CITIZENS ADVICE 1066

England & Wales · Charity number 1039704

Details

Other names	HASTINGS AND ROTHER CITIZENS ADVICE BUREAU
Status	Registered
Legal form	Charitable company
Company number	02923647
Registered	1994-07-26
Register	View on the Charity Commission register

Contact

Address	Citizens Advice 1066 1 Christ Church Courtyard London Road St. Leonards-On-Sea East Sussex TN37 6GL
Phone	01424 869 352
Email	info@citizensadvice1066.co.uk
Website	www.citizensadvice1066.co.uk

Activities

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 the local authority areas of Hastings, Rother and East Sussex as the same are constituted at the date of the adoption of these Articles (“the principal areas of benefit”) and surrounding areas.

Activities: Citizens Advice 1066 provides information, advice and guidance on the full range of advice issues, including debt, employment rights, benefits, housing and consumer issues. The service is free, confidential, impartial and independent. As well as giving advice we campaign to get policies changed. This is based on the experience and needs of our clients.

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Classification

- **How:** Provides Advocacy/advice/information
- **What:** Disability, The Prevention Or Relief Of Poverty, Economic/community Development/employment, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** HASTINGS AND ROTHER
- East Sussex

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,387,420	£1,250,139	£710,096	35
2024-03-31	£1,233,037	£972,344	£572,815	25
2023-03-31	£710,100	£687,120	£312,121	16
2022-03-31	£574,397	£513,290	£266,076	15
2021-03-31	£472,487	£403,908	-	-

Trustees

Name	Role	Appointed
CHRISTOPHER MAYNARD		2015-12-15
DAVID WATTERS		2016-04-12
Dr Ralitsa Petrova Hiteva		2025-11-18
ELIZABETH MENGER		2016-04-12
Geoffrey Richard Munn		2023-11-21
LEE FRANCIS FORSTER-KIRKHAM		2016-06-14
NICOLAE TROFIN		2016-04-12
Somtochukwu Ikedinma		2024-05-21

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CITIZENS ADVICE 1066

England & Wales - Charity number 1039704

Accounts

CITIZENS ADVICE 1066

ANNUAL REPORT & FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

Registered Charity number 1039704
Company number 2923647

ANNUAL REPORT & FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

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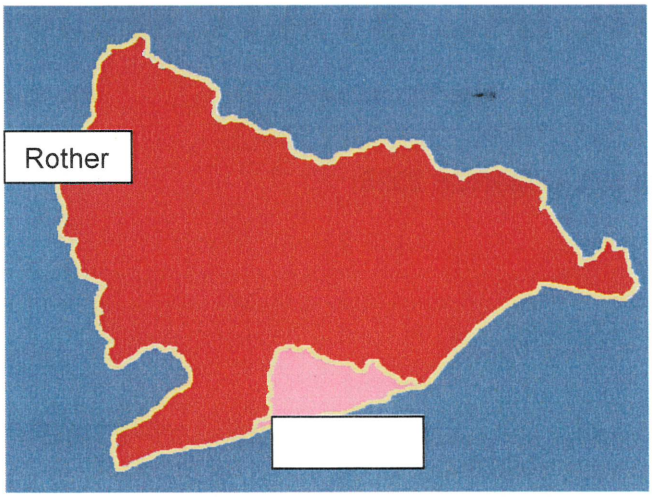
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Where Citizens Advice 1066 operates

"I'm not going to change the world. You're not going to change the world. But we can help - we can all help." Christiano Ronaldo

REPORT OF THE DIRECTORS AND TRUSTEES

The trustees, who are also the directors of the company, have pleasure in presenting their annual report and financial statements for the year ended 31 March 2025. 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 (Charities SORP FRS 102 – second edition).

REFERENCE AND ADMINISTRATIVE DETAILS

Name of Charity:	CITIZENS ADVICE 1066
Registered Charity Number:	1039704
Company Limited by Guarantee:	2923647 (Incorporated in England & Wales).
Legal Form:	Company Limited by Guarantee
Governing document:	Articles of Association adopted on 15 March 2023
Registered Office:	CITIZENS ADVICE 1066 The Magnet Centre, 1 Christ Church Courtyard, London Road, St. Leonards-on-Sea East Sussex, TN37 6GL
Chief Executive:	Tracy Dighton
Company Secretary:	Tracy Dighton
Auditors:	Galloways Accounting (Audit) Ltd (trading as Galloways)23 St Leonards Road, Bexhill on Sea, East Sussex, TN40 1HH
Bankers:	Lloyds Bank, Hastings Branch Nationwide Building Society Cambridge and Counties Bank

The following people were Directors/Trustees of CITIZENS ADVICE 1066 on the date of approval of the report or served as a trustee in the reporting period: –

NAME	ROLE	APPOINTED BY	DATE OF FIRST APPOINTMENT	DATE OF RETIREMENT
Lee Forster-Kirkham**	Chair	Re-election at AGM	Jun 2016	
Christopher Maynard	Trustee	Re-election at AGM	Dec 2015	
Elizabeth Menger *	Treasurer	Re-election at AGM	Apr 2016	
David Watters	Trustee	Re-election at AGM	Apr 2016	
Nicolae Trofin	Trustee	Re-election at AGM	Apr 2016	
Geoff Munn	Trustee	Election at AGM	Nov 2023	
Sommy Ikedinma	Trustee	Election at AGM	May 2024	

***Reappointed as Treasurer on 21st May 2024**
****Treasurer to 21st May 2024**

Senior Officers during the year
During the reporting period and at the date of approval of this report the trustees delegated day-to-day management of the charity to the following senior management personnel: –

Tracy Dighton	Chief Executive Officer
Patricia Mockridge	Operations Manager

STRUCTURE, GOVERNANCE AND MANAGEMENT

History

The Hastings and Rother Citizens Advice Bureau was founded on 9 September 1939. It has been continuously active as a charity in the Hastings, St. Leonards-on-Sea and Rother areas since then.

The charity became incorporated as a company limited by guarantee on 28 April 1994. It has been registered with the Charity Commission since 26 July 1994.

On 9 December 2008 the company changed its name to **Citizens Advice 1066** ("CA 1066").

On 1 September 2022, CA 1066 received a transfer of assets and liabilities and took over the entire undertaking of our sister charity, the Rother District Citizens Advice Bureau ("RDCAB").

Governance

The company is governed by its Articles of Association as amended and adopted on 15 March 2023. The Board of Trustees has formally adopted the Charity Governance Code published by the Charity Commission to guide its proceedings.

Trustees and Members

The trustees of the charity are the directors of the company. They are individuals drawn from the local community and they normally reside or work in local authority districts of Hastings and Rother. The maximum number of trustees is fifteen and the minimum is three.

Trustees are appointed by way of election at the annual general meeting or by co-option by the Trustee Board, provided that on appointment the total number of co-opted Trustees does not exceed one third of the total number of Trustees. No other persons or bodies external to

the charity are entitled to appoint persons to the Trustee Board. At each annual general meeting one-third of the Trustees (or the number nearest to one-third), must retire from office by rotation save that no Trustee who has served a term of less than three years shall be required to retire. A register of trustees' interests is maintained at the registered office and is available to the public to view.

Membership of the company is open (a) to individuals (over the age of 16 years) who are interested in furthering the work of the charity and who are not paid or volunteer workers of the charity; and (b) to any body corporate or unincorporated organisation which is interested in furthering the charity's work. There is a single class of membership and the same rights and obligations shall apply to all members. Applications for membership must be approved by the Trustee Board. Members of the company are not required to be trustees but all trustees must be members of the company.

At 31 March 2025, the company had 10 members (2024 – 12 members). The maximum liability of each member is £1 in the event of the company winding up. A register of members is maintained at the registered office and is available to the public to view.

General Meetings

During the reporting period the charity held one Annual General Meeting, on 28 February 2024. No other General Meetings were held.

Staff and Volunteers

The charity has a core of employed staff but it also relies upon the services of a large number of volunteers for the delivery of its services.

Equity, Diversity and Inclusion

The Trustee Board regards diversity as an important source of strength for the charity. In its recruitment practice, CA 1066 is committed to reflecting the communities it serves, to fairness, and to enabling people to overcome barriers to participation. It actively seeks a wide range of skills and life experiences.

Organisational Structure

The business of the charity is managed by the trustees who may exercise all the powers of the charity. The Trustee Board meets in formal session at least quarterly to determine overall policy and supervise the furtherance of the charity's objects. Where appropriate, the trustees also deliberate and make decisions by electronic communications outside formal meetings. The trustees have established a Finance Sub-Committee and a Human Resources Sub-Committee to monitor financial policies, strategies and procedures and to take certain decisions in accordance with the delegated powers. Salaries of key managers on the staff are agreed by the HR Committee with reference to comparable salaries paid in the sector.

Day to day organisational decisions are delegated to the Chief Executive. The organisational structure of CA 1066 is regularly reviewed.

Membership of National Body

CA 1066 is a member of the National Association of Citizens Advice Bureaux, which trades as "Citizens Advice" and which provides a framework for standards of advice and casework management. As well as association with a very well-recognised and highly reputable brand, membership confers the benefit of access to a range of resources, systems and assistance

which support both the management of the organisation and the effective delivery of its core advisory activities. Membership also carries an obligation to submit to external standards and performance monitoring; it does not otherwise affect the organisational independence of the charity.

Business Plan

In order to sustain its administration and general advice functions, the charity's business model relies on a combination of core funding and funds generated by the delivery of special projects. There is a three-year rolling Business Plan which is reviewed annually. Whilst its primary purpose is to create a process by which the Trustee Board can monitor progress towards achieving the charity's objectives, the Plan also serves as a set of internal targets and outputs for staff and volunteers. In this way, inclusiveness and collective responsibility about CA 1066's key priorities can be engendered, leading to improvements in service delivery. At its core, our Plan seeks to deliver the CA 1066 Vision: 'Anybody. Any problem. Anywhere.'

Data Protection

The trustees take the protection of personal data extremely seriously. They are alert to the risks of data loss, misuse, cyber-attacks and other external threats and also to the evolving regulatory environment. They have adopted a robust data protection policy to safeguard the personal data of clients, volunteers and paid staff and to ensure compliance with the Data Protection Act 2018 and the UK General Data Protection Regulation.

Risk Management

The Trustees have reviewed their procedures in the light of corporate governance guidance contained within 'Accounting and Reporting by Charities: the Statement of Recommended Practice'.

The funding environment within which CA 1066 operates is subject to constant, and sometimes rapid, shifts and changes. Accordingly, the risks which the charity faces, the activities by which it seeks to deliver its charitable objects, and its internal organisation are constantly evolving. Its continued survival depends in part upon successful risk taking and the ability to seize and develop new revenue opportunities as they arise. The purpose of internal control is not to eliminate risks but to identify, manage and control them appropriately.

A risk assessment report is contained within the Business Plan which seeks to anticipate potential changes to the financial climate and to the framework of social policy which affect CA 1066, and other legal and technological developments and to highlight how these would impact on its services. In addition, the charity maintains a rolling risk register which identifies and rates the principal risks which it faces.

The approach of the Trustees is that the key to successful risk management is to assess the likelihood of identified risks occurring and what actions are appropriate to mitigate or obviate their impact. The risk register is a dynamic, formal statement of the risk management strategy. It is kept under regular review. Areas covered in this process include:

- activities and services undertaken by the organisation
- targets and outputs required by funders and others
- the operating structure
- external factors (statutory obligations, relationships with funders)
- comparisons with other LCA/comparable organisations
- past performance and previous risks encountered

The following adopted measures help minimise the risks inherent in any voluntary sector organisation which relies on a diverse range of funding to meet all its commitments:

1. The management team and staff recognise that they operate under the authority of the Trustee Board, which has the ultimate responsibility for the organisation.
2. Effective appraisal of the Chief Executive and Management Team.
3. Internal management and supervisory controls which minimise risk of failing to deliver on existing grant agreements and contracts.
4. Staff awareness of sources of funding and the consequences arising from any failure to deliver services in line with grant agreements and contracts.
5. The effective use of probationary periods, Job Person Role Specifications, staff supervision and HR policies to promptly identify and deal with issues of concern.
6. Regular case note checking; informal and formal staff reviews; training to ensure quality.
7. Securing and maintaining external quality control accreditations.
8. Regular review and analysis of performance statistics to ensure targets are met.
9. Ensuring adequate financial reserves and cultivating good relationships with funders to identify potential future funding problems and potential funding opportunities.
10. Quarterly financial monitoring against annual budget.
11. Good communication between volunteers, staff, the Management Team and the Trustee Board.
12. Maintaining independence, political neutrality and avoidance of conflicts of interest.

Induction of Trustees

Newly appointed trustees are provided with an Induction Pack and have an induction meeting with relevant members of the management team and the Chair of the Trustee Board. This provides the opportunity to learn about the work of CA 1066, to focus on current Board priorities and to assess individual training needs. The induction process also provides an opportunity to identify and provide for management of any potential conflicts of interest.

Facilities

The charity leases approximately 4,453 ft^2 (413.7 m^2) of office and ancillary space at the Magnet Centre, 1 Christ Church Courtyard, London Road, St. Leonards-on-Sea; and approximately 2,352 ft^2 (218.53 m^2) at 41 St Leonards Road, Bexhill-on-Sea (of which approximately ⅓ comprises basement areas which are not adapted for office use).

The lease of the Magnet Centre expires in January 2029 and the lease of 41 St Leonards Road expires in September 2035. Both leases contain break clauses exercisable by the charity. We enjoy good relationships with the landlords of both premises.

Both premises include reception and waiting areas; open-plan office spaces; meeting rooms and private interview rooms which are adapted for safe, socially-distanced interviews.

In addition, the charity has temporary arrangements at various locations across Hastings and Rother for the delivery of outreach services.

Staff and volunteers

In the course of the reporting year, CA 1066 employed 36 paid staff and we had 42 volunteer advisers and others in voluntary roles.

Partnerships, thought leadership and sharing best practice

CA 1066 works in close partnership with other local Citizens Advice LCA across East Sussex through the consortium group Citizens Advice East Sussex Limited, of which it is a member, and with LCAs in West Sussex and Brighton as well.

It also forms partnerships with other organisations for the delivery of specific advice services. It can provide management infrastructure and facilities to support specific projects for the relief of poverty and distress, thereby drawing resources into its primary areas of benefit to support local people most in need, and to support our work in gathering and collating data which informs local and national policy.

The charity provides effective local leadership where necessary and it has grown successfully into the role of anchor organisation within its principal areas of benefit. The CEO and other members of the management team and Board are members of strategic steering groups and committees including The South East Net Zero hub advisory board, Hastings Borough Council's Housing Strategy steering group, Hastings Community Network Executive, the Hastings Plan for Neighbourhoods Board, the VCSE Alliance, Hastings Integrated Care Team management group, Rother Integrated Care Team management group, ESCC Financial Inclusion Steering Group, East Sussex Energy Partnership.

CA 1066 has also led the development of Community Response Hubs in Hastings and in Rother to provide support, learning and co-ordination for organisations working in the anti-poverty field. CA 1066 is co-ordinating an antipoverty working group on behalf of Hastings Community Network Executive and with support of HBC's Overview and Scrutiny Committee and relevant statutory organisations.

Close partnership working with Arun and Chichester Citizens Advice on energy service delivery continues to develop positive relationships with the power networks across the region. Linking fuel poverty and low carbon transition advice continues to be an important area both for trying to influence policy and for an advice offer which does not create barriers at the point of access based on income levels and potential stigma.

For three years running, CA 1066 has co-chaired a successful and influential Low Carbon Conference for the South East Region, with speakers and attendees from central government, national charities and major utility companies.

Further details of such projects and the partners with whom the charity has been working, are detailed in the section of this report on Special Projects.

AIMS, OBJECTIVES AND ACTIVITIES

Objectives and activities

The objects of CA 1066, as set out in its Articles of Association, 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 the local authority areas of Hastings, Rother and East Sussex as the same are constituted at the date of the adoption of these Articles ("the principal areas of benefit") and surrounding areas.*" The key power the charity exercises in furtherance of its objects is, "*...to establish Citizens Advice 1066 as a centre to provide a free, confidential and impartial service of advice, training, information and counsel for the public and for the implementation thereof.*"

The services of CA 1066 are consistent with the twin aims of Citizens Advice, namely, "*to provide the advice people need for the problems they face*" and "*to improve the policies and*

practices that affect people's lives." Its services are also consistent with the four stated Principles of Citizens Advice, namely, "*Free, Independent, Impartial* and *Confidential*".

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the aims and objectives of the charitable company and in planning any future activities.

Citizens Advice general advice areas include benefits, debt, housing, employment, consumer, family, legal, immigration, health and education. Specialist projects deliver energy advice to consumers and digital access and support to local people.

In addition to providing high-quality, face-to-face advisory services to the local community, CA 1066 also operates a telephone advice service which runs from 9am to 5pm each weekday and an e-mail advice service.

The charity also has a casework team which provides specialist level advice in debt, in benefits and financial inclusion. During the reporting period, the additional specialist advisory services were provided via special project funding as detailed further below. The charity, with support from Citizens Advice in North West Kent started training advisers towards accreditation for level 2 immigration advice.

CA 1066 does not have any trading subsidiaries.

The charity is the only independent advice service within the districts of Hastings and Rother which is able to offer quality assured advice across the full range of advice subject areas. It also contributes to the local economy by providing training opportunities for volunteers, many of whom then go on to gain paid employment in addition to providing a valuable service to their community.

With a long track record of providing free, independent, impartial and confidential advice to the citizens of Hastings, Rother and neighbouring areas, the trustees are satisfied that CA 1066 complies with the guidance on public benefit supplied by the Charity Commission.

ACHIEVEMENTS AND PERFORMANCE IN 2024 - 2025

The charity has continued to grow during the reporting period. It employs more staff, it manages a larger budget than ever before, and the public value it delivers has increased from approximately £31 million to over £40 million.

Charitable Activities

The charitable activities of CA 1066 are carried out and its funds are expended wholly within the United Kingdom. It remains one of the busiest local citizens advice offices in the UK for the size of the population it serves. This is reflected in key statistics. Our client management system, known as Casebook (provided by the Citizens Advice Service), records clients and client issues in the following way:

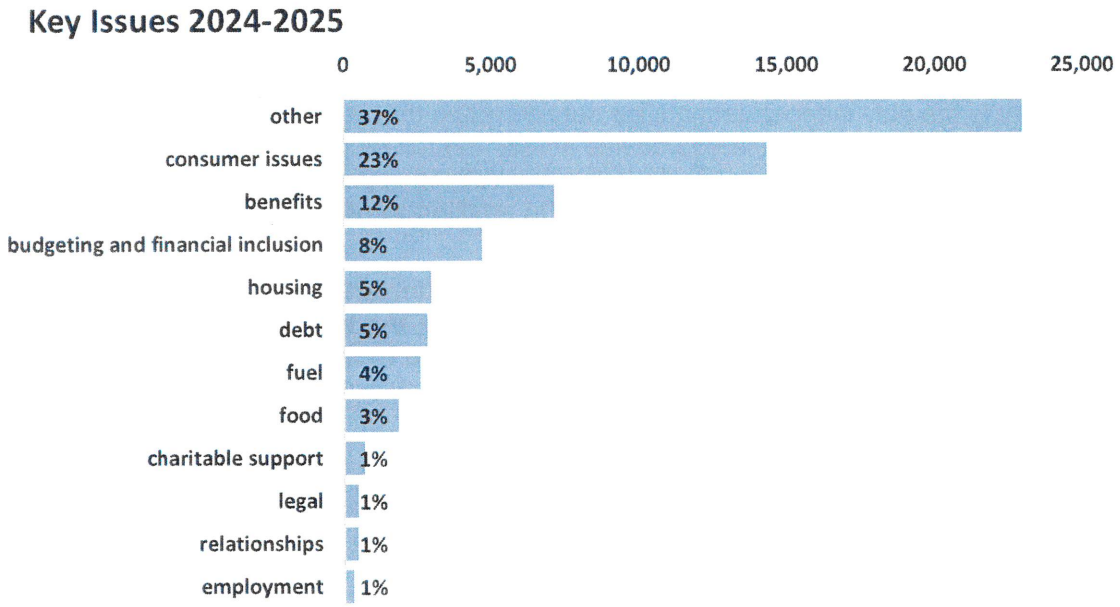
- **Unique Clients** – individual clients who are counted once only during the period;
- **Client Issues** – client enquiries may include more than one issue e.g. employment rights and tax credit entitlement, or clients may return in the period with new enquiries.
- **Client Contacts** – contact with clients by phone, letter, email, or in person.

The data generated by the system shows that during the 2024-2025 reporting period, CA 1066 dealt with **12,549 Unique Clients** (9,508 – 2023-24). The number of cases during the year was **10,003** (7,435 - 2023-24). These clients presented with **61,301 distinct client issues** (29,522 – 2023-24). The increase represents both the complexity presented as other organisations, statutory and voluntary, have decreased or ceased their services. It also reflects

the requirements from funders of projects to record more aspects of the case and the outcomes achieved. The charity responded to **25,043 client contacts** (17,099 – 2023-24).

Our key statistics consistently show that the majority of our clients are in the age range of 25 to 60 years old. Many clients return for advice on more than one occasion and for a range of reasons. These may include chronic mental or physical ill health, communication problems as a result of literacy or language issues. A significant proportion of our clients are amongst the most deprived and vulnerable within our community. 61% are living with disabilities or long-term ill-health conditions. We estimate that over half have an income which is less than that needed to cover basic expenditure.

As shown in the chart below, benefits (and tax credits) support remained an important presenting issue which accounted for 7,141 client issues, (2023/24 – 3,834). This category accounted for 12% (13% in 2023-2024) of all client issues over the year, despite the transfer of the Help To Claim contract to our sister charity, Citizens Advice Eastbourne.



Administration and assessment of requests for issue of **food bank vouchers**, **fuel vouchers and other grants**, has continued as an important area of support needed. From a negligible activity five years ago, it has become one of the greatest single demands upon the time and resources of volunteers. During the reporting period the number of clients assisted in this way was 5,091 (5,002 in 2023-24).

In part, the proportion of these issues in our caseload is a function of specific project funding the charity receives to respond to fuel poverty in particular, but also it is a reflection of the needs of the communities we serve.

Whilst these statistics present a profile of the charity, they cannot be permitted to obscure the fact that each service user is an individual with a personal story who is entitled to dignity and compassion.

CA 1066 undertakes regular surveys amongst users and non-users and its findings are generally very positive with 77% of surveyed clients stating they were likely or very likely to recommend the service provided in 2023-24.

The pressures of high demand, and the consequent extended waiting times for an appointment, continue to impact the service. They create the most significant challenge and waiting times are the principal cause for client dissatisfaction. Measures to manage demand and client expectations continue to be explored and implemented.

During the period covered by this report we received 7 formal complaints, which represents less than 0.06% of the totality of unique clients who had contact with the service. These complaints were resolved by supervisors and managers meeting the people who had experienced difficulties, predominantly in accessing the service, and ensuring their advice issue had been resolved and they knew about all the different channels into the service, particularly face-to-face.

The General Advice Service

The General Advice Service faced sustained pressure throughout the reporting period with daily carry over numbers at the beginning of the reporting period reaching over 200. As a result, waiting times for telephone call backs to clients had grown from 10 to 12 working days where the client was facing a non-urgent need by the end of the period. Clients with urgent needs for food and fuel vouchers, court deadlines and bailiff action are given priority by the service.

The advice supervisory team have improved tracking processes to manage this additional pressure on the triage system. A concerted effort was made to recruit new volunteers which resulted in some success although the service could support additional volunteers. A new training offer was developed in which volunteers are supported through Action Learning Sets with the average training period reduced to eight weeks.

Digital inclusion work has continued to be an important area within the general advice service, in particular supporting clients who need assistance to get online. We continue our partneship with Tech Resort CIC to distribute devices and to provide coaching.

The **Additional Measures/Shielding Group** funded by ESCC covered the costs of the financial capability team's work within the General Advice Service. This funding ended at 31st March 2025. Some funds for preventative advice work continued into the 2025-26 period albeit at a reduced level.

Outreach Services are established at the following locations: Rye Hub-on-the Hill, Tilling Green Community Centre Rye, Battle Almonry and Hastings Food Bank. Frequency is based on available funding and client need at specific locations or to meet the advice needs of people working with our partner organisations. This area of work is relatively costly but helps us to support people who find it hard to use other channels for a variety of reasons.

A dedicated outreach and partnerships supervisor supports and develops this work in the community. Specific small scale outreach projects were developed with, Fellowship of St Nicholas vulnerable parents' group, Woodlands Hospital, Seaview and Hastings Community Information Hub (run by Hastings HEART), The Pelham, the LINKS project. The outreach work which has been developed in the Rother District will embed this work further in the service offer staff, volunteers and clients.

The Money Advice Service

The charity has a long-established, specialist **Money Advice Unit**. The demand for this service remained high through the reporting period and we secured funding for an additional

money advice trainee who became accredited as a specialist adviser during the reporting period. The Unit met all its performance targets for the year.

Since 2018, the work of this service has been funded primarily via the **Money Advice Service Debt Advice Project**, commissioned by the Money and Pensions Service (an arm's-length body sponsored by the Department for Work and Pensions, "MaPS") and paid via a sub-grant from national Citizens Advice. The current contract funds one FTE adviser to assess and deliver multi-channel debt advice to 215 clients per year.

Despite this importance of this service and increased demand, our specialist money advice service remains vulnerable. The trustees believe that it is essential for CA 1066 to be able to continue to offer face-to-face advice to vulnerable clients in the principal areas of benefit and we will not cease trying to find funding to enable the Money Advice Unit to continue.

Social Policy, Research and Campaigns

The charity is a member of the Citizens Advice East Sussex Research and Campaigns group, working closely with the other local Citizens Advice. The group provides data analysis and trend reporting which is used by the chief officers and their social policy teams in lobbying and advocating for system change. Regular contributions during the period were made to the ESCC Financial Inclusion Steering Group, the East Sussex Energy Partnership and various NHS Sussex and ESCC public health working groups on wider determinants of health and the cost of living crisis. A strong emphasis has been placed on telling the stories of our clients who face destitution, with an income that cannot cover their requirements for expenditure on necessities.

In January 2025 the charity co-published published a Citizens Advice East Sussex Cost of Living report. This was presented to the ESCC Financial Inclusion Steering Group.

Helena Dollimore MP and Dr Kieran Mullin MP each visited the charity in 2024-25 to receive briefings and exchange views with staff and volunteers about the most pressing issues our clients are facing. The charity works to ensure good relationships with our local members of parliament and the meetings and related briefings led to positive exchanges on a number of areas.

We continued to keep the spotlight on the need for safeguards and improvements to the benefits system, including the level of benefits, the inadequate level of the Local Housing Allowance and the pressures within the housing system with elected members at local authority and parliamentary levels.

The CEO and Head of Energy Partnerships have presented findings on the delivery of energy advice to policy officers from the Department of Energy Security and Net Zero who have also visited the LCA on several occasions. Telling the stories of our clients has been the prism through which we present this work. The CEO keeps in close contact with the Energy Leads at the national association and presented about our work with delivery energy advice by working closely with local GP practices to a conference of the network and other partners in January 2025.

Special Projects

East Sussex Shielding Groups (Additional Measures)

The funding for additional generalist money advisers across Sussex, which commenced in 2020 was continued through the current reporting period. Under this project, CA 1066 received funding to provide money advice through the financial capability team of its General Advice service for clients in Rother District and Hastings.

Through this funding the service continued to provide **benefits advice to people on psychiatric wards** at Woodlands Hospital and to vulnerable families being supported **by FSN in its Childrens Centres and nurseries**.

Household Support Fund

Central government continued to distribute funding via East Sussex County Council, the Districts and Boroughs and Voluntary and Community Sector to people facing financial hardship. CA 1066 co-ordinated, on behalf of all the East Sussex LCAs, the distribution of £405,261 of household support funding to local people who were unable to cover the cost of spending on essential items such as heating, water, lighting, rent, food, warm clothes, shoes and school uniforms. The financial capability advisers worked with clients to ensure that all benefits they were entitled to were claimed, grant applications made and debts managed. Where clients lacked skills in budgeting or digital access coaching was given. In urgent cases, the charity has been able to make direct interventions with financial support to prevent evictions and to avoid other legal actions against clients.

Tackling Fuel Poverty Together

During the reporting period the charity again carried out local delivery of the **Energy Advice Development Programme**, which provides one to one advice for people in fuel poverty or in a fuel poverty risk group using local CA 1066 advisers trained up NEA/City & Guilds Level 3 Award in Energy Awareness. CA 1066, with CA Arun and Chichester, was also the lead for all the LCAs in East and West Sussex and Brighton and Hove for an energy advice project funded through National Citizens Advice.

In the reporting period, CA 1066 was active also in administering the **Fuel Voucher Scheme** which extends across East and West Sussex and Brighton & Hove. The scheme was primarily funded by the Department for Work and Pensions via East Sussex County Council but also received money from the industry-funded **Energy Redress Scheme**, especially for people on pre-payment meters. As well as providing help with fuel costs to eligible clients, the scheme extends to help with providing basic items such as fridges and cookers.

In partnership with RetrofitWorks and the other CABx in East Sussex, CA 1066 continued to deliver energy advice under contract to East Sussex County Council through the **Warm Home Check Service**. CA 1066 leads on co-ordinating the advice element. The innovative project model promotes stabilisation of difficult financial situations for poorer households by providing an entry point for engagement with wider advice. It has inspired the development of similar projects elsewhere in the country. CA 1066 managed to over-achieve its targets consistently. The success of this project has led to it being extended for a further year, to April 2025.

In partnership with Arun & Chichester Citizens Advice we were successful in a bid for further **Energy Redress Funding** to support two energy advisers, one within the LCA offices in Eastbourne, but reporting to CA 1066, the other working across Rother District. The funding also helped train some frontline NHS workers.

In another innovative project, **Tackling Fuel Poverty Together**, delivered in association with Arun and Chichester Citizens Advice and funded by a group of utility companies (SGN, UK Power Networks and Southern Water), the charity provides wrap-around, holistic advice including energy, other debts and benefits advice to vulnerable people who might otherwise struggle with their bills.

Southern Gas Network also extended its temporary funding for the provision of energy advice in **Community Warm Spaces** across East Sussex for the 2024-25 winter period. This is an

ongoing project. It also covered the cost of distributing small energy efficiency measures such as LED lightbulbs, radiator reflectors and slow cookers.

CA 1066 was the lead partner in the **Local Energy Advice Demonstrator** project funded by "Greater South East Net Zero Hub", which is a consortium of 11 Local Enterprise Partnerships which is, in turn, funded by the Department for Energy Security and Net Zero ("DESNZ"). The project engaged hard-to-reach households and hard to treat houses in rural Rother in taking and acting on retrofit advice on physical measures they can take to make their homes warmer, with reduced carbon emissions, and cheaper to heat. The funding also paid for contractors to undertake retrofit assessments of peoples' homes. The charity had good support from officers of Rother District Council in mobilising this project across Rother.

UK Power Networks (Operations) Ltd agreed via a consortium co-ordinated by Arun and Chichester Citizens Advice provided funding for delivery of energy advice to residents across the region.

CA 1066, with the East Sussex fuel poverty co-ordinator, ran its third **Winter Preparedness Programme**, with weekly online training sessions for frontline workers and volunteers to help them understand how to approach conversations with people living in a cold home and show them where to find the resources to support people to access financial and other support.

Universal Healthcare

CA 1066 completed the development phase of the Universal Healthcare project led by NHS Sussex and London University of the South Bank. The project focused on health inequalities and equity in accessing healthcare.

Hastings is one of several research areas across the country. CA 1066 worked on two elements: supporting Primary Care providers to refer people with respiratory illness into fuel poverty programmes and developing a digital platform to support seamless client journeys with no wrong door approach. Both elements resulted in successful outcomes. The work with primary care was scalable across other health conditions impacted by the cold and 50% of GP practices across East Sussex are now engaged in working with us on this method of engagement.

The digital platform succeeded in supporting all CA 1066 referrals into the service and secure electronic delivery of client information to the appropriate team. Our partner organisations, Hastings HEART, Tech Resort, Seaview and FSN are also routinely using the platform to facilitate client information moving securely between the organisations. Seaview reports the need for much reduced repetition of their story by people using their services. On one of our projects with FSN, supporting families living in Temporary Accomodation, the advisers and support workers have case notes in a shared view.

Digital Inclusion

From the start of the pandemic, CA 1066 recognised that digital inclusion, long an issue in Hastings and St Leonards, would become an even greater challenge for clients needing to access services which had, to a greater or lesser extent, moved to remote delivery.

