

**REGISTERED COMPANY NUMBER: 04140012 (England and Wales)**  
**REGISTERED CHARITY NUMBER: 1085878**

**REPORT OF THE TRUSTEES AND  
FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024  
FOR  
RICHMOND CITIZENS ADVICE BUREAUX SERVICE  
(A COMPANY LIMITED BY GUARANTEE)**

Hartley Fowler LLP  
Chartered Accountants  
4th Floor Tuition House  
27-37 St George's Road  
Wimbledon  
London  
SW19 4EU

**RICHMOND CITIZENS ADVICE BUREAUX SERVICE**

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FOR THE YEAR ENDED 31 MARCH 2024**

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## **RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)**

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024**

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The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Articles of Association and 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).

The organisation operates as Citizens Advice Richmond (CAR) though the company name remains Richmond Citizens Advice Bureaux Service.

In this report the national Citizens Advice charity is referred to as Citizens Advice and the Council of the London Borough of Richmond upon Thames is referred to as Richmond Council.

#### **OBJECTIVES AND ACTIVITIES**

The Articles of Association of CAR state that 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 and around the London Borough of Richmond upon Thames and surrounding areas.

The key strategic objectives for the next three years are set out in the business and development plan 2024-27, along with a detailed work plan for 2024-27. The plan was developed from a planning meeting held in January 2024, attended by staff, volunteers and trustees. The draft plan was consulted on with each of these groups and was approved by the trustees in February 2024. Progress towards the targets in the work plan are monitored quarterly by the trustee board. A new plan for 2025-28 will be developed in early 2025.

#### **Our Aim:**

The Citizens Advice service helps people resolve their legal, money and other problems by providing information and advice, and by influencing policymakers.

#### **Statement of purpose:**

Citizens Advice Richmond is a charity that empowers people to resolve their problems and changes their lives for the better. We do this on a free and impartial basis by:

- Offering personalised options-based advice
- Educating our community to avoid future problems
- Effecting change at local and national level through research and campaigns.

#### **Our Values:**

To underpin our strategy and plans, trustees, staff and volunteers will always seek to:

- Put our clients at the centre of all we do
- Respond to the needs of the local community
- Ensure high quality and accessibility
- Guarantee confidentiality and impartiality
- Promote equalities and challenge discrimination

#### **Our Objectives:**

Our vision for Citizens Advice Richmond involves working towards five key strategic priorities:

1. Access to advice - we will prioritise advice to those who need it most and help people via the most appropriate channel; we will provide strategic leadership to the local advice sector
2. Influence - we will be more influential and speak out on behalf of local residents, working with statutory and voluntary organisations to identify the source of peoples' problems and campaign for improvements in policy and practice at local and national level
3. Sustainability - we will diversify our funding base by developing new sources of funding alongside efficiency gains where possible to ensure our sustainability
4. Partners - we will develop effective partnerships to deliver cost effective services, focusing on the needs of disadvantaged people and communities and to share best practice
5. Volunteers - we will attract a broad range of new volunteers and offer them more flexible opportunities.

**RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)**

**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2024**

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**Public benefit**

How our activities deliver public benefit:

During the year, CAR provided advice to clients across the London Borough of Richmond upon Thames by phone, email and in person. We have offices at Hampton, Hampton Hill, Barnes and Sheen and delivered outreach advice services at the Whitehouse Community Centre, the Vineyard, Whitton Library, Ham Library and with All-in-One Hub in Richmond.

**Staff and volunteers**

As of the end of March 2024, CAR had a total of 16 paid staff; 9 of whom were part-time. The charity continues to benefit from the contribution of a large body of around 75 local volunteers who provide the advice service to the public or support the charity's administration. Volunteer advisers work an average of one day per week and it takes about twelve months for them to be fully trained to the exacting standard which is required. Over the course of the reporting period, a total of 33 new volunteers were recruited and trained (35 the previous year). It is estimated that our volunteers contributed over 25,750 person hours overall, throughout the year. The trustees who are all volunteers themselves, wish to express their gratitude to all our volunteers for their support and dedication.

## **RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)**

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024**

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#### **ACHIEVEMENT AND PERFORMANCE**

Over the year 2023-2024, 6,010 individual clients were provided with advice and information (2022-2023: 6,450). We continue to see many clients who have complex, multiple and interlinked problems. Advisers dealt with a total of 17,495 separate issues on their behalf (2022-2023: 25,132\*). The impact of the cost-of-living crisis on household expenditure and ability to pay for essentials such as fuel and food, has driven demand for our services.

\*The reduction in numbers of issues dealt with reflects a different method of recording issues since April 2023. Previously returning clients had separate profiles on our client database. Over the year, these have been merged and similar issues on each profile have subsequently been merged also.

<b>Main Enquiry Areas</b>	<b>2023-24 - %</b>	<b>2022-23- %</b>
<b>Welfare Benefits including Universal Credit</b>	<b>34</b>	<b>22</b>
<b>Debt</b>	<b>10</b>	<b>15</b>
<b>Housing</b>	<b>16</b>	<b>13</b>
<b>Financial services &amp; capability</b>	<b>3</b>	<b>4</b>
<b>Employment</b>	<b>3</b>	<b>3</b>
<b>Relationships &amp; Family</b>	<b>3</b>	<b>3</b>

13% of our work involved supporting residents with charitable support and foodbank vouchers.

