

CHARITY RETAIL ASSOCIATION
(A company limited by guarantee)

DIRECTORS' REPORT AND UNAUDITED
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31 MARCH 2024

CHARITY RETAIL ASSOCIATION
(A company limited by guarantee)

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CHARITY RETAIL ASSOCIATION
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COMPANY INFORMATION

DIRECTORS

Ruth Blazye (appointed 18 June 2021)
Sarah Coles (appointed 18 June 2018)
Susan Cooper (appointed 1 October 2020)
Lorna Fallon (appointed 3 November 2016)
Jane Flannery (appointed 14 November 2019)
Sophie Lea (appointed 25 February 2020)
David Longmore (appointed 29 April 2019)
James Martin (appointed 1 February 2024)
Rita Matanda (appointed 21 September 2022)
Dermot McGilloway (appointed 16 May 2023)
Karen McKenzie (appointed 6 November 2019)
Josephine Mewett (appointed 28 October 2019)
Robin Osterley (appointed 2 November 2015)
Emma Peake (appointed 16 January 2018)

COMPANY SECRETARY

Karen McKenzie (appointed 1 October 2020)

REGISTERED NUMBER

03709512

REGISTERED OFFICE

6th Floor
9 Appold Street
London
EC2A 2AP

BANKERS

National Westminster Bank Plc
NatWest Bloomsbury Parr's
214 High Holborn
London
WC1V 7BF

ACCOUNTANTS

Moore Kingston Smith LLP
6th Floor
9 Appold Street
London
EC2A 2AP

CHARITY RETAIL ASSOCIATION

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CHAIR'S INTRODUCTION FOR THE YEAR ENDED 31 MARCH 2024

Welcome to the Charity Retail Association's (CRA) company report for 2023/4.

This year has been a turbulent one in the UK. Not only have we encountered an ongoing and highly significant cost of living crisis brought about by geopolitical and local conditions - including the first significant war in Europe since 1945 - but also inflation has been stuck at very high levels for some time now. At the time of writing this latter problem seems to have been mitigated somewhat but is still contributing to a great deal of difficulty for a high proportion of the population. So how has charity retail been doing against this troubling background?

Our financial year encompasses three quarters of 2023, and one of 2024 – and there has been a significant contrast in the sector's fortunes over the two calendar years. Whilst 2023 was the strongest year ever for charity retail in terms of trading, with double digit like for like (LFL) growth figures, the first quarter of 2024 has seen a noticeable flattening of LFL growth. A number of different factors have contributed to this slightly concerning situation: footfall has been poor, perhaps due to bad weather (as retailers are wont to say) but also due to the ongoing cost of living crisis in the UK which still sees many families and individuals with far less disposable income than previously.

Another factor has been a noticeable drop off in the quality - if not quantity - of donations, partly due to the apparently unstoppable machine that is fast fashion. The scourge of low quality, low cost and almost disposable clothing being manufactured in the UK and elsewhere shows no signs of abating and is undoubtedly having an effect on charity shops as well as the planet; we are having to deal with increasing quantities of low quality items instead of high value saleable goods. This quality issue is potentially also being exacerbated by an increasing trend for people to supplement their income through selling items online instead of donating them, though finding reliable statistics on this is extremely difficult.

All that said, there is no need to call this a crisis at this point. It must be remembered that this like for like growth in Q1 2024 is as compared to Q1 2023 - one of the most successful periods that charity retailers have ever seen - so it is hardly surprising that growth is rather flatter – in fact in some ways we can be encouraged that we are still as successful this year as we were last year.

There is no doubt however that additional headwinds are gathering for the sector. Since the 2020 pandemic there has been a consistent shortage of volunteer availability, such that many of our members have been starting to plug the gaps with additional staff rather than spend considerable time trying to recruit volunteers that simply aren't out there. We've seen a worrying increase in retail crime and even in abuse of staff and volunteers, both of which very possibly reflect societal issues rather than anything that is specific to charity retail. And there is a significant emerging threat arising from a series of troubles facing the clothing collection industry. This latter development is at the time of writing quite severe, and it remains to be seen how it will play out, however it is clear that there is going to have to be a reset in relationship between charity retailers and their collecting partners if the collection industry is going to weather this particularly brutal storm.