The continued funding from ESCC under the Additional Measures project enabled a service which the charity established with a local enterprise, Tech Resort CIC, who provide refurbished laptops and support to clients referred to them by CA 1066 to continue during the period. The digital inclusion work was brought into the main general advice service.

In 2024 the approach to digital inclusion was rolled out into our outreach venues and to the service delivered in Warm Spaces. A member of the admin team and the outreach supervisor

take responsibility for ensuring the materials and equipment needed are up-to-date and being used appropriately.

Multiply Programme

CA 1066 continued to work for the Multiply Programme, a national programme to support an improvement in basic maths skills. This was a good fit with the charity's work with clients on budgeting and supporting clients towards improved financial resilience. The funding ended on 31 March 2025.

Bexhill Multi-Disciplinary Team

CA 1066 works with Rother DC housing officers, Bexhill PCN social prescribers, Tech Resort and our own advisers to deliver a drop-in session in the Bexhill office one afternoon a week. This service is much valued by local people but all the participating organisations are under financial pressure and as a consequence, the provision is vulnerable.

Trussell Trust

The charity's partnership with Trussell Trust and Hastings Food Bank which has the aim of helping people to reduce their dependency on food vouchers continued to be successful. By generating household income through support to claim benefits and access to charitable grants many people have been able to reduce or cease their use of the foodbanks as a result.

Sainsbury Family Charitable Trusts

The charity again provided a consultancy service on energy advice on a pilot basis for Sainsburys Family Charitable Trusts.

Law Clinics

Changes to the legal aid system have led to there being no law firm in East Sussex offering civil legal aid, and only one in Brighton. Even if there were practitioners available, the financial eligibility criteria mean that civil legal aid is available only in a very small minority of cases.

CA 1066 has been working with laywers willing to offer their services on a pro bono basis through a variety of organisations. The service is growing slowly due to funding and time constraints and we do not advertise the service externally. However, we have been able to give access to clients to free legal advice and support in relation to a range of legal issues, including Welfare Benefits, Housing, Employment and Domestic Abuse.

In response to local need, in September 2024 the charity commenced training 2 advisers to provide immigration casework advice (regulated by the Office of the Immigration Services Commissioner, which has since become known as the Immigration Advice Authority).

Community Impact

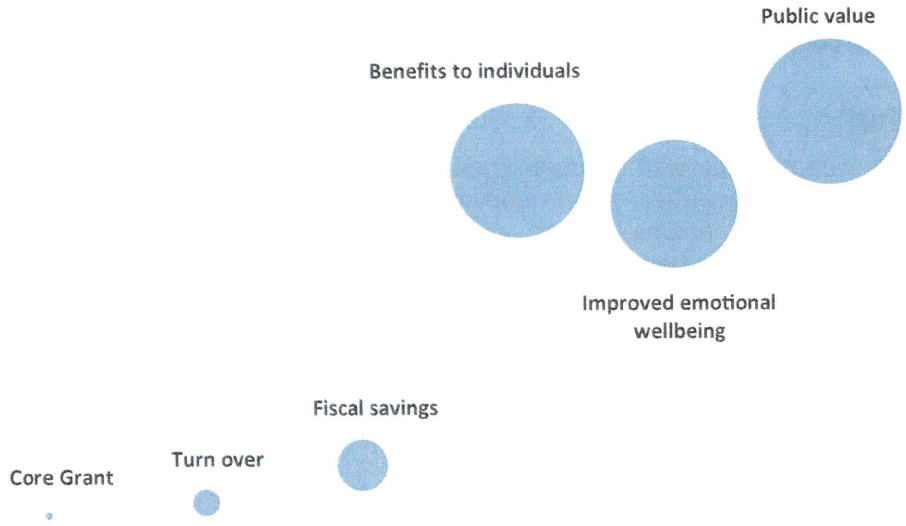
CA 1066 has the knowledge, skills and experience to make an impact where clients experience greatest need: most significantly in terms of preventing homelessness, maximising benefits and managing debts, including priority debts such as council tax and rent arrears outcomes. This generates tangible savings for statutory services in terms of lower costs incurred in a range of areas including temporary accommodation, debt enforcement, social care support and primary healthcare. The charity strives to empower people to help them solve the problems they face and to help them own the solutions to them.

Citizens Advice impact tools help us to evaluate the difference we make to local communities. These include a New Economy and HM Treasury approved methodology, which draws together evidence of the impact of all our activities. The benefits to the community can be expressed in money terms as:

- Fiscal savings **£5,070,823**
- Public value **£40,231,073**
- Benefits to individuals **£34,493,866**
- Improved emotional wellbeing **£31,110,431**

The chart below illustrates how CA 1066 succeeded in leveraging its core grant into social impact.

Community Impact: CA 1066 2024/25



This represents continued growth from previous years. There has been a 28% increase in fiscal savings over the previous reporting period, which directly benefits statutory sector budgets. The public value return is nearly £380 for every £1 of core grant from our local authority stakeholders. The amount generated in monetary benefits to individuals has increased by 22%.

Quality assurance standards

The charity holds an AQS quality-mark for Generalist Advice and Advice with Casework in Welfare Rights and Debt, and Telephone Advice. It is accredited by the Financial Conduct Authority (FCA) to provide debt casework and advice (debt adjusting counselling). It is approved by the Insolvency Service as an intermediary for Debt Relief Orders (DROs). All specialist debt advice staff undergo Money Advice Service accredited training to the Court representation level.

In the last leadership self-assessment review, in 2024, conducted externally by Citizens Advice, the trustees were pleased to be able to demonstrate that the charity met the required outcomes against all measures. (The additional gradations under previous scoring system no longer apply, so it is no longer possible to achieve an "excellent" result.)

Staff

Since 2019, when the complement of paid staff was reduced to 9 the adaptation of the charity to undertaking more special projects, has enabled annual increases in staff numbers to 13 in the year 2020/21; 15 in the year 2021/22; 25 in the year 2023/24; and 36 in the reporting year. The addition of new staff members has widened the diversity of the staff team significantly, which reflects the considered application of best practice in recruitment.

Unfortunately, the short-term, time-limited nature of most of the special projects means that staffing structures are likely to remain fluid in response to fluctuating needs and resources. Nonetheless, the trustees consider the charity is fortunate to have a dedicated and enthusiastic staff team.

Contribution of Volunteers

Voluntary social engagement is the heart and soul of Citizens Advice. CA 1066 is reliant on the work of volunteers who undertake a range of roles including administration, interpreting, advice, casework and research and campaign work and serving as trustees.

The volunteer base is diverse and committed, with 42 people who give at least a full day a week to the service. They include former solicitors, senior social workers, company directors, people with disabilities, public health practitioners, nurses, parents, carers, law graduates and teachers. Retention of volunteers is good.

The monetary value of these services cannot be included in the Financial Statements and, indeed their value is inadequately expressed in purely monetary terms. The trustees welcome the opportunity acknowledge and to praise the contribution which volunteers make to the charity with their enthusiasm and dedication. There were 42 volunteers active during the year and they contributed 16,161 hours of their time (2024 – 42 volunteers and 16,161 hours). Calculated on the basis of a living wage of £11.44 per hour, this has an estimated financial value of £184,881.

As well as their time, care and life experience, the volunteers ensure the local community stays an integral part of CA 1066, so that it truly belongs to the society it serves.

Reportable Incidents

The Charity Commission requires charities to report adverse events, whether actual or alleged, which result in or risk significant harm to the charity's beneficiaries, staff, volunteers or others who come into contact with the charity through its work, significant loss of the charity's money or assets, significant damage to the charity's property or significant harm to the charity's work or reputation. CA 1066 did not suffer any such serious incidents during the reporting period.

FINANCIAL REVIEW

The total incoming resources for CA 1066 for the year were £1,387,420 (2024 - £1,233,037).

Of the total expenditure of £1,250,139 (2024 - £972,344), the total amount of charitable expenditure on direct charitable activity was £1,250.139 (2023 - £972,344) across the range of projects operated by the LCA.

At the year end the charity's total funds stand at £710,096 (2024: £572,815) of which £7,840 is restricted (2024: £33,788).

Funding Sources

The charity's main funders are shown in note 3 to the accounts. They include central government, local authorities and private sector organisations. CA 1066 did not receive income from outside the United Kingdom in the reporting period.

The trustees recognise the nature of the charity's funding is inherently precarious. It has no endowment and it relies upon grants and charitable giving which, by their very nature, are unpredictable and short term. The significant social impact of CA 1066 is achieved by leveraging the maximum return out of by far the smallest local authority core provision per head of population of any LCA in East Sussex and one of the smallest nationally.

Historically, CA 1066 and Rother District CAB each enjoyed direct financial support from Hastings Borough Council and Rother District Council respectively. However, in the decade between 2011 and 2022, that support suffered successive and very severe reductions. After adjustment for inflation, that amounted to an overall cut of some 23% for Rother District CAB whilst CA 1066 suffered an inflation-adjusted cut of some 74% for Hastings Borough.

Since the unification of the two services, Rother District Council has continued to provide funding at the same level as before. The trustees are very grateful to have received £85,000 from Rother District Council during the reporting year. This has enabled the service to attract more funding for services which benefit Rother residents such as the five day a week drop-in at the Bexhill office which is particularly beneficial for people who find it difficult to get to access services online.

Meanwhile, Hastings Borough Council had already decided to cease exercising its statutory powers to provide grant aid, with effect from April 2021. Instead, it channelled funding via a private charitable trust called the Foreshore Trust, of which the Borough Council is the sole trustee. The trustees are very grateful to have received £21,054 from the Foreshore Trust during the reporting year. This was down from £42,108 in 2023-24.

The income from these sources makes a crucial contribution to providing premises and to supporting the employment of core staff who can, in turn, sustain the activities of the General Advice service, volunteers and enable specific projects which can employ dedicated project staff. However, it is simply not enough, and the charity could not survive without the contributions of the special projects. The work of the leadership team in identifying such projects and putting together bids for them is critical to the charity's continued existence.

At the beginning of the reporting period there was an expection that the Foreshore Trust's Large Grant programme would finish at the end of March 2024. Subsequently, however, the funding was rolled forward for a further six months on the same terms. Since October 2024 there have been no funds from this source. The trustees believe this brought to an an unbroken record of core funding for the charity from Hastings Borough Council since 1939.

CA 1066 has not remained passive in response to the inadequacy of local authority support. It has been creative and agile in finding other sources of income. But that exercise itself absorbs time and resources and, despite the successful accumulation of a number of projects, the trustees recognise that those income streams are short-term and cannot substitute adequate long-term core funding.

Investment Policy

As provided at clause 3.19 of its Articles of Association, to promote its objects but not for any other purposes, CA 1066 has the power to invest funds in any lawful manner. The nature of its income and capital resources does not permit long-term investments.

Reserves Policy

The trustees believe that the charity should hold sufficient financial reserves in unrestricted funds to ensure that it can continue to meet the needs of clients, and its statutory obligations to staff and other stakeholders, in the event of unforeseen circumstances arising.

Total unrestricted reserves at the end of the period were £702,256 The trustees aim to hold three months' expenditure as reserves. The trustees pay close attention to the balance between restricted and unrestricted reserves.

During 2024-25 the charity was able to achieve a surplus which has been applied to rebuild the charity's reserves. This will assist with the need to meet ongoing costs of maintenance and repair of the building to which the charity is obliged to contribute under the terms of its lease.

Going Concern

The trustees have taken account of the financial position of the charity; of the absence of any significant economic or environmental factors, or any known or anticipated legal actions that would threaten the ability of the charity to continue as a going concern; and of the fact that the 2025 accounts of do not contain any items that were subject to any material uncertainty. The charity has successfully managed the uncertainties of its revenue stream over many years, despite the recurrent difficulties with the funding of its core services. The trustees rely on this experience in forming their opinion that it remains appropriate to report the charity's affairs on the going concern basis. They remain alive to the risks this uncertainty represents and to the need to retain agility and flexibility in order to adapt to changing circumstances.

PLANS FOR THE FUTURE

Within the context of the challenging economic environment the Board is pleased with the efforts of CA 1066 during the reporting year to deliver the best possible services. It believes that the charity is well managed and would like to commend the exceptional work undertaken by the skilled and committed staff and volunteers.

The trustees are grateful to the agencies and individuals who are working so hard to help us provide and maintain an effective and quality assured independent advice service for the people within the charity's area of benefit.

The trustees recognise that funding for core CA 1066 services is reviewed on a two-yearly basis, and its heavy reliance on short-term funding for Special Projects severely impacts on the charity's capacity to plan strategically for the future. Funding cycles which last 3 - 5 years would provide far greater opportunity for the Board and the management team to focus on organisational and service development.

The Board remains committed to securing new additional funding wherever possible, but this must be in line with meeting client needs identified in our Business Plan to avoid mission drift.

In the meantime, the trustees have recognised that the charity's core funding has remained inadequate. Although the deficiency has been made up temporarily by funds generated by special projects, such projects are, by their nature, short-lived and trustees continue to seek medium- and long-term financial security for CA 1066.

The government's English Devolution White Paper, published in December 2024, proposes a reorganisation of local government which is likely to have a significant impact on the charity. The Borough and District Councils which, historically, have provided its core funding, will cease to exist and the local government areas which have defined its principal areas of benefit will cease to have the same significance. Although the proposed new unitary authorities are

not expected go live until 1 April 2028, the trustees have started actively to consider how to respond to the new landscape so that, together with its sister charities in East Sussex, CA1066 will be prepared to embrace the opportunities which the changes will bring and to mitigate the risks for our service delivery.

EXEMPTIONS FROM DISCLOSURE

No relevant exemptions from disclosure apply.

FUNDS HELD AS A CUSTODIAN TRUSTEE

The charity and its trustees do not hold funds as custodian trustee.

STATEMENT OF DIRECTORS' RESPONSIBILITIES

The trustees are responsible for preparing the Trustees' Report 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 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 judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departure 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 in business.

The trustees are responsible for keeping proper accounting records that 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant information of which the charitable company's Independent Examiners are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant information and to establish that the Independent Examiners are aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of the financial statements may differ from legislation in other jurisdictions.

In preparing this report, the trustees have taken advantage of the small companies' exemptions provided by section 415A of the Companies Act 2006.

Approved by the Board of Trustees on 10th October 2025 and signed on behalf of the Board:

Lee Forster-Kirkham
Chair

Elizabeth Menger
Treasurer

AUDITOR'S REPORT

TO THE TRUSTEES OF CITIZENS ADVICE 1066

FOR THE YEAR ENDED 31 MARCH 2024

Opinion

We have audited the financial statements of Citizens Advice 1066 (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities, the statement of financial position, the statement of cash flows and notes to the financial statements, including 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 2025 and of its incoming resources and application of resources, 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 charity 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 charity'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 not cover the other information and 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose 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 charity's ability to continue as a going concern, disclosing, as applicable, matters related to 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

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder

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.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

- The engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;

- We identified the laws and regulations applicable to the charity through discussions with management, and from our commercial knowledge and experience of the charity sector;
- We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity, including the Charities SORP 2019, Charities Act 2011, Companies Act 2006, and data protection, anti-bribery, employment, environmental and health and safety legislation;
- We assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- Identified laws and regulations were communicated within the audit team and the team remained alert to instances of non-compliance through the audit.

We assessed the susceptibility of the charity's financial statements to material misstatements, including obtaining an understanding of how fraud might occur; by:

- Making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge or actual, suspected and alleged fraud;
- Considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we-

- Performed analytical procedures to identify any unusual or unexpected relationships;
- Tested journals entries to identify unusual transactions;
- Assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- Investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- Agreeing financial statement disclosures to underlying supporting documentation;
- Enquiring of management as to actual and potential litigation and claims;
- Reviewing correspondence with the Charity Commission, relevant regulators and the charity's legal advisors; and
- Reviewing minutes of trustee board meetings.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Mark Finch FCA FCCA BFP (Senior Statutory Auditor)
for and on behalf of

24th October 2025

Galloways Accounting (Audit) Limited
Statutory Auditor

is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

Galloways Accounting (Audit) Ltd
23 St Leonards Road
Bexhill-on-Sea
East Sussex TN40 1HH

BALANCE SHEET

(including statement of financial position)

As at 31 March 2025

	Note	Total 2025 £	Total 2024 £
Fixed Assets			
Tangible Fixed Assets	10	7,840	23,512
Current Assets			
Debtors	11	243,251	272,773
Cash at bank and in hand		757,166	552,193
		1,000,417	824,966
Liabilities			
Creditors - amounts falling due within one year	12	(173,064)	(163,166)
Net Current Assets		827,353	661,800
Provisions for liabilities	13	(125,097)	(112,497)
Net assets	14	710,096	572,815
Funds of the Charity			
Unrestricted funds	15	702,256	539,028
Restricted Funds	15	7,840	33,787
		710,096	572,815

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts. These accounts have been prepared in accordance with the provisions of FRS 102. The notes on pages 29 to 37 form part of these financial statements.

The financial statements were approved and authorised for issue by the Board on and signed on their behalf by:

10/10/25

L Forster-Kirkham
Chair

E. J. Menger
Treasurer

Company Registration No: 2923647; Charity Registration No: 1039704

STATEMENT OF FINANCIAL ACTIVITIES

(including income and expenditure account)

For the year ended 31 March 2025

	Note	Unrestricted funds	Restricted funds	Total funds 2025	Total funds 2024
		£	£	£	£
Income from:					
Donations & legacies	**2**	19,916	-	19,916	118,841
Charitable activities	**3**	511,569	844,413	1,355,982	1,107,629
Other	**4**	11,522	-	11,522	6,567
Total Income		543,007	844,413	1,387,420	1,233,037
Expenditure on:					
Charitable activities	**5**	357,753	892,386	1,250,139	972,344
Total Expenditure		357,753	892,386	1,250,139	972,344
Net movement in funds for the year		185,254	(47,973)	137,281	260,693
Transfers between funds	**15**	(22,025)	22,025	-	-
Net movement in funds for the year		163,229	(25,948)	137,281	260,693
Reconciliation of funds:					
Balances brought forward	**15**	539,027	33,788	572,815	312,121
Balances carried forward	**15**	702,256	7,840	710,096	572,815

There are no recognised gains or losses in the year, other than those included in the statement of financial activities.

STATEMENT OF FINANCIAL ACTIVITIES

(Including income and expenditure account)

Comparative figures prior year

	Unrestricted funds £	Restricted funds £	Total funds 2024 £	Total funds 2023 £
Income from:				
Donations and legacies	118,841	-	118,841	1,780
Charitable activities	492,464	615,165	1,107,629	707,675
Other (including fundraising)	6,567	-	6,567	645
Total Income	617,872	615,165	1,233,037	710,100
Expenditure on:				
Charitable activities	363,558	608,785	972,344	687,120
Other	-	-	-	-
Total Expenditure	363,558	608,785	972,344	687,120
Net movement in funds for the year	254,314	6,380	260,693	22,980
Transfers between funds	11,830	(11,830)	-	-
Tfr from RDCAB at fair value	-	-	-	98,065
Net movement in funds for the year	266,144	(5,450)	260,693	121,045
Reconciliation of funds:				
Balances brought forward	272,884	39,237	312,121	191,076
Balances carried forward	539,028	33,787	572,815	312,121

STATEMENT OF CASH FLOW

As at 31 March 2025

	2025 £	2024 £
Net cash used in operating activities		
Net movement in funds for the reporting period	137,281	260,693
Adjustments for:		
Depreciation Charges	15,672	19,459
Decrease/(Increase) in debtors	29,522	(63,084)
Increase/(Decrease) in creditors	22,498	(242,927)
Total net cash (used by)/provided by operating activities	204,973	(25,859)
Cash and cash equivalents at the beginning of the year	552,193	578,052
Total cash and cash equivalents at the end of the year	757,166	552,193

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

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1. Accounting policies

a) Accounting basis

i) These financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value, unless otherwise stated in the relevant note(s), in accordance with:

- The Charities Act 2011
- The Companies Act 2006
- The Financial Reporting Standard applicable in the UK and the Republic of Ireland: FRS 102
- Accounting and Reporting by Charities: Statement of Recommended Practice (Charities SORP FRS 102 – second edition).

ii) There has been no change in the accounting basis from the previous year.

iii) The charity meets the definition of a public benefit entity as defined by FRS 102

iv) The Trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

v) The functional currency of Citizens Advice 1066 is £ Sterling and is the presentation currency of these accounts, rounded to the nearest pound.

b) Incoming resources

i) Grants receivable

Grants made to finance the activities of the local Citizens Advice are credited to the income and expenditure account in the period to which they relate. Income is only credited when any conditions for entitlement have been met. The "Performance Model" is used for recognition of grant income.

ii) Bank interest

Bank interest is included in the income and expenditure account on receipt

iii) Other income

Other income, including donations, gifts and covenants are included on receipt

iv) Intangible income

In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public.

The financial value of services provided by volunteers has not been included in these accounts; however, the management team of Citizens Advice 1066 acknowledges and greatly appreciates the high contribution which volunteers make to the charity with their enthusiasm and dedication. The number of volunteers and the financial benefit provided by them has been evaluated in the trustees' report.

v) Deferred income

Grants received in advance of the period in which the funder requires the expenditure to be applied will be reflected in deferred income within the balance sheet.

c) Expenditure, Support Costs & Irrecoverable VAT

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.

Expenditure is classified under the following headings:

- Expenditure on charitable activities taken to further the objectives of the charity
- Other expenditure, which represents those items not falling into the above heading.

Support costs relate to functions which are necessary to support the work of the charity but which are not, in themselves, charitable activities. The apportionment of support costs between the supported charitable activities is based upon the estimated amount of support time and resource drawn by each supported activity. Details of the apportionment are set out in note 5.

The charity was not registered for VAT in the reporting year. All VAT payable has been charged to the same expenditure heading as the associated underlying costs.

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2025 (contd.)

d) Fixed assets and depreciation

Fixed assets purchased are included at cost. Items are capitalised if their value is over £1,000. Fixed assets transferred from RDCAB are included at fair value.

Depreciation is charged on a straight-line basis on the costs of the assets, or their fair value at acquisition, over their estimated useful lives as follows:

Land and Buildings	- 5 years or period of lease if shorter
Fixtures, fittings and equipment	- 3 years or period of lease if shorter
Computers	- 3 years

e) Restricted funds

Income received for restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

f) Pension

The charity operates a defined contribution group personal pension plan for its employees. Employer contributions are charged to the income and expenditure account in the period in which they are incurred.

g) Leases

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases.

h) Financial Instruments

The trust holds only financial assets and liabilities that qualify as basic financial instruments.

2. Donations and legacies

	Unrestricted	Restricted	Total 2025	Total 2024
	£	£	£	£
Legacy received	18,404	-	18,404	116,603
Donations	1,512	-	1,512	2,238

In December 2023 a Bexhill resident who had previously volunteered at the local Citizens Advice Bureau office kindly remembered the bureau in her will. The sum of £116,603 was received in the year to 31st March 2024 and a further £18,404 in the current year. The legacy is to be spent for the benefit of Bexhill residents. The directors are extremely grateful for this bequest.

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2025 (contd.)

3. Income from Charitable Activities

	Unrestricted	Restricted	Total 2025	Total 2024
	£	£	£	£
Energy Advice Programme	-	-	-	12,976
Financial Capability	-	67,155	67,155	74,000
The Foreshore Trust	21,054	-	21,054	42,108
Tackling Fuel Poverty Together/ Warm Spaces	88,423	73,605	162,028	57,000
MASDAP	-	55,498	55,498	55,860
ESCC (Warm Home Check Service)	95,070	-	95,070	95,479
Energy Development Programme - Sussex	82,020	18,745	100,765	73,940
NHS Sussex	75,252	-	75,252	74,352
UK Power Networks	-	441,822	441,822	285,003
Trussell Trust	-	46,883	46,883	78,376
Rother District Council	85,000	-	85,000	85,000
ESCC: People and Place	-	-	-	39,800
LEAD	-	116,730	116,730	69,150
Other Grants and fees	64,750	23,975	88,725	64,585
	511,569	844,413	1,355,982	1,107,629

4. Other Income

	Unrestricted	Restricted	Total 2025	Total 2024
	£	£	£	£
Bank interest	10,642	-	10,642	6,567
Other	880	-	880	-
	11,522	-	11,522	6,567

5. Expenditure on charitable activities

Charitable Activity	Unrestricted	Restricted	Total 2025	Unrestricted	Restricted	Total 2024
	£	£	£	£	£	£
Generalist Advice	222,430	15,921	238,351	172,712	-	172,712
Debt and Benefits Advice	-	58,690	58,690	-	56,952	56,952
Energy Projects	87,626	702,886	790,512	152,052	357,093	509,145
Financial Capability	-	67,340	67,340	-	74,826	74,826
Universal Healthcare	47,697	-	47,697	38,795	-	38,795
Trussell Trust	-	47,549	47,549	-	80,106	80,106
ESCC: People & Places	-	-	-	-	39,808	39,808
	357,753	892,386	1,250,139	363,559	608,785	972,344

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2025 (contd.)

6. Analysis of expenditure on charitable activities

	Generalist Advice	Debt and Benefits Advice	Energy Projects	Financial Capability	Universal Healthcare	Trussell Trust	Total 2025	Total 2024
Direct costs:	£	£	£	£	£	£	£	£
Salaries	143,094	47,767	610,560	59,694	38,355	41,430	940,900	642,232
Staff & volunteers	4,572	-	1,860	-	1,500	103	8,035	3,481
Other costs	71,007	4,872	100,554	-	3,000	42	179,475	191,491
Support costs	19,678	6,051	77,538	7,646	4,842	5,974	121,729	135,140
	238,351	58,690	790,512	67,340	47,697	47,549	1,250,139	972,344
Support Costs:	£	£	£	£	£	£	£	£
Staff & volunteers	1,511	538	7,298	753	414	521	11,035	8,433
Office costs	9,012	3,272	39,907	4,066	3,048	3,286	62,591	78,901
Premises costs	6,045	1,647	22,365	2,169	1,371	1,629	35,226	38,522
Governance cost	3,065	574	7,849	644	6	529	12,667	9,069
Other costs	45	20	119	14	3	9	210	215
	19,678	6,051	77,538	7,646	4,842	5,974	121,729	135,140

Basis of allocation: Salaries, staff & volunteer costs and other costs are allocated directly to the projects to which the expenditure relates. Other costs including support costs are allocated on the basis of staff & volunteer hours worked on the respective projects. Included in governance costs are payments to the Auditor of £11,049 (2024 - £9,000).

7. Trustees

During the year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or to any person known to be connected with them.

Travel costs amount to £nil (2023 - £nil) were reimbursed to members of the Trustee Board.

8. Staff Costs

	2025	2024
	£	£
Wages and salaries	850,326	579,457
National insurance costs	68,132	46,084
Pension costs	22,442	16,691
	940,900	642,232

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2025 (contd.)

9. Employees

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

	2025	2024
Administration	3	2
Operational staff	32	23
	35	25

No employee received remuneration amounting to more than £60,000 in the period (2024: None).

10. Fixed Assets

	Land & Buildings	Fixtures, fittings and equipment	Total
	£	£	£
Cost or fair value			
At 1 April 2024	68,106	8,066	76,172
Additions	-	-	-
Disposals	-	-	-
Cost 31 March 2025	68,106	8,066	76,172
Depreciation 1 April 2024	48,581	4,080	52,661
Charge for the year	11,685	3,986	15,671
Disposals	-	-	-
Depn 31 March 2025	60,266	8,066	68,332
NBV as at 31 March 2025	7,840	-	7,840
NBV as at 31 March 2024	19,525	3,986	23,511

11. Debtors

	2025	2024
	£	£
Debtors	141,916	205,215
Accrued Income	101,335	67,558
	243,251	272,773

12. Creditors - amounts falling due within one year

	2025	2024
	£	£
Creditors	76,204	20,090
Accruals	85,860	44,965
Deferred Income	11,000	98,111
	173,064	163,166

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2025 (contd.)

13. Provision for liabilities

	2025	2024
	£	£
A provision for repairs and refurbishment at the Bexhill premises was transferred across from RDCAB on merger. The trustees made a further provision in 2023/4 for future refurbishment of the interior of the St Leonards premises which is expected to take place in 2025/6.	125,097	112,497
At 31st March 2025 a provision for restructuring costs has been made, following a decision to reorganise staff resources to match a reduced level of expected future income, after several projects were completed during the current reporting year.		

14. Analysis of net assets between funds at year end

	Unrestricted	Restricted	2025 Total	2024 Total
	£	£	£	£
Tangible Fixed Assets	-	7,840	7,840	23,511
Current Assets	1,000,417	-	1,000,417	824,966
Current Liabilities & Provisions	(298,161)	-	(298,161)	(275,662)
	702,256	7,840	710,096	572,815

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2025 (contd.)

15. Movements in funds - Current Year

	1 Apr 2024	Income	Expenditure	Transfers	31Mar 2025
	£	£	£	£	£
Restricted Funds					
MASDAP	-	55,498	(58,690)	3,192	-
Financial Capability	-	67,155	(67,340)	185	-
Trussell Trust	-	46,883	(47,549)	666	-
UK Power Networks	7,486	441,822	(463,670)	14,362	-
Energy Development Programme	-	18,745	(19,242)	497	-
LEAD	2,790	116,730	(121,514)	1,994	-
TFPT/ Warm Spaces	-	73,605	(81,296)	7,691	-
Other restricted funds		23,975	(33,085)	9,110	-
RDCAB fixed assets	23,511	-	-	(15,671)	7,840
Total Restricted Funds	33,787	844,413	(892,386)	22,025	7,840
Total Unrestricted funds	539,028	543,007	(357,753)	(22,025)	702,256
Total Funds	572,815	1,387,420	(1,250,139)	-	710,096

16. Movements in funds - Prior Year

	1 Apr 2023	Income	Expenditure	Transfers	31 Mar 2024
	£	£	£	£	£
Restricted Funds					
MASDAP	-	55,860	(56,952)	1,092	-
Financial Capability	-	74,000	(74,826)	826	-
UK Power Networks	-	285,003	(277,517)	-	7,486
Energy Advice Programme	-	12,976	(13,216)	240	-
Trussell Trust	-	78,376	(80,106)	1,730	-
ESCC People & Places	-	39,800	(39,808)	8	-
LEAD	-	69,150	(66,360)	-	2,790
RDCAB fixed assets	39,237	-	-	(15,726)	23,511
Total Restricted Funds	39,237	615,165	(608,785)	(11,830)	33,787
Total Unrestricted funds	272,884	617,872	(363,559)	11,830	539,028
Total Funds	312,121	1,233,037	(972,344)	-	572,814

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2025 (contd.)

17. Purpose and nature of restricted funding

- MASDAP: a Debt Advice Project (2016-25) funded by the Money Advice Service (latterly Money and Pensions Service) (Debt Advice).
- Financial Capability work is funded by East Sussex County Council through the Additional Measures grant to provide generalist debt advice.
- Energy Advice Programme was funded via the national Citizens Advice service. Regional Energy Lead to help people cut their energy bills and get financial support
- Trussell Trust: funding for financial inclusion advisers in Hastings Food Bank
- ESCC People and Place: funding via ESCC for an energy advice research, engagement and delivery project working across multiple partners
- UK Power Networks : funding for fuel poverty advice and low carbon transition advice delivered across the whole of East Sussex
- LEAD: funded by the Department for Energy and Net Zero through the Regional Low Carbon Hub

18. Pension costs

A pension scheme for employees is operated on a defined contributions basis. The scheme is open to all employees at any time. The company contributes up to 6% of pensionable earnings to match employees' contributions. The assets of the scheme are held separately from those of the company in an independently administered fund. The fund administrators are The Pensions Trust and the scheme is the Flexible Retirement Plan.

The pension cost shown in the accounts for the year represents contributions payable by the company and amounted to £ 22,442 (2024 - £16,691). There were no contributions payable or outstanding at the year end.

19. Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

20. Operating Lease commitments

At 31 March 2025 Citizens Advice 1066 had the following future minimum lease payments under operating leases in relation to the lease of premises and photocopiers:

Not later than one year £12,683

Later than one year and not later than five years £9,590

Later than five years £ nil.

21. Related party transactions

There have been no related party transactions identified in accordance with FRS102.