Advisers secured financial gains of £2,142,084 for our clients (2022-2023: £3,303,538) through debt write-off and receipt of benefits or other entitlements. This is a significant contribution not only to individuals and households, but also to the broader local economy. 47% of clients stated that they had a disability or chronic illness (2022-2023: 45%) and 32% were from black and minority ethnic groups (2022-2023: 27%).

During the year, staff and volunteers continued to provide quality information and advisory services by telephone advice, written and email correspondence, in person and at outreach services at community centres across the borough. We continued our direct referral service for partner organisations to refer clients to us and to upload relevant documents.

Citizens Advice carries out an independent survey, by email or text, of all clients who consent to be contacted. The results below are cumulative for the 12 months, April 2023 - March 2024. The number of CAR clients who responded was 434.

<u>Question</u>	positive or very positive response national average rate for CAR clients	national average
How easy or difficult did you find it to access the service?	<b>70%</b>	<b>73%</b>
To what extent did the service help you find a way forward?	<b>84%</b>	<b>83%</b>
To what extent is your problem now resolved?	<b>73%</b>	<b>73%</b>
How likely would you be to recommend this service?	<b>83%</b>	<b>84%</b>

CAR supported clients in a range of ways; from listening and giving information, providing generalist and specialist advice and through negotiating with third parties. Where appropriate, clients were referred to other agencies, to statutory bodies, or to local legal firms. The service offers specialist advice in family law, immigration, and housing provided by legal professionals, where advice is given on a pro-bono basis.

Our Manage Your Money (MYM) team delivered appointments to 52 clients and carried out workshops for 40 people.

We were involved in distributing the Household Support Fund on behalf of Richmond Council and supported 460 households and distributed £111,000.

Research and campaigns are an important aspect of our work. Advisers submitted a total of 346 evidence forms (EFs) for the whole of 2023-2024. The team's main focus during the year was on the following campaigns:

- Adequacy of welfare support
- Cost of living crisis
- Stop "no DSS" policies
- Improving processes for tenants in social housing
- Improving disrepair outcomes for tenants in social housing

The Team is working closely with local organisations, including Richmond Council (particularly on housing issues), local MPs, RHP and PA Housing.

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## **RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)**

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024**

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#### **FINANCIAL REVIEW**

##### **Funding sources**

For 2023-24, the main source of funding was a contract with Richmond Council to deliver a generalist advice services in the borough. This contract originally began in August 2013 and was extended twice, with a 10% then a 5% reduction in funding. The latest extension runs to March 2024. In 2023/24, this contract comprised about 41% (2022/23: 43%) of total income; ongoing support from three local trusts comprised 21% (2022/23: 25%) of income.

As ever, diversifying our funding base will remain challenging and we will continue to operate in a financially finely-balanced and constrained environment. Continued support from local trusts cannot be guaranteed, and securing new funding sources will continue to be difficult as we operate in what is perceived to be a prosperous borough.

##### **Outcome for the year**

For the year ended 31 March 2024, CAR had a net excess of income over expenditure of £34,567 (2023: £10,008) of which £0 (2023: £6,155) represented a decrease in restricted funds and £34,567 represented an increase in unrestricted funds (2023: £19,250). The cash resources at the end of the year stood at £417,623 an increase of £40,839 on the previous year end.

##### **Reserves**

Reserves at 31 March 2024 stood at £391,148 (2023: £356,581) of which £384,753 (2023: £350,186) were unrestricted funds and the remainder restricted. Within unrestricted funds the trustees have allocated £4,287 being an amount equal to the net book value of the fixed assets, to a designated fund as such funds are invested in fixed assets and, therefore, not available to meet the day to day running costs of the charity.

CAR requires unrestricted funds in the period ahead to:

- a. provide working capital to cover day to day fluctuations in income and expenditure, including those for separately funded projects, which may have different financial accounting periods and different timetables for grant or contract instalments, sometimes in advance, sometimes in arrears;
- b. meet, in the short term, either unexpected expenses or income shortfalls;

The trustees estimate that the amount of reserves required to address the requirements above is between £200,000 and £210,000. The unrestricted reserves of the charity at 31 March 2024, excluding the designated fixed assets fund, were £380,465

##### **Going concern**

The trustees have considered CAR cash flow forecast for the period ahead. Provided that the advice contract with Richmond Council is extended in 2024 at a funding level above that of (linked to NJC scale increase) the funding level in 2022-23 and 2023-24, the trustees believe that the charity has a reasonable expectation of having sufficient resources to continue in operation for the foreseeable future. Accordingly, the trustees continue to adopt the going concern basis in the preparation of the accounts.

