1st January 2019).

Reference and Administration Details

Charity name:	Rural Cambs Citizens Advice Bureau Ltd
Operating name:	Citizens Advice Rural Cambs
Charity registration no:	1146277
Company registration no:	7931354
Financial conduct authority registration no:	617718
Registered office:	Eastfield House, 5 Latham Road, Huntingdon PE29 6YG
Telephone:	01945 469787
Email:	admin@ruralcambscab.org.uk
Website:	www.citizensadvice.ruralcambs.org.uk
Key management personnel:	Chief Officer – Mr. N Blencowe Deputy Chief Officer – Mrs. H Spriggs Chief Financial Officer – Mrs. K Drewry
Company secretary:	Mrs. P Firth *
Bankers:	Barclays Bank plc, Leicester LE87 2BB
Auditors:	Stephenson Smart (East Anglia) Limited 22-26 King Street, King's Lynn, Norfolk. PE30 1HJ

Rural Cambs Citizens Advice Bureau Ltd

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

The following people serve as Directors/Trustees of the Charity:

Directors /Trustees	Role	Appointed	Elected/Re-elected	Resigned
Mr N McKittrick	Chair		30/11/2022	
Mr. M Mealing	Trustee	03/05/2018	09/12/2021	
Mr P Finnigan	Trustee		30/11/2022	
Lucy Webb	Trustee	19/07/2023		
Mr. W Grieve	Treasurer	03/11/2020	26/11/2020	
Mr. L Barber	Trustee	27/09/2021	09/12/2021	

*Mrs. P Firth - Company Secretary (as a non-trustee)

Structure, Governance and Management

Governing Document and Constitution

Rural Cambs Citizens Advice Bureau Ltd is a Registered Charity and a Company Limited by Guarantee. The maximum liability of each member is limited to £1. At 31st March 2023, the Charity had seventeen members (2022 sixteen members).

The Charity was incorporated as a Company Limited by Guarantee on 1st February 2012 and registered as a charity on 7th March 2012.

The Charity was incorporated under a Memorandum of Association, which established the objectives and powers of the charitable company and is governed under its Articles of Association. Each principal member of the organisation is, therefore, a member of the Charity and has a right to attend and vote at company general meetings. Members support the organisation by volunteering their services free.

The Charity is independent, and is one of three Citizens Advice local centres in Cambridgeshire and covers, Fenland and Huntingdonshire, serving a population of approximately 283,300 residents.

Recruitment and Appointment to Board of Trustees

Trustees, who are also Directors of the Charity, are recruited and elected from the local community. In maintaining its independence, the Trustee Board ("Board") is responsible for ensuring no other persons or external organisations are entitled to appoint persons to the Board.

The maximum number of Trustees is fifteen and the minimum number is three. All elected Trustees shall retire from office at the third Annual General Meeting following their election or appointment respectively but may be re-elected for a further three-year term, with a six-year restriction applying only to the post of Chair, Vice-Chair and Treasurer. Board members are elected for their knowledge and/or expertise and each has a specific executive responsibility.

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

In addition to the above Trustees, the following attend the Board Meetings as non-voting members:

- Mr. N Blencowe (Chief Officer)
- Mrs. H Spriggs (Deputy Chief Officer)
- Mrs. P Firth (Company Secretary)
- Mrs. K Drewry (Chief Financial Officer)
- Ms. R Ford (Minute taker)

Induction and Training of New Members of the Board

New members of the Board are provided with information about the service's governance, the responsibilities of company directors and charity trustees, an invitation to a Citizens Advice Trustee Induction Day and are appointed a mentor from among the Board. As a part of the induction, new Trustees are required to sign a code of conduct in carrying out their responsibilities in the best interests of the Charity. It is generally the case that new members are already aware of the activities and aims of the service.

Organisational Structure and Decision Making

The Charity is governed by its Board, which is responsible for setting the strategic direction of the organisation and the policy of the Charity. The Board carry the ultimate responsibility for the conduct of the Charity and for ensuring the Charity satisfies its legal and contractual obligations.

The Board meets at least six times a year. In between meetings, matters requiring the Board's authorisation are dealt with by email and/or telephone and then ratified and recorded in the minutes at the next Trustee Board meeting.

The Board is independent from management. A register of members' interests is maintained at the registered office, and is available to the public.

A Business Development Working Group, which meets at least every two months, exists to advise, review and support CARC's Business Development Strategy and tactical action plans, thus helping to ensure that CARC receives adequate funds from both existing funders and potential new funders to meet its business objectives.

A Finance Panel, which meets regularly, exists to review, discuss and support in all financial aspects of the business of CARC and reports to the Trustee Board.

The Business Development Working Group feeds into the Finance Panel meetings for reference ahead of any Trustee Board meetings.

The organisation's Chief Officer, Mr N Blencowe is responsible to the Board for:

- Management, development and strategic planning
- Vision and leadership in the continuing development of the Charity
- Serving and advising the Board in carrying out their responsibilities, in maintaining an overview of the organisation and in making appropriate strategic, policy and financial decisions.

Relationships with Related Parties

The Charity is a member of 'National Citizens Advice', the operating name of the National Association of Citizens Advice Bureau, 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 Board in order to fulfil its charitable objects and comply with the national membership requirements.