CITIZENS ADVICE 1066

England & Wales - Charity number 1039704

Accounts



CITIZENS ADVICE 1066

ANNUAL REPORT & FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

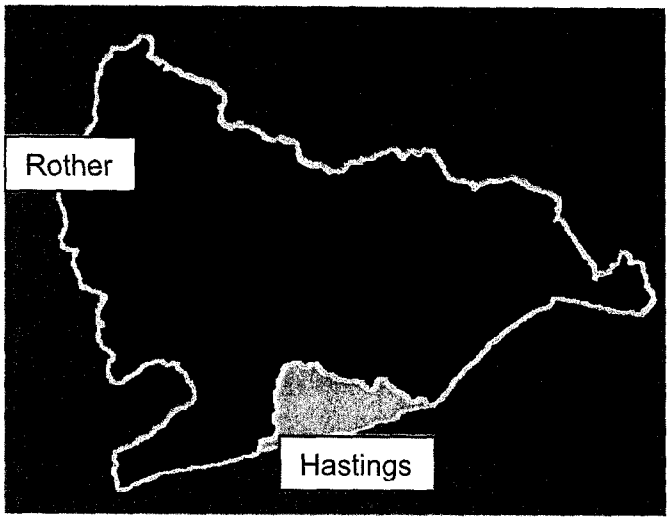
Registered Charity number 1039704
Company number 2923647

ANNUAL REPORT & FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

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Where Citizens Advice 1066 operates

Digital exclusion is not a problem that will solve itself. It is an ongoing challenge ...

Baroness Stowell of Beeston,
Chair of the House of Lords Communications and Digital Committee
October 2023

REPORT OF THE DIRECTORS AND TRUSTEES

The trustees, who are also the directors of the company, have pleasure in presenting their annual report and financial statements for the year ended 31 March 2024. 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 (Charities SORP FRS 102) effective January 2015.

REFERENCE AND ADMINISTRATIVE DETAILS

Name of Charity:	CITIZENS ADVICE 1066
Registered Charity Number:	1039704
Company Limited by Guarantee:	2923647 (Incorporated in England & Wales).
Legal Form:	Charity and Company Limited by Guarantee
Governing document:	Memorandum and Articles of Association incorporated 28 April 1994 and amended 9 December 2008 and 15 March 2023
Registered Office:	CITIZENS ADVICE 1066 The Magnet Centre, 1 Christ Church Courtyard, London Road, St. Leonards-on-Sea East Sussex, TN37 6GL
Chief Executive:	Tracy Dighton
Company Secretary:	Tracy Dighton
Auditors:	McPhersons CFG Limited. 23 St Leonards Road, Bexhill on Sea, East Sussex, TN40 1HH
Bankers:	Lloyds Bank, Hastings Branch Nationwide Building Society

The following people were Directors/Trustees of CITIZENS ADVICE 1066 on the date of approval of the report or served as a trustee in the reporting period: –

NAME	ROLE	APPOINTED BY	DATE OF FIRST APPOINTMENT	DATE OF RETIREMENT
Christopher Maynard	Chair	Re-election at AGM	Dec 2015	
Elizabeth Menger *	Trustee	Re-election at AGM	Apr 2016	
David Watters	Trustee	Re-election at AGM	Apr 2016	
Nicolae Trofin	Trustee	Re-election at AGM	Apr 2016	
Lee Forster-Kirkham	Treasurer	Re-election at AGM	Jun 2016	
Gemma Forshaw	Trustee	Co-option	Sep 2022	Apr 2023
Simon Jones	Trustee	Co-option	Nov 2022	Nov 2023
Connor Winter	Trustee	Election at AGM	Mar 2023	Nov 2023
Geoff Munn	Trustee	Co-option	Nov 2023	
Sommy Ikedinma	Trustee	Co-option	May 2024	

***Reappointed as Treasurer on 21st May 2024**

Senior Officers during the year

During the reporting period and at the date of approval of this report the trustees delegated day-to-day management of the charity to the following senior management personnel: –

Tracy Dighton	Chief Executive Officer
Patricia Mockridge	Operations Manager

STRUCTURE, GOVERNANCE AND MANAGEMENT

History

The Hastings and Rother Citizens Advice Bureau was founded on 9 September 1939. It has been continuously active as a charity in the Hastings, St. Leonards-on-Sea and Rother areas since then.

The charity became incorporated as a company limited by guarantee on 28 April 1994. It has been registered with the Charity Commission since 26 July 1994.

On 9 December 2008 the company changed its name to **Citizens Advice 1066** ("CA 1066").

On 1 September 2022, CA 1066 received a transfer of assets and liabilities and took over the entire undertaking of our sister charity, the Rother District Citizens Advice Bureau ("RDCAB").

Governance

The company is governed by its Articles of Association as amended and adopted on 15 March 2023. The Board of Trustees has formally adopted the Charity Governance Code published by the Charity Commission to guide its proceedings.

Trustees and Members

The trustees of the charity are the directors of the company. They are individuals drawn from the local community and they normally reside or work in local authority districts of Hastings and Rother. The maximum number of trustees is fifteen and the minimum is three.

Trustees are appointed by way of election at the annual general meeting or by co-option by the Trustee Board, provided that on appointment the total number of co-opted Trustees does not exceed one third of the total number of Trustees. No other persons or bodies external to the charity are entitled to appoint persons to the Trustee Board. At each annual general meeting one-third of the Trustees (or the number nearest to one-third), must retire from office by rotation save that no Trustee who has served a term of less than three years shall be required to retire. A register of trustees' interests is maintained at the registered office and is available to the public to view.

Membership of the company is open (a) to individuals (over the age of 16 years) who are interested in furthering the work of the charity and who are not paid or volunteer workers of the charity; and (b) to any body corporate or unincorporated organisation which is interested in furthering the charity's work. There is a single class of membership and the same rights and obligations shall apply to all members. Applications for membership must be approved by the Trustee Board. Members of the company are not required to be trustees but all trustees must be members of the company.

At 31 March 2024, the company had 12 members (2023 – 14 members). The maximum liability of each member is £1 in the event of the company winding up. A register of members is maintained at the registered office and is available to the public to view.

General Meetings

During the reporting period the charity held one Annual General Meeting, on 28 February 2024. No other General Meetings were held.

Staff and Volunteers

The charity has a core of employed staff but it also relies upon the services of a large number of volunteers for the delivery of its services.

Equity, Diversity and Inclusion

The Trustee Board regards diversity as an important source of strength for the charity. In its recruitment practice, CA 1066 is committed to reflecting the communities it serves, to fairness, and to enabling people to overcome barriers to participation. It actively seeks a wide range of skills and life experiences.

Organisational Structure

The business of the charity is managed by the trustees who may exercise all the powers of the charity. The Trustee Board meets in formal session at least quarterly to determine overall policy and supervise the furtherance of the charity's objects. Where appropriate, the trustees also deliberate and make decisions by electronic communications outside formal meetings. The trustees have established a Finance Sub-Committee and a Human Resources Sub-Committee to monitor financial policies, strategies and procedures and to take certain decisions in accordance with the delegated powers. Salaries of key managers on the staff are agreed by the HR Committee with reference to comparable salaries paid in the sector.

Day to day organisational decisions are delegated to the Chief Executive. The organisational structure of CA1066 is regularly reviewed.

Membership of National Body

CA 1066 is a member of the National Association of Citizens Advice Bureaux, which trades as "Citizens Advice" and which provides a framework for standards of advice and casework management. As well as association with a very well-recognised and highly reputable brand, membership confers the benefit of access to a range of resources, systems and assistance which support both the management of the organisation and the effective delivery of its core advisory activities. Membership also carries an obligation to submit to external standards and performance monitoring; it does not otherwise affect the organisational independence of the charity.

After receiving advice from the Centre for Charity Effectiveness, at the end of the reporting year CA 1066 decided to broaden the base of the organisational support it can draw upon by joining the National Council for Voluntary Organisations for the first time and also the Association of Chief Executives of Voluntary Organisations.

Business Plan

In order to sustain its administration and general advice functions, the charity's business model relies on a combination of core funding and funds generated by the delivery of special projects. There is a three-year rolling Business Plan which is reviewed annually. Whilst its primary purpose is to create a process by which the Trustee Board can monitor progress towards achieving the charity's objectives, the Plan also serves as a set of internal targets and outputs for staff and volunteers. In this way, inclusiveness and collective responsibility about CA1066's key priorities can be engendered, leading to improvements in service delivery. At its core, our Plan seeks to deliver the CA1066 Vision: 'Anybody. Any problem. Anywhere.'

Data Protection

The trustees take the protection of personal data extremely seriously. They are alert to the risks of data loss, misuse, cyber-attacks and other external threats and also to the changing regulatory environment. They have adopted a robust data protection policy to safeguard the personal data of clients, volunteers and paid staff and to ensure compliance with the Data Protection Act 2018 and the UK General Data Protection Regulation.

Risk Management

The Trustees have reviewed their procedures in the light of corporate governance guidance contained within 'Accounting and Reporting by Charities: the Statement of Recommended Practice'.

The funding environment within which CA 1066 operates is subject to constant, and sometimes rapid, shifts and changes. Accordingly, the risks which the charity faces, the activities by which it seeks to deliver its charitable objects, and its internal organisation are constantly evolving. Its continued survival depends in part upon successful risk taking and the ability to seize and develop new revenue opportunities as they arise. The purpose of internal control is not to eliminate risks but to identify, manage and control them appropriately.

A risk assessment report is contained within the Business Plan which seeks to anticipate potential changes to the financial climate and to the framework of social policy which affect CA 1066, and other legal and technological developments and to highlight how these would impact on its services. In addition, the charity maintains a rolling risk register which identifies and rates the principal risks which it faces.

The approach of the Trustees is that the key to successful risk management is to assess the likelihood of identified risks occurring and what actions are appropriate to mitigate or obviate

their impact. The risk register is a dynamic, formal statement of the risk management strategy. It is kept under regular review. Areas covered in this process include:

- activities and services undertaken by the organisation
- targets and outputs required by funders and others
- the operating structure
- external factors (statutory obligations, relationships with funders)
- comparisons with other CABx/comparable organisations
- past performance and previous risks encountered

The following adopted measures help minimise the risks inherent in any voluntary sector organisation which relies on a diverse range of funding to meet all its commitments:

1. The management team and staff recognise that they operate under the authority of the Trustee Board, which has the ultimate responsibility for the organisation.
2. Effective appraisal of the Chief Executive and Management Team.
3. Internal management and supervisory controls which minimise risk of failing to deliver on existing grant agreements and contracts.
4. Staff awareness of sources of funding and the consequences arising from any failure to deliver services in line with grant agreements and contracts.
5. The effective use of probationary periods, Job Person Role Specifications, staff supervision and HR policies to promptly identify and deal with issues of concern.
6. Regular case note checking; informal and formal staff reviews; training to ensure quality.
7. Securing and maintaining external quality control accreditations.
8. Regular review and analysis of performance statistics to ensure targets are met.
9. Ensuring adequate financial reserves and cultivating good relationships with funders to identify potential future funding problems and potential funding opportunities.
10. Quarterly financial monitoring against annual budget.
11. Good communication between volunteers, staff, the Management Team and the Trustee Board.
12. Maintaining independence, political neutrality and avoidance of conflicts of interest.

Induction of Trustees

Newly appointed trustees are provided with an Induction Pack and have an induction meeting with relevant members of the management team and the Chair of the Trustee Board. This provides the opportunity to learn about the work of CA 1066, to focus on current Board priorities and to assess individual training needs. The induction process also provides an opportunity to identify and provide for management of any potential conflicts of interest.

Facilities

The charity leases approximately 4,453 ft^2 (413.7 m^2) of office and ancillary space at the Magnet Centre, 1 Christ Church Courtyard, London Road, St. Leonards-on-Sea; and approximately 2,352 ft^2 (218.53 m^2) at 41 St Leonards Road, Bexhill-on-Sea (of which approximately ⅓ comprises basement areas which are not adapted for office use).

The lease of the Magnet Centre expires in January 2029 and the lease of 41 St Leonards Road expires in September 2035. Both leases contain break clauses exercisable by the charity. We enjoy good relationships with the landlords of both premises.

Both premises include reception and waiting areas; open-plan office spaces; meeting rooms and private interview rooms which are adapted for safe, socially-distanced interviews.

In addition, the charity has temporary arrangements at various locations across Hastings and Rother for the delivery of outreach services.

Staff and volunteers

In the course of the reporting year, CA 1066 employed 25 paid staff and we had 49 volunteer advisers and others in voluntary roles.

Merger of services across Hastings and Rother

The formal transfer of assets and liabilities from our sister charity, the Rother District Citizens Advice Bureau ("RDCAB") took place in the year preceding the year of account. The operations of the two bureaux have been integrated successfully to create a single service across the combined local authority districts of Hastings and Rother. RDCAB was dissolved via voluntary strike-off on 12 December 2023.

Without limiting the channels for remote delivery, the trustees are firmly committed to maintaining the local connections of the charity and it remains their policy to facilitate the delivery of advice and assistance at permanent centres in St Leonards and in Bexhill and at outreach venues across the principal areas of benefit for clients who will benefit from face-to-face contact.

Partnerships, thought leadership and sharing best practice

CA 1066 works in close partnership with other local Citizens Advice bureaux across East Sussex through the consortium group Citizens Advice East Sussex Limited, of which it is a member, and with local Citizens Advice bureaux in West Sussex as well.

It also forms partnerships with other organisations for the delivery of specific advice services. It can provide management infrastructure and facilities to support specific projects for the relief of poverty and distress, thereby drawing resources into its primary areas of benefit to support local people most in need, and to support our work in gathering and collating data which informs local and national policy.

The charity provides effective local leadership where necessary and it has grown successfully into the role of anchor organisation both in Hastings and in Rother. It has taken a lead in developing the new Hastings Integrated Community Team, which is part of the wider Sussex Integrated Care Strategy, feeding in information to develop the data sets which drive understanding of the local demographics, health needs, social determinants and wider determinants of health. The CEO plays an increasingly important part in the Local Strategic Partnerships in both areas, which bring together leaders from the public, private/business, community and voluntary sector and which have statutory responsibility for developing and overseeing delivery of the local Sustainable Community Strategies. As a co-chair of Hastings Community Network Executive, the CEO is also a vice-chair of the Hastings Town Board.

CA1066 has also led the development of Community Response Hubs in Hastings and in Rother to provide support, learning and co-ordination for organisations working in the anti-poverty field.

The CEO was asked by Citizens Advice to support the chair of the Hertfordshire consortium with information about our collaborative working on funded projects across Sussex, which is a testament to the leadership of CA1066 in field of partnership working.

Alongside the chief officer at Arun and Chichester Citizens Advice, the CEO has also been working to support the Essex Citizens Advice Consortium and London Consortium in developing service delivery and a positive proposition for providing energy advice across the whole area covered by the UK Power Network. Together, they presented to the national association's energy advice community of practice on our development activity in linking fuel poverty and low carbon transition advice in this increasingly important field.

In turn, the charity has benefitted from support from Citizens Advice Northumberland in devising elements of the Universal Healthcare project.

Members of the team presented to the ESCC Financial Inclusion Steering Group best guidance practice for supporting residents facing digital exclusion.

The University of Sussex asked the charity to perform the role of impact champion on a digital inclusion and health outcomes research project and the NHS Sussex Chief Medical Officer asked the CEO to write a paper on the potential to support social prescribers through the network of local Citizens Advice Bureaux across Sussex.

At the request of the Trussell Trust, the CEO supported a local Citizens Advice Bureau in Surrey to develop their outcome evidence for their Food Bank project.

For two years running, CA1066 has co-chaired a successful and influential Low Carbon Conference for the South East Region, with speakers and attendees from central government, national charities and major utility companies.

Further details of such projects and the partners with whom the charity has been working, are detailed in the section of this report on Special Projects.

AIMS, OBJECTIVES AND ACTIVITIES

Objectives and activities

The objects of CA 1066, as set out in its Articles of Association, 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 the local authority areas of Hastings, Rother and East Sussex as the same are constituted at the date of the adoption of these Articles ("the principal areas of benefit") and surrounding areas.*" The key power the charity exercises in furtherance of its objects is, "*...to establish Citizens Advice 1066 as a centre to provide a free, confidential and impartial service of advice, training, information and counsel for the public and for the implementation thereof.*"

The services of CA 1066 are consistent with the twin aims of Citizens Advice, namely, "*to provide the advice people need for the problems they face*" and "*to improve the policies and practices that affect people's lives.*" Its services are also consistent with the four stated Principles of Citizens Advice, namely, "*Free, Independent, Impartial* and *Confidential*".

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the aims and objectives of the charitable company and in planning any future activities.

Citizens Advice general advice areas include benefits, debt, housing, employment, consumer, family, legal, immigration, health and education. Specialist projects deliver energy advice to consumers and digital access and support to local people.

In addition to providing high-quality, face-to-face advisory services to the local community, CA 1066 also operates a telephone advice service which runs from 9am to 5pm each weekday and an e-mail advice service.

The charity also has a casework team which provides specialist level advice in debt, in benefits and financial inclusion. During the reporting period, the additional specialist advisory services were provided via special project funding as detailed further below.

CA 1066 does not have any trading subsidiaries.

The charity is the only independent advice service within the districts of Hastings and Rother which is able to offer quality assured advice across the full range of advice subject areas. It also contributes to the local economy by providing training opportunities for volunteers, many of whom then go on to gain paid employment in addition to providing a valuable service to their community.

With a long track record of providing free, independent, impartial and confidential advice to the citizens of Hastings, Rother and neighbouring areas, the trustees are satisfied that CA1066 complies with the guidance on public benefit supplied by the Charity Commission.

ACHIEVEMENTS AND PERFORMANCE IN 2023 - 2024

A major theme which is evident from this year's report is the extent to which the charity has bounced back from the nadir of its fortunes in recent times, in the later part of the last decade. It employs more staff, it manages a larger budget than ever before, and the public value it delivers has increased from approximately £13.5 million to over £31 million.

Other significant themes are the extent to which CA 1066 is at the forefront of innovation in developing new services which respond to the needs of our clients in an increasingly complex age; and the agility and flexibility of the management team in adapting to circumstances and seizing new opportunities as they arise, in particular translating policies aimed at achieving the net zero agenda into practical actions on the ground and in supporting the integration of health and social care.

Charitable Activities

The charitable activities of CA 1066 are carried out and its funds are expended wholly within the United Kingdom. It remains one of the busiest local citizens advice offices in the UK for the size of the population it serves. This is reflected in key statistics. Our client management system, known as Casebook (provided by the Citizens Advice Service), records clients and client issues in the following way:

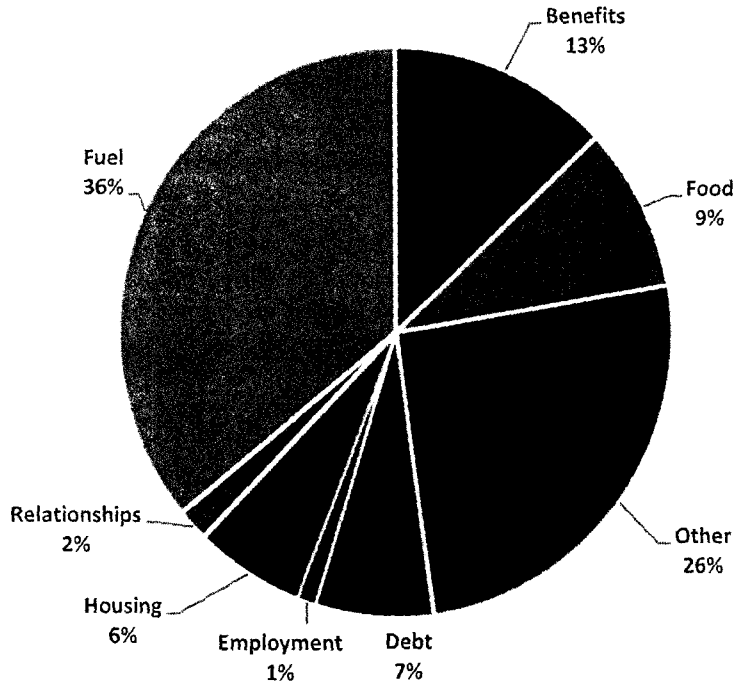
- **Unique Clients** – individual clients who are counted once only during the period;
- **Client Issues** – client enquiries may include more than one issue e.g. employment rights and tax credit entitlement, or clients may return in the period with new enquiries.
- **Client Contacts** – contact with clients by phone, letter, email, or in person.

The data generated by the system shows that during the 2023-2024 reporting period, CA 1066 dealt with 9,508 **Unique Clients** (9,036 – 2022-23). That represents some 5.2% of the combined populations of Hastings and Rother District local authority areas. These clients presented with **29,522 distinct client issues** (**20,469** – 2022-23). The charity responded through **17,099 client contacts** (16,109 – 2022-23).

Our key statistics consistently show that the majority of our clients are in the age range of 25 to 60 years old. Many clients return for advice on more than one occasion and for a range of reasons. These may include chronic mental or physical ill health, communication problems as a result of literacy or language issues. A significant proportion of our clients are amongst the most deprived and vulnerable within our community: 62% are living with disabilities or long-term ill-health conditions. We estimate that over half have an income which is less than that needed to cover basic expenditure.

As shown in the chart below, benefits (and tax credits) support remained an important presenting issue which accounted for 3,834 client issues, (2022/23 – 3,198). This category accounted for 13% (16% in 2021-2022) of all client issues over the year, despite the transfer of the Help To Claim contract to our sister charity, Citizens Advice Eastbourne.

Key Issues 2023 - 2024



Administration and assessment of requests for issue of **food bank vouchers**, **fuel vouchers and other grants**, has continued as an important area of support needed. From a negligible activity five years ago, it has become one of the greatest single demands upon the time and resources of volunteers. During the reporting period the number of clients assisted in this way was 5002 (3,387 in 2022-23).

In part, the proportion of these issues in our caseload is a function of specific project funding the charity receives to respond to fuel poverty in particular, but also it is a reflection of the needs of the communities we serve.

Whilst these statistics present a profile of the charity, they cannot be permitted to obscure the fact that each service user is an individual with a personal story who is entitled to dignity and compassion.

CA 1066 undertakes regular surveys amongst users and non-users and its findings are generally very positive with 78% of surveyed clients stating they were likely or very likely to recommend the service provided in 2023-24.

The pressures of high demand, and the consequent extended waiting times for an appointment, continue to impact the service. They create the most significant challenge and waiting times are principal cause for client dissatisfaction. Measures to manage demand and client expectations continue to be explored and implemented.

During the period covered by this report we received seven formal complaints. These were resolved by supervisors and managers meeting the people who had experienced difficulties, predominantly in accessing the service, and ensuring their advice issue had been resolved and they knew about all the different channels into the service.

The General Advice Service

The General Advice Service faced sustained pressure throughout the reporting period with daily carry over numbers at the beginning of the reporting period reaching over 200. As a result, waiting times for telephone call backs to clients had grown from 10 to 12 working days where the client was facing a non-urgent need, before being squeezed back down to 9 days towards the end of the period. Urgent need for food and fuel vouchers, court deadlines and bailiff action are given priority by the service.

The advice supervisory team have improved tracking processes to manage this additional pressure on the triage system. A concerted effort was made to recruit new volunteers which resulted in some success although the service could support additional volunteers. A new training offer was developed in which volunteers are supported through Action Learning Sets with the average training period reduced to eight weeks.

Digital inclusion work as continued to be an important area within the general advice service, in particular supporting clients who need assistance to get online. We continue to work with Tech Resort CIC to distribute devices and to provide coaching.

The **Additional Measures/Shielding Group** funded by ESCC pays for the financial capability team's work within the General Advice Service. A measure of the success of the project was the funding was extended for a further 12 months after the end of the reporting year, albeit with a slight reduction of 9.6%.

Outreach Services were established in Battle, at Bexhill Food Bank, Hastings Food Bank and in Rye. CA1066 continued to explore outreach possibilities as part of the Sussex Outreach partnership, with the Job Centre and with the Library Service.

A dedicated outreach supervisor was assigned in order to support and develop taking the charity out into the community. Specific small scale outreach projects were developed with East Sussex County Council Family hubs, Fellowship of St Nicolas vulnerable parents' group, Woodlands Hospital, the Interventions Alliance (The Probation Service provision for women in Hastings), Seaview and Hastings Community Information Hub (run by Hastings HEART).The outreach work which has been developed in the Rother District will embed this work further in the service offer staff, volunteers and clients.

The Money Advice Service

The charity has a long-established, specialist **Money Advice Unit**. The demand for this service remained high through the reporting period and we secured funding for an additional money advice trainee. The Unit met all its performance targets for the year.

Since 2018, the work of this Unit has been funded primarily via the **Money Advice Service Debt Advice Project**, commissioned by the Money and Pensions Service (an arm's-length body sponsored by the Department for Work and Pensions, "MaPS") and paid via a sub-grant from national Citizens Advice. The current contract is a 2-year agreement to March 2025, which funds one FTE adviser to assess and deliver multi-channel debt advice to 215 clients per year. In July 2023, the charity had a visit from the contract manager, who praised the team's delivery against the contract, including client numbers, balance of casework and advice and quality.

Despite this reprieve, our specialist money advice service remains vulnerable. The trustees believe that it is essential for CA1066 to be able to continue to offer face-to-face advice to vulnerable clients in the principal areas of benefit and we will not cease trying to find funding to enable the Money Advice Unit to continue.

Social Policy, Research and Campaigns

Our CEO is the chair of the Citizens Advice East Sussex Research and Campaigns group, working closely with the other local Citizens Advice chief officers. The group provides data analysis and trend reporting which is used by the chief officers and their social policy teams in lobbying and advocating for system change. Regular contributions during the period were made to the ESCC Financial Inclusion Steering Group, the East Sussex Energy Partnership and various NHS Sussex and ESCC public health working groups on wider determinants of health and the cost of living crisis. A strong emphasis has been placed on telling the stories of our clients who face destitution, with an income that cannot cover their requirements for expenditure on necessities.

In August 2023 the charity co-published published a Citizens Advice East Sussex Cost of Living report. This was presented to the ESCC Financial Inclusion Steering Group where it was very well received, and we have been asked by the partnership manager at NHS Sussex to produce something similar on a quarterly basis.

Huw Merriman MP and Sally-Ann Hart MP each visited the Magnet Centre in October 2023 to receive briefings and exchange views with staff and volunteers about the most pressing issues our clients are facing. It is pleasing to have a good rapport with our local members of parliament and the meetings led to positive exchanges on a number of areas.

We continued to keep the spotlight on the need for improvements to the benefits system, including the level of benefits, the inadequate level of the Local Housing Allowance and the pressures within the housing system with elected members at local authority and parliamentary levels.

Our Food Bank adviser in Rother noticed that clients with joint custody arrangements have not been receiving sufficient benefits to support looking after their children 50% of the time. We have been collating data, case studies and linking up with partners: the National Association, the Child Poverty Action Group, the two local MPs, the Citizens Advice Coastal Towns group and CAES to draw attention to this.

Following on from the commentary which CA1066 provided to the Financial Times in relation to the budget on 15 March 2023, in November 2023 the charity was again approached by the FT for comment on the Long Term Towns Fund. The CEO was quoted in the online edition of the newspaper.

Special Projects

CA 1066 did well across all its Special Projects and by the end of the period all targets and quality standards had been achieved. Operation of the Household Support Fund meant we attracted additional clients who we were able to help in other ways.

East Sussex Shielding Groups (Additional Measures)

The funding for additional generalist money advisers across Sussex, which commenced in 2020 was continued through the current reporting period. Under this project, CA1066 received funding to provide money advice through the financial capability team of its General Advice service for clients in Rother District and Hastings.

Through this funding the service continued to provide **benefits advice to people on psychiatric wards** at Woodlands Hospital and to vulnerable families being supported by FSN in its Childrens Centres and nurseries.

Household Support Fund

Central government continued to distribute funding via East Sussex County Council, the Districts and Boroughs and Voluntary and Community Sector to people facing financial hardship. CA 1066 co-ordinated, on behalf of all the East Sussex Local Citizens Advice bureaux, the distribution of £453,112 of household support funding to local people who were unable to cover the cost of spending on essential items such as heating, water, lighting, rent, food, warm clothes, shoes and school uniforms. The financial capability advisers worked with clients to ensure that all benefits they were entitled to were claimed, grant applications made and debts managed. Where clients lacked skills in budgeting or digital access coaching was given. In urgent cases, the charity has been able to make direct interventions with financial support to prevent evictions and to avoid other legal actions against clients.

Tackling Fuel Poverty Together

During the reporting period the charity again carried out local delivery of the **Energy Advice Development Programme**, which provides one to one advice for people in fuel poverty or in a fuel poverty risk group using local CA 1066 advisers trained up NEA/City & Guilds Level 3 Award in Energy Awareness. CA 1066, with CA Arun and Chichester, was also the lead for all the Citizens Advice Bureaux in East and West Sussex and Brighton and Hove for an energy advice project funded through National Citizens Advice. There was a concerted effort to include areas of the county where areas of fuel poverty were high but historically specialist energy advice had not been available. The projects succeeded in avoiding "advice deserts", ensuring all areas of fuel poverty were being covered and the funding risk was spread across all partners.

In the reporting period, CA 1066 was active also in administering the **Fuel Voucher Scheme** which extends across East and West Sussex and Brighton & Hove. The scheme was primarily funded by the Department for Work and Pensions via East Sussex County Council but also received money from the industry-funded **Energy Redress Scheme**, especially for people on pre-payment meters. As well as providing help with fuel costs to eligible clients, the scheme extends to help with providing basic items such as fridges and cookers.

In partnership with RetrofitWorks and the other CABx in East Sussex, CA 1066 continued to deliver energy advice under contract to East Sussex County Council through the **Warm Home Check Service**. CA 1066 leads on co-ordinating the advice element. The innovative project model promotes stabilisation of difficult financial situations for poorer households by providing an entry point for engagement with wider advice. It has inspired the development of similar projects elsewhere in the country. CA1066 managed to over-achieve its targets consistently. The success of this project has led to the being extended for a further year, to April 2025.

In partnership with Arun & Chichester Citizens Advice we were successful in a bid for further **Energy Redress Funding** to support two energy advisers, one within the CAB offices in Eastbourne, but reporting to CA 1066, the other working across Rother District. The funding also helped train some frontline NHS workers.

In another innovative project, **Tackling Fuel Poverty Together**, delivered in association with Arun and Chichester Citizens Advice and funded by a group of utility companies (SGN, UK Power Networks and Southern Water), the charity provides wrap-around, holistic advice including energy, other debts and benefits advice to vulnerable people who might otherwise struggle with their bills.

Southern Gas Network also extended its temporary funding for the provision of energy advice in **Community Warm Spaces** across East Sussex from the previous reporting period up to mid-June 2023. This is an ongoing project. It also covered the cost of distributing small energy efficiency measures such as LED lightbulbs, radiator reflectors and slow cookers.

CA1066 is the lead partner in the **Local Energy Advice Demonstrator** project funded by "Greater South East Net Zero Hub", which is a consortium of 11 Local Enterprise Partnerships which is, in turn, funded by the Department for Energy Security and Net Zero ("DESNZ"). The pilot project comprises a 2-year agreement which aims to engage 530 hard-to-reach and hard-to-treat households in rural Rother in taking and acting on retrofit advice on physical measures they can take to make their homes warmer, greener, and cheaper to heat. The funding also contractors to undertake retrofit assessments of clients' homes. The charity had good support from officers of Rother District Council in mobilising this project in Eastern Rother.

UK Power Networks (Operations) Ltd agreed to provide a £700,000 grant for delivery of **Vulnerability Services** to a consortium of which Arun and Chichester Citizens Advice is the lead partner. The main grant target for this new project is to reach 8,976 clients for "in-depth" advice and 3,432 clients for basic advice to customers in West Sussex, East Sussex and Essex who may be in or at risk of fuel poverty or at risk of being left behind in the transition to net zero. CA1066 was an active partner in the negotiations for the grant, and it receives a sub-grant for the employment of 17.2 FTE adviser posts across East Sussex.

With partners in the Community Response hubs and the ESCC fuel poverty co-ordinator, CA 1066 ran a **Winter Preparedness Programme** with weekly online training sessions for frontline workers and volunteers to help them understand how to approach conversations with people living in a cold home and show them where to find the resources to support people to access financial and other support. An accompanying A5 leaflet, with clickable links to more information in the online version, was also widely distributed with support from Hastings Voluntary Action and Hastings HEART. This programme was well received, including by the Office for Health Improvements and Disparities who circulated the online training access details to the NHS frontline across the south east region.

In an example of sharing the knowledge and skills acquired in our path-finding work in energy advice and fuel poverty, CA 1066 also participated in an **Energy Advice Training Programme**, funded by the Energy Redress Scheme and led by Arun & Chichester Citizens Advice, under which we provided training to Citizens Advice energy advisers across the region and set-up advice to the chief officers and project managers.