##### **Principal risks and uncertainties**

###### **Principal Risks**

LBRuT funding reduces from 2026

Rental liabilities likely to increase with the move to the Civic Centre in 2026

Loss of funding and increased demand for services due to cost of living crisis

###### **Risk Management**

Ensure all performance targets met; promote service impact

Maintain contingency in financial planning and forecasting. Work with LBRuT to explore Civic Centre presence to reduce rental liability

Regular liaison with funders; maintain relationship with CA bid team re support around commissioning; develop services that funders want to see eg. In person provision for clients

**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2024**

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**FUTURE DEVELOPMENTS**

During 2024-2025, CAR will work on implementing our work-plan for the year to deliver on our five key strategic objectives, set out in the business and development plan and to plan how our services can support residents with the cost-of-living crisis. The work plan is updated quarterly, and progress is reported to trustees at board meetings.

CAR will continue to work towards meeting the contractual targets in the generalist advice services contract with Richmond Council. It is hoped that meeting and exceeding these targets will help to influence the council's decision to commission the service from 2026. The charity will continue to promote the value of its work to members of the council, other funders and the public.

Quality will remain central to service planning; through ongoing structured training programmes and through audit. CAR will continue with Citizens Advice's performance quality framework, by carrying out regular quality of advice assessments, overseen by Citizens Advice quality auditors.

Research and campaigns will remain an extremely important aspect of the charity's work. In the year ahead CAR will continue to participate proactively in national Citizens Advice campaigns, as well as actively working with statutory bodies, MPs, and others in the borough to tackle local issues and to feed back on the impact on clients of welfare benefit reforms and other policies and practices. The team works to an annual development plan and the work is overseen by a steering group, comprising staff, volunteers and the lead trustee and chaired by the CEO, that meets quarterly.

CAR continues to recruit and train new volunteers to maintain current levels of service and respond to demand for advice. It will continue to develop new and innovative projects that respond to identified local advice needs.

## **RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)**

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024**

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#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Governing document**

Richmond Citizens Advice Bureaux Service is a company limited by guarantee and is a registered charity. It is governed by its Articles of Association.

##### **Recruitment and appointment of new trustees**

The directors of the charitable company ('the charity') are its trustees for the purpose of charity law and throughout this report are collectively referred to as the trustees. Trustees are elected to the board by members of the charity at the annual general meeting. One third of the elected trustees are required to retire by rotation at each annual general meeting. The chair of trustees is elected by the board. The trustees who acted during the year under review are listed on page 7, none of whom has any beneficial interest in the company. Farah Rachlin is the chair of the board of trustees.

##### **Organisational structure and decision making**

CAR is governed by its trustee board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The trustees carry the ultimate responsibility for the conduct of the charity and for ensuring that it satisfies its legal and contractual obligations. The trustee board meets at least quarterly and there are additional meetings of appropriate members or groups as required. The day-to-day operation of the organisation has been delegated to the Chief Executive, who is also the Company Secretary. In addition, there is an experienced team of paid staff and a substantial team of volunteers who are key to the service offered by the charity.

Decisions are made by the trustee board, in line with the strategic business and development plan which is translated into annual operational plans and reported against to the board. There are regular staff meetings and senior management team meetings which ensure that progress is being made against targets and also enable early troubleshooting when problems arise.

##### **Induction and training of new trustees**

New trustees are elected at the annual general meeting or are co-opted during the course of the year. They are given an induction pack of literature which confirms their role and responsibilities, and they also undergo an induction programme in the bureau and may attend briefing sessions run by Citizens Advice.

##### **Key management remuneration**

The pay of the Senior Management Team and staff is reviewed annually by the HR and Finance sub-committees, in line with both market conditions and affordability for the charity, and a proposal is submitted to the Board for their approval.

##### **Wider network**

CAR is a member of the national Citizens Advice service, and the national charity sets and monitors standards for advice, policies, procedures and supports local Citizens Advice with an information system, training and other services. Operating policies are independently determined by the trustee board of CAR to fulfil its charitable objectives and comply with the national membership requirements.

##### **Related parties**

The charity cooperates and liaises with other advisory services, local charities and council departments on behalf of clients. Where one of the trustees is also involved with another relevant organisation, they may be involved in discussions about it but not in any decision-making process.

##### **Risk management**

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. A risk mitigation exercise is part of our longer-term strategic planning and our annual operational review and planning. Internal policies and procedures are contained within four documents - an office manual, staff handbook, employee handbook and volunteer handbook, which also reference Citizens Advice national policies and guidelines. The manual and handbooks are reviewed quarterly and updated as necessary. As well as an annual external independent examination, CAR undergoes on-going quality of advice audits and annual organisational audits overseen by Citizens Advice.

##### **Information assurance**

The Citizens Advice Richmond trustee board oversees the information security of all personal information of our clients, staff, funders and strategic partners that is processed. The vast majority of our client data is stored in Casebook, a case management system. Citizens Advice Richmond holds joint responsibility for client data held in Casebook with the national Citizens Advice Service. An information assurance management team exists to ensure that 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 the Data Protection Act 2018."



**RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)**

**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2024**

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**REFERENCE AND ADMINISTRATIVE DETAILS**

**Registered Company number**

04140012 (England and Wales)

**Registered Charity number**

1085878

**Registered office**

94-102 High Street  
Hampton Hill  
Hampton  
TW12 1NY

**Trustees**

Farah Rachlin - Chair  
Tom Hetherington - Treasurer  
Wendy Barker  
Roger Hillyer  
Alison Noehrbass (resigned 13/2/24)  
Owain Griffiths  
John Wheatle  
Lollie Tuckey (appointed 5/2/24) (resigned 1/9/24)  
Guy Eastaugh (appointed 11/4/24)  
Annie Carpenter  
Sarah Hynes (resigned 4/8/24)  
Nigel Brown  
Rakhi Govil (appointed 5/9/23)  
Stephen Hill (deceased 18/4/23)

**Company Secretary and Chief Executive Officer**

Lorna Reid

**Independent Examiner**

Jonathan Askew FCA  
Hartley Fowler LLP  
Chartered Accountants  
4th Floor Tuition House  
27-37 St George's Road  
Wimbledon  
London  
SW19 4EU

**Principal Bankers**

Charities Aid Foundation Bank Ltd  
25 Kings Hill Avenue  
West Malling  
Kent ME19 4JQ

**Name**

The registered name of the charity is Richmond Citizens Advice Bureaux Service but we operate under the name of Citizens Advice Richmond, following a rebranding process as required by the Citizens Advice membership scheme.

**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2024**

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**STATEMENT OF TRUSTEES' RESPONSIBILITIES**

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

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

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

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

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

Approved by order of the board of trustees on 11 September 2024 and signed on its behalf by:



Farah Rachlin - Trustee

## **INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF RICHMOND CITIZENS ADVICE BUREAUX SERVICE**

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### **Independent examiner's report to the trustees of Richmond Citizens Advice Bureaux Service ('the Company')**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

#### **Responsibilities and basis of report**

As the charity's trustees of the Company (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 charity'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 your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, 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:

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.



Jonathan Askew FCA

Hartley Fowler LLP  
Chartered Accountants  
4th Floor Tuition House  
27-37 St George's Road  
Wimbledon  
London  
SW19 4EU

11 September 2024

**RICHMOND CITIZENS ADVICE BUREAUX SERVICE**

**STATEMENT OF FINANCIAL ACTIVITIES  
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2024**

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
<b>INCOME FROM</b>					
Donations	3	2,332	-	2,332	1,666
<b>Charitable activities</b>					
General Advice	6	428,395	265,923	694,318	617,238
Other trading activities	4	152	-	152	928
Investment income	5	6,584	-	6,584	2,061
<b>Total</b>		<u>437,463</u>	<u>265,923</u>	<u>703,386</u>	<u>621,893</u>
<b>EXPENDITURE ON</b>					
<b>Charitable activities</b>					
General Advice	7	<u>346,958</u>	<u>321,861</u>	<u>668,819</u>	<u>611,885</u>
<b>NET INCOME/(EXPENDITURE)</b>					
Transfers between funds	20	90,505 <u>(55,938)</u>	(55,938) <u>55,938</u>	34,567 <u>-</u>	10,008 <u>-</u>
<b>Net movement in funds</b>		<u>34,567</u>	<u>-</u>	<u>34,567</u>	<u>10,008</u>
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		<u>350,186</u>	<u>6,395</u>	<u>356,581</u>	<u>346,573</u>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u><u>384,753</u></u>	<u><u>6,395</u></u>	<u><u>391,148</u></u>	<u><u>356,581</u></u>

**CONTINUING OPERATIONS**

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

**RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)****STATEMENT OF FINANCIAL POSITION  
31 MARCH 2024**

	Notes	2024 £	2023 £
<b>FIXED ASSETS</b>			
Tangible assets	15	4,287	10,755
<b>CURRENT ASSETS</b>			
Debtors	16	89,805	65,511
Cash at bank		417,623	376,784
		<u>507,428</u>	<u>442,295</u>
<b>CREDITORS</b>			
Amounts falling due within one year	17	(120,567)	(96,469)
		<u>386,861</u>	<u>345,826</u>
<b>NET CURRENT ASSETS</b>			
		<u>391,148</u>	<u>356,581</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>			
		<u>391,148</u>	<u>356,581</u>
<b>NET ASSETS</b>			
		<u>391,148</u>	<u>356,581</u>
<b>FUNDS</b>	20		
Unrestricted funds		384,753	350,186
Restricted funds		6,395	6,395
		<u>391,148</u>	<u>356,581</u>
<b>TOTAL FUNDS</b>			
		<u>391,148</u>	<u>356,581</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 11 September 2024 and were signed on its behalf by:



Tom Hetherington - Trustee

The notes form part of these financial statements

**RICHMOND CITIZENS ADVICE BUREAUX SERVICE****STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 31 MARCH 2024**

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	Notes	2024 £	2023 £
<b>Cash flows from operating activities</b>			
Cash generated from operations	1	<u>34,255</u>	<u>83,066</u>
Net cash provided by operating activities		<u>34,255</u>	<u>83,066</u>
<b>Cash flows from investing activities</b>			
Purchase of tangible fixed assets		-	(12,864)
Interest received		<u>6,584</u>	<u>2,061</u>
Net cash provided by/(used in) investing activities		<u>6,584</u>	<u>(10,803)</u>
<b>Change in cash and cash equivalents in the reporting period</b>		<u>40,839</u>	<u>72,263</u>
<b>Cash and cash equivalents at the beginning of the reporting period</b>		<u>376,784</u>	<u>304,521</u>
<b>Cash and cash equivalents at the end of the reporting period</b>		<u>417,623</u>	<u>376,784</u>