The Charity also co-operates and liaises with a number of other advisory services, local charities and the County and District Councils on behalf of clients. The Charity's principal sources of funds include National Citizens Advice negotiated contracts for the "Money and Pensions Service" and Energy Advice, and the District Councils of Fenland and Huntingdonshire during 2022/23.

Management Staff Remuneration Policy

The Trustees consider the Board and the Senior Leadership Team are the key management personnel of the Charity in charge of directing and controlling, running and operating the Charity on a day-to-day basis. All Trustees give their time freely and no Trustee receives any remuneration in the year. Details of Trustees expenses are disclosed in note 7 of the accounts.

The pay of the Senior Leadership Team is reviewed annually. The Trustees are able to benchmark this against pay levels in other local Citizens Advice centres of a similar size.

Major Risks

The Trustees have worked on a Risk Management Strategy and the Risk Register is monitored by a nominated trustee with the Chief Officer. In addition the financial section of the Risk Register is discussed and reviewed by the Finance Panel and the full register is agreed by the Trustee Board. The Trustees recognise that any major risks to which the Charity is exposed need to be reviewed and policies, procedures and systems put in place to mitigate those risks.

Any interruption to the service is managed by developing and implementing a successful recovery plan that involves, working with National 'Citizens Advice', staff and volunteers from neighbouring services and the Charity's partners.

Financial risk to the business which would result in a loss of significant funding is kept under review by the Finance Panel, which includes the Chief Officer, the Chief Financial Officer, and a member of the Trustee Board and is chaired by the Treasurer. The Finance Panel, working alongside the Business Development Working Group, looks at diversity of funding for the future, efficiency and other cost saving measures.

Objectives and Activities

Mission Statement

The Citizens Advice service gives people the knowledge and confidence they need to find their way forward, whoever they are and whatever their problem. Our advice is

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

free, independent, confidential and impartial. We value diversity, promote equality and challenge discrimination.

The Charity's Vision

Our Vision is to be the advice deliverer and strategic partner of choice in, rural Cambridgeshire by providing a high quality and sustainable service to people who need advice in the most efficient, accessible way as well as effective partnership for other stakeholders.

Advice will be provided in a number of ways including digital media, telephone, 'face to face' and information leaflets. It will include generalist advice, specialist advice and, in some instances, case work. Advice may be provided by CARC or an approved partner organisation with the relevant specialist knowledge or experience.

During the last year CARC continued to develop its services at the Digital Contact Centre, which is the heart of the business. CARC's aim is to continue to develop a hub and spoke service model around the successful Digital Contact Centre, to ensure we are best placed to meet client's needs, and allow us to offer both face to face, and telephone appointments ensuring the most appropriate channel for the client is provided.

Charitable Objects

The Charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress, in particular, but without limitation, for the benefit of the community in rural Cambridgeshire and surrounding areas.

Main objectives for 2023/24 and 2024/25

Our primary focus for the next two years is to secure resilient services, across a range of channels, which provide the information, advice and support needed by local people. Secure additional funding to be able to continue developing our high performing Digital Contact Centre

Developing our service

- Re-introduce drop in service at Pathfinder House in Huntingdon and report findings to Trustee Board.
- Explore further outreach funding opportunities through Town Councils of larger market towns.
- Plan and implement a reduced timeline for face-to-face appointments, a target of seven days as maximum wait time.
- Improve use and guidance of technology for the benefit of staff, volunteers and clients.

Funding/Partnership

- Plan open days for funders and potential funders.
- Grow local links and relationships with housing associations, mental health services and District Council teams (housing and benefits especially).

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

- Identify ambassadors for the organisation from within our structure of staff and volunteers.

Advice Areas to develop

- Housing and Employment Specialist.
- Plan and explore training opportunities for existing staff to develop skills and knowledge – Housing and Health & Social Care highlighted as a priority.
- Update the local search tool for adviser use and develop a better referrals/signposting – identifying key contacts in organisations for better partnership working.

Strategies for Achieving Objectives for 2023/24

- Keep under constant review the service delivery model to ensure our clients are served in the most efficient and effective way possible with the funding limits we receive.
- Continued development and enhancement of the Digital Contact Centre capability.
- Focus on relationship management, communications, research and development aspects with principal funders and other partner organisations.
- Review and adapt our structures and processes to ensure they met the changing needs of our clients by formal 1:1's and appraisals with all staff and volunteers including Away Days
- Recruitment of staff and volunteers to ensure that we can meet the development and growth of the Digital Contact Centre.
- Maintain the standards of Governance.

The Board continues to review the future strategy of The Charity:

- Financial budgeting is in place with the production of quarterly management accounts and monthly review meetings enabling the Board to monitor and manage its resources and fund balances
- Identifying the continuing need for general funds to finance the day to day running of the Charity and of being able to fund important projects that respond to changing needs
- To obtaining the necessary funding to provide the additional services. Applications to be made to various local and national providers of community finance
- Advertisements to be placed in the local press for advisory staff both as paid employees and volunteers, induction and training being provided to the extent that necessary knowledge and skills were not pre-existing.