The **Sussex Energy Partnership** comprises all 7 local Citizens Advice Bureaux across East and West Sussex and Brighton and Hove. We managed to overcome the disappointing loss of funding for 2023-24 from NACAB by finding replacement funding. The partnership works to develop the capacity of partners whose work on fuel poverty is less advanced. CA1066 agreed to support the other 4 bureaux in East Sussex by employing trained energy advisers who will be located within their local teams.

Separately, the **Partnership for People and Place** is a pilot project targeting fuel-poor households in St Leonards in order to reduce health inequalities and reduce carbon emissions. CA1066 is working together with ESCC and HBC, Partnership for People and Place and the pilot is funded by the Department for Levelling Up, Housing and Communities (DLUHC).

Universal Healthcare

CA1066 continued working with NHS Sussex and London University of the South Bank on a high-profile project assessing health inequalities and equity in accessing healthcare. Hastings is one of several research areas across the country. Our specific challenge is to lead a group to support Primary Care providers to refer people with respiratory illness into fuel poverty programmes.

Funding is provided under an agreement with the NHS Sussex Integrated Care Board ("ICB") which is a statutory body for the delivery of healthcare services, established by NHS England which has taken over the previous commissioning responsibilities and duties of the former

NHS Clinical Commissioning Groups in Sussex. The ICB has a statutory duty to exercise its functions with a view to securing continuous improvement in the quality of services provided to individuals for or in connection with the prevention, diagnosis or treatment of illness; and it has a statutory duty to reduce inequalities between persons with respect to their ability to access health services, and between patients with respect to healthcare outcomes.

The charity is pleased to be part of this multi-organisation team which has brought together available research on the impact of fuel poverty on the NHS and which is carrying out pioneering work for the benefit of people in our client groups.

No Wrong Door

"No Wrong Door" is the umbrella label for our work with Hastings HEART, Seaview, Tech Resort CIC and other partner organisations locally to develop an effective digital platform (described as the Client Information Management & Multi-Agency Referral Platform) to support client journeys.

The project involves the use of a proprietary data management platform to analyse client data and to facilitate the efficient direction of clients towards appropriate sources of support and advice within CA1066 and, ultimately, across multiple agencies. A key part of the project is development of input templates which make the inputting of relevant data a simple and straightforward task. The team examined a number of different platforms, with varying degrees of functionality, on which the input templates can sit. Even at the prototype stage, the potential for this type of platform as a tool for greater efficiency was very encouraging.

Funding for this project was provided under an agreement with the NHS Sussex ICB which works in tandem with the Universal Healthcare project already described. It provides for further testing and evaluation of the prototype initiative.

Digital Inclusion

From the start of the pandemic, CA 1066 recognised that digital inclusion, long an issue in Hastings and St Leonards, would become an even greater challenge for clients needing to access services which had, to a greater or lesser extent, moved to remote delivery.

The continued funding from ESCC under the Additional Measures project enabled a service which the charity established with a local enterprise, Tech Resort CIC, who provide refurbished laptops and support to clients referred to them by CA 1066 to continue during the period. The digital inclusion work was brought into the main general advice service. in November 2023 CA1066 and Tech Resort made a joint presentation to ESCC Financial Inclusion Steering Group on best guidance practice for supporting residents facing digital exclusion.

Following on from these innovative, pathfinding projects, the trustees expect Digital Inclusion to become a central plank of the charity's work in the future and to roll out the knowledge and skills we have acquired to other organisations in the sector, both regionally and nationally.

Multiply Programme

Towards the end of the reporting period CA1066 was approached by ESCC to undertake work for the Multiply Programme, a national programme to support an improvement in basic maths skills. This makes a good fit with the charity's work with clients on budgeting. An initial cohort of 30 learners were supported up to the end of April 2024.

Bexhill Pop-Up Shop

In a further pilot development, CA1066 worked with Rother DC housing officers, Bexhill PCN social prescribers, Tech Resort and our own advisers to deliver a drop-in session in a shop in Western Road in Bexhill one afternoon a week. All partners considered the work successful in engaging local people. However, because the original venue suffered from lack of adequate privacy for clients, the pilot was re-located to the CA1066 premises at 40 St Leonards Road, where partner organisations attended weekly on Thursday afternoons to offer "drop-in" services to clients.

Trussell Trust

The charity's partnership with Trussell Trust has provided funding for 2 FTE advisers to support people using the Food Banks in Hastings and Rother to reduce their dependency on fuel vouchers by generating household income through support to claim benefits and access to charitable grants. Many clients have been able to reduce or cease their use of the foodbanks as a result.

Sainsbury Family Charitable Trusts

The charity provided a consultancy service on energy advice on a pilot basis for Sainsburys Family Charitable Trusts. The pilot was successful, and the exercise may be repeated in the winter of 2024/25.

Law Clinics

Changes to the legal aid system have led to there being no law firm in East Sussex offering civil legal aid, and only one in Brighton. Even if there were practitioners available, the financial eligibility criteria mean that civil legal aid is available only in a very small minority of cases. Anecdotal evidence suggests that local organisations such as Brighton Housing Trust have a 3-month waiting list for legal advice relating to housing. There is a pressing need for access to *pro bono* qualified legal advice within the local area.

Since 2019, CA 1066 has had an ambition to foster into being regular law clinics for clients with more complex needs for legal advice which cannot be met by our General Advice service. On the basis of our experience and case recording of clients needing such advice who are unlikely to be able to pay a commercial provider, we have estimated the baseline demand to be for about 20 appointments per month. The trustees are confident that the Magnet Centre has the capacity to host such a project but, especially due to the diversion of time and resources into responding to the pandemic, the charity has struggled to find the administrative and managerial resources to bring it to fruition. Furthermore, in a survey of local law firms, only one firm offered assistance in *pro bono* work if CA1066 were to set up a law clinic.

To meet this challenge, the trustees agreed to apply to join the London Legal Advice Centre's Advice Portal to be able to give access to clients to free legal advice and support in relation to a range of legal issues, including Welfare Benefits, Housing, Employment and Domestic Abuse.

Community Impact

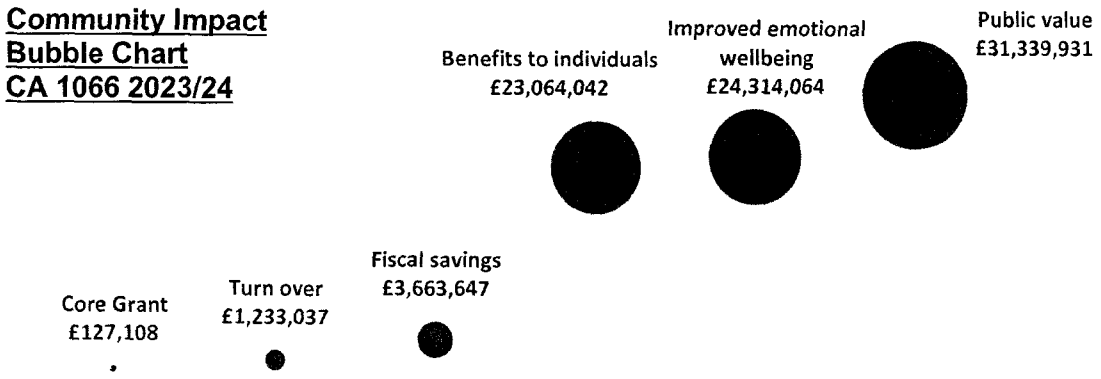
CA 1066 has the knowledge, skills and experience to make an impact where clients experience greatest need: most significantly in terms of preventing homelessness, maximising benefits and managing debts, including priority debts such as council tax and rent arrears outcomes. This generates tangible savings for statutory services in terms of lower costs incurred in a range of areas including temporary accommodation, debt enforcement, social

care support and primary healthcare. The charity strives to empower people to help them solve the problems they face and to help them own the solutions to them.

Citizens Advice impact tools help us to evaluate the difference we make to local communities. These include a New Economy and HM Treasury approved methodology, which draws together evidence of the impact of all our activities. The benefits to the community can be expressed in money terms as:

- Fiscal savings **£3,663,647**
- Public value **£31,339,931**
- Benefits to individuals **£23,064,042**
- Improved emotional wellbeing **£24,314,064**

The chart below illustrates how CA 1066 succeeded in leveraging its core grant into social impact.



This represents a dramatic step change from previous years. There has been a greater than 200% increase in fiscal savings over the previous reporting period, which directly benefits local authority budgets. The public value return is nearly £300 for every £1 of core grant from our local authority stakeholders. The amount generated in monetary benefits to individuals has increased by more than 400%.

Quality assurance standards

The charity holds an AQS quality-mark for Generalist Advice and Advice with Casework in Welfare Rights and Debt, and Telephone Advice. It is accredited by the Financial Conduct Authority (FCA) to provide debt casework and advice (debt adjusting counselling). It is approved by the Insolvency Service as an intermediary for Debt Relief Orders (DROs). All specialist debt advice staff undergo Money Advice Service accredited training to the Court representation level.

In the last leadership self-assessment review, in 2023, conducted externally by Citizens Advice, the trustees were pleased to be able to demonstrate that the charity met the required outcomes against all measures. (The additional gradations under previous scoring system no longer apply, so it is no longer possible to achieve an "excellent" result.)

Staff

A decade ago, the charity was able to employ the equivalent of 15 full-time staff. In response to successive reductions in local authority support it had to undertake regular reviews of its structure and reductions in staff numbers.

Since 2019, when the complement of paid staff was reduced to 9, the temporary needs of the emergency response to the pandemic and, in particular, the adaptation of the charity to undertaking more special projects, has enabled annual increases in staff numbers to 13 in the year 2020/21; 15 in the year 2021/22; 16 in the year 2022/23; and 25 in the reporting year. The addition of new staff members has widened the diversity of the staff team significantly, which reflects the considered application of best practice in recruitment.

Unfortunately, the short-term, time-limited nature of most of the special projects means that staffing structures are likely to remain fluid in response to fluctuating needs and resources. Nonetheless, the trustees consider the charity is fortunate to have a dedicated and enthusiastic staff team.

Contribution of Volunteers

Voluntary social engagement is the heart and soul of Citizens Advice. CA 1066 is reliant on the work of volunteers who undertake a range of roles including administration, interpreting, advice, casework and research and campaign work and serving as trustees.

The volunteer base is diverse and committed, with 42 people who give at least a full day a week to the service. They include former solicitors, senior social workers, company directors, people with disabilities, public health practitioners, nurses, parents, carers, law graduates and teachers. Retention of volunteers is good.

The monetary value of these services cannot be included in the Financial Statements and, indeed their value is inadequately expressed in purely monetary terms. The trustees welcome the opportunity acknowledge and to praise the contribution which volunteers make to the charity with their enthusiasm and dedication. There were 42 volunteers active during the year and they contributed 16,161 hours of their time (2023 – 49 volunteers and 17,405 hours). Calculated on the basis of a living wage of £10.90 per hour, this has an estimated financial value of £176,154.

As well as their time, care and life experience, the volunteers ensure the local community stays an integral part of CA 1066, so that it is truly belongs to the society it serves.

Reportable Incidents

The Charity Commission requires charities to report adverse events, whether actual or alleged, which result in or risk significant harm to the charity's beneficiaries, staff, volunteers or others who come into contact with the charity through its work, significant loss of the charity's money or assets, significant damage to the charity's property or significant harm to the charity's work or reputation. CA1066 did not suffer any such serious incidents during the reporting period.

FINANCIAL REVIEW

The total incoming resources for CA 1066 for the year were £1,233,037 (2023 - £710,100). The exceptional increase in income was due primarily to additional project funding, but also the charity received a significant legacy.

Of the total expenditure of £972,344 (2023 - £687,120), the total amount of charitable expenditure on direct charitable activity was £972,344 (2023 - £687,120) across the range of projects operated by the Bureau.

At the year end the charity's total funds stand at £572,815 (2023: £312,121) of which £33,788 is restricted (2023: £39,237).

Funding Sources

The charity's main funders are shown in note 3 to the accounts. They include central government, local authorities and private sector organisations. CA 1066 did not receive income from outside the United Kingdom in the reporting period.

The trustees recognise the nature of the charity's funding is inherently precarious. It has no endowment and it relies upon grants and charitable giving which, by their very nature, are unpredictable and short term. The significant social impact of CA 1066 is achieved by leveraging the maximum return out of by far the smallest local authority core provision per head of population of any Citizens Advice Bureau in East Sussex and one of the smallest nationally.

Historically, CA 1066 and Rother District CAB each enjoyed direct financial support from Hastings Borough Council and Rother District Council respectively. However, in the decade between 2011 and 2022, that support suffered successive and very severe reductions. After adjustment for inflation, that amounted to an overall cut of some 23% for Rother District CAB whilst CA 1066 suffered an inflation-adjusted cut of some 74%.

Since the unification of the two services, Rother District Council has continued to provide funding at the same level as before. The trustees are very grateful to have received £85,000 from Rother District Council during the reporting year. This has enabled the service to attract more funding for services which benefit Rother residents such as the five day a week drop-in at the Bexhill office which is particularly beneficial for people who find it difficult to get to access services online.

Meanwhile, Hastings Borough Council had already decided to cease exercising its statutory powers to provide grant aid, with effect from April 2021. Instead, it channelled funding via a private charitable trust called the Foreshore Trust, of which the Borough Council is the sole trustee. The trustees are very grateful to have received £42,108 from the Foreshore Trust during the reporting year.

The income from these sources makes a crucial contribution to providing premises and to supporting the employment of core staff who can, in turn, sustain the activities of the General Advice service, volunteers and enable specific projects which can employ dedicated project staff. However, it is simply not enough, and the charity could not survive without the contributions of the special projects. The work of the leadership team in identifying such projects and putting together bids for them is critical to the charity's continued existence.

In October 2023, there was an unexpected announcement that the Foreshore Trust's Large Grant programme would finish at the end of March 2024 without a concrete plan to continue. Subsequently, however, the funding was rolled forward for a further six months on the same terms. The trustees believe there has been an unbroken record of core funding for the charity from Hastings Borough Council since 1939 and it would be a grave disappointment if that were to come to an end.

CA 1066 has not remained passive in response to the inadequacy of local authority support. It has been creative and agile in finding other sources of income. But that exercise itself absorbs time and resources and, despite the successful accumulation of a number of projects,

the trustees recognise that those income streams are short-term and cannot substitute adequate long-term core funding.

Investment Policy

As provided at clause 3.19 of its Articles of Association, to promote its objects but not for any other purposes, CA1066 has the power to invest funds in any lawful manner. The nature of its income and capital resources does not permit long-term investments.

Reserves Policy

The trustees believe that the charity should hold sufficient financial reserves in unrestricted funds to ensure that it can continue to meet the needs of clients, and its statutory obligations to staff and other stakeholders, in the event of unforeseen circumstances arising.

Total unrestricted reserves at the end of the period were £539,028. The trustees aim to hold three months' expenditure as reserves. The trustees pay close attention to the balance between restricted and unrestricted reserves.

During 2023-24 the charity was able to achieve a surplus which has been applied to rebuild the charity's reserves. This will assist with the need to meet ongoing costs of maintenance and repair of the building to which the charity is obliged to contribute under the terms of its lease.

Going Concern

The charity has successfully managed the uncertainties of its revenue stream over many years, despite the recurrent difficulties with the funding of its core services. The trustees rely on this experience in forming their opinion that it remains appropriate to report the charity's affairs on the going concern basis. They remain alive to the risks this uncertainty represents and to the need to retain agility and flexibility in order to adapt to changing circumstances.

PLANS FOR THE FUTURE

Within the context of the challenging economic environment the Board is pleased with the efforts of CA 1066 during the reporting year to deliver the best possible services. It believes that the charity is well managed and would like to commend the exceptional work undertaken by the skilled and committed staff and volunteers.

The trustees are grateful to the agencies and individuals who are working so hard to help us provide and maintain an effective and quality assured independent advice service for the people within the charity's area of benefit.

The trustees recognise that funding for core CA 1066 services is reviewed on a two-yearly basis, and its heavy reliance on short-term funding for Special Projects severely impacts on the charity's capacity to plan strategically for the future. Funding cycles which last 3 - 5 years would provide far greater opportunity for the Board and the management team to focus on organisational and service development.

The Board remains committed to securing new additional funding wherever possible, but this must be in line with meeting client needs identified in our Business Plan to avoid mission drift.

In the meantime, the trustees have recognised that the charity's core funding has remained inadequate. Although the deficiency has been made up temporarily by funds generated by special projects, such projects are, by their nature, short-lived and trustees continue to seek medium- and long-term financial security for CA 1066.

EXEMPTIONS FROM DISCLOSURE

No relevant exemptions from disclosure apply.

FUNDS HELD AS A CUSTODIAN TRUSTEE

The charity and its trustees do not hold funds as custodian trustee.

STATEMENT OF DIRECTORS' RESPONSIBILITIES

The trustees are responsible for preparing the Trustees' Report 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 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 judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departure 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 in business.

The trustees are responsible for keeping proper accounting records that 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant information of which the charitable company's Independent Examiners are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant information and to establish that the Independent Examiners are aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of the financial statements may differ from legislation in other jurisdictions.

In preparing this report, the trustees have taken advantage of the small companies' exemptions provided by section 415A of the Companies Act 2006.

Approved by the Board of Trustees on..19 - 11 - 2024 and signed on behalf of the Board:

Chris Maynard.

Christopher Maynard
Chair

E J Menger

Elizabeth Menger
Treasurer

AUDITOR'S REPORT

TO THE TRUSTEES OF CITIZENS ADVICE 1066

FOR THE YEAR ENDED 31 MARCH 2024

Opinion

We have audited the financial statements of Citizens Advice 1066 (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities, the statement of financial position, the statement of cash flows and notes to the financial statements, including 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 2024 and of its incoming resources and application of resources, 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 charity 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 charity'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 not cover the other information and 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose 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 charity's ability to continue as a going concern, disclosing, as applicable, matters related to 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

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder

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.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

- The engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;

- We identified the laws and regulations applicable to the charity through discussions with management, and from our commercial knowledge and experience of the charity sector;
- We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity, including the Charities SORP 2019, Charities Act 2011, Companies Act 2006, and data protection, anti-bribery, employment, environmental and health and safety legislation;
- We assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- Identified laws and regulations were communicated within the audit team and the team remained alert to instances of non-compliance through the audit.

We assessed the susceptibility of the charity's financial statements to material misstatements, including obtaining an understanding of how fraud might occur; by:

- Making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge or actual, suspected and alleged fraud;
- Considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we-

- Performed analytical procedures to identify any unusual or unexpected relationships;
- Tested journals entries to identify unusual transactions;
- Assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- Investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- Agreeing financial statement disclosures to underlying supporting documentation;
- Enquiring of management as to actual and potential litigation and claims;
- Reviewing correspondence with the Charity Commission, relevant regulators and the charity's legal advisors; and
- Reviewing minutes of trustee board meetings.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the

Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Mark Finch FCA FCCA BFP (Senior Statutory Auditor) Date: 4th December 2024

for and on behalf of

McPhersons CFG Ltd

Statutory Auditor

is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

McPhersons CFG Limited
23 St Leonards Road
Bexhill-on-Sea
East Sussex TN40 1HH

BALANCE SHEET

(including statement of financial position)

As at 31 March 2024

Fixed Assets			
Tangible Fixed Assets	**10**	23,512	42,970
Current Assets			
Debtors	**11**	272,773	209,689
Cash at bank and in hand		552,193	578,052
		824,966	787,741
Liabilities			
Creditors - amounts falling due within one year	**12**	(163,166)	(380,501)
Net Current Assets		661,800	407,240
Provisions for liabilities	**13**	(112,497)	(138,089)
Net assets	**14**	572,815	312,121
Funds of the Charity			
Unrestricted funds	**15**	539,027	272,884
Restricted Funds	**15**	33,788	39,237
		572,815	312,121

For the year ending 31 March 2023 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies. For the year ending 31 March 2024 an audit is required by reason of section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts. These accounts have been prepared in accordance with the provisions of FRS 102 – small entities. The notes on pages 24 form part of these financial statements.

The financial statements were approved and authorised for issue by the Board on 19-11-2024 and signed on their behalf by:

C. H. Maynard
Chair

Elizabeth Menger
Treasurer

Company Registration No: 2923647; Charity Registration No: 1039704

STATEMENT OF FINANCIAL ACTIVITIES

(including income and expenditure account)

For the year ended 31 March 2024

	Note	Unrestricted funds	Restricted funds	Total funds 2024	Total funds 2023
		£	£	£	£
Income from:					
Donations & legacies	**2**	118,841	-	118,841	1,780
Charitable activities	**3**	492,164	615,165	1,107,629	707,675
Other	**4**	6,567	-	6,567	645
Total Income		617,872	615,165	1,233,037	710,100
Expenditure on:					
Charitable activities	**5**	363,559	608,785	972,344	687,120
Total Expenditure		363,559	608,785	972,344	687,120
Net movement in funds for the year		254,313	6,380	260,693	22,980
Transfers between funds	**15**	11,831	(11,831)	-	-
Transfers from RDCAB at fair value	**15**	-	-	-	98,065
Net movement in funds for the year		266,144	(5,450)	260,693	121,045
Reconciliation of funds: Balances brought forward	**15**	272,884	39,237	312,121	191,076
Balances carried forward	**15**	539,028	33,788	572,815	312,121

There are no recognised gains or losses in the year, other than those included in the statement of financial activities.

Comparative figures prior year

	Unrestricted funds £	Restricted funds £	Total funds 2023 £	Total funds 2022 £
Income from:				
Donations and legacies	1,780	-	1,780	1,562
Charitable activities	360,661	347,014	707,675	566,395
Other (including fundraising)	645	-	645	2,439
Total Income	363,086	347,014	710,100	570,396
Expenditure on:				
Charitable activities	334,360	352,760	687,120	513,290
Other	-	-	-	-
Total Expenditure	334,360	352,760	687,120	513,290
Net movement in funds for the year	28,726	(5,746)	22,980	57,106
Transfers between funds	4,024	(4,024)	-	-
Tfr from RDCAB at fair value	50,954	47,111	98,065	-
Net movement in funds for the year	83,704	37,340	121,045	57,106
Reconciliation of funds:				
Balances brought forward	189,179	1,897	191,076	133,971
Balances carried forward	272,883	39,237	312,121	191,076

STATEMENT OF CASH FLOW

As at 31 March 2024

	2024 £	2023 £
Net cash used in operating activities		
Net movement in funds for the reporting period	260,693	121,045
Adjustments for:		
Depreciation Charges	19,459	13,685
Decrease/(Increase) in debtors	(63,084)	(89,153)
Increase/(Decrease)/increase in creditors	(242,927)	284,695
Net cash (used by)/provided by operating activities	(25,859)	330,272
Fair value of fixed assets transferred from RDCAB	-	(47,111)
	(25,859)	283,161
Total net cash (used by)/provided by operating activities	(25,859)	283,161
Cash and cash equivalents at the beginning of the year	578,052	294,891
Total cash and cash equivalents at the end of the year	552,193	578,052

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

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1. Accounting policies

a) Accounting basis

i) These financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value, unless otherwise stated in the relevant note(s), in accordance with:

- The Charities Act 2011
- The Companies Act 2006
- The Financial Reporting Standard applicable in the UK and the Republic of Ireland: FRS 102
- Accounting and Reporting by Charities: Statement of Recommended Practice (Charities SORP FRS 102) (effective January 2015).

ii) There has been no change in the accounting basis from the previous year.

iii) The charity meets the definition of a public benefit entity as defined by FRS 102

iv) The Trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

v) The functional currency of Citizens Advice 1066 is £ Sterling and is the presentation currency of these accounts, rounded to the nearest pound.

b) Incoming resources

i) Grants receivable

Grants made to finance the activities of CA 1066 are credited to the income and expenditure account in the period to which they relate. Income is only credited when any conditions for entitlement have been met. The "Performance Model" is used for recognition of grant income.

ii) Bank interest

Bank interest is included in the income and expenditure account on receipt.

iii) Other income

Other income, including donations, gifts and covenants are included on receipt

iv) Intangible income

In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public.

The financial value of services provided by volunteers has not been included in these accounts; however, the management team of CA 1066 acknowledges and greatly appreciates the high contribution which volunteers make to the charity with their enthusiasm and dedication. The number of volunteers and the financial benefit provided by them has been evaluated in the trustees' report.

v) Deferred income

Grants received in advance of the period in which the funder requires the expenditure to be applied will be reflected in deferred income within the balance sheet.

c) Expenditure, Support Costs & Irrecoverable VAT

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.

Expenditure is classified under the following headings:

- Expenditure on charitable activities taken to further the objectives of the charity
- Other expenditure, which represents those items not falling into the above heading.

Support costs relate to functions which are necessary to support the work of the charity but which are not, in themselves, charitable activities. The apportionment of support costs between the supported charitable activities is based upon the estimated amount of support time and resource drawn by each supported activity. Details of the apportionment are set out in note 5.

The charity is not registered for VAT. All VAT payable is charged to the same expenditure heading as the associated underlying costs.

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2024 (contd.)

d) Fixed assets and depreciation

Fixed assets purchased are included at cost. Items are capitalised if their value is over £1,000. Fixed assets transferred from Rother District CAB are included at fair value.

Depreciation is charged on a straight-line basis on the costs of the assets, or their fair value at acquisition, over their estimated useful lives as follows:

Land and Buildings	- 5 years or period of lease if shorter
Fixtures, fittings and equipment	- 3 years or period of lease if shorter
Computers	- 3 years

e) Restricted funds

Income received for restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

f) Pension

The charity operates a defined contribution group personal pension plan for its employees. Payments are charged to the income and expenditure account in the period in which they are incurred.

g) Leases

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases.

h) Financial Instruments

The trust holds only financial assets and liabilities that qualify as basic financial instruments.

2. Donations and legacies

	Unrestricted	Restricted	Total 2024	Total 2023
	£	£	£	£
Legacy received	116,603	-	116,603	-
Donations	2,238	-	2,238	1,780

In December 2023 a Bexhill resident who had previously volunteered at the local CAB office kindly remembered the bureau in her will, with the sum of £116,603 left to be spent for the benefit of Bexhill residents. The directors are extremely grateful for this bequest

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2024 (contd.)

3. Income from Charitable Activities

	Unrestricted £	Restricted £	Total 2024 £	Total 2023 £
Energy Advice Programme	-	12,976	12,976	142,445
Financial Capability	-	74,000	74,000	74,000
The Foreshore Trust	42,108	-	42,108	42,108
Tackling Fuel Poverty Together	39,000	-	39,000	58,000
MASDAP	-	55,860	55,860	54,463
ESCC (Warm Home Check Service)	95,479	-	95,479	95,070
Energy Development Programme - Sussex	73,940	-	73,940	39,391
NHS Sussex	74,352	-	74,352	-
Warm Spaces	18,000	-	18,000	20,000
UK Power Networks	-	285,003	285,003	-
Trussell Trust	-	78,376	78,376	24,562
Rother District Council	85,000	-	85,000	49,583
ESCC: People and Place	-	39,800	39,800	51,544
LEAD	-	69,150	69,150	-
Other Grants and fees	64,586	-	64,586	56,509
	492,464	615,165	1,107,629	707,675

4. Other Income

	Unrestricted £	Restricted £	Total 2024 £	Total 2023 £
Other income – bank interest	6,567	-	6,567	645
	6,567	-	6,567	645

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2024 (contd.)

5. Expenditure on charitable activities by fund

Charitable Activity	Unrestricted	Restricted	Total 2024	Unrestricted	Restricted	Total 2023
	£	£	£	£	£	£
Generalist Advice	172,712	-	172,712	142,413	-	142,413
Debt and Benefits Advice	-	56,952	56,952	-	55,816	55,816
Energy Projects	152,052	357,093	509,145	174,698	143,246	317,944
Financial Capability	-	74,826	74,826	-	77,884	77,884
Digital Suite etc	-	-	-	17,249	-	17,249
Universal Healthcare	38,795	-	38,795	-	-	
Trussell Trust	-	80,106	80,106	-	26,291	26,291
ESCC: People & Places	-	39,808	39,808	-	49,523	49,523
	363,559	608,785	972,344	334,360	352,760	687,120

6. Analysis of expenditure on charitable activities

	Generalist Advice	Debt and Benefits Advice	Energy Projects	Financial Capability	Universal Healthcare	Trussell Trust	People & Places	Total 2024	Total 2023
Direct costs:	£	£	£	£	£	£	£	£	£
Salaries	61,952	43,749	379,270	59,839	6,914	66,324	24,185	642,232	378,157
Staff & volunteers	2,956	-	525	-	-	-	-	3,481	2,217
Other costs	94,805	4,820	50,667	-	30,399	-	10,800	191,491	215,993
Support costs	12,999	8,383	78,684	14,987	1,482	13,782	4,823	135,140	90,754
	172,712	56,952	509,145	74,826	38,795	80,106	39,808	972,344	687,121
Support Costs	£	£	£	£	£	£	£	£	£
Salaries	-	-	-	-	-	-	-	-	-
Staff & volunteers	802	470	5,304	711	143	786	217	8,433	4,625
Office costs	6,121	4,975	45,896	9,600	833	8,490	2,986	78,901	42,617
Premises costs	4,230	2,476	21,710	3,818	439	4,297	1,552	38,522	39,970
Governance cost	1,826	451	5,640	839	63	189	61	9,069	2,937
Other costs	20	12	135	18	4	20	6	215	605
	12,999	8,383	78,684	14,987	1,482	13,782	4,823	135,140	90,754

Basis of allocation: Salaries, staff & volunteer costs and other costs are allocated directly to the projects to which the expenditure relates. Support costs are allocated to projects on the basis of staff and volunteer hours worked on the respective projects. Included in governance costs are payments to the Auditor of £9,000 (2023 Independent Examiner: £1,260).

7. Trustees

During the year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or to any person known to be connected with them.

Travel costs amount to £nil (2023 - £nil) were reimbursed to members of the Trustee Board

8. Staff Costs

	2024	2023
	£	£
Wages and salaries	579,457	343,742
National insurance costs	46,084	24,883
Pension costs	16,691	9,531
	642,232	378,156

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2024 (contd.)

9. Employees

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

	2024	2023
Administration	2	-
Operational staff	23	16
	25	16

No employee received remuneration amounting to more than £60,000 in the period (2023: None)

10. Fixed Assets

	Land & Buildings	Computer Equipment	Fixtures, fittings and equipment	Total
	£	£	£	£
Cost or fair value				
At 1 April 2023	68,106	34,128	8,066	110,300
Additions	-	-	-	-
Disposals	-	(34,128)	-	(34,128)
Cost 31 March 2024	68,106	-	8,066	76,172
Depreciation 1 April 2023	31,836	34,128	1,366	67,330
Charge for the year	16,745	-	2,714	19,459
Disposals	-	(34,128)	-	(34,128)
Depn 31 March 2024	48,581	-	4,080	52,661
NBV as at 31 March 2024	19,525	-	3,986	23,511
NBV as at 31 March 2023	36,270	-	6,700	42,970

11. Debtors

	2024	2023
	£	£
Debtors	205,215	89,947
Accrued Income	67,558	119,742
	272,773	209,689

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2024 (contd.)

12. Creditors - amounts falling due within one year

	2024	2023
	£	£
Creditors	20,090	203,510
Accruals	44,965	87,992
Deferred Income	98,111	89,000
	163,166	380,502

13. Provision for liabilities

	2024	2023
	£	£
The trustees previously built up a provision for liability for repairs under the lease of premises occupied by the charity in St Leonards. The external repair programme commenced in 2022/3 and was completed in 2023/4.	112,497	138,089
A provision for repairs and refurbishment at the Bexhill premises was transferred across from RDCAB on merger.		
The trustees have made a further provision in 2023/4 for future refurbishment of the interior of the St Leonards premises		

14. Analysis of net assets between funds at year end

	Unrestricted	Restricted	2024 Total	2023 Total
	£	£	£	£
Tangible Fixed Assets	-	23,511	23,511	42,970
Current Assets	814,689	10,277	824,966	787,741
Current Liabilities & Provisions	(275,662)	-	(275,662)	(518,590)
	539,027	33,788	572,815	312,121

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2024 (contd.)