The notes form part of these financial statements

**RICHMOND CITIZENS ADVICE BUREAUX SERVICE**

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

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

	2024 £	2023 £
<b>Net income for the reporting period (as per the Statement of Financial Activities)</b>	34,567	10,008
<b>Adjustments for:</b>		
Depreciation charges	6,468	26,391
Interest received	(6,584)	(2,061)
Increase in debtors	(24,294)	(7,879)
Increase in creditors	24,098	56,607
<b>Net cash provided by operations</b>	<u>34,255</u>	<u>83,066</u>

**2. ANALYSIS OF CHANGES IN NET FUNDS**

	At 1/4/23 £	Cash flow £	At 31/3/24 £
<b>Net cash</b>			
Cash at bank	376,784	40,839	417,623
	<u>376,784</u>	<u>40,839</u>	<u>417,623</u>
<b>Total</b>	<u>376,784</u>	<u>40,839</u>	<u>417,623</u>

The notes form part of these financial statements

## **RICHMOND CITIZENS ADVICE BUREAUX SERVICE**

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

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#### **1. GENERAL INFORMATION**

The charitable company is incorporated and domiciled in England and Wales. The address of its registered office is 94-102 High Street, Hampton Hill, Hampton, TW12 1NY. The registered number of the company is 04140012. The registered number of the charity is 1085878.

The financial information presented is for the year ended 31 March 2024 and 31 March 2023. The financial information is presented in sterling.

#### **2. ACCOUNTING POLICIES**

##### **Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

##### **a) Going concern basis**

The "Reserves Policy and Going Concern" section of the trustees' report sets out various considerations relative to the going concern position of the charity and explains why the trustees continue to adopt the going concern basis in the preparation of these financial statements.

##### **b) Significant judgements and estimates**

The trustees consider that there are no areas of judgement or estimation which materially affect the financial statements.

##### **Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Income in respect of services provided is recognised when, and to the extent that, performance occurs and is measured at the fair value of the consideration receivable.

Voluntary income is received by way of grants and is included in full in the Statement of Financial Activities when receivable.

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

##### **Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

##### **Governance costs**

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examiner's fees.

##### **Allocation and apportionment of costs**

Support costs include all those overhead costs of office and bureau accommodation, utility services and other services and costs, which are in support of the activity. They have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. staff costs by time spent and other costs by estimated usage.

##### **Tangible fixed assets**

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





**RICHMOND CITIZENS ADVICE BUREAUX SERVICE**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2024**

<b>3. DONATIONS</b>	2024	2023
	£	£
Donations	<u>2,332</u>	<u>1,666</u>
<b>4. OTHER TRADING ACTIVITIES</b>	2024	2023
	£	£
Fundraising events	135	690
Other income	17	238
	<u>152</u>	<u>928</u>
<b>5. INVESTMENT INCOME</b>	2024	2023
	£	£
Deposit account interest	<u>6,584</u>	<u>2,061</u>
<b>6. INCOME FROM CHARITABLE ACTIVITIES</b>	2024	2023
	£	£
<b>General advice</b>		
<u>Contractual income</u>		
London Borough of Richmond upon Thames - Community Advice Services	287,465	273,990
London Borough of Richmond upon Thames - Household Support	38,750	23,237
Department of Work and Pensions - Kickstart	-	6,513
Richmond Housing Partnership	6,750	6,000
	<u>332,965</u>	<u>309,740</u>
<u>Grants</u>		
The Barnes Fund	39,330	38,560
Hampton Fund	50,000	65,000
Richmond Parish Lands Charity	56,100	56,600
Toynbee Hall - Debt Free London Grant	24,279	26,129
Citizens Advice - Energy Advice Programme	5,316	21,168
Richmond Aid - Families Advice Project	25,469	33,960
London Borough of Richmond upon Thames - Ukraine Support Worker	44,668	36,638
London Borough of Richmond upon Thames - Volunteer Co-ordinator	47,959	14,333
Crisis Prevention Caseworker	47,390	15,110
Email Advisor	20,842	-
	<u>361,353</u>	<u>307,498</u>
<b>Total for general advice</b>	<u>694,318</u>	<u>617,238</u>

**RICHMOND CITIZENS ADVICE BUREAUX SERVICE**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2024**

**7. CHARITABLE ACTIVITIES COSTS**

	Direct Costs (see note 8) £	Support costs (see note 9) £	Totals £
General Advice	<u>477,515</u>	<u>191,304</u>	<u>668,819</u>

**8. DIRECT COSTS OF CHARITABLE ACTIVITIES**

	2024 £	2023 £
Staff costs	400,312	323,932
Hire of plant and machinery	1,500	1,500
Rent and premises costs	49,750	47,850
Office costs	10,314	17,066
Volunteer costs including training	3,627	5,807
Other expenditure	12,012	11,075
	<u>477,515</u>	<u>407,230</u>