Public Benefit Required

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the local Citizens Advice during the year. The Trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

Rural Cambs Citizens Advice Bureau Ltd

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

The principal activity of the Charity remains the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. This is provided through the Digital Contact Centre and local offices and community locations, e.g. Libraries across rural Cambridgeshire.

The majority of advice and support is provided through the Digital Contact Centre, however we do have a number of staff working remotely at home as well as through a hybrid working arrangement.

In addition to generalist advice, the following specialist advisory services were provided:

- Debt Advice by IMA (Institute of Money Advice) advisors.
- Financial Capability – support with budgeting and financial capability building client's confidence to manage their own money.
- Energy Advice
- Benefit Advice
- Employment Advice

All advisory services were provided through face-to-face consultations, telephone advice lines and outreach services at community hubs throughout rural Cambridgeshire.

Contribution of Volunteers

The Charity relies on volunteers to achieve its aims and objectives and to work under the supervision of its paid staff. Volunteers are involved in the provision of advice, fundraising, marketing, finance, governance and administration.

Our volunteer pool of 35 volunteers, including the trustees, contributed approximately 11,960 (ONS Earnings ASHE) hours of work to the local community through the Charity during the year.

We estimate the value of this help to be approximately £234,346 (ONS Earnings ASHE) in respect of the current year.

Achievements and Performance

CARC is an independent general advice service within Fenland and Huntingdonshire, which is able to offer quality assured advice across a full range of issues. Our scope covers the full range of Citizens Advice subject areas including benefits, debt, housing, employment, consumer, family, immigration (OISC 1), health and education.

All our services are provided by our fully trained and dedicated volunteers, staff and specialist caseworkers, meeting the Advice Quality Standard (AQS).

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

2022/23 has been a challenging and tough year for many organisations, and we are very proud of the work CARC has achieved during this period.

Below are a few of our key highlights from the year:

- Continued expansion of face-to-face services at a number of locations across rural Cambridgeshire.
- Expanded our offer through telephone advice appointments.
- We helped 5,916 clients with 36,350 issues. A fantastic achievement thanks to all our staff and volunteers for their dedication.
- We achieved over £1.9m in income gains for our clients.
- We successfully secured funding through Cambridgeshire County Council to run an Income maximization project with Cambridgeshire and District Citizens Advice with set up of the project from January 2023 for delivery over the next financial year.
- Following on from the successful Ely Foodbank project, CARC has expanded reach to cover the whole of the geographical area working with Ely, Wisbech, Godmanchester and St Neots Foodbanks through Trussell Trust funding for a three year delivery programme.
- Through Cambridgeshire County Council funding a new project, Change, Grow, Live working with drug and alcohol addiction was set up working in partnership with Cambridge and District Citizens Advice.
- Wimblington Parish Council outreach service was restarted.
- Successfully delivering and exceeding the targets on the energy advice project, thereby securing enhanced future funding.
- The Business Development Working Group has been reformed to look at securing and developing funding to expand the service.
- Continued investment in paid staff to support the service including implementation of the National Living Wage for all staff.
- Expansion of CARC Staff Benefits Package to include access to an employment assistance programme for health and wellbeing.

Our Digital Contact Centre continues to be the heart of our advice service to clients, growing its offer and reach allowing greater access to CARC's services. Our local Adviceline, a free phone service, is open Monday – Friday 9.30am – 3.30pm, supported by our other offices, remote staff providing follow-on advice appointments (face to face or telephone) to clients with complex issues.

During the year we continued to recruit new staff and volunteers to support our service and our training team continues to develop our comprehensive training programme, currently being offered face-to-face or via Zoom. During the year, a number of our trained volunteers have secured paid employment within CARC through our funded projects.

2022/23 has shown that the hard work and dedication of our staff and volunteers has enabled us to deliver a high quality advice service to those who need it.

Our impact in 2022-23

provided through free independent,
confidential and impartial advice.

We helped



5,916* people

*represents the total number of unique clients with one or more case notes in the period.

AND



22,112 people
visited our Website
for help

Via *

Phone	10,618
Email	7,332
In person	1,497
Webchat/Text	446
Letter	347

* This includes multiple activities per client



With 36,350
issues

Top 5 issues

Benefits & tax credits
Financial services & capability
Debt
Benefits Universal Credit
Utilities & communication

Some of the differences this made



£138,339

Grants administered
direct to our clients.
A 57% increase on
the previous year



65%

of clients report
finding it easier to
manage everyday life



87%

of clients had their
problem solved
through debt advice



85%

of clients had their
problem solved
relating to benefit
and tax credit issues

Factors Affecting the Achievement of Objectives

The Charity is well aware of the financial pressures experienced by its major funders, and in view of this is taking active measures to seek additional sources of funding for its services and looking at ways to deliver the service in a more cost effective way.

The Charity is working closely with Cambridge & District Citizens Advice delivering on the Income Maximisation project and the Change, Grow, Live project supporting those with addictions. Both projects are funded by Cambridgeshire County Council.

Complaints

The Charity complies with the formal complaints procedure as set out by the Citizens Advice membership standards.

'How to make a complaint' posters and leaflets are clearly displayed in all the local offices.

CARC received 2 complaints during 2022/23 and all were dealt with and resolved in a timely and professional manner.