15. Movements in funds - Current Year

	1 Apr 2023	Income	Expenditure	Transfers	31Mar 2024
	£	£	£	£	£
Restricted Funds					
MASDAP	-	55,860	(56,952)	1,092	-
Financial Capability	-	74,000	(74,826)	826	-
Trussell Trust	-	78,376	(80,106)	1,730	-
UK Power Networks	-	285,003	(277,517)	-	7,486
ESCC: People and Place	-	39,800	(39,808)	8	-
Energy Advice Programme	-	12,976	(13,216)	240	-
RDCAB fixed assets	39,237	-	-	(15,726)	23,511
LEAD	-	69,150	(66,360)	-	2,790
Total Restricted Funds	39,237	615,165	(608,785)	(11,830)	33,787
Total Unrestricted funds	272,884	617,872	(363,559)	11,830	539,028
Total Funds	312,121	1,233,037	(972,344)	-	572,814

16. Movements in funds - Prior Year

	1 Apr 2022	Income	Expenditure	Transfers	31 Mar 2023
	£	£	£	£	£
Restricted Funds					
MASDAP	-	54,463	(54,489)	26	-
Financial Capability	-	74,000	(77,884)	3,884	-
Help to Claim	1,897	-	(1,327)	(570)	-
Energy Advice Programme	-	142,445	(143,246)	801	-
Trussell Trust	-	24,562	(26,291)	1,729	-
ESCC People & Places	-	51,544	(49,523)	(2,021)	-
RDCAB fixed assets	-	-	-	39,237	39,237
Total Restricted Funds	1,897	347,014	(352,760)	43,086	39,237
Total Unrestricted funds	189,180	363,086	(334,360)	54,978	272,884
Total Funds	191,076	710,099	(687,119)	98,065	312,121

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2024 (contd.)

17. Purpose and nature of restricted funding

- MASDAP: a Debt Advice Project (2016-25) funded by the Money Advice Service (latterly Money and Pensions Service) (Debt Advice).
- Financial Capability work is funded by East Sussex County Council through the Additional Measures grant to provide generalist debt advice.
- Energy Advice Programme funded via the national Citizens Advice service. Regional Energy Lead to help people cut their energy bills and get financial support
- Trussell Trust: funding for financial inclusion advisers in Hastings, Battle and Bexhill Food Banks.
- ESCC People and Place: funding via ESCC for an energy advice research, engagement and delivery project working across multiple partners
- UK Power Networks : funding for fuel poverty advice and low carbon transition advice delivered across the whole of East Sussex.
- LEAD: Local Energy Advice Demonstrator project funded by Department for Energy and Net Zero through the Regional Low Carbon Hub

18. Pension costs

A pension scheme for employees is operated on a defined contributions basis. The scheme is open to all employees at any time. The company contributes up to 6% of pensionable earnings to match employees' contributions. The assets of the scheme are held separately from those of the company in an independently administered fund. The fund administrators are The Pensions Trust and the scheme is the Flexible Retirement Plan.

The pension cost shown in the accounts for the year represents contributions payable by the company and amounted to £16,691 (2023 £9,531). There were no contributions payable or outstanding at the year end.

19. Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

20. Operating Lease commitments

At 31 March 2024 Citizens Advice 1066 had the following future minimum lease payments under operating leases in relation to the lease of premises and photocopiers:

Not later than one year £17,590

Later than one year and not later than five years £7,870

Later than five years £ nil.

21. Related party transactions

There have been no related party transactions identified in accordance with FRS102.

CITIZENS ADVICE 1066

England & Wales - Charity number 1039704

Accounts

CITIZENS ADVICE 1066

ANNUAL REPORT & FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

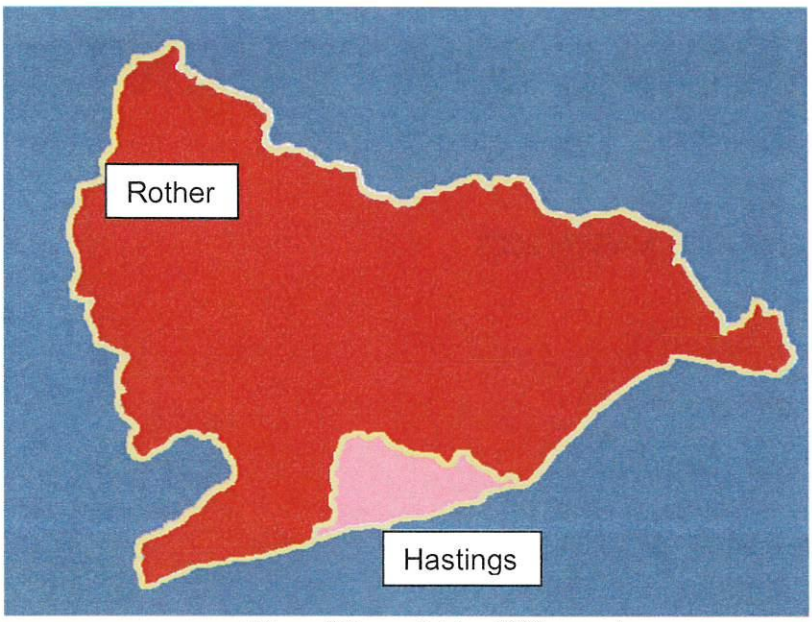
Registered Charity number 1039704
Company number 2923647

ANNUAL REPORT & FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

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Where Citizens Advice 1066 operates

"Unity is strength"

REPORT OF THE DIRECTORS AND TRUSTEES

The trustees, who are also the directors of the company, have pleasure in presenting their annual report and financial statements for the year ended 31 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 (Charities SORP FRS 102) effective January 2015.

REFERENCE AND ADMINISTRATIVE DETAILS

Name of Charity:	CITIZENS ADVICE 1066
Registered Charity Number:	1039704
Company Limited by Guarantee:	2923647
Legal Form:	Charity and Company Limited by Guarantee
Governing document:	Memorandum and Articles of Association incorporated 28 April 1994 and amended 9 December 2008 and 15 March 2023
Registered Office:	CITIZENS ADVICE 1066 The Magnet Centre, 1 Christ Church Courtyard, London Road, St. Leonards-on-Sea East Sussex, TN37 6GL
Chief Executive:	Tracy Dighton
Company Secretary:	Tracy Dighton
Independent Examiner:	Peter Watters FCA BFP McPhersons CFG Limited. 23 St Leonards Road, Bexhill on Sea, East Sussex, TN40 1HH
Bankers:	Lloyds Bank, Hastings Branch Nationwide Building Society

The following people were Directors/Trustees of CITIZENS ADVICE 1066 on the date of approval of the report or served as a trustee in the reporting period: –

NAME	ROLE	APPOINTED BY	DATE OF FIRST APPOINTMENT	DATE OF RETIREMENT
Christopher Maynard	Chair	Re-election at AGM	Dec 2015	
Elizabeth Menger	Trustee	Re-election at AGM	Apr 2016	
David Watters	Trustee	Re-election at AGM	Apr 2016	
Nicolae Trofin	Trustee	Re-election at AGM	Apr 2016	
Lee Forster-Kirkham	Treasurer	Re-election at AGM	Jun 2016	
Gemma Forshaw	Trustee	Co-option	Sep 2022	
Simon Jones	Trustee	Co-option	Nov 2022	
Connor Winter	Trustee	Election at AGM	Mar 2023	
Geoff Munn	Trustee	Co-option	Nov 2023	

Senior Officers during the year
During the reporting period and at the date of approval of this report the trustees delegated day-to-day management of the charity to the following senior management personnel: –

Tracy Dighton	Chief Executive Officer
Martyn Loft	Quality and Training Lead (until July 2022)
Patricia Mockridge	Operations Manager (from January 2023)

STRUCTURE, GOVERNANCE AND MANAGEMENT

History

The Hastings and Rother Citizens Advice Bureau was founded on 9 September 1939. It has been continuously active as a charity in the Hastings, St. Leonards-on-Sea and Rother areas since then.

The charity became incorporated as a company limited by guarantee on 28 April 1994. It has been registered with the Charity Commission since 26 July 1994.

On 9 December 2008 the company changed its name to **Citizens Advice 1066** ("CA 1066").

On 1 September 2022, CA 1066 received a transfer of assets and liabilities and took over the entire undertaking of our sister charity, the Rother District Citizens Advice Bureau ("RDCAB").

Governance

The company is governed by its Articles of Association as amended and adopted on 15 March 2023. The Board of Trustees has formally adopted the Charity Governance Code published by the Charity Commission to guide its proceedings.

Trustees and Members

The trustees of the charity are the directors of the company. They are individuals drawn from the local community and they normally reside or work in local authority districts of Hastings and Rother. The maximum number of trustees is fifteen and the minimum is three.

Trustees are appointed by way of election at the annual general meeting or by co-option by the Trustee Board, provided that on appointment the total number of co-opted Trustees does not exceed one third of the total number of Trustees. No other persons or bodies external to the charity are entitled to appoint persons to the Trustee Board. At each annual general meeting one-third of the Trustees (or the number nearest to one-third), must retire from office by rotation save that no Trustee who has served a term of less than three years shall be required to retire. A register of trustees' interests is maintained at the registered office and is available to the public to view.

Membership of the company is open (a) to individuals (over the age of 16 years) who are interested in furthering the work of the charity and who are not paid or volunteer workers of the charity; and (b) to any body corporate or unincorporated organisation which is interested in furthering the charity's work. There is a single class of membership and the same rights and obligations shall apply to all members. Applications for membership must be approved by the Trustee Board. Members of the company are not required to be trustees but all trustees must be members of the company.

At 31 March 2023, the company had 14 members (2022 – 11 members). The maximum liability of each member is £1 in the event of the company winding up. A register of members is maintained at the registered office and is available to the public to view.

Staff and Volunteers

The charity has a core of employed staff but it also relies upon the services of a large number of volunteers for the delivery of its services.

Equity, Diversity and Inclusion

The Trustee Board regards diversity as an important source of strength for the charity. In its recruitment practice, CA 1066 is committed to reflecting the communities it serves, to fairness, and to enabling people to overcome barriers to participation. It actively seeks a wide range of skills and life experiences.

Organisational Structure

The business of the charity is managed by the trustees who may exercise all the powers of the charity. The Trustee Board meets in formal session at least quarterly to determine overall policy and supervise the furtherance of the charity's objects. Where appropriate, the trustees also deliberate and make decisions by electronic communications outside formal meetings. The trustees have established a Finance Sub-Committee and a Human Resources Sub-Committee to monitor financial policies, strategies and procedures and to take certain decisions in accordance with the delegated powers.

Day to day organisational decisions are delegated to the Chief Executive. The organisational structure of CA1066 is regularly reviewed.

Membership of National Body

CA 1066 is a member of the National Association of Citizens Advice Bureaux, which trades as "Citizens Advice" and which provides a framework for standards of advice and casework management. As well as association with a very well-recognised and highly reputable brand, membership confers the benefit of access to a range of resources, systems and assistance which support both the management of the organisation and the effective delivery of its core advisory activities. Membership also carries an obligation to submit to external standards and

performance monitoring; it does not otherwise affect the organisational independence of the charity.

Business Plan

In order to sustain its administration and general advice functions, the charity's business model relies on a combination of core funding and funds generated by the delivery of special projects. There is a three-year rolling Business Plan which is reviewed annually. Whilst its primary purpose is to create a process by which the Trustee Board can monitor progress towards achieving the charity's objectives, the Plan also serves as a set of internal targets and outputs for staff and volunteers. In this way, inclusiveness and collective responsibility about CA1066's key priorities can be engendered, leading to improvements in service delivery. At its core, our Plan seeks to deliver the CA1066 Vision: 'Anybody. Any problem. Anywhere.'

Data Protection

The trustees take the protection of personal data extremely seriously. They are alert to the risks of data loss, misuse, cyber-attacks and other external threats and also to the changing regulatory environment. They have adopted a robust data protection policy to safeguard the personal data of clients, volunteers and paid staff and to ensure compliance with the Data Protection Act 2018 and the UK General Data Protection Regulation.

Risk Management

The Trustees have reviewed their procedures in the light of corporate governance guidance contained within 'Accounting and Reporting by Charities: the Statement of Recommended Practice'.

The funding environment within which CA 1066 operates is subject to constant, and sometimes rapid, shifts and changes. Accordingly, the risks which the charity faces, the activities by which it seeks to deliver its charitable objects, and its internal organisation are constantly evolving. Its survival depends in part from successful risk taking and the ability to seize and develop new revenue opportunities as they arise. The purpose of internal control is not to eliminate risks but to identify, manage and control them appropriately.

A risk assessment report is contained within the Business Plan which seeks to anticipate potential changes to the financial climate and to the framework of social policy which affect CA 1066, and other legal and technological developments and to highlight how these would impact on its services. In addition, the charity maintains a rolling risk register which identifies and rates the principal risks which it faces.

The approach of the Trustees is that the key to successful risk management is to assess the likelihood of identified risks occurring and what actions are appropriate to mitigate or obviate their impact. The risk register is a dynamic, formal statement of the risk management strategy. It is kept under regular review. Areas covered in this process include:

- activities and services undertaken by the organisation
- targets and outputs required by funders and others
- the operating structure
- external factors (statutory obligations, relationships with funders)
- comparisons with other CABx/comparable organisations
- past performance and previous risks encountered

The following adopted measures help minimise the risks inherent in any voluntary sector organisation which relies on a diverse range of funding to meet all its commitments:

1. The management team and staff recognise that they operate under the authority of the Trustee Board, which has the ultimate responsibility for the organisation.
2. Effective appraisal of the Chief Executive and Management Team.
3. Internal management and supervisory controls which minimise risk of failing to deliver on existing grant agreements and contracts.
4. Staff awareness of sources of funding and the consequences arising from any failure to deliver services in line with grant agreements and contracts.
5. The effective use of probationary periods, Job Person Role Specifications, staff supervision and HR policies to promptly identify and deal with issues of concern.
6. Regular case note checking; informal and formal staff reviews; training to ensure quality.
7. Securing and maintaining external quality control accreditations.
8. Regular review and analysis of performance statistics to ensure targets are met.
9. Ensuring adequate financial reserves and cultivating good relationships with funders to identify potential future funding problems and potential funding opportunities.
10. Quarterly financial monitoring against annual budget.
11. Good communication between volunteers, staff, the Management Team and the Trustee Board.
12. Maintaining independence, political neutrality and avoidance of conflicts of interest.

Induction of Trustees

Newly appointed trustees are provided with an Induction Pack and have an induction meeting with relevant members of the management team and the Chair of the Trustee Board. This provides the opportunity to learn about the work of CA 1066, to focus on current Board priorities and to assess individual training needs. The induction process also provides an opportunity to identify and provide for management of any potential conflicts of interest.

Facilities

The charity has leased premises at the Magnet Centre, 1 Christ Church Courtyard, London Road, St. Leonards-on-Sea, under a lease until January 2029; and at 41 St Leonards Road, Bexhill-on-Sea, under a lease until September 2035. Both leases contain break clauses exercisable by the charity.

Both premises include reception and waiting areas; open-plan office spaces; meeting rooms and private interview rooms which are adapted for safe, socially-distanced interviews. The premises at the Magnet Centre have substantially more space.

During the reporting period the landlord at the Magnet Centre carried out the second phase of a programme of major maintenance works to the exterior of building. The overall budget for the works was approximately £300,000, of which the tenant's proportionate share is nearly 50%. The trustees were very grateful to the landlord for being given the opportunity to be consulted and to make representations about the works. Although the costs burden is very substantial, the trustees recognised the need for the works and they have been committed to working constructively with the landlord to make them possible.

Staff and volunteers

In the course of the reporting year, CA 1066 employed 16 paid staff and we had 49 volunteer advisers and others in voluntary roles.

Merger of services across Hastings and Rother

In the course of the reporting year, CA 1066 provided interim management to our sister charity, the Rother District Citizens Advice Bureau ("RDCAB") until 1 September 2022, when it received a formal transfer of assets and liabilities and took over the entire undertaking of RDCAB. It has since merged the operations of the two bureaux to create One Service across the combined local authority districts of Hastings and Rother. The charity will continue to deliver services within the Rother District under the arrangements previously agreed between Rother District Council and RDCAB.

The management team worked hard to bring the internal systems of the two organisations together, including the advice service processes. They have also worked closely with officers and elected members at RDC to align the service to needs of clients across Rother District. Particular attention has been paid to parts of the District which have found access to the service difficult, being geographically distant from Bexhill. A needs analysis has also taken place to look at which parts of the community might have issues with accessing the service. CA 1066 is working closely with Rother Voluntary Action to build a network of partner organisations across the District, including those who work with diverse groups. The CEO also set up a fortnightly online community hub meeting to facilitate the network working together, particularly for organisations working with groups affected by the cost of living crisis.

Partnerships

CA 1066 works in close partnership with other local Citizens Advice bureaux across East Sussex and in West Sussex as well. It also forms partnerships with other organisations for the delivery of specific advice services. It can provide management infrastructure and facilities to support specific projects for the relief of poverty and distress, thereby drawing resources into its primary areas of benefit to support local people most in need, and to support our work in gathering and collating data which informs local and national policy. Further details of such projects and the partners with whom we having been working, are detailed in the section of this report on Special Projects.

The Pandemic

Although the pandemic featured less in the headlines the rates of hospitalisation and numbers of fatalities remained significant albeit lower than in the previous year.

According to government statistics, in the current reporting period, from 1 April 2022 to 31 March 2023, the pandemic claimed 38 lives in Rother and 29 lives in Hastings, and there were some 9,700 reported cases across both districts. The statistics for hospital admissions do not breakdown into local authority areas but, for the East Sussex NHS Trust, which includes both districts, there were 3,152 hospital admissions for confirmed COVID-19 illness.

The transformation in the ways the service operates and, in particular, the transition of delivery of advice and assistance from face-to-face to remote contact has been consolidated.

AIMS, OBJECTIVES AND ACTIVITIES

Objectives and activities

The objects of CA 1066, as set out in its Articles of Association, 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 the local authority areas of Hastings, Rother and East Sussex as the same are constituted at the date of the adoption of these Articles ("the*

principal areas of benefit") and surrounding areas." The key power the charity exercises in furtherance of its objects is, *"...to establish Citizens Advice 1066 as a centre to provide a free, confidential and impartial service of advice, training, information and counsel for the public and for the implementation thereof."*

The services of CA 1066 are consistent with the twin aims of Citizens Advice, namely, "*to provide the advice people need for the problems they face*" and "*to improve the policies and practices that affect people's lives.*" Its services are also consistent with the four stated Principles of Citizens Advice, namely, "*Free, Independent, Impartial* and *Confidential*".

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the aims and objectives of the charitable company and in planning any future activities.

Citizens Advice general advice areas include benefits, debt, housing, employment, consumer, family, legal, immigration, health and education. Specialist projects deliver energy advice to consumers and digital access and support to local people.

In addition to providing high-quality, face-to-face advisory services to the local community, CA 1066 also operates a telephone advice service which runs from 9am to 5pm each weekday and an e-mail advice service; we also participate in the national Citizens Advice Webchat service.

The charity also has a casework team which provides specialist level advice in debt. During the reporting period the additional specialist advisory services were provided via special project funding as detailed further below.

CA 1066 is the only independent advice service within the districts of Hastings and Rother which is able to offer quality assured advice across the full range of advice subject areas. It also contributes to the local economy by providing training opportunities for volunteers, many of whom then go on to gain paid employment in addition to providing a valuable service to their community.

A significant development in recent years, which has continued to be a key theme for work during the reporting period, is the extent to which CA 1066 engages in collaborative projects with both statutory and non-statutory partner organisations, frequently in a leadership role and frequently breaking new ground in terms of innovative and effective service delivery.

With a long track record of providing free, independent, impartial and confidential advice to the citizens of Hastings, Rother and neighbouring areas, the trustees are satisfied that CA1066 complies with the guidance on public benefit supplied by the Charity Commission.

ACHIEVEMENTS AND PERFORMANCE IN 2022 - 2023

The twin themes which emerge from this year's report are the extent to which CA 1066 is at the forefront of innovation in developing new services which respond to the needs of our clients in an increasingly complex age; and the agility and flexibility of the management team in adapting to circumstances and seizing new opportunities as they arise.

Charitable Activities

CA 1066 remains one of the busiest local citizens advice offices in the UK for the size of the population it serves. This is reflected in key statistics. Our client management system, known as Casebook (provided by the Citizens Advice Service), records clients and client issues in the following way:

- **Unique Clients** – individual clients who are counted once only during the period;

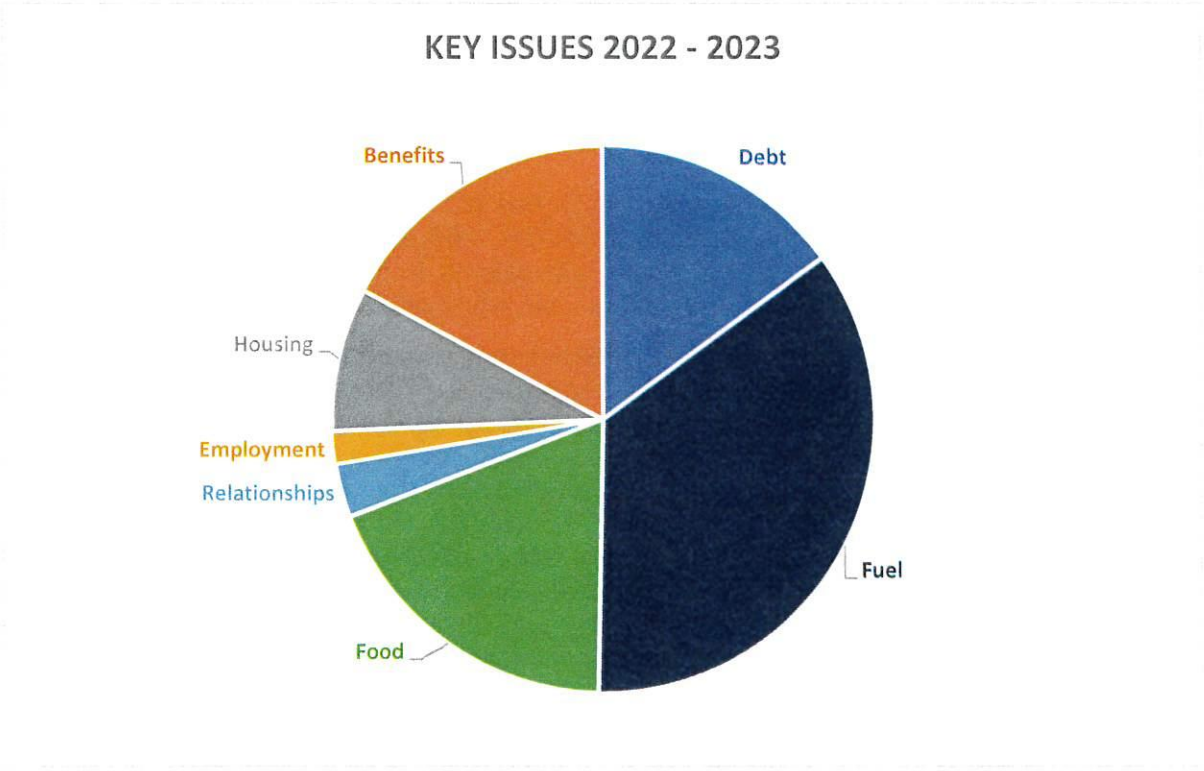
- **Client Issues** – client enquiries may include more than one issue e.g. employment rights and tax credit entitlement, or clients may return in the period with new enquiries.
- **Client Contacts** – contact with clients by phone, letter, email, or in person.

The data generated by the system shows that during the 2022-2023 reporting period, CA 1066 dealt with **9,036 Unique Clients** (6,929 – 2021-22). That represents some 5% of the combined populations of Hastings and Rother District local authority areas. These clients presented with **20,469 distinct client issues** (15,870 – 2021-22). The charity responded through **16,109 client contacts** (14,043 – 2021-23).

Our key statistics consistently show that the majority of our clients are in the age range of 25 to 60 years old. Many clients return for advice on more than one occasion and for a range of reasons. These may include chronic mental or physical ill health, communication problems as a result of literacy or language issues. A significant proportion of our clients are amongst the most deprived and vulnerable within our community: 58% are living with disabilities or long-term ill-health conditions. We estimate that over half have an income which is less than that needed to cover basic expenditure.

As shown in the chart below, benefits (and tax credits) support remained an important presenting issue which accounted for 3,198, (2021/22 – 4,651). This category accounted for 16% (30% in 2021-2022) of all client issues over the year, with the decrease attributable to the transfer of the Help To Claim contract to Citizens Advice Eastbourne.

The most common type of client issue was utilities and communications, which includes home energy advice and fuel poverty.



Administration and assessment of requests for issue of **food bank vouchers**, **fuel vouchers and other grants**, has continued as an important area of support needed. From a negligible activity five years ago, it has become one of the greatest single demands upon the time and

resources of volunteers. During the reporting period the number of clients assisted in this way was 3,387 (3,664 in 2021-22).

In part, the proportion of these issues in our caseload is a function of specific project funding the charity receives to deal with this type of work but also it is a reflection of the needs of the communities we serve.

Whilst these statistics present a profile of the charity, they cannot be permitted to obscure the fact that each service user is an individual with a personal story who is entitled to dignity and compassion.

CA 1066 undertakes regular surveys amongst users and non-users and its findings are generally very positive with 80% of surveyed clients stating they were likely or very likely to recommend the service provided in 2022-23. It is clear from responses that the demand pressures and consequent waiting times for an appointment are having an impact on the service. Measures to manage demand and client expectations continue to be explored and implemented. During the period covered by this report we received two formal complaints which were resolved satisfactorily.

The General Advice Service

The General Advice Service faced sustained pressure throughout the reporting period. Demand remained high, even during the summer period which usually sees slightly lower numbers of clients requesting support. As a result, waiting times for telephone call backs to clients had grown during the period to up to a ten working day waiting time where the client was facing a non-urgent need. Urgent need for food and fuel vouchers, court deadlines and bailiff action are given priority by the service. The advice supervisory team have improved tracking processes to manage this additional pressure on the triage system. A concerted effort was made to recruit new volunteers which resulted in some success although the service could support additional volunteers. A new training offer was developed in which volunteers are supported through Action Learning Sets with the average training period reduced to eight weeks.

During the period the digital inclusion work started as a project during the pandemic was brought into the general advice service. We continued to be supported by Tech Resort CIC who brought their expertise in the provision of appropriate devices and coaching to staff, volunteers and clients.

The Money Advice Service

The charity has a long-established, specialist **Money Advice Unit**. The demand for this service remained high through the reporting period and we secured funding for an additional money advice trainee. The Unit met all its performance targets for the year.

Since 2018, the work of this Unit has been funded primarily via the **Money Advice Service Debt Advice Project**, commissioned by the Money and Pensions Service (MaPS) from National Citizens Advice. The existing contract was confirmed until March 2025.

Despite this reprieve, our specialist money advice service remains vulnerable. We believe that it is essential for CA1066 to be able to continue to offer face-to-face advice to vulnerable clients in our area and we will not cease trying to find funding to enable the Money Advice Unit to continue.

Social Policy, Research and Campaigns

Our CEO became the chair of the Citizens Advice East Sussex Research and Campaigns group working closely with the other local Citizens Advice chief officers. The group provides data analysis and trend reporting which is used by the chief officers and their social policy teams in lobbying and advocating for system change. Regular contributions during the period were made to the ESCC Financial Inclusion Steering Group, the East Sussex Energy Partnership and various NHS Sussex and ESCC public health working groups on wider determinants of health and the cost of living crisis. A strong emphasis has been placed on telling the stories of our clients who face destitution, with an income that cannot cover their requirements for expenditure on necessities.

During the period, we started a project on barriers to the uptake of energy efficiency measures *People and Place* working with Hastings Borough Council, ESCC and central government departments including the Department for Energy Security and Net Zero, the Department for Levelling Up, Housing and Communities and the Office for Health Improvements and Disparities. An engagement exercise with landlords and tenants was undertaken in which barriers were explored and reported to central government.

Staff also provided insights into energy advice and fuel poverty to various audiences including with CA Northumberland for an Ashden environmental charity conference for stakeholders in the North East Region and to a focus group session with the Department for Energy Security and Net Zero. We also co-hosted, with CA Arun and Chichester a Low Carbon Transition conference for the south east region with a focus on energy citizenship and the inclusion of all parts of the community in the transition.

We continued to keep the spotlight on the need for improvements to the benefits system, including the level of benefits, the inadequate level of the Local Housing Allowance and the pressures within the housing system with elected members at local authority and parliamentary levels.

Special Projects

CA 1066 did well across all its Special Projects and by the end of the period all targets and quality standards had been achieved. Operation of the Household Support Fund had meant we attracted additional clients who we were able to help in other ways.

East Sussex Shielding Groups (Additional Measures)

The funding for additional generalist money advisers across Sussex, which commenced in 2020 was continued through the current reporting period. Under this project, CA1066 received funding to provide money advice through the financial capability team of its General Advice service for clients in Rother District and Hastings.

Through this funding the service continued to provide **benefits advice to people on psychiatric wards** at Woodlands Hospital and to vulnerable families being supported by FSN in its Childrens Centres and nurseries.

Household Support Fund

Central government continued to distribute funding via East Sussex County Council, the Districts and Boroughs and Voluntary and Community Sector to people facing financial hardship. CA 1066 co-ordinated, on behalf of all the East Sussex Local Citizens Advice bureaux, the distribution of £487,660 of household support funding to local people who were unable to cover the cost of spending on essential items such as heating, water, lighting, rent, food, warm clothes, shoes and school uniforms. The financial capability advisers worked with

clients to ensure that all benefits they were entitled to were claimed, grant applications made and debts managed. Where clients lacked skills in budgeting or digital access coaching was given.

Combating Fuel Poverty

During the reporting period the charity again carried out local delivery of the **Energy Advice Development Programme**, which provides one to one advice for people in fuel poverty or in a fuel poverty risk group using local CA 1066 advisers trained up NEA/City & Guilds Level 3 Award in Energy Awareness. CA 1066, with CA Arun and Chichester, was also the lead for all the Citizens Advice Bureaux in East and West Sussex and Brighton and Hove for this and for the **Big Energy Saving Network**, which are both projects funded through National Citizens Advice. There was a concerted effort to include areas of the county where areas of fuel poverty were high but historically specialist energy advice had not been available. The projects succeeded in avoiding "advice deserts", ensuring all areas of fuel poverty were being covered and the funding risk was spread across all partners.

In the reporting period, CA 1066 was active also in administering the **Fuel Voucher Scheme** which extends across East and West Sussex and Brighton & Hove. The scheme was primarily funded by the Department for Work and Pensions via East Sussex County Council but also received money from the industry-funded Energy Redress Scheme, especially for people on pre-payment meters. As well as providing help with fuel costs to eligible clients, the scheme extends to help with providing basic items such as fridges and cookers.

In partnership with RetrofitWorks and the other CABx in East Sussex, CA 1066 continued to deliver energy advice under contract to East Sussex County Council through the **Warm Home Check Service**. CA 1066 led on co-ordinating the advice element. The innovative project model promotes stabilisation of difficult financial situations for poorer households by providing an entry point for engagement with wider advice. It has inspired the development of similar projects elsewhere in the country.

In another innovative project, **Tackling Fuel Poverty Together**, in January 2022 the charity started providing support to vulnerable people who might otherwise struggle with their bills. This project, delivered in association with Arun and Chichester Citizens Advice and funded by a group of utility companies (SGN, UK Power Networks and Southern Water), provides wrap-around, holistic advice for energy work, including energy, other debts and benefits advice. The project ran as a pilot for 18 months and was extended beyond this reporting period.

Southern Gas Network also funded the provision of energy advice in **Community Warm Spaces** across East Sussex over the winter period. It also covered the cost of small energy efficiency measures such as LED lightbulbs, radiator reflectors and slow cookers to be distributed. This initiative was welcomed by our community partners and their service users.

CA 1066, with partners in the Community Response hubs and the ESCC fuel poverty co-ordinator, ran a **Winter Preparedness Programme** with weekly online training sessions for frontline workers and volunteers to help them understand how to approach conversations with people living in a cold home and show them where to find the resources to support people to access financial and other support. An accompanying A5 leaflet, with clickable links to more information in the online version, was also widely distributed with support from Hastings Voluntary Action and Hastings HEART. This programme was well received, including by the Office for Health Improvements and Disparities who circulated the online training access details to the NHS frontline across the south east region.

A further project which commenced in the January before the reporting period was the **CO2 Energy Project**. Co-funded by the four UK Gas Distribution Networks using the collaborative

Vulnerability and Carbon Monoxide Allowance provided to the networks by Ofgem, this project aims to support vulnerable households with a single point of contact for independent and bespoke support to keep a safe and warm home.

In an example of sharing the knowledge and skills acquired in our path-finding work in energy advice and fuel poverty, CA 1066 also participated in an **Energy Advice Training Programme**, funded by the Energy Redress Scheme and led by Arun & Chichester Citizens Advice, under which we provided training to Citizens Advice energy advisers across the region and set-up advice to the chief officers and project managers.