As I write, the general election is looming – and by the time you read this the outcome will be known. Whatever colour of government is elected, it is clear that the threat of climate change will be the most significant challenge they have to face – and it has been clear for some time that charity retail has a hugely important role in helping facilitate reuse – indeed we are by some margin the most important factor in promoting reuse across the country. This provides us with an excellent opportunity to retain and improve our status as a crucial part of the circular economy.

CHARITY RETAIL ASSOCIATION

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CHAIR'S INTRODUCTION FOR THE YEAR ENDED 31 MARCH 2024

During moments like these, the role of a trade association becomes even more important than ever. The CRA now has around 90% of the UK's charity shops in membership, and another few hundred overseas including the Republic of Ireland. Our membership is as diverse as can be imagined, ranging from huge well-resourced chains of shops (think of any household name charity retailer and they are in membership) to tiny operations with very limited resources. As such we have the fantastic advantage of being able to cross-fertilize ideas, methodologies and best practice across our membership, and we spend a huge amount of our time and resource doing just that. For example:

- Last year we ran 16 special interest groups in people management, marketing, stock and sustainability, Gift Aid, ecommerce, health and safety and property management
- There were 6 meetings of each of our small retail chain and hospice groups
- 3 webinars on specialist topics
- Our Charity Retail Conference had record attendance this year and was another great success, with 96% of attendees saying they would recommend it

Disseminating best practice and new ideas in this way is a very important part of our function as a trade association. But additionally, we spend a lot of time working behind the scenes to convince influential people of the critical importance of charity retail to the UK's circular economy, to the high street, and to the very hard-pressed parent charities. This year we have run 2 highly successful parliamentary events, met with 15 officials and MPs, the charities minister, and are members of several working parties and stakeholder groups. We have undertaken numerous policy consultations and are working very closely with colleagues in the Civil Society Group to take our rightful in the wider world of civil society.

Underpinning this extensive lobbying and advocacy work is our research programme. Last year we published some 71 reports in conjunction with our external research partners and launched one of the most important pieces of work ever done in the charity retail sector: *The Value of Giving Back – The Social Value of Charity Shops*. This ground-breaking report identifies the social value inherent in charity shops, and quantifies the importance of charity retail to staff, volunteers, shoppers and donors, over and above the financial benefits accruing to parent charities. The figures are incredible: altogether the UK's charity retail network produces over £75 billion of social value, with a Social Return on Investment of around £1:£7.50 – in other words for every pound invested in charity retail, £7.50 is returned in social value.

This year we have also invested heavily in a new website, which will be coming online during the latter part of 2024. It is a complete revamp of our existing site, with some exciting new services and integration of many of our back office functions, making us even more efficient and cost effective. We have also invested in our staff, adding an administrator to our staff complement.

This investment is the principal reason why we have made a deficit this year – the board took an active decision to extract some money from our reserves in order to invest in the new website and in other measures to improve our services and offer at an important time for the sector. We remain a very financially sound and healthy organisation and are committed to ensuring the best possible environment for the sector.

During this year we have also heavily invested in our board of directors, adding skills through a co-option process, appointing directors specifically responsible for sustainability and EDI and welcoming new membership representatives to our operation. We have carefully reviewed our board composition and are now confident that we have the right roles with which to go forward as an organisation.

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**CHAIR'S INTRODUCTION
FOR THE YEAR ENDED 31 MARCH 2024**

Finally, some thanks. The board has been very active this year with a number of important decisions to make, and they do so with the maximum of expertise, knowledge, enthusiasm and care. I am grateful for their efforts and the diligence. With the exception of Robin Osterley our Chief Executive they are all volunteers and give freely of their time to further the cause of charity retail so assiduously.

The staff team has been as busy as ever this year running the extensive range of activities and services our members have grown used to. Aply led by Robin, they work incredibly hard, are deeply committed to the cause, and are a joy to deal with. Our grateful thanks must go to them for treating their employment with CRA as far more than just a job – their love for the sector is obvious and shines through everything they do.

And last but by no means least, you, our members. Whether full charity members or our corporate partners, our members are the lifeblood of everything we do, and we are incredibly grateful for your enthusiastic engagement with your Association. It makes all this hard work worthwhile, and I'm looking forward to working with you all again in the years to come.

Emma Peake
Chair, Charity Retail Association

CHARITY RETAIL ASSOCIATION

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DIRECTORS' REPORT FOR THE YEAR ENDED 31 MARCH 2024

The directors present their report and financial statements for the year ended 31 March 2024.