The Charity understands its duty to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches, and undue pressure to donate but does not currently fundraise from the public or use any internal fundraisers or external fundraising agencies for either telephone or face-to-face campaigns and received no fundraising complaints during the year.

Financial Review

Financial Position

Income during the year was £690,862 (2021/22 £657,209), of this £385,982 (2021/22 £310,223) related to restricted project activities.

A surplus was made for the year of £1,251 (2021/22 £69,148).

As at 31st March 2023, total reserves were £183,711 (2021/22 £182,460).

Reserves Policy

The Trustees Reserves policy is to aim to hold unrestricted reserves equivalent to the higher of:

- The Charities operating lease commitments and contingent liabilities, which amount to the redundancy costs were the Charity to close.
- Two and a half months of normal operating expenditure.

The Charity's operating lease commitments and contingent liabilities as at 31st March 2023 equate to £65,729. Two and a half months of budgeted operational expenditure for 2023/24 equates to £148,656.

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

As at 31st March 2023 the total unrestricted reserves held amounted to £183,711. The charity is therefore currently exceeding its reserve policy levels and have budgeted a small deficit for 2023/24.

The Board reviews the financial position of the Charity at each Board meeting to ensure it can operate effectively within the level of reserves currently held.

Principal Funding Sources

The Trustees extend their gratitude to Fenland District Council, Huntingdonshire District Council, Chatteris Town Council, St Ives Town Council, St Neots Town Council, Wisbech Town Council, Whittlesey Town Council, National Citizens Advice and the Town and Parish Councils who continue to support the core operating capacity of the Charity. In addition, project specific funding was received from CHS Group and Cambridgeshire Acre, Robert Hall Charity and The Hudson Foundation, Asda through Trussell Trust.

Investment Policy

CARC has registered with the CAF Charity Deposit platform which allows access to numerous investment accounts with options for fixed term or fixed interest deposits from three months to five years. The platform was set up at the end of the financial year with investments being made during 2023/24. Surplus short term working cash is held in a bank deposit account.

The Future – Strategic Themes

Citizens Advice Rural Cambs, although a local charity aligns itself closely with and fully supports the principles of the National Citizens Advice, 'Future of Advice' strategy. Fully supporting and embracing the four focus areas which we will embed into our organisation over the next three years:

- 1) **Advice** – Protect and, where possible, increase the supply of 1-1 advice provision to enable more clients to access advice. Increase the effectiveness and efficiency of advice giving processes to enable advisers to support more clients, whilst still providing a quality service. Make our advice fit for the future by understanding, defining and developing our place in the wider advice ecosystem.
- 2) **Advocacy** – Test the idea that a stronger feedback loop between advice and advocacy will achieve greater impact for our clients. Further position ourselves as the leading organisation for bringing front-line insights into policy making.
- 3) **Inclusive Access** – Improve the accessibility of our service for marginalised clients. Improve the overall client experience for clients of colour. Increase the voice of clients in all our work to improve our ability to meet their needs.
- 4) **Organisational Health (system-wide)**. Improve the experience of colleagues in priority aspects of the employee lifecycle, increasing colleague attraction, satisfaction and retention. Build our understanding of system-wide financials and our strategic finance and funding options, prioritising our short and longer-term sustainability activities. Work collaboratively across the service to build common purpose around our key opportunities and challenges and work together to address them, progressively determining how to evolve our

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

system – and our strategic partnerships – with and for our clients. Focus on strengthening our organisation foundations in the national organisation: building the key capabilities, processes, systems and behaviours needed to support the effective performance of Citizens Advice.

Supporting and aiding the National organisation to achieve its vision for 2023/24:

- Our service will be joined up
- We'll help you find a way forward, whatever your problem
- You'll get the level of support you need
- You know that we'll speak up for you

These four strands fit with what we strive to achieve locally as an organisation and on a national scale.

STRATEGIC PRIORITIES

Introduction

There will always be a lot of major issues, initiatives and programmes underway at any one time and these will need to be prioritised and integrated to ensure that disruption of service to our clients is kept to a minimum and we actually deliver the desired outcomes.

Sustainability and Funding

Realistically, we have to assume that traditional Core Funding will continue to be a struggle and thus we must sustain our strong relationships with our existing Public Sector Funders. In addition, we will try to develop wider support from non-traditional sources and continue to cultivate other project and service contract-based Funding opportunities where we have the capability and confidence to deliver.

Priorities for 2022-25

Our primary focus for the next 3 years is to secure resilient services, across a range of channels, which provide the information, advice and support needed by local people through a focus on:

- further developing our high performing Digital Contact Centre
- building effective strategic and operational partnerships and alliances to secure sustainable services
- remaining responsive, open and adaptive
- Advancing equity, diversity and inclusivity in the services that we provide to local communities.
- To further trial and develop drop in services in different locations, subject to funding

Statement of Trustees' Responsibilities

Small company provisions

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

The trustees (who are also the directors for the purpose of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees must prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law, the trustees must not approve the financial statements unless they are satisfied that they 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 these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue to operate.