The energy team at National Citizens Advice approached CA 1066 and Arun & Chichester Citizens Advice to take part in a 5 month, BEIS-funded pilot to explore a referral pathway and lessons on the client journey from the national **Consumer Line** energy webchat team to local Citizen Advice Bureaux. This project started in January 2022 and ended during the period.

Digital Inclusion

From the start of the pandemic, CA 1066 recognised that digital inclusion, long an issue in Hastings and St Leonards, would become an even greater challenge for clients needing to access services which had, to a greater or lesser extent, moved to remote delivery.

The continued funding from ESCC under the Additional Measures project enabled a service which the charity established with a local enterprise, Tech Resort CIC, who provide refurbished laptops and support to clients referred to them by CA 1066 to continue during the period. The digital inclusion work was brought into the main general advice service. The service offer was also taken into our outreach work with partner organisations locally as part of a 'No Wrong Door' approach. Hastings Voluntary Action supported the furtherance of this work through the Community Renewal Fund with CA 1066 leading the development of a prototype digital platform to support client journeys. Towards the end of the reporting period NHS Sussex confirmed funding through the *Universal Healthcare* project to continue this 'No Wrong Door' approach and development of supported client journeys through the local system.

Following on from these innovative, pathfinding projects, the trustees expect Digital Inclusion to become a central plank of the charity's work in the future and to roll out the knowledge and skills we have acquired to other organisations in the sector, both regionally and nationally.

Trussell Trust

During the period a new partnership started which cemented our close workings with the Food Banks in Hastings and Rother. Trussell Trust has provided funding for 1 FTE adviser in Hastings and 0.8 FTE in Battle and Bexhill to support people using the foodbanks to reduce their dependency on fuel vouchers. The work started well with a significant amount of income generated for clients through support to claim benefits and access to charitable grants. Many clients have been able to reduce or cease their use of the foodbanks as a result.

Law Clinics

Changes to the legal aid system have led to a pressing need for access to *pro bono* qualified legal advice within the local area. Since 2019 CA 1066 has had an ambition to foster into being regular law clinics for clients with more complex needs for legal advice which cannot be met by our General Advice service. On the basis of our experience and case recording of clients needing such advice who are unlikely to be able to pay a commercial provider, we have estimated the baseline demand to be for about 20 appointments per month. The Magnet Centre has the capacity to host such a project but, especially due to the diversion of time and resources into responding to the pandemic, we have struggled to find the administrative and managerial resources to bring it to fruition. Despite the challenges, work continued to overcome the obstacles to providing this service with support from LawWorks. At the end of

the period some of these discussions looked as if they would start to bear fruit and a prototype was put to the trustees in quarter two of the following year.

Community Impact

CA 1066 has the knowledge, skills and experience to make an impact where clients experience greatest need: most significantly in terms of preventing homelessness, maximising benefits and managing debts, including priority debts such as council tax and rent arrears outcomes. This generates tangible savings for statutory services in terms of lower costs incurred in a range of areas including temporary accommodation, debt enforcement, social care support and primary healthcare. The charity strives to empower people to help them solve the problems they face and to help them own the solutions to them.

Citizens Advice impact tools help us to evaluate the difference we make to local communities. These include a New Economy and HM Treasury approved methodology, and draws together evidence of the impact of all our activities. The benefits to the community can be expressed in money terms as:

- Fiscal savings **£1,802,370**
- Public value **£13,555,063**
- Benefits to individuals **£5,621,824**
- Improved emotional wellbeing **£10,162,124**

The chart below illustrates how CA 1066 succeeded in leveraging its core grant into social impact.



Quality assurance standards

The charity holds an AQS quality-mark for Generalist Advice and Advice with Casework in Welfare Rights and Debt, and Telephone Advice. It is accredited by the Financial Conduct Authority (FCA) to provide debt casework and advice (debt adjusting counselling). It is approved by the Insolvency Service as an intermediary for Debt Relief Orders (DROs). All specialist debt advice staff undergo Money Advice Service accredited training to the Court representation level.

In the last leadership self-assessment review, in 2021, conducted externally by Citizens Advice, the trustees were pleased to be able to demonstrate "excellent leadership" in all areas.

Staff

In order to match its staff costs to its income, and in response in particular to successive reductions in local authority support, in recent years the charity has had to undertake periodic reviews of its structure.

The vastly increased reliance upon short-term funding for special projects, means that staffing structures are likely to remain fluid for some time to come in response to fluctuating needs and resources.

Contribution of Volunteers

Voluntary social engagement is the heart and soul of Citizens Advice. CA 1066 is reliant on the work of volunteers who undertake a range of roles including administration, interpreting, advice, casework and research and campaign work and serving as trustees. The volunteer base is diverse and committed, with 49 people who give at least a full day a week to the service. They include former solicitors, senior social workers, company directors, people with disabilities, public health practitioners, nurses, parents, carers, law graduates and teachers. Retention of volunteers is good.

The monetary value of these services cannot be included in the Financial Statements and, indeed their value is inadequately expressed in purely monetary terms. The trustees welcome the opportunity acknowledge and to praise the contribution which volunteers make to the charity with their enthusiasm and dedication. There were 49 volunteers active during the year and they contributed 17,405 hours of their time (2022 – 38 volunteers and 13,828 hours). Calculated on the basis of a living wage of £10.90 per hour, this has an estimated financial value of £189,715. As well as their time, care and life experience, the volunteers bring the local community into CA 1066, so that it is truly an integrated part of the society to which it belongs.

FINANCIAL REVIEW

The total incoming resources for CA 1066 for the year were £710,100 (2022 - £570,396). The exceptional increase in income was due to additional project funding, primarily relating to the pandemic response.

Of the total expenditure of £687,120 (2022 - £513,290), the total amount of charitable expenditure on direct charitable activity was £687,120 (2022 - £513,290) across the range of projects operated by the Bureau.

At the year end the charity's total funds stand at £312,121 (2022: £191,076) of which £39,237 is restricted (2022: £1,897).

Funding Sources

The charity's main funders are shown in note 3 to the accounts.

The trustees recognise the nature of the charity's funding is inherently precarious. It has no endowment and it relies upon grants and charitable giving which, by their very nature, are unpredictable and short term. The significant social impact of CA 1066 is achieved by leveraging the maximum return out of by far the smallest local authority core provision per head of population of any Citizens Advice Bureau in East Sussex and one of the smallest nationally.

Historically, CA 1066 has enjoyed direct financial support from Hastings Borough Council. However, in the decade between 2011 and 2022, that support suffered successive and very severe reductions. After adjustment for inflation, that amounted to an overall cut of some 74%

between the year ending 31 March 2011, when it received a total of £123,876, and the year ending 31 March 2022, when it was received just £42,108. Ultimately, the Borough Council decided to cease exercising its statutory powers to provide grant aid altogether, with effect from April 2021.

Instead, the Borough Council decided to use its position as the trustee of a private charitable trust called the Foreshore Trust, which has an income which is separate from the Council's general revenue account, to direct funding to voluntary and community sector organisations. Accordingly, in 2020, the Foreshore Trust established a "Large Grant Programme" with the aim of supporting organisations in carrying out activities that enhance the quality of local residents' lives and increase their involvement in the community.

CA1066 is very grateful to have received £42,108 from the Foreshore Trust during the reporting year. That money is crucial to providing premises and to supporting the employment of core staff who can, in turn, sustain the activities of the General Advice service, volunteers and enable specific projects which can employ dedicated project staff. However, it is simply not enough, and the charity could not survive without the contributions of the special projects. The work of the leadership team in identifying such projects and putting together bids for them is critical to the charity's continued existence.

The Rother District Council core funding is £85,000 per annum which does not fully cover the cost of the running the service across the District and the premises costs of the office in Bexhill. However, it does provide for a solid basis from which to attract match funding.

CA 1066 has not remained passive in response to the inadequacy of local authority support. It has been creative and agile in finding other sources of income. But that exercise itself absorbs time and resources and, despite the successful accumulation of a number of projects, the trustees recognise that those income streams are short-term and cannot substitute adequate long-term core funding.

Investment Policy

As provided at clause 3.19 of its Articles of Association, to promote its objects but not for any other purposes, CA1066 has the power to invest funds in any lawful manner. The nature of its income and capital resources does not permit long-term investments.

Reserves Policy

The trustees believe that the charity should hold sufficient financial reserves in unrestricted funds to ensure that it can continue to meet the needs of clients, and its statutory obligations to staff and other stakeholders, in the event of unforeseen circumstances arising.

Total unrestricted reserves at the end of the period were £272,884. The trustees aim to hold three months' expenditure as reserves. The significant and progressive reductions in local authority funding in particular, as outlined above, and the need to maintain services to support vulnerable service-users through complex and challenging changes in the benefits system, caused the charity to fall below its target for operating reserves in previous years. The trustees pay close attention to the balance between restricted and unrestricted reserves.

During 2022-23 the charity was able to achieve a surplus which has been applied to rebuild the charity's reserves. This will assist with the need to meet ongoing costs of maintenance and repair of the building to which the charity is obliged to contribute under the terms of its lease.

Going Concern

The charity has successfully managed the uncertainties of its revenue stream over many years, despite the recurrent difficulties with the funding of its core services. The trustees rely on this experience in forming their opinion that it remains appropriate to report the charity's affairs on the going concern basis. They remain alive to the risks this uncertainty represents and to the need to retain agility and flexibility in order to adapt to changing circumstances.

Post-balance sheet event

In October 2023, there was an unexpected announcement that the Foreshore Trust's Large Grant programme would finish at the end of March 2024 without a concrete plan to continue. CA1066 was advised that the Foreshore Trust wanted to rethink the priorities and refresh the process before launching another programme. At the date of this report, no new programme or process has been announced. The trustees are disappointed by the loss of core funding from Hastings Borough Council, which is believed to have been unbroken since 1939. Nonetheless, they have considered the loss does not jeopardise the business of the charity as a going concern in the short-term.

PLANS FOR THE FUTURE

Within the context of the challenging economic environment the Board is pleased with the efforts of CA 1066 during the reporting year to deliver the best possible services despite the continuing challenge of the pandemic. It believes that the charity is well managed and would like to commend the exceptional work undertaken by the skilled and committed staff and volunteers.

The trustees are grateful to the agencies and individuals who are working so hard to help us provide and maintain an effective and quality assured independent advice service for the people within the charity's area of benefit.

The trustees recognise that funding for core CA 1066 services is reviewed on a two-yearly basis, and its heavy reliance on short-term funding for Special Projects severely impacts on the charity's capacity to plan strategically for the future. Funding cycles which last 3 - 5 years would provide far greater opportunity for the Board and the management team to focus on organisational and service development.

The Board remains committed to securing new additional funding wherever possible, but this must be in line with meeting client needs identified in our Business Plan to avoid mission drift.

In the meantime, the trustees have recognised that the charity's core funding has remained inadequate. Although the deficiency has been made up temporarily by funds generated by special projects, such projects are, by their nature, short-lived and trustees continue to seek medium- and long-term financial security for CA 1066.

EXEMPTIONS FROM DISCLOSURE

No relevant exemptions from disclosure apply.

FUNDS HELD AS A CUSTODIAN TRUSTEE

The charity and its trustees do not hold funds as custodian trustee.

STATEMENT OF DIRECTORS' RESPONSIBILITIES

The trustees are responsible for preparing the Trustees' Report 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 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 judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departure 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 in business.

The trustees are responsible for keeping proper accounting records that 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant information of which the charitable company's independent Examiners are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant information and to establish that the independent Examiners are aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of the financial statements may differ from legislation in other jurisdictions.

In preparing this report, the trustees have taken advantage of the small companies' exemptions provided by section 415A of the Companies Act 2006.

Approved by the Board of Trustees on 14th December 2023 and signed on behalf of the Board:

Christopher Maynard
Chair

Lee Foster-Kirkham
Treasurer

14 December 2023

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF CITIZENS ADVICE 1066

FOR THE YEAR ENDED 31 MARCH 2023

I report to the charity's trustees on my examination of the financial statements of Citizens Advice 1066 (the charity) for the year ended 31 March 2023.

Responsibilities and basis of report

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

Having satisfied myself that the financial statements of the charity 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 the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

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

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

1. accounting records were not kept in respect of the charity as required by Section 386 of the 2006 Act; or
2. the financial statements do not accord with those records; or
3. the financial statements 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;
4. the financial statements 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 financial statements to be reached.

Date: P Watters

Peter Watters FCA BFP
McPhersons CFG Limited
Chartered Accountants
23 St Leonards Road
Bexhill-on-Sea
East Sussex TN40 1HH

BALANCE SHEET

(including statement of financial position)

As at 31 March 2023

	Note	Total 2023 £	Total 2022 £
Fixed Assets			
Tangible Fixed Assets	**10**	42,970	9,544
Current Assets			
Debtors	**11**	209,689	120,536
Cash at bank and in hand		578,052	294,891
		787,741	415,427
Liabilities			
Creditors - amounts falling due within one year	**12**	(380,501)	(158,895)
Net Current Assets		407,240	256,532
Provisions for liabilities	**13**	(138,089)	(75,000)
Net assets	**14**	312,121	191,076
Funds of the Charity			
Unrestricted funds	**15**	272,884	189,180
Restricted Funds	**15**	39,237	1,897
		312,121	191,076

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

The members have not required the company to obtain an audit of its accounts 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 accounts. These accounts have been prepared in accordance with the provisions of FRS 102 – small entities. The notes on pages 24 form part of these financial statements.

The financial statements were approved and authorised for issue by the Board on 14th December 2023 and signed on their behalf by:

.....
C. H. Maynard
Chair

.....
L. Forster-Kirkham
Treasurer

Company Registration No: 2923647; Charity Registration No: 1039704

STATEMENT OF FINANCIAL ACTIVITIES

(including income and expenditure account)

For the year ended 31 March 2023

	Note	Unrestricted funds	Restricted funds	Total funds 2023	Total funds 2022
		£	£	£	£
Income from:					
Donations	**2**	1,780	-	1,780	1,562
Charitable activities	**3**	360,661	347,014	707,675	566,395
Other	**4**	645	-	645	2,439
Total Income		363,086	347,014	710,100	570,936
Expenditure on:					
Charitable activities	**5**	334,360	352,760	687,120	513,290
Total Expenditure		334,360	352,760	687,120	513,290
Net movement in funds for the year		28,726	(5,746)	22,980	57,106
Transfers between funds	**15**	4,024	(4,024)	-	-
Transfers from RDCAB at fair value	**15**	50,954	47,111	98,065	
Net movement in funds for the year		83,704	37,340	121,045	57,106
Reconciliation of funds: Balances brought forward	**15**	189,179	1,897	191,076	133,971
Balances carried forward	**15**	272,883	39,237	312,121	191,076

There are no recognised gains or losses in the year, other than those included in the statement of financial activities.

STATEMENT OF FINANCIAL ACTIVITIES

(Including income and expenditure account)

Comparative figures prior year

	Unrestricted funds £	Restricted funds £	Total funds 2022 £	Total funds 2021 £
Income from:				
Donations and legacies	1,562	-	1,562	996
Charitable activities	314,123	252,272	566,395	466,890
Other (including fundraising)	2,439	-	2,439	4,601
Total Income	318,124	252,272	570,396	472,487
Expenditure on:				
Charitable activities	257,547	255,743	513,290	430,908
Other	-	-	-	-
Total Expenditure	257,547	255,743	513,290	430,908
Net movement in funds for the year	60,577	(3,471)	57,106	41,579
Transfers between funds	(5,368)	5,368	-	-
Other gains / (losses)	-	-	-	-
Net movement in funds for the year	55,209	1,897	57,106	41,579
Reconciliation of funds:				
Balances brought forward	133,971	-	133,971	92,392
Balances carried forward	189,180	1,897	191,077	133,971

STATEMENT OF CASH FLOW

As at 31 March 2023

	2023 £	2022 £
Net cash used in operating activities		
Net movement in funds for the reporting period	121,045	57,105
Adjustments for:		
Depreciation Charges	13,685	5,812
Decrease/(Increase) in debtors	(89,153)	(56,842)
Increase/(Decrease)/increase in creditors	284,695	131,360
Net cash (used by)/provided by operating activities	330,272	137,435
Fair value of fixed assets transferred from RDCAB	(47,111)	-
	283,161	-
Total net cash (used by)/provided by operating activities	283,161	137,435
Cash and cash equivalents at the beginning of the year	294,891	157,456
Total cash and cash equivalents at the end of the year	578,052	294,891

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

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1. Accounting policies

a) Accounting basis

i) These financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value, unless otherwise stated in the relevant note(s), in accordance with:

- The Charities Act 2011
- The Companies Act 2006
- The Financial Reporting Standard applicable in the UK and the Republic of Ireland: FRS 102
- Accounting and Reporting by Charities: Statement of Recommended Practice (Charities SORP FRS 102) (effective January 2015).

ii) There has been no change in the accounting basis from the previous year.

iii) The charity meets the definition of a public benefit entity as defined by FRS 102

iv) The Trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

v) The functional currency of Citizens Advice 1066 is £ Sterling and is the presentation currency of these accounts, rounded to the nearest pound.

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2023 (contd.)

b) Incoming resources

i) Grants receivable

Grants made to finance the activities of the local Citizens Advice are credited to the income and expenditure account in the period to which they relate. Income is only credited when any conditions for entitlement have been met. The "Performance Model" is used for recognition of grant income.

ii) Bank interest

Bank interest is included in the income and expenditure account on receipt.

iii) Other income

Other income, including donations, gifts and covenants are included on receipt

iv) Intangible income

In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public.

The financial value of services provided by volunteers has not been included in these accounts; however, the management team of CA 1066 acknowledges and greatly appreciates the high contribution which volunteers make to the charity with their enthusiasm and dedication. The number of volunteers and the financial benefit provided by them has been evaluated in the trustees' report.

v) Deferred income

Grants received in advance of the period in which the funder requires the expenditure to be applied will be reflected in deferred income within the balance sheet.

c) Expenditure, Support Costs & Irrecoverable VAT

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.

Expenditure is classified under the following headings:

- Expenditure on charitable activities taken to further the objectives of the charity
- Other expenditure, which represents those items not falling into the above heading.

Support costs relate to functions which are necessary to support the work of the charity but which are not, in themselves, charitable activities. The apportionment of support costs between the supported charitable activities is based upon the estimated amount of support time and resource drawn by each supported activity. Details of the apportionment are set out in note 5.

The charity is not registered for VAT. All VAT payable is charged to the same expenditure heading as the associated underlying costs.

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2023 (contd.)

d) Fixed assets and depreciation

Fixed assets are included at cost. Items are capitalised if their value is over £1000. Fixed assets transferred from Rother DB are included at fair value.

Depreciation is charged on a straight-line basis on the costs of the assets, or their fair value at acquisition, over their estimated useful lives as follows:

Land and Buildings	- 5 years or period of lease if shorter
Fixtures, fittings and equipment	- 3 years or period of lease if shorter
Computers	- 3 years

e) Restricted funds

Income received for restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

f) Pension

The charity operates a defined contribution group personal pension plan for its employees. Payments are charged to the income and expenditure account in the period in which they are incurred.

g) Leases

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases.

h) Financial Instruments

The trust holds only financial assets and liabilities that qualify as basic financial instruments.

2. Donations and legacies

	Unrestricted	Restricted	Total 2023	Total 2022
	£	£	£	£
Voluntary income				
Donations	1,780	-	1,780	1,562

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2023 (contd.)

3. Income from Charitable Activities

	Unrestricted £	Restricted £	Total 2023 £	Total 2022 £
Energy Advice Programme	-	142,445	142,445	50,969
Financial Capability	-	74,000	74,000	88,813
The Foreshore Trust	42,108	-	42,108	42,108
Help to Claim (via National CA)	-	-	-	37,651
Tackling Fuel Poverty Together	58,000	-	58,000	12,667
MASDAP	-	54,463	54,463	87,359
ESCC (Warm Home Check Service)	95,070	-	95,070	96,769
Big Energy Savings Network	-	-	-	27,000
Energy Development Programme - Sussex	39,391	-	39,391	41,553
Sussex Community Foundation	10,000	-	10,000	5,000
NHS Brighton & Hove CCG (for PHE)	-	-	-	20,000
NHS Charities Together	-	-	-	16,298
Digital Suite (and related projects)	12,886	-	12,886	24,687
Trussell Trust		24,562	24,562	-
Rother District Council	49,583		49,583	-
ESCC: People and Place		51,544	51,544	-
Other Grants and fees	53,623	-	53,623	15,522
	360,661	347,014	707,675	566,396

4. Other Income

	Unrestricted £	Restricted £	Total 2023 £	Total 2022 £
Other income	645	-	645	2,439
	645		645	2,439

5. Expenditure on charitable activities by fund

Charitable Activity	Unrestricted	Restricted	Total 2023	Unrestricted	Restricted	Total 2022
	£	£	£	£	£	£
Generalist Advice	142,413	-	142,413	53,225	-	53,225
Debt and Benefits Advice	-	55,816	55,816	-	126,162	126,162
Energy Projects	174,698	143,246	317,944	154,845	41,849	196,694
Financial Capability	-	77,884	77,884	-	87,731	87,731
Digital Suite (and related projects)	17,249	-	17,249	34,197	-	34,197
Home Connect		-	-	15,280	-	15,280
Trussell Trust		26,291	26,291	-	-	-
ESCC: People & Place		49,523	49,523	-	-	-
	334,360	352,760	687,120	257,547	255,743	513,290

6. Analysis of expenditure on charitable activities

	Generalist Advice	Debt and Benefits Advice	Energy Projects	Financial Capability	Digital Suite (and related projects)	Trussell Trust	People & Places	Total 2023	Total 2022
Direct costs:	£	£	£	£	£	£	£	£	£
Salaries	60,627	40,849	151,587	62,628	8,219	22,473	31,774	378,157	314.641
Staff & volunteers	1,347	-	-	647	-	25	198	2.217	1.572
Other costs	66,215	4,601	131,349		6,752	-	7,076	215,993	127.473
Support costs	14,224	10,367	35,009	14,609	2,278	3,792	10,475	90,754	69.603
	142,413	55,816	317,944	77,884	17,249	26,291	49,523	687,121	513.290
Support Costs	£	£	£	£	£	£	£	£	
Salaries	-	-	-	-	-	-	401	4,625	
Staff & volunteers	849	470	1,807	725	106	267	4,390	42,616	
Office costs	6,672	4,878	16,376	6,930	1,017	2,354	5,267	39,972	
Premises costs	6,344	4,606	15,230	6,353	1,047	1,123	299	2,936	
Governance costs	295	344	1,352	512	90	45	118	605	
Other costs	64	69	244	89	18	3	10,475	90,754	
	14,224	10,367	35,009	14,609	2,278	3,792	401	4,625	

Basis of allocation: Salaries, staff and volunteer costs and other costs are allocated directly to the projects to which the expenditure relates. Support costs are allocated to projects on

the basis of staff and volunteer hours worked on the respective projects. Included in governance costs are payments to the Independent Examiner of £1,260 (2022: £1,080).

7. Trustees

During the year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or to any person known to be connected with them.

Travel costs amount to £nil (2022 - £nil) were reimbursed to members of the Trustee Board

8. Staff Costs

	2023	2022
	£	£
Wages and salaries	343,742	291,748
National insurance costs	24,883	18,368
Pension costs	9,531	6,592
	378,156	316,708

9. Employees

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

	2023	2022
Administration	-	-
Operational staff	16	15
	16	15

No employee received remuneration amounting to more than £60,000 in the period (2022: None)

10. Fixed Assets

	Land & Buildings	Computer Equipment	Fixtures, fittings and equipment	Total
	£	£	£	£
Cost				
At 1 April 2022	29,061	34,128	-	63,189
Additions at fair value	39,045		8,066	47,111
Disposals	-	-	-	-
Cost 31 March 2023	68,106	34,128	8,066	110,300
Depreciation 1 April 2022	19,517	34,128		53,645
Charge for the year	12,319	-	1,366	13,685
Disposals	-	-	-	-
Depreciation 31 March 2023	31,836	34,128	1,366	67,330

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2023 (contd.)

NBV as at 31 March 2023	36,270	-	6,700	42,970
NBV as at 31 March 2022	9,544		-	9,544

11. Debtors

	2023	2022
	£	£
Debtors	89,947	79,859
Accrued Income	119,742	40,677
	209,689	120,536

12. Creditors - amounts falling due within one year

	2023	2022
	£	£
Creditors	203,510	27,260
Accruals	87,992	47,632
Deferred Income	89,000	84,000
	380,502	158,892

13. Provision for liabilities

	2023	2022
	£	£
The trustees have considered it prudent to build up a provision for liability for repairs under the lease of premises occupied by the charity in St Leonards. The external repair programme commenced in 2022/3 and will be complete in 2023/4.	138,089	75,000

A provision for repairs and refurbishment at the Bexhill premises was transferred across from RDCAB on merger.

14. Analysis of net assets between funds

	Unrestricted	Restricted	2023 Total	2022 Total
	£	£	£	£
Tangible Fixed Assets	3,733	39,237	42,970	9,544
Current Assets	787,741	-	787,741	415,427
Current Liabilities & Provisions	(518,590)	-	(518,590)	(233,895)
	272,884	39,237	312,121	191,076

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2023 (contd.)

15. Movements in funds - Current Year

	1 Apr 2022	Income	Expenditure	Transfers	31Mar 2023
	£	£	£	£	£
Restricted Funds					
MASDAP	-	54,463	(54,489)	26	-
Financial Capability	-	74,000	(77,884)	3,884	-
Trussell Trust		24,562	(26,291)	1,729	
Help to Claim	1,897	-	(1,327)	(570)	-
ESCC: People and Place		51,544	(49,523)	(2,021)	
Energy Advice Programme	-	142,445	(143,246)	801	-
RDCAB transfer in at fair value	-	-		47,111	47,111
RDCAB transfer to unrestricted	-	-	-	(7,873)	(7,873)
Total Restricted Funds	1,897	347,014	(352,760)	43,086	39,237
Total Unrestricted funds	189,180	363,086	(334,360)	54,978	272,884
Total Funds	191,076	710,099	(687,119)	98,065	312,121

16. Movements in funds - Prior Year

	1 Apr 2021	Income	Expenditure	Transfers	31 Mar 2022
	£	£	£	£	£
Restricted Funds					
MASDAP	-	87,359	(90,408)	3,049	-
Financial Capability	-	88,813	(87,732)	(1,081)	-
Help to Claim	-	37,651	(35,754)	-	1,897
Energy Advice Programme	-	38,449	(41,849)	3,400	-
Total Restricted Funds	-	252,272	(255,743)	5,368	1,897
Total Unrestricted funds	133,971	318,124	(257,547)	(5,368)	189,180
Total Funds	133,971	570,396	(513,290)	-	191,076

17. Purpose and nature of restricted funding

- MASDAP: a Debt Advice Project (2016-23) funded by the Money Advice Service (latterly Money and Pensions Service) (Debt Advice).
- Help to Claim: a service funded by the Department of Work and Pensions via the national Citizens Advice service to provide tailored support to people making applications for Universal Credit. (Benefit Advice). (Funding ceased in prior year).

- Financial Capability work is funded by East Sussex County Council through the Additional Measures grant to provide generalist debt advice.
- Energy Advice Programme funded via the national Citizens Advice service to help people cut their energy bills and get financial support. (Funding ceased in prior year).
- Trussell Trust: funding for financial inclusion advisers in Hastings, Battle and Bexhill Food Banks.
- People and Place: funding via ESCC for an energy advice research, engagement and delivery project working across multiple partners

18. Pension costs

A pension scheme for employees is operated on a defined contributions basis. The scheme is open to all employees at any time. The company contributes up to 6% of pensionable earnings to match employees' contributions. The assets of the scheme are held separately from those of the company in an independently administered fund. The fund administrators are The Pensions Trust and the scheme is the Flexible Retirement Plan.

The pension cost shown in the accounts for the year represents contributions payable by the company and amounted to £9,531 (2022 £6,592). There were no contributions payable or outstanding at the year end.

19. Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

20. Operating Lease commitments

At 31 March 2023 Citizens Advice 1066 had the following future minimum lease payments under operating leases in relation to the lease of premises and photocopiers:

Not later than one year £ 19,922

Later than one year and not later than five years £23,831

Later than five years £ nil.

21. Related party transactions

There have been no related party transactions identified in accordance with FRS102.

22. Merger of RDCAB and CA 1066

On 1 September 2022, CA 1066 received a transfer of assets and liabilities and took over the entire undertaking of our sister charity, the Rother District Citizens Advice Bureau ("RDCAB") and on 8 September 2022 it took an assignment of the lease of premises at 40 St Leonards Road, Bexhill on Sea which was occupied by RDCAB. The charity will continue to deliver services within the Rother District under the arrangements previously agreed between Rother District Council and RDCAB.

CITIZENS ADVICE 1066

England & Wales - Charity number 1039704

Accounts

CITIZENS ADVICE 1066

ANNUAL REPORT & FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

Registered Charity number 1039704

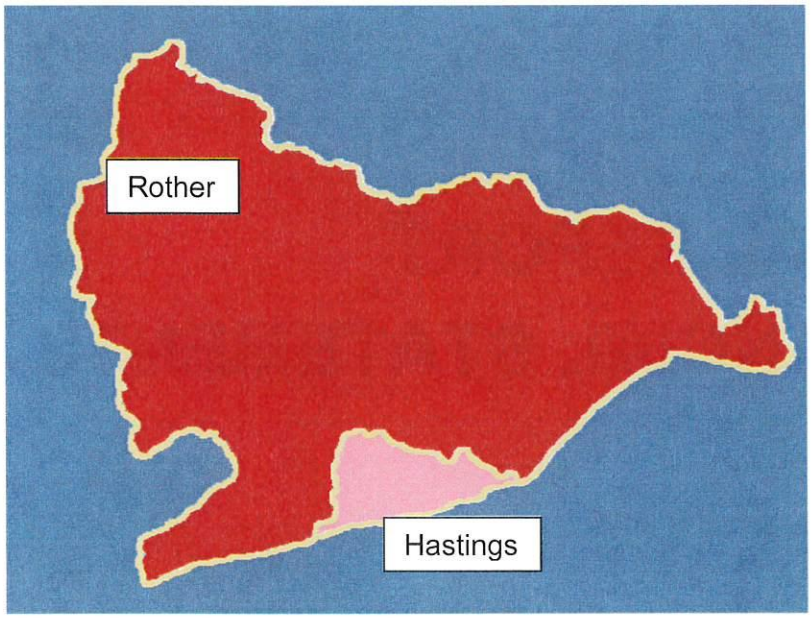
Company number 2923647

ANNUAL REPORT & FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

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Where Citizens Advice 1066 operates

"*Time and tide wait for no man.*" **Anonymous**

"On such a full sea are we now afloat. And we must take the current when it serves, or lose our ventures." Shakespeare's Julius Caesar, Act 4 Scene 3

REPORT OF THE DIRECTORS AND TRUSTEES

The trustees, who are also the directors of the company, have pleasure in presenting their annual report and financial statements for the year ended 31 March 2022. 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 (Charities SORP FRS 102) effective January 2015.

REFERENCE AND ADMINISTRATIVE DETAILS

Name of Charity:	CITIZENS ADVICE 1066
Registered Charity Number:	1039704
Company Limited by Guarantee:	2923647
Legal Form:	Charity and Company Limited by Guarantee
Governing document:	Memorandum and Articles of Association incorporated 28 April 1994 and amended 9 December 2008
Registered Office:	CITIZENS ADVICE 1066 The Magnet Centre, 1 Christ Church Courtyard, London Road, St. Leonards-on-Sea East Sussex, TN37 6GL
Chief Executive:	Tracy Dighton
Company Secretary:	Tracy Dighton
Independent Examiner:	Peter Watters FCA BFP McPhersons CFG Limited. 23 St Leonards Road, Bexhill on Sea, East Sussex, TN40 1HH
Bankers:	Lloyds Bank, Hastings Branch Nationwide Building Society

The following people were Directors/Trustees of CITIZENS ADVICE 1066 on the date of approval of the report or served as a trustee in the reporting period: –

NAME	ROLE	APPOINTED BY	DATE OF FIRST APPOINTMENT	DATE OF RETIREMENT
Christopher Maynard	Chair	Re-election at AGM	Dec 2015	
Elizabeth Menger	Trustee	Re-election at AGM	Apr 2016	
David Watters	Trustee	Re-election at AGM	Apr 2016	
Nicolae Trofin	Trustee	Re-election at AGM	Apr 2016	
Lee Forster-Kirkham	Treasurer	Re-election at AGM	Jun 2016	
Iona Wooderson	Trustee	Election at AGM	Feb 2018	Feb 2022
Gemma Forshaw	Trustee	Co-opted by the Board	Sep 2022	

Senior Officers during the year
During the reporting period and at the date of approval of this report the trustees delegated day-to-day management of the charity to the following senior management personnel: –

Tracy Dighton	Chief Executive Officer
Martyn Loft	Quality and Training Lead

STRUCTURE, GOVERNANCE AND MANAGEMENT

History

The Hastings and Rother Citizens Advice Bureau was founded on 9 September 1939. It has been continuously active as a charity in the Hastings, St. Leonards-on-Sea and Rother areas since then.