Objects

The objects for which the CRA is established are: -

- a) to assist charities to make better use of their assets and resources by promoting good practice in the field of charity retailing.
- b) to promote the benefits of charity retailing to the environment, the community and to charity;
- c) to act in the interests of the Members.

Our aims

We work to:

- Influence and monitor legislation and regulations that affect charity retailing.
- Promote the benefits to the environment, the community and to charities of charity retailing.
- Be the major source of expertise and up-to-date information on issues affecting the charity retail sector.
- Promote good practice.
- Work closely with other relevant organisations to support our members.

Our vision

A successful charity retail sector in the UK, actively promoted and supported by the CRA.

What we do

- Effective lobbying and public relations on behalf of our members on key issues including Gift Aid improvements, correct waste charging, and donated stock supply.
- Promoting good practice and increased public support for charity retailing.
- Carry out and commission research, market analysis, guidance and information about charity retailing.
- Host the Charity Retail Conference, Exhibition and Awards.
- Offer training opportunities and support.
- Host active special interest groups and networking opportunities.
- Provide an online discussion forum.
- Offer free advice lines covering legal matters and security.

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DIRECTORS' REPORT
FOR THE YEAR ENDED 31 MARCH 2024

Values

The Association's values are: -

- Integrity, honesty, openness, and transparency
- To be environmentally aware
- To be collaborative and co-operative with members and other organisations from the wider sector
- To act in the best interest of our members
- To be the best possible partners with other industry and third sector organisations
- To be influential at all levels
- To be the voice of charity retail
- To be a platform for creating a sense of community across our membership
- To provide first class customer service
- To be the hub for all knowledge, research, and expertise
- To identify, develop and promote best practice and innovation.
- To be proactive and responsive in dealing with developments affecting the sector

REVIEW OF ACTIVITIES AND ACHIEVEMENTS

Charity Membership

The membership of the CRA is drawn from charities of all sizes from large national chains to small local charities with just one or two shops, and indeed some who have yet to embark on the retail journey. Our best estimate is that in the region of 85% of charity shops in the UK are owned by charities in CRA membership; a statistic which gives us considerable weight when speaking as the voice of the sector.

The table below illustrates the breakdown of our membership by number of charity members in each size category as well as the breakdown by the number of shops run and the contribution made to membership income.

Total number of members for 2023/24 are 490 operating 9,808 shops (2022/23; 464 members with 9,268 shops).

Charity Membership Table (figures in brackets are for last year)

No. of Shops	No. of Charities	Total No. of Shops	% of Total Shops	Membership Fees (Net) £	% Total Membership Income
>100	19 (21)	5,393 (5,400)	55.0 (58.3)	174,751 (185,579)	42.2 (45.8)
21-100	55 (49)	2,069 (1,629)	21.1 (17.6)	91,171 (76,802)	22.0 (18.9)
5-20	186 (183)	1,902 (1,834)	19.4 (19.8)	98,013 (96,628)	23.7 (23.8)
0-4	230 (211)	444 (405)	4.5 (4.3)	50,282 (46,492)	12.1 (11.5)
Totals	490 (464)	9,808 (9,268)	100.0%	414,217 (405,501)	100.0%

Commercial Activities

Commercial income continues to grow. Our statutory accounts do not differentiate between membership income from charity and commercial members. The principal source of this income is our corporate membership scheme, and we are very grateful to the 50 or so corporate members with whom we work in close partnership. Corporate members benefit from a range of services including early access to exhibition stands at the Charity Retail Conference, the continued success of which means that companies offering goods and services to charity retailers see it as the “must attend” event.

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DIRECTORS' REPORT FOR THE YEAR ENDED 31 MARCH 2024

Collaboration with other organisations

We work closely with a number of organisations involved in associated charity areas, such as the NCVO, SCVO, ACEVO, Institute of Fundraising, Hospices UK, the Charity Tax Group, Charity Finance Group, PFRA and the FRBSB and also with organisations concerned with re-use and recycling, such as WRAP, the Textile Recycling Association, the London Textile Forum and others. We are also starting further work collaborating with other retail trade bodies such as the British Retail Consortium, the Northern Ireland Independent Retail Association, and the Association of Town Centre Managers. We fully intend to be an open and welcoming partner in the future and to promote charity retail in key industry groupings and forums.