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

The trustees confirm that so far as they are aware, there is no relevant audit information (as defined by section 418(3) of the Companies Act 2006) of which the charitable company's auditors are unaware. They have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

Approved by order of the board of trustees on 25th October 2015
and signed on its behalf by:


Mr N. McKittrick
Chair of the Board of Trustees

Rural Cambs Citizens Advice Bureau Ltd

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2023

		Unrestricted Funds	Restricted Funds	Total 2023	Total 2022
	Notes	£	£	£	£
Income					
Donations, Grants and Legacies	3	305,246	384,037	689,283	632,633
Charitable Activities	4	1,120	46	1,166	24,548
Investment Income	5	413	-	413	28
Total Income		306,779	384,083	690,862	657,209
Expenditure					
Charitable activities	6	303,629	385,982	689,611	588,061
Net Income for the year	7	3,150	(1,899)	1,251	69,148
Funds brought forward		182,460	-	182,460	113,312
Transfer between funds		(1,899)	1,899	-	-
Funds carried forward		183,711	-	183,711	182,460

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

All income and expenditure derive from continuing activities.

The notes on pages 19 to 34 form part of these financial statements

Rural Cambs Citizens Advice Bureau Ltd

BALANCE SHEET AS AT 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Fixed Assets	8		-		-
Current Assets					
Debtors	9	27,873		28,301	
Cash at bank and in hand	10	297,763		232,057	
		<u>325,636</u>		<u>260,358</u>	
Creditors: Amounts falling due within one year	11	141,925		77,898	
Net Current Assets			183,711		182,460
Net Assets			<u>183,711</u>		<u>182,460</u>
Funds of the Charity					
Unrestricted Funds	12		183,711		182,460
Restricted Funds	13		-		-
Total Funds			<u>183,711</u>		<u>182,460</u>

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

The financial statements were approved by the Board of Trustees on and signed on its behalf by: *25th October 2023*



Mr N McKittrick
Chair of the Board of Trustees

The notes on pages 19 to 34 form part of these financial statements

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023**

	Notes	2023 £	2022 £
Cash Flows from Operating Activities			
Net cash provided by/used in operating activities	17	65,706	21,971
Cash Flows from Investing Activities			
Purchase of property, plant and equipment		-	-
Change in cash and cash equivalents in the reporting period		65,706	21,971
Cash and cash equivalents at the beginning of the reporting period		232,057	210,086
Cash and cash equivalents at the end of the reporting period		297,763	232,057

The notes on pages 19 to 34 form part of these financial statements

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023**

1. Accounting Policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a) General information and basis of preparation

Rural Cambs Citizens Advice Bureau Ltd is a Registered Charity and a Limited Liability Company incorporated in England & Wales.

Registered Office: see page 2 Reference and Administration Details

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

The Charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The financial statements are presented in pounds sterling, which is the functional currency of the Charity.

b) Income

Income is recognised when the Charity has entitlement to the funds, any performance conditions attached to the item(s) of income has been met, and it is probable that the income will be received and the amount can be measured reliably.

Grant income, whether 'capital' grants or 'revenue' grants, are recognised when the Charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Donations and other income are included at the point of confirmation of the income.

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023**

When income has related expenditure (as with fund raising or contract income), the income and related expenditure are reported gross in the Statement of Financial Activities.

c) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is accounted for on an accruals basis.

d) Depreciation

All assets are capitalised at their historical cost when purchased.

Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost on a straight-line basis over their expected useful economic lives as follows:

- Fixtures, Fittings & Equipment - over 4 years
- Computer Equipment - over 3 years

Assets are reviewed for any indications of impairment at each Balance Sheet date.

e) Intangible Income

No income is recognised for the services of volunteers in these accounts, except in the dialogue in the 'significant achievements' within the Trustees report.

f) Funds held by the Charity

The Charity's restricted funds relate to its specific projects, separately funded. Restrictions arise when specified by the grant issuing body or donor. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of the costs of overall direction and administration of the Charity.

Where the donor does not specify a particular fund, donations are included in unrestricted funds which are used in accordance with the charitable objects at the discretion of the Board of Trustees.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes.

The aim and use of each fund is set out in the notes to the financial statements.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023**

g) Pensions

The charities auto-enrolment date was 1 April 2018 and from that date the Charity has set up a defined contribution pension scheme operated by NEST for the staff.

h) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Pre-payments are valued at the amount pre-paid net of any trade discounts due. Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the Balance Sheet date.

i) Cash at bank and in hand

Cash at bank and cash in hand includes cash.

j) Creditors

Creditors 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 are normally recognised at their settlement amount after allowing for any trade discounts due.

k) Financial Instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

l) Operating leases

Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

m) Taxation

The company is considered to pass the test set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023**

2. Status

The Charity has no share capital being a Company Limited by Guarantee and is a Registered Charity. Each member in the event of a winding up guarantees to contribute a sum not exceeding £1. There are currently seventeen members (2022: sixteen members).

No one individual has control of the Charity.