The charity became incorporated as a company limited by guarantee on 28 April 1994. It has been registered with the Charity Commission since 26 July 1994.

On 9 December 2008 the company changed its name to **Citizens Advice 1066** ("CA 1066").

Governing Document

The company is governed by its Articles of Association as amended and adopted on 4 November 2014.

Trustees and Members

The trustees of the charity are the directors of the company. They are individuals drawn from the local community and they normally reside or work in local authority districts of Hastings and Rother. The maximum number of trustees is fifteen and the minimum is three.

Trustees are appointed by way of election at the annual general meeting or by co-option by the Trustee Board, provided that on appointment the total number of co-opted Trustees does not exceed one third of the total number of Trustees. No other persons or bodies external to the charity are entitled to appoint persons to the Trustee Board. Individual trustees are required to retire from office at the third annual general meeting following their appointment

but they are eligible for re-appointment. A register of trustees' interests is maintained at the registered office and is available to the public to view.

Membership of the company is open (a) to individuals (over the age of 18 years) who are interested in furthering the work of the charity and who are not paid or volunteer workers of the charity; and (b) to any body corporate or unincorporated organisation which is interested in furthering the charity's work. Applications for membership must be approved by the Trustee Board. Members of the company are not required to be trustees but all trustees must be members of the company.

At 31 March 2022, the company had 10 members (2021 – 11 members). The maximum liability of each member is £1 in the event of the company winding up. A register of members is maintained at the registered office and is available to the public to view.

Staff and Volunteers

The charity has a core of employed staff but it also relies upon the services of a large number of volunteers for the delivery of its services.

Organisational Structure

The business of the charity is managed by the trustees who may exercise all the powers of the charity. The Trustee Board meets in formal session at least quarterly to determine overall policy and supervise the furtherance of the charity's objects. Where appropriate, the trustees also deliberate and make decisions by electronic communications outside formal meetings. The trustees have established a Finance Sub-Committee and a Human Resources Sub-Committee to monitor financial policies, strategies and procedures and to take certain decisions in accordance with the delegated powers.

Day to day organisational decisions are delegated to the Chief Executive and other members of CA1066's management team. The organisational structure of CA1066 is regularly reviewed.

Membership of National Body

CA 1066 is a member of the National Association of Citizens Advice Bureaux, which trades as "Citizens Advice" and which provides a framework for standards of advice and casework management. As well as association with a very well-recognised and highly reputable brand, membership confers the benefit of access to a range of resources, systems and assistance which support both the management of the organisation and the effective delivery of its core advisory activities. Membership also carries an obligation to submit to external standards and performance monitoring; it does not otherwise affect the organisational independence of the charity.

Business Plan

In order to sustain its administration and general advice functions, the charity's business model relies on a combination of core funding and funds generated by the delivery of special projects. There is a three-year rolling Business Plan which is reviewed annually. Whilst its primary purpose is to create a process by which the Trustee Board can monitor progress towards achieving the charity's objectives, the Plan also serves as a set of internal targets and outputs for staff and volunteers. In this way, inclusiveness and collective responsibility about CA1066's key priorities can be engendered, leading to improvements in service delivery. At its core, our Plan seeks to deliver the CA1066 Vision: 'Anybody. Any problem. Anywhere.'

Data Protection

The trustees take the protection of personal data extremely seriously. They are alert to the risks of data loss, misuse, cyber-attacks and other external threats and also to the changing regulatory environment. They have adopted a robust data protection policy to safeguard the personal data of clients, volunteers and paid staff and to ensure compliance with the Data Protection Act 2018 and the UK General Data Protection Regulation.

Risk Management

The Trustees have reviewed their procedures in the light of corporate governance guidance contained within 'Accounting and Reporting by Charities: the Statement of Recommended Practice'.

The funding environment within which CA 1066 operates is subject to constant, and sometimes rapid, shifts and changes. Accordingly, the risks which the charity faces, the activities by which it seeks to deliver its charitable objects, and its internal organisation are constantly evolving. Its survival depends in part from successful risk taking and the ability to seize and develop new revenue opportunities as they arise. The purpose of internal control is not to eliminate risks but to identify, manage and control them appropriately.

A risk assessment report is contained within the Business Plan which seeks to anticipate potential changes to the financial climate and to the framework of social policy which affect CA 1066, and other legal and technological developments and to highlight how these would impact on its services. In addition, the charity maintains a rolling risk register which identifies and rates the principal risks which it faces.

The approach of the Trustees is that the key to successful risk management is to assess the likelihood of identified risks occurring and what actions are appropriate to mitigate or obviate their impact. The risk register is a dynamic, formal statement of the risk management strategy. It is kept under regular review. Areas covered in this process include:

- activities and services undertaken by the organisation
- targets and outputs required by funders and others
- the operating structure
- external factors (statutory obligations, relationships with funders)
- comparisons with other CABx/comparable organisations
- past performance and previous risks encountered

The following adopted measures help minimise the risks inherent in any voluntary sector organisation which relies on a diverse range of funding to meet all its commitments:

1. The management team and staff recognise that they operate under the authority of the Trustee Board, which has the ultimate responsibility for the organisation.
2. Effective appraisal of the Chief Executive and Management Team.
3. Internal management and supervisory controls which minimise risk of failing to deliver on existing grant agreements and contracts.
4. Staff awareness of sources of funding and the consequences arising from any failure to deliver services in line with grant agreements and contracts.
5. The effective use of probationary periods, Job Person Role Specifications, staff supervision and HR policies to promptly identify and deal with issues of concern.
6. Regular case note checking; informal and formal staff reviews; training to ensure quality.
7. Securing and maintaining external quality control accreditations.
8. Regular review and analysis of performance statistics to ensure targets are met.
9. Ensuring adequate financial reserves and cultivating good relationships with funders to identify potential future funding problems and potential funding opportunities.
10. Quarterly financial monitoring against annual budget.

11. Good communication between volunteers, staff, the Management Team and the Trustee Board.
12. Maintaining independence, political neutrality and avoidance of conflicts of interest.

Induction of Trustees

Citizens Advice 1066 regards diversity as an important source of strength. In our recruitment practice, we are committed to reflecting the communities we serve, to fairness, and to enabling people to overcome barriers to participation. We actively seek a wide range of skills and life experiences.

Newly appointed trustees are provided with an Induction Pack and have an induction meeting with relevant members of the management team and the Chair of the Trustee Board. This provides the opportunity to learn about the work of CA 1066, to focus on current Board priorities and to assess individual training needs. The induction process also provides an opportunity to identify and provide for management of any potential conflicts of interest.

Facilities

Since January 2019 the charity's operations have been conducted from premises at the Magnet Centre, 1 Christ Church Courtyard, London Road, St. Leonards-on-Sea, of which the charity has a lease until January 2029. The premises include a good-sized reception and waiting area; large open-plan office space, meeting rooms and private interview rooms.

In response to the COVID-19 pandemic, the charity undertook some internal reconfiguration of the premises so better to adapt the space for safe, socially-distanced interviews.

In January 2022, our landlord announced its intention to carry out major maintenance works to the building with an overall budget approaching £¼ million, of which CA 1066 would bear a nearly 50%. The trustees were very grateful to the landlord for being given the opportunity to be consulted and to make representations about the works, following which it was agreed to separate the programme into two separate works contracts, to be undertaken sequentially. Although the costs burden is very substantial, the trustees recognise the need for the works and they are committed to working constructively with the landlord to make them possible.

In the course of the reporting period, the trustees also reached a mutually satisfactory settlement of outstanding issues with the landlord of the charity's previous accommodation at Renaissance House, London Road, St. Leonards-on-Sea, which enabled them to close the contingent provision made in the accounts for previous years and to delete the associated risk.

Staff and volunteers

In the course of the reporting year, CA 1066 employed 15 paid staff and we had 38 volunteer advisers and others in voluntary roles.

Partnerships

CA 1066 works in close partnership with other local Citizens Advice bureaux across East Sussex and in West Sussex as well. It also forms partnerships with other organisations for the delivery of specific advice services. It can provide management infrastructure and facilities to support specific projects for the relief of poverty and distress, thereby drawing resources into its primary areas of benefit to support local people most in need, and to support our work in gathering and collating data which informs local and national policy. Further details of such

projects and the partners with whom we having been working, are detailed in the section of this report on Special Projects.

From 1 January 2022, CA 1066 provided interim management to our sister charity, the Rother District Citizens Advice Bureau ("RDCAB"). It also entered into discussions to merge the services of both bureaux into One Service across the combined local authority districts of Hastings and Rother. In a significant post-balance sheet event, on 1 September 2022, CA 1066 received a formal transfer of assets and liabilities and took over the entire undertaking of RDCAB.

The Pandemic

In the year 2020/21, the burden of the health crisis caused by COVID-19 stretched the institutions of civil society near to breaking point. Those strains continued through the 2021/22 reporting period. Although the rates of hospitalisation fell and numbers of fatalities reduced significantly, the infection became much more widespread.

According to government statistics, in the current reporting period, from 1 April 2021 to 31 March 2022, the pandemic claimed 56 in Rother and 48 lives in Hastings, and there were some 41,921 reported cases across both districts. The statistics for hospital admissions do not breakdown into local authority areas but, for the East Sussex NHS Trust, which includes both districts, there were 3,152 hospital admissions for confirmed COVID-19 illness.

By way of comparison, during the previous reporting period, from 1 April 2020 to 31 March 2021, the pandemic took 324 lives in Rother 238 and in Hastings, with some 11,202 reported cases in the combined area. The East Sussex NHS Trust had 2,030 hospital admissions for confirmed COVID-19 illness.

The impact of the pandemic on CA 1066 cannot be understated. The year 2020/21 was the year in which the charity made a great pivot from being primarily an in-person, face-to-face service to being primarily a remote one. In the current reporting period, the organisational culture evolved to embrace the challenges of the change. The new methods of delivering our services lost their novelty and new practices become embedded.

At the beginning of the period the management team planned a transition to a hybrid of remote and in-office working, with advisers returning to the Magnet Centre from mid-May 2021 and face-to-face meetings resuming, by appointment only, from mid-June. Everyone in the organisation was surveyed about their needs and wishes, so that the new model of service delivery could be tailored to our capacities. The transition was successfully implemented with a triage system being operated through a call and ring back service and personal appointments being offered where necessary, 5 days per week.

The recruitment and training of new volunteers was able to continue, re-built around the requirements of social distancing.

The numerous and rolling changes in working practice continued to require careful work to up-date the office manual and to ensure compliance with our data protection obligations.

The continuing effectiveness of its response to the emergency has further consolidated the position of CA 1066 as a local pathfinder, to which others in the local voluntary sector, and the wider community, have turned for support.

War in Ukraine

The invasion of Ukraine on 24 February 2022 led to the arrival of a small but significant number of refugees from the conflict in the charity's area of benefit. CA 1066 has provided support both to the new arrivals and to host families but the numbers have not been large enough to

affect the performance of the charity during the reporting period. The trustees will continue to evaluate the risks and needs for its response to the crisis but they do not take the view that post balance sheet developments require any adjustment to their financial statements.

AIMS, OBJECTIVES AND ACTIVITIES

Objectives and activities

The objects of CA 1066, as set out in its Articles of Association, 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 Hastings, Rother and surrounding areas.*" The key power the charity exercises in furtherance of its objects is, *"...to establish Citizens Advice 1066 as a centre to provide a free, confidential and impartial service of advice, training, information and counsel for the public and for the implementation thereof."*
The services of CA 1066 are consistent with the twin aims of Citizens Advice, namely, "*to provide the advice people need for the problems they face*" and "*to improve the policies and practices that affect people's lives.*" Its services are also consistent with the four stated Principles of Citizens Advice, namely, "*Free, Independent, Impartial* and *Confidential*".

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the aims and objectives of the charitable company and in planning any future activities.

Citizens Advice general advice areas include benefits, debt, housing, employment, consumer, family, legal, immigration, health and education. Specialist projects deliver energy advice to consumers and digital access and support to local people.

In addition to providing high-quality, face-to-face advisory services to the local community, CA 1066 also operates a telephone advice service which runs from 9am to 5pm each week day and an e-mail advice service; we also participate in the national Citizens Advice Webchat service.

The charity also has a casework team which provides specialist level advice in debt. During the reporting period the additional specialist advisory services were provided via special project funding as detailed further below.

CA 1066 is the only independent advice service within Hastings and St. Leonards which is able to offer quality assured advice across the full range of advice subject areas. It also contributes to the local economy by providing training opportunities for volunteers, many of whom then go on to gain paid employment in addition to providing a valuable service to their community.

A significant development in recent years, which has continued to be a key theme for work during the reporting period, is the extent to which CA 1066 engages in collaborative projects with both statutory and non-statutory partner organisations, frequently in a leadership role and frequently breaking new ground in terms of innovative and effective service delivery.

With a long track record of providing free, independent, impartial and confidential advice to the citizens of Hastings, St. Leonards-on-Sea and neighbouring areas, the trustees are satisfied that CA1066 complies with the guidance on public benefit supplied by the Charity Commission.

ACHIEVEMENTS AND PERFORMANCE IN 2021 - 2022

The twin themes which emerge from this year's report are the extent to which CA 1066 is at the forefront of innovation in developing new services which respond to the needs of our clients in an increasingly complex age; and the agility and flexibility of the management team in adapting to circumstances and seizing new opportunities as they arise.

Charitable Activities

CA 1066 remains one of the busiest local citizens advice offices in the UK for the size of the population it serves. This is reflected in key statistics. Our client management system, known as Casebook (provided by the Citizens Advice Service), records clients and client issues in the following way:

- **Unique Clients** – individual clients who are counted once only during the period;
- **Client Issues** – client enquiries may include more than one issue e.g. employment rights and tax credit entitlement, or clients may return in the period with new enquiries.
- **Client Contacts** – contact with clients by phone, letter, email, or in person.

The data generated by the system shows that during the 2021-2022 reporting period, CA 1066 dealt with **6,929 Unique Clients.** That represents some 7.5% of the combined populations of Hastings local authority area. These clients presented with **15,870 distinct client issues**. The charity responded through **14,043 client contacts.**

Our key statistics consistently show that the majority of our clients are in the age range of 25 to 60 years old. Many clients return for advice on more than one occasion and for a range of reasons. These may include chronic mental or physical ill health, communication problems as a result of literacy or language issues. A significant proportion of our clients are amongst the most deprived and vulnerable within our community: 58% are living with disabilities or long-term ill-health conditions and 55% have an income of less than £999 per month. (Figures from the Office for National Statistics indicate that median household disposable income in the UK to the 2021 financial year end was £31,500 per annum.)

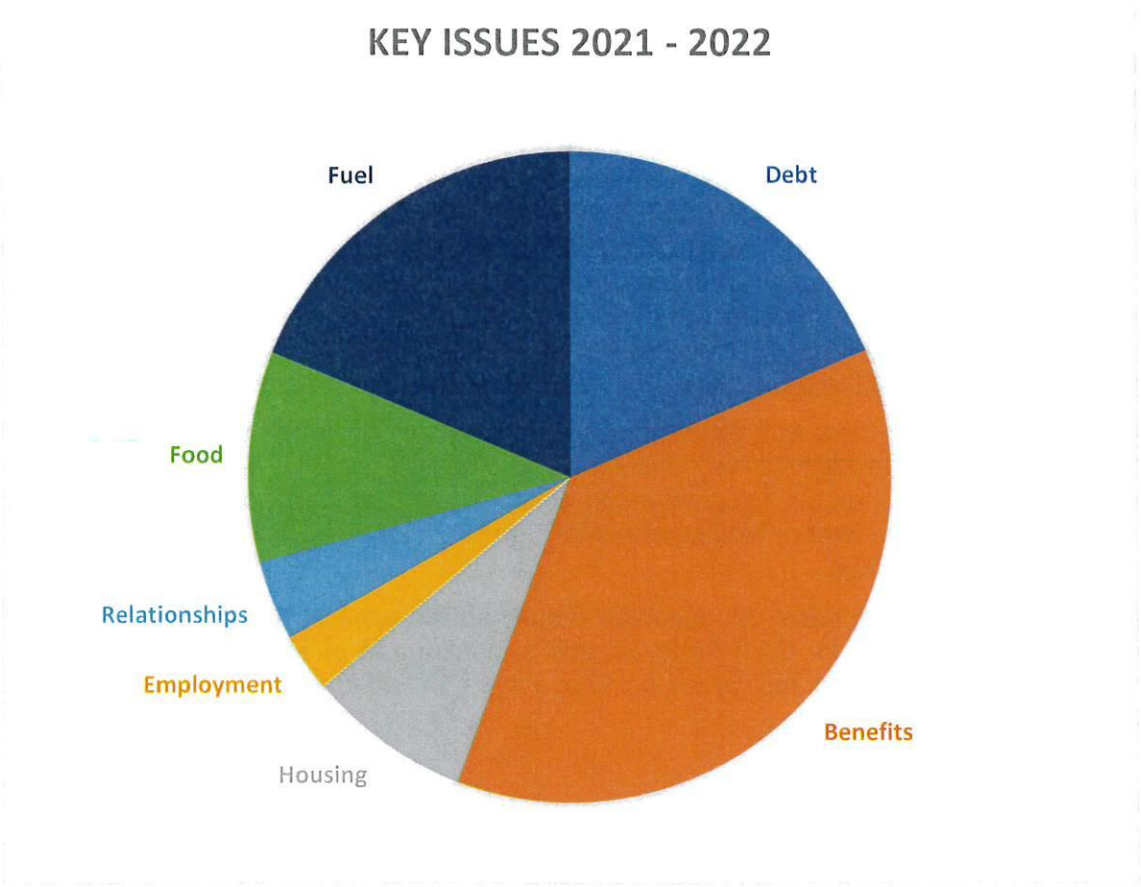
As shown in the chart overleaf, the most common type of client issue was benefits (and tax credits) which accounted for 4,651, (2020/21 - 5,628). This category accounted for 30% (26% in 2020-2021) of all client issues over the year, although in the autumn and early winter it rose to over a third of our case-load. It is striking how that pattern mirrors the winter peak for the pandemic.

The second most common type of client issue was utilities and communications, which includes home energy advice and fuel poverty.

Administration and assessment of requests for issue of **food bank vouchers, fuel vouchers and other grants**, has continued to grow in the course of the reporting period. From a negligible activity four years ago, it has become one of the greatest single demands upon the time and resources of volunteers. During the reporting period the number of clients assisted in this way was 3,664, compared to 2,701 in the preceding year and 2,285 in the year 2019/20.

In part, the proportion of these issues in our caseload is a function of specific project funding the charity receives to deal with this type of work but also it is a reflection of the needs of the communities we serve.

Whilst these statistics present a profile of the charity, they cannot be permitted to obscure the fact that each service user is an individual with a personal story who is entitled to dignity and compassion.



CA 1066 undertakes regular surveys amongst users and non-users and its findings are generally very positive with 82% of surveyed clients stating they were likely or very likely to recommend the service provided in 2021-22. It is clear from responses that the demand pressures and consequent waiting times for an appointment are having an impact on the service. Measures to manage demand and client expectations continue to be explored and implemented. During the period covered by this report we received four formal complaints which were resolved satisfactorily.

The General Advice Service

The General Advice Service faced sustained pressure throughout the reporting period. Shortage of available trained volunteer advisers, together with the high volume of demand impacted the quality of service. To control the workflow, a temporary policy was introduced whereby new clients were not accepted into the service on Wednesday and Friday afternoons so that advisers could work through the cases for established clients. The resumption of in-office working increased the pool of available volunteers later in the period, which boosted capacity. The quality issues which had been picked up by our robust quality monitoring were addressed by an action plan devised by the senior management team and advice supervisors. By the end the reporting period that effort was bearing fruit.

The Money Advice Service

The charity has a long-established, specialist **Money Advice Unit**. The demand for this service remained high through the reporting period and we secured funding for an additional money advice trainee. The Unit met all its performance targets for the year.

Since 2018, the work of this Unit has been funded primarily via the **Money Advice Service Debt Advice Project**, commissioned by the Money and Pensions Service (MaPS) from National Citizens Advice. During the reporting period, the MaPS put the service out for tender for 2022 onwards. Unfortunately, National Citizens Advice were not able to apply for all the packages on offer and they decided not to apply for the South Region. Despite hard work to find an alternative consortium to join for the tender, the size of CA1066 was just too small to be a lead contractor and the project was not viable to participate on a sub-contract basis.

In the event, however, the entire tender process for regional provision was cancelled after MaPS concluded that the alternative services being offered would not adequately meet the needs of people in vulnerable circumstances at the scale they had hoped to achieve, or provide value for money. Interim funding from MaPS to continue the existing contract was then confirmed until March 2023.

Despite this short-term reprieve, our specialist money advice service remains vulnerable. We believe that it is essential for CA1066 to be able to continue to offer face-to-face advice to vulnerable clients in our area and we will not cease trying to find funding to enable the Money Advice Unit to continue.

Social Policy, Research and Campaigns

The charity contributed to a case study on Hastings for the Chief Medical Officer of England's Annual Report 2021, which was focussed on Health in Coastal Communities. The case study of Hastings, one of ten in the report, was authored by the East Sussex Director of Public Health. CA 1066, together with other local frontline charities, had hosted a visit from the soon to be CMO shortly before the start of the pandemic and provided important data and background information. The report overall highlighted the substantially higher burden of physical and mental health conditions borne by coastal communities in comparison to our inland neighbours. It followed a study published by the Office for National Statistics in 2020 which found that coastal towns are more likely to have higher levels of deprivation than non-coastal towns, as well as slower levels of population and employment growth.

Our local MP, Sally-Ann Hart, was appointed as the Chair of the All Party Parliamentary Group on Coastal Communities and we arranged a briefing session to help inform her in that role. In the event that was postponed and occurred after the reporting period.

Our CEO co-chaired a regional conference on the impact of climate change and net zero carbon attended by representatives from central government, utility companies, local energy companies and national Citizens Advice. Amongst other things, the conference addressed the government's new Heating and Building Strategy for the South East region. She also sat on the East Sussex Energy Partnership.

The team worked on providing data on a monthly basis to feed into the Covid-19 emergency hub. We were able to flag to the Clinical Commissioning Group (CCG) a correlation between low take up of the Covid-19 vaccination in the most deprived wards and the cost of transport to the nearest vaccination centre, meaning some people faced a difficult choice between eating or paying the fare to be vaccinated. We were able to secure funding from the CCG to support a **Vaccine Hesitancy Survey** and to support clients who may be experiencing financial and other barriers to being vaccinated.

Special Projects

CA 1066 did well across all its Special Projects and by the end of the period all targets and quality standards had been achieved. Operation of the Household Support Fund had meant we attracted additional clients who we were able to help in other ways.

Universal Credit

In the reporting year, CA 1066 continued to provide training and support for benefits claimants in personal budgeting and in improving their online skills, under the **Help to Claim** service, which was administered by Citizens Advice nationally under contract with the Department for Work and Pensions (DWP). In the course of the reporting period that contract, too, was put out to tender. Our colleagues in Eastbourne Citizens Advice Bureau successfully bid for the sub-contract to deliver this service for the whole of Sussex and Surrey. Accordingly, our involvement with this service ended on 31 March 2022.

East Sussex Shielding Groups (Additional Measures)

The funding for additional generalist money advisers across Sussex, which commenced in 2020 was continued through the current reporting period. Under this project, CA1066 received funding to provide money advice through the financial capability team of its General Advice service for clients in Rother District and Lewes District as well as Hastings.

In collaboration with Eastbourne Citizens Advice, CA 1066 completed delivery of a six-month project providing **benefits advice to people on psychiatric wards** in East Sussex hospitals by NHS Sussex Partnership.

Household Support Fund

Central government continued to distribute funding via East Sussex County Council, the Districts and Boroughs and Voluntary and Community Sector to people facing financial hardship. CA 1066 co-ordinated, on behalf of all the East Sussex Local Citizens Advice bureaux, the distribution of £358,400 of household support funding to local people who were unable to cover the cost of spending on essential items such as heating, water, lighting, rent, food, warm clothes, shoes and school uniforms. The financial capability advisers worked with clients to ensure that all benefits they were entitled to were claimed, grant applications made and debts managed. Where clients lacked skills in budgeting or digital access coaching was given.

Combating Fuel Poverty

During the reporting period the charity again carried out local delivery of the **Energy Advice Development Programme**, which provides one to one advice for people in fuel poverty or in a fuel poverty risk group using local CA 1066 advisers trained up NEA/City & Guilds Level 3 Award in Energy Awareness. CA 1066, with CA Arun and Chichester, was also the lead for all the Citizens Advice Bureaux in East and West Sussex and Brighton and Hove for this and for the **Big Energy Saving Network**, which are both projects funded through National Citizens Advice. There was a concerted effort to include areas of the county where areas of fuel poverty were high but historically specialist energy advice had not been available. The projects succeeded in avoiding "advice deserts", ensuring all areas of fuel poverty were been covered and the funding risk was spread across all partners.

In the reporting period CA 1066 was active also in administering the **Fuel Voucher Scheme** which extends across East and West Sussex and Brighton & Hove. The scheme was primarily funded by the Department for Work and Pensions via East Sussex County Council but also

received money from the industry-funded Energy Redress Scheme, especially for people on pre-payment meters. As well as providing help with fuel costs to eligible clients, the scheme extends to help with providing basic items such as fridges and cookers.

In partnership with RetrofitWorks and the other four CABx in East Sussex, CA 1066 continued to deliver energy advice under contract to East Sussex County Council through the **Warm Home Check Service**. CA 1066 led on co-ordinating the advice element. The innovative project model promotes stabilisation of difficult financial situations for poorer households by providing an entry point for engagement with wider advice. It has inspired the development of similar projects elsewhere in the country. The service had a challenging year and suffered a delay in re-starting home visits after the pandemic.

In another innovative, field-leading project called **Tackling Fuel Poverty Together**, in January 2022 the charity started providing support to vulnerable people who might otherwise struggle with their bills. This project, delivered in association with Arun and Chichester Citizens Advice and funded by a group of utility companies (SGN, UK Power Networks and Southern Water), provides wrap-around, holistic advice for energy work, including energy, other debts and benefits advice. The project will run as a pilot for 18 months with the possibility for extension and expansion if successful.

A further project which commenced in the reporting period was the **CO2 Energy Project**. Co-funded by the four UK Gas Distribution Networks using the collaborative Vulnerability and Carbon Monoxide Allowance provided to the networks by Ofgem, this project aims to support vulnerable households with a single point of contact for independent and bespoke support to keep a safe and warm home. The charity trained advisers who commenced delivering the project locally in January 2022. Within the first three months, CA 1066 outperformed its delivery target.

In an example of sharing the knowledge and skills acquired in our path-finding work in energy advice and fuel poverty, CA 1066 also participated in an **Energy Advice Training Programme**, funded by the Energy Redress Scheme and led by Arun & Chichester Citizens Advice, under which we provided training to Citizens Advice energy advisers across the region and set-up advice to the chief officers and project managers.

The energy team at National Citizens Advice approached CA 1066 and Arun & Chichester Citizens Advice to take part in a 5 month, BEIS-funded pilot to explore a referral pathway and lessons on the client journey from the national **Consumer Line** energy webchat team to local Citizen Advice Bureaux. This project started in January 2022.

Digital Inclusion

From the start of the pandemic, CA 1066 recognised that digital inclusion, long an issue in Hastings and St Leonards, would become an even greater challenge for clients needing to access services which had, to a greater or lesser extent, moved to remote delivery. The CEO took a lead, together with the chief officer of Seaview Project (a local charity which provides support and advocacy for people who are marginalised), in co-ordinating a working group on behalf of the Hastings Community Network to share knowledge and resources on how clients could access devices, free wifi and free and low cost training. Under funding provided by the National Lottery, CA 1066 was able to employ a **digital inclusion officer** to take this work forward.

Sussex Community Foundation and a government emergency grant provided funding for devices for distribution to clients in need and our digital inclusion officer established a partnership with a local enterprise (Tech Resort CIC) who provide refurbished laptops and support to clients referred to them by CA 1066. In response, local authorities and others offered used laptops for refurbishment, creating a virtuous cycle of reuse.

The **Home Connect** project, undertaken in conjunction with Hastings Emergency Action Response Team (HEART) included development of a digital platform to support the client journey. This was being funded by the Community Renewal Fund via Hastings Voluntary Action working with specialist contractors. We developed discussions with local and national NHS agencies on developing this work further, based on enabling clients access to information, advice and services via digital channels, thus addressing the wider determinants of health. Despite the significant amount of work put into this project, at a very late stage our initial NHS partners disappointingly decided to withdraw support. The development work continued, however. Patients from Woodlands Hospital, clients facing digital exclusion or ones needing referrals to the Food Bank took part in testing of the system in anticipation of showcasing the platform to the wider Voluntary and Community Sector later in the year.

We were also approached by Public Health England funded through NHS Brighton & Hove CCG to work with GP practices and pharmacies to raise awareness of lung cancer in patients facing barriers due to digital exclusion, deprivation and the impact of the Covid-19 pandemic.

Our digital inclusion officer also worked with East Sussex County Council on developing social value KPIs for their tender for a new broadband provider.

Following on from these innovative, pathfinding projects, the trustees expect Digital Inclusion to become a central plank of the charity's work in the future and to roll out the knowledge and skills we have acquired to other organisations in the sector, both regionally and nationally.

Law Clinics

Changes to the legal aid system have led to a pressing need for access to pro bono qualified legal advice within the local area. Since 2019 CA 1066 has had an ambition to foster into being regular law clinics for clients with more complex needs for legal advice which cannot be met by our General Advice service. On the basis of our experience and case recording of clients needing such advice who are unlikely to be able to pay a commercial provider, we have estimated the baseline demand to be for about 20 appointments per month. The Magnet Centre has the capacity to host such a project but, especially due to the diversion of time and resources into responding to the pandemic, we have struggled to find the administrative and managerial resources to bring it to fruition. Despite the challenges, work continued to build support amongst the local legal community and we achieved commitments from three firms in providing pro bono sessions.

Community Impact

CA 1066 has the knowledge, skills and experience to make an impact where clients experience greatest need: most significantly in terms of preventing homelessness, maximising benefits and managing debts, including priority debts such as council tax and rent arrears outcomes. This generates tangible savings for statutory services in terms of lower costs incurred in a range of areas including temporary accommodation, debt enforcement, social care support and primary healthcare. The charity strives to empower people to help them solve the problems they face and to help them own the solutions to them.

Citizens Advice impact tools help us to evaluate the difference we make to local communities. These include a New Economy and HM Treasury approved methodology, and draws together evidence of the impact of all our activities. The benefits to the community can be expressed in money terms as:

- Fiscal savings **£1,168,083**
- Public value **£8,916,662**
- Benefits to individuals **£4,442,429**
- Improved emotional wellbeing **£6,616,386**

The chart below illustrates how CA 1066 succeeded in leveraging its core grant into social impact.



Quality assurance standards

The charity holds an AQS quality-mark for Generalist Advice and Advice with Casework in Welfare Rights and Debt, and Telephone Advice. It is accredited by the Financial Conduct Authority (FCA) to provide debt casework and advice (debt adjusting counselling). It is approved by the Insolvency Service as an intermediary for Debt Relief Orders (DROs). All specialist debt advice staff undergo Money Advice Service accredited training to the Court representation level.

In the 2021 leadership self-assessment review, conducted externally by Citizens Advice, the trustees were pleased to be able to demonstrate "excellent leadership" in all areas.

Staff

In order to match its staff costs to its income, and in response in particular to successive reductions in local authority support, in recent years the charity has had to undertake frequent reviews of its structure. That was compounded by the need to respond to the rapidly changing emergency situation caused by COVID-19.

The vastly increased reliance upon short-term funding for special projects, means that staffing structures are likely to remain fluid for some time to come in response to fluctuating needs and resources.

Contribution of Volunteers

Voluntary social engagement is the heart and soul of Citizens Advice. CA 1066 is reliant on the work of volunteers who undertake a range of roles including administration, interpreting, advice, casework and research and campaign work and serving as trustees. The volunteer base is diverse and committed, with 38 people who give at least a full day a week to the service. They include former solicitors, senior social workers, company directors, people with disabilities, public health practitioners, nurses, parents, carers, law graduates and teachers. Retention of volunteers is good.