Reserves

The CRA's Board has approved a policy to maintain minimum reserves based on a contingent liability basis plus the need to maintain enough funds to cope with unexpected events. The Finance Committee recommended, and the Board approved, a minimum reserve of £350,000 in March 2024. This is kept under review and revised as required.

Thanks

Our thanks go to all members who have contributed their time and expertise in supporting the CRA including all those who contribute their input, advice, time and expertise to our interest groups and the Finance Committee.

Directors

Details of the directors' shareholding are given on page 1. The CRA has no issued share capital or debentures, hence there are no directors' interests requiring disclosure.

Directors' responsibilities

The directors are responsible for preparing the Directors' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each financial year. Under that law, the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law, the directors 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 company and of the profit or loss of the company for that period. In preparing these financial statements, the directors are required to:

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

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the 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.

Small company special provisions

The report of the Board has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006. It was approved, and authorised for issue, by the Board on 11th July 2024 and signed by order of the Board by:

Signed by:

9D9302DB873F4CD...
Robin Osterley
Director

CHARITY RETAIL ASSOCIATION
(A company limited by guarantee)

**INDEPENDENT CHARTERED ACCOUNTANTS' REVIEW REPORT TO THE DIRECTORS OF THE
CHARITY RETAIL ASSOCIATION FOR THE YEAR ENDED 31 MARCH 2024**

We have reviewed the financial statements of the Charity Retail Association for the year ended 31 March 2024, which comprise the Income and Expenditure Account, the Balance Sheet and the related notes 1 to 10. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Section 1A FRS 102 'The Financial Reporting Standard Applicable in the UK and Ireland'.

This report is made solely to the Company's directors, as a body, in accordance with the terms of our engagement letter dated 15 June 2023. Our review has been undertaken so that we may state to the company's directors those matters we have agreed with them in our engagement letter and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Company and the Company's directors as a body for our work, for this report or the conclusions we have formed.

Directors' Responsibility for the Financial Statements

As explained more fully in the Directors' Responsibilities Statement set out on page 6, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Accountants' Responsibility

Our responsibility is to express a conclusion based on our review of the financial statements. We conducted our review in accordance with International Standard on Review Engagements (ISRE) 2400 (Revised), Engagements to review historical financial statements and ICAEW Technical Release TECH 09/13AAF Assurance review engagements on historical financial statements. ISRE 2400 also requires us to comply with the ICAEW Code of Ethics.

Scope of the Assurance Review


A review of financial statements in accordance with ISRE 2400 (Revised) is a limited assurance engagement. We have performed additional procedures to those required under a compilation engagement. These primarily consist of making enquiries of management and others within the entity, as appropriate, applying analytical procedures and evaluating the evidence obtained. The procedures performed in a review are substantially less than those performed in an audit conducted in accordance with International Standards on Auditing (UK and Ireland). Accordingly, we do not express an audit opinion on these financial statements.

Conclusion

Based on our review, nothing has come to our attention that causes us to believe that the financial statements have not been prepared:

- so as to give a true and fair view of the state of the company's affairs as at 31 March 2024, and of its deficit for the year then ended;
- in accordance with United Kingdom Generally Accepted Accounting Practice and
- in accordance with the requirements of the Companies Act 2006.

Moore Kingston Smith LLP
6th Floor,
9 Appold Street
London EC2A 2AP

Signed by:

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Date: 17/7/2024

CHARITY RETAIL ASSOCIATION
(A company limited by guarantee)

INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2024

	Note	2024 £	2023 £
Income			
Membership Subscriptions		468,852	463,245
Conference, Events & Training		323,839	287,922
Other Income		50,639	62,558
		843,329	813,725
Expenditure			
Staff Costs	3	564,105	502,395
Conferences, Events & Training		187,314	167,278
Publications & Subscriptions		16,121	12,670
Marketing Materials		2,310	1,666
Projects & Campaigns		4,168	4,928
Research		30,040	35,550
Rent, Rates & Utilities		571	713
Lobbying & Public Affairs		6,788	7,454
Website Maintenance & Computer Costs		30,062	24,654
Printing & Stationery		212	364
Book-Keeping and Accountancy Fees		8,280	8,339
Professional, Legal and Consultancy Fees		569	5,225
Telephone & Postage		1,573	2,102
Travel, Entertainment & Refreshments		23,924	21,934
Depreciation		18,861	13,627
Loss on Disposal of Fixed Assets		840	-
Profit on Sale of Goods		(1,079)	(1,492)
Insurances		529	-
Bank Charges		714	564
Bad Debts		1,825	-
Sundry Expenses		1,484	289
		899,211	808,260
Operating Deficit		(55,882)	5,465
Interest receivable		6,816	2,255
Deficit for the year before taxation		(49,066)	7,720
Taxation	4	(1,295)	(683)
Deficit for the year after taxation		(50,361)	7,037