Rural Cambs Citizens Advice Bureau Ltd

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2023

3. Donations, Grants and Legacies

	Unrestricted	Restricted	2023 Total	2022
	£	£	£	£
Donations	10,639	500	11,139	7,527
Restricted Grant Income				
Citizens Advice – MaPS *	-	100,316	100,316	106,683
Citizens Advice - Universal Support	-	2,370	2,370	138,321
Cambridgeshire County Council – Income Max	-	58,700	58,700	-
Cambridgeshire County Council -Change, Grow, Live	-	6,094	6,094	-
Cambridgeshire Acre - Wisbech Community Led Local Development (CLLD) *	-	20,482	20,482	26,000
Grant income for clients *	-	77,934	77,934	9,161
Foodbank Projects *	-	117,641	117,641	29,837
Unrestricted Grant Income				
Citizens Advice – Energy Advice Programme	46,005	-	46,005	10,700
Citizens Advice – Carbon Monoxide Advice	-	-	-	5,475
Citizens Advice – Advice Line Phones	-	-	-	4,000
Huntingdon District Council	115,700	-	115,700	115,700
Fenland District Council	57,000	-	57,000	57,000
Fenland District Council – Track & Trace	-	-	-	32,000
Whittlesey Town Council	6,800	-	6,800	6,350
St Neots Town Council	10,000	-	10,000	10,000
Chatteris Town Council	6,148	-	6,148	3,665
St Ives Town Council	2,103	-	2,103	2,056
Cambridgeshire Community Local Assistance Scheme (CLAS)	38,935	-	38,935	38,935
Clarion Futures	-	-	-	398
Robert Hall & Hudson Foundation	11,916	-	11,916	11,600
Arnold Clarke	-	-	-	599
Grant income received directly for clients	-	-	-	16,626
	294,607	383,537	678,144	625,106
Total Income for Donations, Grants and Legacies	305,246	384,037	689,283	632,633

* **Restricted Grant Income:** Grant figures include grant income received for clients of £21,044

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023**

3. Donations and Legacies – continued

Donations were received from our Clients, TaxAttack, Wisbech Town Council, Elm Parish Council, Parson Drove Parish Council, Christchurch Parish Council, Abbotsley Parish Council, Tydd St Giles Parish Council, Warboys Parish Council, Great Paxton Parish Council, Hail Weston Parish Council, Houghton & Wyton Parish Council.

In 2022, £310,002 of the total donations, grant and legacies income was restricted and the remainder of £322,631 was unrestricted.

4. Income from Charitable Activities

	Unrestricted	Restricted	2023 Total	2022
	£	£	£	£
Other – Additional funds Huntingdon District Council	-	-	-	23,168
Other	1,120	46	1,166	1,380
	1,120	46	1,166	24,548

In 2022, £221 of income from charitable activities was restricted and the remainder of £24,327 unrestricted.

5. Investment Income

	Unrestricted	Restricted	2023 Total	2022
	£	£	£	£
Bank Interest	413	-	413	28

All investment income in 2022 relates to unrestricted funds.

Rural Cambs Citizens Advice Bureau Ltd
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023

6 Analysis of Expenditure on Charitable Activities
Year Ended 31 March 2023

Expenditure	Restricted Funds							
	Cambridgeshire County Council - Income Max	Change, Grow, Live	Client Grants	Citizens				TOTAL
				Citizens Advice - MaPS	Citizens Advice - Universal Support	Cambridgeshire Acre -Wisbech CLLD	Foodbank Project	
	£	£	£	£	£	£	£	£
Staff Salaries & NI	4,246	2,684	750	55,665	-	11,266	68,228	142,839
Staff & Volunteer costs	156	-	-	422	-	-	1,828	2,406
Governance	-	-	-	-	-	-	-	-
Office	2,431	600	-	1,310	-	171	2,914	7,426
Premises	-	-	-	5,685	-	1,172	2,461	9,318
Other	50,000	-	80,681	1,030	-	4,713	15,300	151,724
Reallocation of Central & Contact Centre Costs	1,854	2,814	-	36,843	-	3,388	27,370	72,269
Total Expenditure	58,687	6,098	81,431	100,955	-	20,710	118,101	385,982

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023

6 Analysis of Expenditure on Charitable Activities
Year Ended 31 March 2023

Expenditure	Unrestricted Funds							
	Digital				General			
	CENTRAL	Training	Centre & Contact	Energy Advice Programme	Robert Hall & Hudson Foundation	CLAS	Advice	TOTAL
	£	£	£	£	£	£	£	£
Staff Salaries & NI	107,610	134,630		25,649	5,692	13,724	24,241	311,546
Staff & Volunteer costs	5,477	3,724		226	-	-	3,124	12,551
Governance	5,512	-		-	-	-	-	5,512
Office	13,210	4,494		466	92	332	8,452	27,046
Premises	306	12,543		794	2,761	-	2,372	18,776
Other	350	-		-	-	117	-	467
Reallocation of Central & Contact Centre Costs	(132,465)	(155,391)		18,843	4,792	24,608	167,344	(72,269)
Total Expenditure	-	-		45,978	13,337	38,781	205,533	303,629

Rural Cambs Citizens Advice Bureau Ltd

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2023

6 Analysis of Expenditure on Charitable Activities Year Ended 31 March 2022

Restricted Funds						
Expenditure	Citizens Advice -	Citizens Advice -	Cambridgeshire Acre -	Foodbank	TOTAL	£
	MaPS	Universal Support	Wisbech CLLD	Project		
	£	£	£	£		
Staff Salaries & NI	68,502	79,910	19,403	24,785	192,600	
Staff & Volunteer costs	759	411	-	2	1,172	
Governance	-	-	-	-	-	
Office	2,651	3,700	799	220	7,370	
Premises	2,628	7,021	-	-	9,649	
Other	-	-	8,562	-	8,562	
Reallocation of Central & Contact Centre Costs	36,564	49,648	6,414	4,836	97,462	
Total Expenditure	111,104	140,690	35,178	29,843	316,815	