**9. SUPPORT COSTS**

	Management £	Governance costs £	Totals £
General Advice	<u>186,214</u>	<u>5,090</u>	<u>191,304</u>

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

**Management**

	2024 General Advice £	2023 Total activities £
Staff costs	98,088	106,883
Other rents and premises costs	25,629	19,280
Office overhead costs	56,029	58,525
Depreciation of tangible fixed assets	6,468	15,967
	<u>186,214</u>	<u>200,655</u>

**Governance costs**

	2024 General Advice £	2023 Total activities £
Governance costs	<u>5,090</u>	<u>4,000</u>

**RICHMOND CITIZENS ADVICE BUREAUX SERVICE**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2024**

**10. NET INCOME/(EXPENDITURE)**

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

	2024	2023
	£	£
Depreciation - owned assets	6,468	26,391
Operating leases - office equipment	1,670	1,670
Operating leases - property	39,200	33,128
	<u>47,338</u>	<u>61,189</u>

**11. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

**Trustees' expenses**

There were no trustee expenses incurred during the current or previous year.

**12. STAFF COSTS**

	2024	2023
	£	£
Wages and salaries	446,570	387,974
Social security costs	35,214	30,455
Other pension costs	16,616	12,386
	<u>498,400</u>	<u>430,815</u>

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

	2024	2023
Management	3	2
Administration	3	3
Advice workers and support staff	12	11
	<u>18</u>	<u>16</u>

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

The key management personnel comprise the chief executive officer, the service delivery manager, the projects and development manager and the client services manager. The total employee benefits of the key management personnel of the charity were £147,947 (2023: £125,947).

**13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted funds £	Restricted funds £	Total funds £
<b>INCOME FROM</b>			
Donations	1,666	-	1,666
<b>Charitable activities</b>			
General Advice	398,387	218,851	617,238
Other trading activities	928	-	928
Investment income	2,061	-	2,061
<b>Total</b>	<u>403,042</u>	<u>218,851</u>	<u>621,893</u>

**RICHMOND CITIZENS ADVICE BUREAUX SERVICE**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2024**

**13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued**

	Unrestricted funds £	Restricted funds £	Total funds £
<b>EXPENDITURE ON Charitable activities</b>			
General Advice	378,602	233,283	611,885
<b>NET INCOME/(EXPENDITURE)</b>			
Transfers between funds	24,440 (8,277)	(14,432) 8,277	10,008 -
<b>Net movement in funds</b>	16,163	(6,155)	10,008
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward	334,023	12,550	346,573
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>350,186</u>	<u>6,395</u>	<u>356,581</u>

**14. INDEPENDENT EXAMINER'S FEES**

The independent examiner's remuneration amounts to an independent examination fee of £3,465 (2023 £3,300) and other services of £1,625 (2023 £700).

**15. TANGIBLE FIXED ASSETS**

	Short leasehold £	Fixtures and fittings £	Computer equipment £	Totals £
<b>COST</b>				
At 1 April 2023 and 31 March 2024	78,975	15,641	61,438	156,054
<b>DEPRECIATION</b>				
At 1 April 2023	78,975	13,660	52,664	145,299
Charge for year	-	1,981	4,487	6,468
At 31 March 2024	78,975	15,641	57,151	151,767
<b>NET BOOK VALUE</b>				
At 31 March 2024	-	-	4,287	4,287
At 31 March 2023	-	1,981	8,774	10,755

**RICHMOND CITIZENS ADVICE BUREAUX SERVICE****NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2024****16. DEBTORS**

	2024	2023
	£	£
Amounts falling due within one year:		
Other debtors	-	8,976
Accrued income	66,170	40,314
Prepayments	11,875	4,461
	<u>78,045</u>	<u>53,751</u>
Amounts falling due after more than one year:		
Other debtors	<u>11,760</u>	<u>11,760</u>
Aggregate amounts	<u>89,805</u>	<u>65,511</u>

Accrued Income include amounts due from The London Borough of Richmond upon Thames and other funders. The timing of these can vary from year to year.

**17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2024	2023
	£	£
Trade creditors	1,691	3,702
Social security and other taxes	9,246	13,893
Other creditors	2,235	2,409
Accrued expenses	16,118	20,256
Deferred income	91,277	56,209
	<u>120,567</u>	<u>96,469</u>
Accrued expenses include a provision for holiday pay.		
	£	£
<u>Deferred Income</u>		
Balance at 1 April 2023	56,209	2,737
Amounts released to incoming resources	(41,209)	-
Amounts deferred in the year	<u>76,277</u>	<u>53,472</u>
Balance at 31 March 2024	<u>91,277</u>	<u>56,209</u>

Deferred income comprises income received during the year which relates to the next financial year.

**18. LEASING AGREEMENTS**

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

	2024	2023
	£	£
Within one year	42,742	40,035
Between one and five years	45,052	19,600
	<u>87,794</u>	<u>59,635</u>

Lease payments are mainly in respect of the rent of our offices.