CHARITY RETAIL ASSOCIATION
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REGISTERED NUMBER: 03709512

BALANCE SHEET
AS AT 31 MARCH 2024

	Note	£	2024 £	£	2023 £
FIXED ASSETS					
Intangible assets	5		95,300		25,887
Tangible assets	6		5,293		5,848
Fixed Assets Investment	7		37,500		-
			<u>138,093</u>		<u>31,735</u>
CURRENT ASSETS					
Debtors	8	319,025		379,455	
Cash at bank and in hand		<u>657,681</u>		<u>618,571</u>	
		976,706		998,026	
CREDITORS: amounts falling due within one year	9		<u>(737,726)</u>		<u>(602,327)</u>
NET CURRENT ASSETS			<u>238,980</u>		<u>395,699</u>
NET ASSETS			<u>377,073</u>		<u>427,434</u>
CAPITAL AND RESERVES					
General fund	11		<u>377,073</u>		<u>427,434</u>
			<u>377,073</u>		<u>427,434</u>

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

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

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 directors and authorised for issue on 11th July 2024 and are signed on its behalf by:

Signed by:

9D9302DB873F4CD...
Robin Osterley
 Director

The notes on pages 11 to 16 form part of these financial statements.

CHARITY RETAIL ASSOCIATION
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

1. ACCOUNTING POLICIES

Company information

Charity Retail Association is a private company limited by guarantee incorporated in England and Wales with registration number 03709512. The registered office is 6th Floor, 9 Appold Street, London EC2A 2AP.

Accounting convention

These financial statements have been prepared in accordance with Section 1A of FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the requirements of the Companies Act 2006 as applicable to companies, subject to the small companies' regime.

The financial statements are prepared in sterling, which is the functional currency of the company. Monetary amounts in these financial statements are rounded to the nearest pound.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

Income

All income is shown exclusive of Value Added Tax. Income from membership subscriptions is accounted for over the subscription year, which runs to 31 March each year. Subscriptions received before the year-end for the following year are carried forward as deferred subscription income. Other income received before the period for which it is earned is also deferred.

Intangible fixed assets

Intangible assets acquired separately from a business are recognized at cost and are subsequently measured at cost less accumulated amortization and accumulated impairment losses.

Amortization is recognized so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Computer Software	3 Years
Website Development Costs	3 & 5 Years

Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Expenditure on tangible assets is capitalized and stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computer Equipment	3 Years
--------------------	---------

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is credited or charged to profit or loss.

Equity Investments

Equity investments are initially measured at cost and subsequently measured at cost less any accumulated impairment losses. The investments are assessed for impairment at each reporting date and any impairment losses or reversals of impairment losses are recognised immediately in profit or loss.

CHARITY RETAIL ASSOCIATION
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less.

Financial instruments

Basic financial instruments are measured at amortized cost. The company has no other financial instruments or basic financial instruments measured at fair value.

Taxation

The tax expense represents the sum of tax currently payable, and is based on taxable profit for the year. The company's liability for current tax is calculated using tax rates that have been enacted or substantively enacted by the reporting end date.

Employee benefits

The costs of short-term employee benefits are recognized as a liability and an expense, unless those costs are required to be recognized as part of the cost of fixed assets.

The cost of any unused holiday entitlement is recognized in the period in which the employee's services are received.

Termination benefits are recognized immediately as an expense when the company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

Retirement benefits

The Association operates a Stakeholder Pension Scheme, which is a defined contribution scheme. Contributions to the scheme are accounted for on a payable basis.

Leases

Rentals payable under operating leases, including any lease incentives received, are charged to income on a straight line basis over the term of the relevant lease except where another more systematic basis is more representative of the time pattern in which economic benefits from the lease asset are consumed.

Fixed Asset Investment

During the year the company purchased 13 ordinary shares in the Gift Card Community Interest Company (CIC) for £37,500.