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023**

**6 Analysis of Expenditure on Charitable Activities
Year Ended 31 March 2022**

Unrestricted Funds							
	CENTRAL	Digital Contact Centre & Training	Energy Advice Programme	Robert Hall & Hudson Foundation	CLAS	General Advice	TOTAL
Expenditure	£	£	£	£	£	£	£
Staff Salaries & NI	127,633	53,218	9,721	5,576	19,157	64,642	279,947
Staff & Volunteer costs	2,634	2,906	49	-	6	1,613	7,208
Governance	5,229	-	-	-	-	-	5,229
Office	14,131	4,648	350	-	145	6,739	26,013
Premises	677	10,798	-	4,369	-	15,557	31,401
Other	1,195	-	-	-	96	17,619	18,910
Reallocation of Central & Contact Centre Costs	(151,499)	(71,570)	6,236	2,384	11,965	105,022	(97,462)
Total Expenditure	-	-	16,356	12,329	31,369	211,192	271,246

Rural Cambs Citizens Advice Bureau Ltd

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2023

7. Net Income for the year	2023	2022
This is stated after charging:	£	£
Depreciation	-	-
Trustees Expenses	724	679
Auditors Remuneration	4,500	4,502
Operating Lease Payments - Buildings		14,760

During the year two Trustees (2022 two Trustees) were reimbursed for travel expenses.

Staff Costs and Numbers	2023	2022
	£	£
Wages & Salaries	414,555	432,774
Social Security Costs	31,979	32,032
Pension Costs	7,849	7,741
Total Emoluments Paid	454,383	472,547

The key management personnel of Rural Cambs Citizens Advice Bureau Ltd are the Trustees, Chief Officer, Deputy Chief Officer and Chief Financial Officer. The aggregate employment benefits, including employer's national insurance and pension contributions of the key management personnel of the charity were £117,385 (2022: £112,704).

No employee received remuneration in excess of £60,000.

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

	2023	2022
Management and Administration	4	6
Charitable Activities	19	20
	23	26

8. Tangible Fixed Assets	FF & Equip	Computer Equip	Total 2023
	£	£	£
Cost			
As at 1 April 2022 & As at 31 March 2023	5,767	32,417	38,184
Depreciation			
As at 1 April 2022	5,767	32,417	38,184
Charge for the year	-	-	-
As at 31 March 2023	5,767	32,417	38,184
Net Book Value			
As at 31 March 2023	-	-	-
As at 31 March 2022	-	-	-

Rural Cambs Citizens Advice Bureau Ltd

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2023

9. Debtors

	2023	2022
	£	£
Other Debtors	27,647	23,856
Prepayments	226	4,445
	<u>27,873</u>	<u>28,301</u>

10. Cash at bank and in hand

	2023	2022
	£	£
Cash at bank	297,487	231,884
Cash in Hand	276	173
	<u>297,763</u>	<u>232,057</u>

11. Creditors

	2023	2022
	£	£
Trade Creditors	4,571	4,572
Accruals	48,510	28,333
Social Security and Other Taxes	10,580	9,196
Income received in advance	78,264	35,797
	<u>141,925</u>	<u>77,898</u>

12. Unrestricted Funds: movement in the year

	Balance at 1 April 22	Income	Expenditure	Transfers (to)/from Other Funds	Balance at 31 March 23
	£	£	£	£	£
Unrestricted Funds	182,460	306,779	(303,629)	(1,899)	183,711

	Balance at 1 April 21	Income	Expenditure	Transfers (to)/from Other Funds	Balance at 31 March 22
	£	£	£	£	£
Unrestricted Funds	113,312	346,986	(271,246)	(6,592)	182,460

Rural Cambs Citizens Advice Bureau Ltd

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2023

13. Restricted Funds: movement in the year

	Balance at 1 April 22 £	Income £	Expenditure £	Transfers (to)/from Other Funds £	Balance at 31 March 23 £
Citizens Advice - MaPS	-	100,362	(100,955)	593	-
Citizens Advice - Universal Support	-	2,370	-	(2,370)	-
Cambridgeshire County Council – Income Maximisation	-	58,700	(58,687)	(13)	-
Cambridgeshire County Council - Change, Grow, Live	-	6,094	(6,098)	4	-
Cambridgeshire Acre - Wisbech CLLD	-	20,482	(20,710)	228	-
Foodbank Projects	-	117,641	(118,101)	460	-
Client grant funds	-	78,434	(81,431)	2,997	-
	-	384,083	(385,982)	1,899	-

	Balance at 1 April 21 £	Income £	Expenditure £	Transfers (to)/from Other Funds £	Balance at 31 March 22 £
Citizens Advice - MaPS	-	106,904	(111,104)	4,200	-
Citizens Advice – Universal Support	-	138,321	(140,690)	2,369	-
Cambridgeshire Acre – Wisbech CLLD	-	35,161	(35,178)	17	-
Foodbank Project	-	29,837	(29,843)	6	-
	-	310,223	(316,815)	6,592	-

13. Restricted Funds: movement in the year – Continued

Purpose of Restricted Funds

Citizens Advice - Money and Pensions Service (MaPS)

Money advice service works with partners to make debt advice easier and quicker to access and to improve standards and quality across the sector.