**RICHMOND CITIZENS ADVICE BUREAUX SERVICE**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2024**

**19. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Fixed assets	4,287	-	4,287	10,755
Current assets	501,033	6,395	507,428	442,295
Current liabilities	(120,567)	-	(120,567)	(96,469)
	<u>384,753</u>	<u>6,395</u>	<u>391,148</u>	<u>356,581</u>

Comparatives for net assets between funds - 31 March 2023

	Unrestricted funds £	Restricted funds £	2023 Total funds £
Fixed assets	10,755	-	10,755
Current assets	435,900	6,395	442,295
Current liabilities	(96,469)	-	(96,469)
	<u>350,186</u>	<u>6,395</u>	<u>356,581</u>

**20. MOVEMENT IN FUNDS**

	At 1/4/23 £	Net movement in funds £	Transfers between funds £	At 31/3/24 £
<b>Unrestricted funds</b>				
General fund	339,430	96,973	(55,938)	380,465
Fixed Assets - Designated fund	10,756	(6,468)	-	4,288
	<u>350,186</u>	<u>90,505</u>	<u>(55,938)</u>	<u>384,753</u>
<b>Restricted funds</b>				
Hampton Fund	-	(15,818)	15,818	-
Property	6,395	-	-	6,395
Debt Free London	-	(5,922)	5,922	-
Citizens Advice - Energy Advice Programme	-	(4,990)	4,990	-
Crisis Prevention Fund	-	(1,528)	1,528	-
Volunteer Co-ordinator Fund	-	(87)	87	-
RAID - Family Advice Project	-	(7,999)	7,999	-
Ukraine Support Fund	-	(549)	549	-
Email Advisor	-	(40)	40	-
One Richmond - Grant Support Officer	-	(19,005)	19,005	-
	<u>6,395</u>	<u>(55,938)</u>	<u>55,938</u>	<u>6,395</u>
<b>TOTAL FUNDS</b>	<u>356,581</u>	<u>34,567</u>	<u>-</u>	<u>391,148</u>

**RICHMOND CITIZENS ADVICE BUREAUX SERVICE**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2024**

**20. MOVEMENT IN FUNDS - continued**

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	437,463	(340,490)	96,973
Fixed Assets - Designated fund	-	(6,468)	(6,468)
	<u>437,463</u>	<u>(346,958)</u>	<u>90,505</u>
<b>Restricted funds</b>			
Hampton Fund	50,000	(65,818)	(15,818)
Debt Free London	24,279	(30,201)	(5,922)
Citizens Advice - Energy Advice Programme	5,316	(10,306)	(4,990)
Crisis Prevention Fund	47,390	(48,918)	(1,528)
Volunteer Co-ordinator Fund	47,959	(48,046)	(87)
RAID - Family Advice Project	25,469	(33,468)	(7,999)
Ukraine Support Fund	44,668	(45,217)	(549)
Email Advisor	20,842	(20,882)	(40)
One Richmond - Grant Support Officer	-	(19,005)	(19,005)
	<u>265,923</u>	<u>(321,861)</u>	<u>(55,938)</u>
<b>TOTAL FUNDS</b>	<u><u>703,386</u></u>	<u><u>(668,819)</u></u>	<u><u>34,567</u></u>

**Comparatives for movement in funds**

	At 1/4/22 £	Net movement in funds £	Transfers between funds £	At 31/3/23 £
<b>Unrestricted funds</b>				
General fund	309,739	37,968	(8,277)	339,430
Fixed Assets - Designated fund	24,284	(13,528)	-	10,756
	<u>334,023</u>	<u>24,440</u>	<u>(8,277)</u>	<u>350,186</u>
<b>Restricted funds</b>				
Hampton Fund	-	(809)	809	-
Property	6,395	-	-	6,395
Debt Free London	-	(6,409)	6,409	-
Hampton Fund Refurbishment Fund	4,000	-	(4,000)	-
Citizens Advice - Energy Advice Programme	-	(144)	144	-
Citizens Advice - Remote Working Equipment Grant	2,155	(2,155)	-	-
Kickstart	-	(465)	465	-
Crisis Prevention Fund	-	(420)	420	-
Volunteer Co-ordinator Fund	-	(1,731)	1,731	-
RAID - Family Advice Project	-	(1,251)	1,251	-
Ukraine Support Fund	-	(1,048)	1,048	-
	<u>12,550</u>	<u>(14,432)</u>	<u>8,277</u>	<u>6,395</u>
<b>TOTAL FUNDS</b>	<u><u>346,573</u></u>	<u><u>10,008</u></u>	<u><u>-</u></u>	<u><u>356,581</u></u>