Equity investments are initially measured at cost and subsequently measured at cost less any accumulated impairment losses. The investments are assessed for impairment at each reporting date and any impairment losses or reversals of impairment losses are recognised immediately in profit or loss.

CRM and New Website Project

The Association contracted Hooli Ltd to develop a new CRM and website. At 31 March that project was 50% complete and costs were amortized, over a 5 year period on a straight line basis, and charged to the income and expenditure account. The remaining contractual balance payable for this project when complete is shown in note 12.

CHARITY RETAIL ASSOCIATION
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

2. DEFICIT

	2024	2023
	£	£
The deficit is stated after charging:		
Depreciation of tangible and intangible fixed assets:		
- owned by the company	18,861	13,627
	<u>18,861</u>	<u>13,627</u>

3. STAFF COSTS

Staff costs were as follows:

	2024	2023
	£	£
Wages and salaries	468,637	415,870
Social security costs	47,824	43,427
Pension costs- defined contribution	47,074	41,447
Recruitment and training	570	1,651
	<u>564,105</u>	<u>502,395</u>

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

	2024	2023
	No.	No.
	10	10
	<u>10</u>	<u>10</u>

During the year, directors' remuneration totalled £91,872 (2023: £87,501). Six directors received reimbursements of expenses that totalled £2,656 (2022: £1,312). The number of directors to whom retirement benefits are accruing under defined contribution pension schemes is 1 (2023: 1).

4. TAXATION

	2024	2023
	£	£
UK Corporation tax charge	1,295	683
	<u>1,295</u>	<u>683</u>

Corporation tax is charged at 19% (2023 - 19%)

CHARITY RETAIL ASSOCIATION
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

5. INTANGIBLE FIXED ASSETS

	Computer Software	Web Development	Total
Cost			
At 1 April 2023	27,771	103,680	131,451
Additions	2,500	82,835	85,335
At 31 March 2024	<u>30,271</u>	<u>186,515</u>	<u>216,786</u>
Depreciation			
At 1 April 2023	20,774	84,790	105,564
Charge for the year	4,807	11,115	15,922
At 31 March 2024	<u>25,581</u>	<u>95,905</u>	<u>121,486</u>
Net Book Value			
At 31 March 2024	<u>4,690</u>	<u>90,610</u>	<u>95,300</u>
At 31 March 2023	<u>6,997</u>	<u>18,890</u>	<u>25,887</u>

6. TANGIBLE FIXED ASSET

	Computer Equipment
Cost	
At 1 April 2023	20,447
Additions	2,385
At 31 March 2024	<u>22,832</u>
Depreciation	
At 1 April 2023	14,599
Charge for the year	2,940
At 31 March 2024	<u>17,539</u>
Net Book Value	
At 31 March 2024	<u>5,293</u>
At 31 March 2023	<u>5,848</u>

CHARITY RETAIL ASSOCIATION
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

7. FIXED ASSET INVESTMENT

During the year the company purchased 13 ordinary shares in the Gift Card Community Interest Company for £37,500.

8. DEBTORS

Due within one year

	2024	2023
	£	£
Trade debtors	251,893	307,072
Other debtors	67,132	72,383
	<u>319,025</u>	<u>379,455</u>

9. CREDITORS:

Amounts falling due within one year

	2024	2023
	£	£
Trade creditors	32,980	798
VAT liability	98,243	84,102
Corporation tax	1,295	683
Other creditors	605,208	516,744
	<u>737,726</u>	<u>602,327</u>

Other creditors include deferred income of £583,646 (2023 - £492,309)

10. COMPANY STATUS

On 22 October 2015, the Association of Charity Shops formally changed its name, at Companies House, to the Charity Retail Association, which was incorporated as a company limited by guarantee no. 03709512 on February 8, 1999 and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £10 towards the assets of the company in the event of liquidation.

11. RESERVES

	General Fund
	£
At 1 April 2023	427,434
Deficit for the financial year	<u>(50,361)</u>
At 31 March 2024	<u>377,073</u>

CHARITY RETAIL ASSOCIATION
(A company limited by guarantee)

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

12. CRM AND NEW WEBSITE PROJECT

At 31 March 2024 the Charity Retail Association had a commitment for the development of a new CRM and website.

2024
£

Committed sum for the development of the CRM and new website

62,300

62,300