Citizens Advice - Universal Support

The Help to Claim service supports clients in the early stages of a Universal Credit claim, from application through to first claim. The advisors can help clients for example, to gather evidence for their application or help them to prepare for their first Jobcentre interview.

Cambridgeshire County Council – Change Grow Live (CGL)

CGL is voluntary sector organisation specialising in substance misuse, and through this project CARC provides face to face support in CGL offices in Huntingdon and Wisbech, working directly with their clients with any additional support that we are able to provide, which they require.

Cambridgeshire County Council - Income Maximisation

Delivering an income maximisation service to residents in East Cambridgeshire, Fenland and Huntingdonshire aged over 18 and not already in receipt of income maximisation support. This includes:

- tailored income maximisation advice, including support with budgeting
- practical income maximisation, including benefit checks and advising on other opportunities for increasing income and/or reducing expenditure, either by making an application on clients' behalf or providing resources for the client to do it themselves.

Cambridgeshire Acre - Wisbech Community Led Local Development (CLLD)

This project ended half way through the financial year. It provided help into work support for clients helping them to move closer to a working environment by breaking down some of the barriers that have prevented them from seeking employment, training and education.

Foodbank Projects

Projects with three local foodbanks (Ely, Godmanchester, St Neots and Wisbech). CARC is working in partnership with these Cambridgeshire foodbanks to tackle underlying causes of poverty by providing advice, casework and budgeting support for people accessing foodbanks. Our advisers provide intensive support at foodbank locations across Cambridgeshire and make a real difference to the lives of people accessing foodbanks – successfully reducing their need for foodbank support and developing resilience in their lives.

Rural Cambs Citizens Advice Bureau Ltd

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2023

14. Net Assets By Funds

	Unrestricted Funds	Restricted Funds	Total Funds 2023
	£	£	£
Tangible Fixed Assets	-	-	-
Debtors	27,873	-	27,873
Cash at Bank and in hand	297,763	-	297,763
Creditors	(141,925)	-	(141,925)
Net Assets	183,711	-	183,711

	Unrestricted Funds	Restricted Funds	Total Funds 2022
	£	£	£
Tangible Fixed Assets	-	-	-
Debtors	28,301	-	28,301
Cash at Bank and in hand	232,057	-	232,057
Creditors	(77,898)	-	(77,898)
Net Assets	182,460	-	182,460

15. Post Balance Sheet Events

No post balance sheet events materially affect these financial statements.

16. Financial Commitments

At 31 March 2023 the charity had future minimum lease payments under non-cancellable operating leases as follows:

Land & Buildings		2023 £	2022 £
Expiry date:	Up to one year	1,341	1,793
	Two to five years	-	-
	Over five years	-	-
		1,341	1,793

Rural Cambs Citizens Advice Bureau Ltd

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023**

17. Reconciliation of net expenditure to net cash flow from operating activities

	2023	2022
	£	£
Net income for the year (as per the statement of financial activities)	1,251	69,148
Adjustments for:-		
Depreciation charges	-	-
(Increase)/Decrease in Debtors	428	(14,930)
Increase/(Decrease) in Creditors	64,027	(32,247)
Net cash used in operating activities	65,706	21,971

18. Related party transactions

There were no related party transactions during the year.

**INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF
RURAL CAMBS CITIZENS ADVICE BUREAU LTD**

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF RURAL CAMBS
CITIZENS ADVICE BUREAU LTD**

Opinion

We have audited the financial statements of Rural Cambs Citizens Advice Bureau Ltd (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, Balance Sheet Statement of Cash Flows 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, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 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 Auditor's 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 entity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does

**INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF
RURAL CAMBS CITIZENS ADVICE BUREAU LTD**

not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

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 trustees' report, which includes the directors' report prepared for company law purposes, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of 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 trustees' report .

We have nothing to report in respect of the following matters in relation to which 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 prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to

**INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF
RURAL CAMBS CITIZENS ADVICE BUREAU LTD**

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.

Auditor's responsibilities for the audit of the financial statements

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

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: the nature of the industry and sector, control environment and business performance including the key drivers for remuneration; the Charity's own assessment of the risks that irregularities may occur either as a result of fraud or error; results of our enquiries of management; any matters we identified having obtained and reviewed the charity's documentation of their policies and procedures relating to identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non-compliance; detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud.

In common with all audits under ISAs (UK) we are also required to perform specific procedures to respond to the risk of management override. We also obtained an understanding of the legal and regulatory framework that the Charity operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the UK Companies Act and tax legislation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at:
<https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Rural Cambs Citizens Advice Bureau Ltd

**INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF
RURAL CAMBS CITIZENS ADVICE BUREAU LTD**

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 auditor's 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.



Mr Christopher Goad FCA (Senior Statutory Auditor)

For and on behalf of Stephenson Smart (East Anglia) Limited, Statutory Auditor
22-26 King Street
Kings Lynn
Norfolk
PE30 1HJ

25 October 2023