## RICHMOND CITIZENS ADVICE BUREAUX SERVICE

### NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2024

#### 20. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	403,042	(365,074)	37,968
Fixed Assets - Designated fund	-	(13,528)	(13,528)
	<u>403,042</u>	<u>(378,602)</u>	<u>24,440</u>
<b>Restricted funds</b>			
Hampton Fund	65,000	(65,809)	(809)
Debt Free London	26,129	(32,538)	(6,409)
Citizens Advice - Energy Advice Programme	21,168	(21,312)	(144)
Citizens Advice - Remote Working Equipment Grant	-	(2,155)	(2,155)
Kickstart	6,513	(6,978)	(465)
Crisis Prevention Fund	15,110	(15,530)	(420)
Volunteer Co-ordinator Fund	14,333	(16,064)	(1,731)
RAID - Family Advice Project	33,960	(35,211)	(1,251)
Ukraine Support Fund	36,638	(37,686)	(1,048)
	<u>218,851</u>	<u>(233,283)</u>	<u>(14,432)</u>
<b>TOTAL FUNDS</b>	<u>621,893</u>	<u>(611,885)</u>	<u>10,008</u>

#### Unrestricted Funds

##### **Designated Fixed Asset Fund**

The Designated Fixed Asset Fund represents amounts expended by the charity to acquire tangible fixed assets for the continuing benefit of the charity.

#### Restricted Funds

##### **Crisis Prevention Fund**

Crisis Prevention Fund. Funding from Richmond Council to provide one FTE adviser increase our capacity to support and advise residents affected by the cost of living crisis. The post is in place up to November 2024 and delivers advice at Ham Library, Whitton Library, the Vineyard food bank and from within our offices.

##### **Volunteer Co-ordinator Fund**

Funding from Richmond Council to provide one FTE volunteer co-ordinator to recruit, support and retain additional volunteers to increase our capacity to meet increased demand on our services. The post is funded to May 2024.

##### **RAID - Family Advice Project**

Funding from RPLC and Hampton Fund for 0.8 FTE to work with families in hardship and with complex needs. Funding to September 2023. This project is jointly delivered with Richmond AID.

##### **Support for Ukraine Fund**

Funding from Richmond Council for one FTE adviser to support and provide advice to Ukrainian refugees, their host families and settled families in Richmond. Funding to May 2024.

##### **Hampton Fund**

One year grant funding to support the provision of generalist advice services to clients from Hampton Fund's area of benefit (i.e. the Hamptons, Teddington, Twickenham and Whitton). In particular this funding supports the operation of our office at The White House Community Centre, in Hampton, which operates three days per week. The grant also contributes to the running of our Hampton Hill office.

## **RICHMOND CITIZENS ADVICE BUREAUX SERVICE**

### **NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2024**

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#### **20. MOVEMENT IN FUNDS - continued**

##### **Energy Advice Programme**

Short-term funding to support training to groups of individuals and front-line workers from other agencies in choosing a utilities supplier and managing energy usage and bills.

##### **Property**

Grant to cover specified property costs.

##### **Debt Free London**

Grant funding to provide specialist debt and money advice and information to vulnerable groups, which is designed to reduce debt and social exclusion. It is delivered from the Citizens Advice offices in the Borough and in Kingston upon Thames.

##### **Email Advisor**

A grant from Richmond Council to allow us to employ an advisor who supports the delivery of advice by email.

##### **Volunteer co-ordinator**

Richmond Council have provided a grant to allow us to employ a co-ordinator who recruits, trains and supports our volunteers.

##### **Hampton Fund Refurbishment Fund**

A one off grant of £20,000, provided in the year 18/19 to contribute to the refurbishment costs of the Hampton Hill office, to be transferred to the general fund over the period of the lease.

##### **Remote Working Equipment Grant**

A grant from Citizens Advice (ultimately funded by BEIS) to purchase IT and other equipment to enable more staff and volunteers to work from home.

##### **Kickstart**

The kickstart scheme was funded by the DWP to create new jobs for 16 to 24 year olds on Universal Credit who are at risk of long term unemployment.

#### **21. EMPLOYEE BENEFIT OBLIGATIONS**

The charitable company contributes towards a workplace pension scheme. The pension cost charge represents contributions payable by the charitable company to the scheme and amounted to £16,616 (2023: £12,386). These contributions are invested separately within each employee's workplace pension scheme and are therefore separate from the company's assets.

#### **22. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2024.

#### **23. CHARITABLE COMPANY LIMITED BY GUARANTEE**

Each member has a maximum potential liability of £1 in the event of the charitable company being wound up. The number of members as at 31 March 2024 was 12 (2023: 11).

## RICHMOND CITIZENS ADVICE BUREAUX SERVICE

### NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2024

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#### 24. FUNDS DISPERSED AS AGENT

The Charity acted as an agent for several charities in the Borough, and other organisations to distribute funds to beneficiaries of such charities. The income and expenditure related to these projects is excluded from the Statement of Financial Activities.

Project	Brought Forward £	Incoming Resources £	Resources Expended £	Carried Forward £
RPLC	12,014	17,325	(26,470)	2,869
Richmond Charities	8,300	12,500	(17,859)	2,941
HSF Grant	34,315	144,000	(156,637)	21,678
Talisman	-	2,000	(2,000)	-
Others	445	634	(698)	381
	<u>55,074</u>	<u>176,459</u>	<u>(203,664)</u>	<u>27,869</u>

The HSF grant was made by The London Borough of Richmond Upon Thames and its full title is The Household Support Grant Fund (Food, Energy Costs and Household Essentials). The grant was used for that purpose.