The monetary value of these services cannot be included in the Financial Statements and, indeed their value is inadequately expressed in purely monetary terms. The trustees welcome the opportunity acknowledge and to praise the contribution which volunteers make to the

charity with their enthusiasm and dedication. There were 38 volunteers active during the year and they contributed 13,832 hours of their time (2021 – 43 volunteers and 17,888 hours). Calculated on the basis of a living wage of £10.90 per hour, this has an estimated financial value of £150,769. As well as their time, care and life experience, the volunteers bring the local community into CA 1066, so that it is truly an integrated part of the society to which it belongs.

FINANCIAL REVIEW

The total incoming resources for CA 1066 for the year were £570,396 (2021 - £472,487). The exceptional increase in income was due to additional project funding, primarily relating to the pandemic response.

Of the total expenditure of £513,290 (2021 - £430,908), the total amount of charitable expenditure on direct charitable activity was £513,290 (2021 - £430,908) across the range of projects operated by the Bureau.

At the year end the charity's total funds stand at £191,076 (2021: £133,971) of which £1,897 is restricted (2021: £0).

Principal Funding Sources

The charity's main funders are shown in note 3 to the accounts.

The trustees recognise the nature of the charity's funding is inherently precarious. It has no endowment and it relies upon grants and charitable giving which, by their very nature, are unpredictable and short term. The significant social impact of CA 1066 is achieved by leveraging the maximum return out of by far the smallest local authority core provision per head of population of any Citizens Advice Bureau in East Sussex and one of the smallest nationally.

Historically, CA 1066 has enjoyed direct financial support from Hastings Borough Council. However, in the decade between 2011 and 2021, that support suffered successive and very severe reductions. After adjustment for inflation, that amounted to an overall cut of some 74% between the year ending 31 March 2011, when it received a total of £123,876, and the year ending 31 March 2021, when it was received just £38,174. Ultimately, the Borough Council decided to cease exercising its statutory powers to provide grant aid altogether, with effect from April 2021.

Instead, the Borough Council decided to use its position as the trustee of a private charitable trust called the Foreshore Trust, which has an income which is separate from the Council's general revenue account, to direct funding to voluntary and community sector organisations. Accordingly, in 2020, the Foreshore Trust established a "Large Grant Programme" with the aim of supporting organisations in carrying out activities that enhance the quality of local residents' lives and increase their involvement in the community. CA 1066 applied for funding for the 3-year funding round 2021-24 in the total amount of £183,174.

CA1066 is very grateful to have received £42,108 from the Foreshore Trust during the reporting year. That money is crucial to providing premises and to supporting the employment of core staff who can, in turn, sustain the activities of the General Advice service, volunteers and enable specific projects which can employ dedicated project staff. However, it is simply not enough and the charity could not survive without the contributions of the special projects. The work of the leadership team in identifying such projects and putting together bids for them is critical to the charity's continued existence.

CA 1066 has not remained passive in response to the inadequacy of local authority support. It has been creative and agile in finding other sources of income. But that exercise itself

absorbs time and resources and, despite the successful accumulation of a number of projects, the trustees recognise that those income streams are short-term and cannot substitute adequate long-term core funding.

Investment Policy

As provided at clause 3.19 of its Articles of Association, to promote its objects but not for any other purposes, CA1066 has the power to invest funds in any lawful manner. The nature of its income and capital resources does not permit long-term investments.

Reserves Policy

The trustees believe that the charity should hold sufficient financial reserves in unrestricted funds to ensure that it can continue to meet the needs of clients, and its statutory obligations to staff and other stakeholders, in the event of unforeseen circumstances arising.

Total unrestricted reserves at the end of the period were £189,180. The trustees aim to hold three months' expenditure as reserves. The significant and progressive reductions in local authority funding in particular, as outlined above, and the need to maintain services to support vulnerable service-users through complex and challenging changes in the benefits system, caused the charity to fall below its target for operating reserves in previous years, forcing the trustees to take measures to restore the balance between income and expenditure and to rebuild reserves.

During 2021-22, as a result of unforeseen and exceptional circumstances, the charity was able to achieve a budget surplus which has been applied to rebuild the charity's reserves. This will assist with the need to meet ongoing costs of maintenance and repair of the building to which the charity is obliged to contribute under the terms of its lease.

Going Concern

The charity has successfully managed the uncertainties of its revenue stream over many years, despite the recurrent difficulties with the funding of its core services. The trustees rely on this experience in forming their opinion that it remains appropriate to report the charity's affairs on the going concern basis. They remain alive to the risks this uncertainty represents and to the need to retain agility and flexibility in order to adapt to changing circumstances.

Post-balance sheet event

On 1 September 2022, CA 1066 received a transfer of assets and liabilities and took over the entire undertaking of our sister charity, the Rother District Citizens Advice Bureau ("RDCAB") and on 8 September 2022 it took an assignment of the lease of premises at 40 St Leonards Road, Bexhill on Sea which was occupied by RDCAB. The charity will continue to deliver services within the Rother District under the arrangements previously agreed between Rother District Council and RDCAB. The trustees are satisfied this provides greater stability for the future of the charity and that it is a non-adjusting event which does not affect their opinion that the charity is a going concern.

PLANS FOR THE FUTURE

Within the context of the challenging economic environment the Board is pleased with the efforts of CA 1066 during the reporting year to deliver the best possible services despite the continuing challenge of the pandemic. It believes that the charity is well managed and would like to commend the exceptional work undertaken by the skilled and committed staff and volunteers.

The trustees are grateful to the agencies and individuals who are working so hard to help us provide and maintain an effective and quality assured independent advice service for the people within the charity's area of benefit.

The trustees recognise that funding for core CA 1066 services is reviewed on a two-yearly basis, and its heavy reliance on short-term funding for Special Projects severely impacts on the charity's capacity to plan strategically for the future. Funding cycles which last 3 - 5 years would provide far greater opportunity for the Board and the management team to focus on organisational and service development.

In setting the budget for 2021 - 22, the Board had to meet the challenge of starting the year with fewer grants than the previous year. The Board remains committed to securing new additional funding wherever possible but this must be in line with meeting client needs identified in our Business Plan to avoid mission drift.

In the meantime, the trustees have recognised that the charity's core funding has remained inadequate. Although the deficiency has been made up temporarily by funds generated by special projects, such projects are, by their nature, short-lived and trustees continue to seek medium- and long-term financial security for CA 1066.

EXEMPTIONS FROM DISCLOSURE

No relevant exemptions from disclosure apply

FUNDS HELD AS A CUSTODIAN TRUSTEE

The charity and its trustees do not hold funds as custodian trustee.

STATEMENT OF DIRECTORS' RESPONSIBILITIES

The trustees are responsible for preparing the Trustees' Report 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 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 judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departure 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 in business.

The trustees are responsible for keeping proper accounting records that 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant information of which the charitable company's Independent Examiners are unaware; and

- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant information and to establish that the Independent Examiners are aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of the financial statements may differ from legislation in other jurisdictions.

In preparing this report, the trustees have taken advantage of the small companies' exemptions provided by section 415A of the Companies Act 2006.

Approved by the Board of Trustees on 5th December 2022 and signed on behalf of the Board:

Christopher Maynard
Chair

Lee Foster-Kirkham
Treasurer

9th December 2022

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF CITIZENS ADVICE 1066

FOR THE YEAR ENDED 31 MARCH 2022

I report to the charity's trustees on my examination of the financial statements of Citizens Advice 1066 (the charity) for the year ended 31 March 2022.

Responsibilities and basis of report

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

Having satisfied myself that the financial statements of the charity 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 the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

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

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

1. accounting records were not kept in respect of the charity as required by Section 386 of the 2006 Act; or
2. the financial statements do not accord with those records; or
3. the financial statements 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;
4. the financial statements 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 financial statements to be reached.

Date: 20-12-2022

Peter Watters FCA BFP
McPhersons CFG Limited
Chartered Accountants
23 St Leonards Road
Bexhill-on-Sea
East Sussex TN40 1HH

BALANCE SHEET

(including statement of financial position)

As at 31 March 2022

	Note	Total 2022 £	Total 2021 £
Fixed Assets			
Tangible Fixed Assets	**10**	9,544	15,356
Current Assets			
Debtors	**11**	120,536	63,694
Cash at bank and in hand		294,891	157,456
		415,427	221,150
Liabilities			
Creditors - amounts falling due within one year	**12**	(158,895)	(67,535)
Net Current Assets		256,532	153,615
Provisions for liabilities	**13**	(75,000)	(35,000)
Net assets	**14**	191,076	133,971
Funds of the Charity			
Unrestricted funds	**15**	189,180	133,971
Restricted Funds	**15**	1,897	-
		191,076	133,971

For the year ending 31 March 2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its accounts 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 accounts. These accounts have been prepared in accordance with the provisions of FRS 102 – small entities. The notes on pages 22 to 33 form part of these financial statements

The financial statements were approved and authorised for issue by the Board on 5th December 2022 and signed on their behalf by:

C. H. Maynard
Chair

L. Forster-Kirkham
Treasurer

Company Registration No: 2923647; Charity Registration No: 1039704

STATEMENT OF FINANCIAL ACTIVITIES

(including income and expenditure account)

For the year ended 31 March 2022

	Note	Unrestricted funds	Restricted funds	Total funds 2022	Total funds 2021
		£	£	£	£
Income from:					
Donations and legacies	**2**	1,562	-	1,562	996
Charitable activities	**3**	314,123	252,272	566,395	466,890
Other (including fundraising)	**4**	2,439	-	2,439	4,601
Total Income		318,124	252,272	570,396	472,487
Expenditure on:					
Charitable activities	**5**	257,547	255,743	513,290	430,908
Total Expenditure		257,547	255,743	513,290	430,908
Net movement in funds for the year		60,577	(3,471)	57,106	41,579
Transfers between funds	**15**	(5,368)	5,368	-	-
Other gains / (losses)					
Net movement in funds for the year		55,209	1,897	57,106	41,579
Reconciliation of funds:					
Balances brought forward	**15**	133,971	-	133,971	92,392
Balances carried forward	**15**	189,180	1,897	191,076	133,971

There are no recognised gains or losses in the year, other than those included in the statement of financial activities.

STATEMENT OF FINANCIAL ACTIVITIES

(Including income and expenditure account)

Comparative figures prior year

	Unrestricted funds £	Restricted funds £	Total funds 2021 £	Total funds 2020 £
Income from:				
Donations and legacies	996	-	19,137	19,137
Charitable activities	212,078	254,812	466,890	338,880
Other (including fundraising)	4,601	-	4,601	8,867
Total Income	217,675	254,812	472,487	366,884
Expenditure on:				
Charitable activities	172,063	258,845	430,908	342,404
Other	-	-	-	-
Total Expenditure	172,063	258,845	430,908	342,404
Net movement in funds for the year	45,612	(4,033)	41,579	24,480
Transfers between funds	(4,033)	4,033	-	-
Other gains / (losses)	-	-	-	-
Net movement in funds for the year	41,579	-	41,579	24,480
Reconciliation of funds:				
Balances brought forward	92,392	-	67,912	67,912
Balances carried forward	133,971	-	92,392	92,392

STATEMENT OF CASH FLOW

As at 31 March 2022

	2022 £	2021 £
Net cash used in operating activities		
Net movement in funds for the reporting period	57,105	41,579
Adjustments for:		
Depreciation Charges	5,812	8,773
Decrease/(Increase) in debtors	(56,842)	21,611
Increase/(Decrease)/increase in creditors	131,360	48,364
Net cash (used by)/provided by operating activities	137,435	120,327
Cash flows from investing activities		
Purchase of fixed assets	-	-
Proceeds of fixed asset disposals		
	-	-
Total net cash (used by)/provided by operating and investing activities	137,435	120,327
Cash and cash equivalents at the beginning of the year	157,456	37,129
Total cash and cash equivalents at the end of the year	294,891	157,456

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

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1. Accounting policies

a) Accounting basis

i) These financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value, unless otherwise stated in the relevant note(s), in accordance with:

- The Charities Act 2011
- The Companies Act 2006
- The Financial Reporting Standard applicable in the UK and the Republic of Ireland: FRS 102
- Accounting and Reporting by Charities: Statement of Recommended Practice (Charities SORP FRS 102) (effective January 2015).

ii) There has been no change in the accounting basis from the previous year.

iii) The charity meets the definition of a public benefit entity as defined by FRS 102

iv) The Trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern

v) The functional currency of Citizens Advice 1066 is £ Sterling and is the presentation currency of these accounts, rounded to the nearest pound.

NOTES TO THE FINANCIAL STATEMENTS (contd.)

For the year ended 31 March 2022

b) Incoming resources

i) Grants receivable

Grants made to finance the activities of the local Citizens Advice are credited to the income and expenditure account in the period to which they relate. Income is only credited when any conditions for entitlement have been met. The "Performance Model" is used for recognition of grant income.

ii) Bank interest

Bank interest is included in the income and expenditure account on receipt.

iii) Other income

Other income, including donations, gifts and covenants are included as they were received.

iv) Gifts and Intangible income

In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public.

The financial value of services provided by volunteers has not been included in these accounts; however, the management team of CA 1066 acknowledges and greatly appreciates the high contribution which volunteers make to the charity with their enthusiasm and dedication. The number of volunteers and the financial benefit provided by them has been evaluated in the trustees' report.

v) Deferred income

Grants received in advance of the period in which the funder requires the expenditure to be applied will be reflected in deferred income within the balance sheet.

c) Expenditure, Support Costs & Irrecoverable VAT

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.

Expenditure is classified under the following headings:

- Expenditure on charitable activities taken to further the objectives of the charity
- Other expenditure, which represents those items not falling into the above heading.

Support costs relate to functions which are necessary to support the work of the charity but which are not, in themselves, charitable activities. The apportionment of support costs between the supported charitable activities is based upon the estimated amount of support time and resource drawn by each supported activity. Details of the apportionment are set out in note 5.

The charity is not registered for VAT. All VAT payable is charged to the same expenditure heading as the associated underlying costs.

d) Fixed assets and depreciation

Fixed assets are included at cost. Items are capitalised if their value is over £1000.

NOTES TO THE FINANCIAL STATEMENTS (contd.)

For the year ended 31 March 2022

Depreciation is charged on a straight-line basis on the costs of the assets over their estimated useful lives as follows:

Land and Buildings	- 5 years
Fixtures, fittings and equipment	- 3 years
Computers	- 3 years

e) Restricted funds

Income received for restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

f) Pension

The charity operates a defined contribution group personal pension plan for its employees. Payments are charged to the income and expenditure account in the period in which they are incurred.

g) Leases

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases.

h) Financial Instruments

The trust holds only financial assets and liabilities that qualify as basic financial instruments.

2. Donations and legacies

	Unrestricted	Restricted	Total 2022	Total 2021
	£	£	£	£
Voluntary income				
Donations	1,562	-	1,562	996
	1,562		1,562	996

3. Income from Charitable Activities

	Unrestricted	Restricted	Total 2022	Total 2021
	£	£	£	£
Energy Advice Programme	12,520	38,449	50,969	21,000
Financial Capability	-	88,813	88,813	25,006
Hastings Borough Council	-	-	-	38,174
The Foreshore Trust	42,108	-	42,108	-
Help to Claim (via National CA)	-	37,651	37,651	38,352
SGN Tackling Fuel Poverty Together	12,667	-	12,667	-
Money Advice Service	-	87,359	87,359	74,765

NOTES TO THE FINANCIAL STATEMENTS (contd.)

For the year ended 31 March 2022

SHINE (Interreg 2 Seas)	-	-		30,678
ESCC (Warm Home Check Service)	96,769	-	96,769	110,675
Big Energy Savings Network	27,000	-	27,000	-
BEIS Remote Working (National CA)	-	-	-	6,545
National Lottery – COVID Response	-	-	-	88,487
Energy Development Programme - Sussex	41,553	-	41,553	13,656
Charities Aid Foundation	-	-	-	5,000
Sussex Community Foundation	5,000	-	5,000	5,000
NHS Brighton & Hove CCG (for PHE)	20,000	-	20,000	-
Sussex Police	-	-	-	500
NHS Charities Together	16,298	-	16,298	-
Hastings Voluntary Action	24,687	-	24,687	-
NHS Benefits	-	-	-	7,202
Other Grants	952	-	952	1,850
Rother District CAB Interim Management	14,570	-	14,570	-
	314,124	252,272	566,396	466,890

4. Other Income

	Unrestricted	Restricted	Total 2022	Total 2021
	£	£	£	£
Activities for generating funds				
Other income	2,439	-	2,439	4,601
Miscellaneous Income	-	-	-	-
	2,439		2,439	4,601

5. Expenditure on charitable activities by fund

Charitable Activity	Unrestricted	Restricted	Total 2022	Unrestricted	Restricted	Total 2021
	£	£	£	£	£	£
Generalist Advice and Information	53,225	-	53,225	51,848	-	51,848
Debt and Benefits Advice	-	126,162	126,162	-	114,811	114,811
Energy Projects	154,845	41,849	196,694	120,215	21,930	142,145
Financial Capability	-	87,731	87,731	-	25,942	25,942
Digital Suit	34,197		34,197	-	88,686	88,686
Home Connect	15,280		15,280		7,476	7,476
Sundry Projects	-	-	-			
	257,547	255,743	513,290	172,063	258,845	430,908

NOTES TO THE FINANCIAL STATEMENTS (contd.)

For the year ended 31 March 2022

6. Analysis of expenditure on charitable activities - Current Year

	Basis of Allocation* / Apportionment**	General Advice	Debt and Benefits Advice	Energy Projects	Financial Capability	Digital Suit	Home Connect	Total 2022	Total 2021
Direct costs:		£	£	£	£	£	£	£	£
Salaries	Direct*	18,399	99,644	111,116	74,489	9,753	1,240	314,641	267389
Staff & volunteers	Direct*	780	792	-	-	-	-	1,572	265
Other costs	Direct*	26,801	4,173	60,362		22,301	13,836	127,473	97,154
Support costs	Staff/volunteer hours**	7,245	21,553	25,216	13,242	2,143	204	69,603	66,100
		53,225	126,162	196,694	87,731	34,197	15,280	513,290	430,908
Support Costs:									
Salaries	Staff/volunteer hours**	903	1,885	2,294	1,158	195	-	6,435	
Staff & volunteers	Staff/volunteer hours**	155	741	815	404	69	17	2,200	
Office costs	Staff/volunteer hours**	3,779	11,521	13,550	7,269	1,188	57	37,364	
Premises costs	Staff/volunteer hours**	2,234	6,023	7,107	3,566	540	106	19,576	
Governance costs	Staff/volunteer hours**	32	793	816	587	99	0	2,327	
Other costs	Staff/volunteer hours**	142	590	634	258	52	24	1,701	
		7,245	21,553	25,216	13,242	2,143	204	69,603	

7. Trustees

During the year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or to any person known to be connected with them.

Travel costs amount to £nil (2021 - £nil) were reimbursed to members of the Trustee Board

8. Staff Costs

	2022	2021
	£	£
Wages and salaries	291,748	249,079
Social security costs	18,368	15,353
Pension costs	6,592	5,433
	316,708	269,865

NOTES TO THE FINANCIAL STATEMENTS (contd.)

For the year ended 31 March 2022

9. Employees

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

	2022	2021
Administration	-	-
Operational staff	15	13
	15	13

No employee received remuneration amounting to more than £60,000 in the period (2021: None)

10. Fixed Assets

	Land & Buildings	Computer Equipment	Fixtures, fittings and equipment	Total
	£	£	£	£
Cost				
At 1 April 2021	29,061	34,128	-	63,189
Additions	-	-	-	-
Disposals	-	-	-	-
Cost 31 March 2022	29,061	34,128	-	63,189
Depreciation 1 April 2021	13,705	34,128	-	47,833
Charge for the year	5,812		-	5,812
Disposals	-	-	-	-
Depreciation 31 March 2022	19,517	34,128	-	53,645
NBV as at 31 March 2022	9,544	-	-	9,544
NBV as at 31 March 2021	15,356		-	15,356

11. Debtors

	2022 £	2021 £
Debtors	79,859	45,062
Prepayments	-	-
Accrued Income	40,677	18,632
	120,536	63,694

12. Creditors - amounts falling due within one year

	2022 £	2021 £
Creditors	27,260	56,503
Accruals	47,632	6,032
Deferred Income	84,000	5,000
	158,892	67,535

NOTES TO THE FINANCIAL STATEMENTS (contd.)

For the year ended 31 March 2022

13. Provision for liabilities

	2022	2021
	£	£
The trustees consider it prudent to build up a provision for liability for repairs under the lease of premises occupied by the charity. Since the balance sheet date, the landlord has indicated an intention to commence a multi-year programme of external repairs with a significant overall budget.	75,000	35,000

14. Analysis of net assets between funds

	Unrestricted	Restricted	2022 Total	2021
	£	£	£	£
Tangible Fixed Assets	9,544	-	9,544	15,536
Current Assets	413,530	1,897	415,427	221,150
Current Liabilities & Provisions	(233,895)	-	(233,895)	(102,535)
	189,179	1,897	191,076	133,971

15. Movements in funds - Current Year

	1 Apr 2021	Income	Expenditure	Transfers	31 Mar 2022
	£	£	£	£	£
Restricted Funds					
MASDAP	-	87,359	(90,408)	3,049	-
Financial Capability	-	88,813	(87,732)	(1,081)	-
Help to Claim (via National Citizens Advice)	-	37,651	(35,754)		1,897
Energy Advice Programme	-	38,449	(41,849)	3,400	-
Total Restricted Funds	-	252,272	(255,743)	5,368	1,897
Total Unrestricted funds	133,971	318,124	(257,547)	(5,368)	189,180
Total Funds	133,971	570,396	(513,290)	-	191,076

NOTES TO THE FINANCIAL STATEMENTS (contd.)

For the year ended 31 March 2022

16. Movements in funds - Prior Year

	1 Apr 2020	Income	Expenditure	Transfers	31 Mar 2021
	£	£	£	£	£
Restricted Funds					
MASDAP	-	74,765	(76,477)	1,712	-
Financial Capability	-	25,006	(25,942)	936	-
Help to Claim (via National Citizens Advice)	-	38,352	(38,334)	(18)	-
Energy Advice Programme	-	21,000	(21,930)	930	-
COVID Response (National Lottery)		88,487	(88,686)	199	
NHS Benefits		7,202	(7,476)	274	
Total Restricted Funds	-	254,812	(258,845)	4,033	-
Total Unrestricted funds	92,392	217,675	(172,063)	(4,033)	133,971
Total Funds	92,392	472,487	(430,908)	-	133,971

17. Purpose and nature of restricted funds

- MAPS: a Debt Advice Project (2016-22) funded by the Money Advice Service (latterly Money and Pensions Service) (Debt Advice).
- Help to Claim: a service funded by the Department of Work and Pensions via the national Citizens Advice service to provide tailored support to people making applications for Universal Credit. (Benefit Advice).
- Financial Capability work is funded by East Sussex County Council through the Additional Measures grant to provide generalist debt advice to people impacted by Covid-19.
- Energy Advice Programme funded via the national Citizens Advice service to help people cut their energy bills and get financial support.

18. Pension costs

A pension scheme for employees is operated on a defined contributions basis. The scheme is open to all employees at any time. The company contributes up to 6% of pensionable earnings to match employees' contributions. The assets of the scheme are held separately from those of the company in an independently administered fund. The fund administrators are The Pensions Trust and the scheme is the Flexible Retirement Plan.

The pension cost shown in the accounts for the year represents contributions payable by the company and amounted to £6,592 (2021 £5,433). There were no contributions payable or outstanding at the year end.

19. Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

NOTES TO THE FINANCIAL STATEMENTS (contd.)

For the year ended 31 March 2022

20. Operating Lease commitments

At 31 March 2022 Citizens Advice 1066 had the following future minimum lease payments under operating leases in relation to the lease of premises and photocopiers:

Not later than one year £7,439

Later than one year and not later than five years £12,534

Later than five years £ nil.

21. Related party transactions

There have been no related party transactions identified in accordance with FRS102.

22. Post Balance Sheet Event

On 1st September 2022 CA 1066 received a formal transfer of assets and liabilities and took over the undertaking of Rother District Citizens Advice Bureau.

CITIZENS ADVICE 1066

England & Wales - Charity number 1039704

Accounts

CITIZENS ADVICE 1066

ANNUAL REPORT & FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

Registered Charity number 1039704

Company number 2923647

ANNUAL REPORT & FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

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"It is hard to comprehend that, in our country today, some households still have to choose between heating and eating. The House of Commons report published at the end of June estimates that some 3.2 million households across England are in fuel poverty, with around 600,000 individuals having fallen into fuel poverty during the coronavirus pandemic.

"... The tortuous decision of a parent who has to choose between putting the heating on in the winter and providing a hot meal for their child at the end of the day is a reality for far too many residents in my constituency. Over 10% of households in Hastings are in fuel poverty, a figure that shocks and saddens me."

Sally-Ann Hart, MP, House of Commons debate, 8 July 2021, Hansard vol 698, col 1134

REPORT OF THE DIRECTORS AND TRUSTEES

The trustees, who are also the directors of the company, have pleasure in presenting their annual report and financial statements for the year ended 31 March 2021. 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 (Charities SORP FRS 102) effective January 2015.

REFERENCE AND ADMINISTRATIVE DETAILS

Name of Charity:	CITIZENS ADVICE 1066
Registered Charity Number:	1039704
Company Limited by Guarantee:	2923647
Legal Form:	Charity and Company Limited by Guarantee
Governing document:	Memorandum and Articles of Association incorporated 28 April 1994 and amended 9 December 2008
Registered Office:	CITIZENS ADVICE 1066 The Magnet Centre, 1 Christ Church Courtyard, London Road, St. Leonards-on-Sea East Sussex, TN37 6GL
Chief Executive:	Tracy Dighton
Company Secretary:	Tracy Dighton
Independent Examiner:	Peter Watters FCA BFP McPhersons CFG Limited. 23 St Leonards Road, Bexhill on Sea, East Sussex, TN40 1HH
Bankers:	Lloyds Bank, Hastings Branch Nationwide Building Society

The following people were Directors/Trustees of CITIZENS ADVICE 1066 on the date of approval of the report or served as a trustee in the reporting period: –

NAME	ROLE	APPOINTED BY	DATE OF FIRST APPOINTMENT	DATE OF RETIREMENT
Christopher Maynard	Chair	Re-election at AGM	Dec 2015	
Elizabeth Menger	Treasurer	Re-election at AGM	Apr 2016	
David Watters	Trustee	Re-election at AGM	Apr 2016	
Nicolae Trofin	Trustee	Re-election at AGM	Apr 2016	
Lee Forster-Kirkham	Trustee	Re-election at AGM	Jun 2016	
Iona Wooderson	Trustee	Election at AGM	Feb 2018	
Mike Pollard	Trustee	Election at AGM	Feb 2018	Feb 2021

Senior Officers during the year

During the reporting period and at the date of approval of this report the trustees delegated day-to-day management of the charity to the following senior management personnel: –

Tracy Dighton	Chief Executive Officer
Colin Robertson	Finance Manager (seconded from CiTA; resigned 19 February 2021)
Evangeline Price	Finance Manager (seconded from CiTA from 02 March 2021)
Martyn Loft	Projects Manager

STRUCTURE, GOVERNANCE AND MANAGEMENT

History

The Hastings and Rother Citizens Advice Bureau was founded on 9 September 1939. It has been continuously active as a charity in the Hastings, St. Leonards-on-Sea and Rother areas since then.

The charity became incorporated as a company limited by guarantee on 28 April 1994. It has been registered with the Charity Commission since 26 July 1994.

On 9 December 2008 the company changed its name to **Citizens Advice 1066** ("CA 1066").

Governing Document

The company is governed by its Memorandum and Articles of Association as amended and adopted on 9 December 2008.

Recruitment and appointment of Trustees and Members

The trustees of the charity are the directors of the company. They are individuals drawn from the local community and they normally reside or work in local authority districts of Hastings and Rother. The maximum number of trustees is ten and the minimum is three.

The methods of appointment are election at the annual general meeting (there being no more than seven such elected trustees in total); nomination by member organisations; and co-option by the Trustee Board, provided that on appointment the total number of co-opted and nominated Trustees does not exceed one third of the total number of Trustees. No other persons or bodies external to the charity are entitled to appoint persons to the Trustee Board.

Individual trustees are required to retire from office at the third annual general meeting following their appointment but they are eligible for re-appointment.

Membership of the company is open (a) to individuals (over the age of 18 years) who are interested in furthering the work of the charity and who are not paid or volunteer workers of the charity; and (b) to any body corporate or unincorporated organisation which is interested in furthering the charity's work. Members of the company are not required to be trustees and trustees are not required to be members of the company.

At 31 March 2021, the company had 11 members (2020 – 11 members). The maximum liability of each member is £1 in the event of the company winding up. A register of members' interests is maintained at the registered office, and is available to the public.

Staff and Volunteers

The charity has a core of employed staff but it also relies upon the services of a large number of volunteers for the delivery of its services.

Organisational Structure

The business of the charity is managed by the trustees who may exercise all the powers of the charity. The Trustee Board meets in formal session at least quarterly to determine overall policy and supervise the furtherance of the charity's objects. The trustees have established a Finance Sub-Committee and a Human Resources Sub-Committee to monitor financial policies, strategies and procedures and to take certain decisions in accordance with the delegated powers.

Day to day organisational decisions are delegated to the Chief Executive and other members of CA1066's management team. The organisational structure of CA1066 is regularly reviewed.

Membership of National Body

CA 1066 is a member of the National Association of Citizens Advice Bureaux, which trades as "Citizens Advice" and which provides a framework for standards of advice and casework management. As well as association with a very well-recognised and highly reputable brand, membership confers the benefit of access to a range of resources, systems and assistance which support both the management of the organisation and the effective delivery of its core advisory activities. It also carries an obligation to submit to external standards and performance monitoring; it does not otherwise affect the organisational independence of the charity.

Business Plan

The charity's business model relies on a combination of core funding and funds generated by the delivery of special projects to sustain its administration and general advice functions. There is a Business Plan which is reviewed annually. Whilst its primary purpose is to create a process by which the Trustee Board can monitor progress towards achieving the charity's objectives, the plan also serves as a set of internal targets and outputs for staff and volunteers. In this way, inclusiveness and collective responsibility about CA1066's key priorities can be engendered leading to improvements in service delivery. At its core, our Plan seeks to deliver the CA1066 Vision: 'Anybody. Any problem. Anywhere.'

Data Protection

The trustees take the protection of personal data extremely seriously. They are alert to the risks of data loss, misuse, cyber-attacks and other external threats and also to the changing regulatory environment. They have adopted a robust data protection policy to safeguard the personal data of clients, volunteers and paid staff and to ensure compliance with the Data Protection Act 2018 and the General Data Protection Regulation.

Risk Management

The Trustees have reviewed their procedures in the light of corporate governance guidance contained within the Statement of Recommended Practice 'Accounting and Reporting by Charities'.

A risk assessment report is contained within the business plan and anticipates potential changes to the environment in which CA 1066 is working and highlights how these would impact on its services. In addition, it maintains a rolling risk register, based on a matrix supplied by Citizens Advice, which is kept under regular review.

CA 1066 faces a range of operational risks. The approach of the Trustees is that the key to successful risk management is to identify potential risks, the likelihood of them occurring and how to mitigate or obviate their impact. The Risk Register is a dynamic formal statement of CA 1066's risk management strategy and how the impact of potential risks can be minimised. It is kept under regular review. Areas covered in this process include:

- activities and services undertaken by the organisation
- our objectives
- targets and outputs required by funders and others
- the operating structure
- external factors (statutory obligations, relationships with funders)
- comparisons with other CABx/comparable organisations
- past performance and previous risks encountered

CA 1066's objectives, its internal organisation and the environment in which it operates are subject to constant, and sometimes rapid, evolution. As a result, the risks it faces are not constant. Its survival depends in part from successful risk taking and the ability to seize and develop new revenue opportunities as they arise. The purpose of internal control is not to eliminate risks but to identify, manage and control them appropriately.

The following adopted measures help minimise the risks inherent in any voluntary sector organisation which relies on a diverse range of funding to meet all its commitments:

1. Trustee Board is the ultimate authority with regard to the governance of the organisation and that the management team and staff recognise that they operate with delegated authority.
2. Effective appraisal of the Chief Executive and Management Team.
3. Internal management and supervisory controls which minimise risk of failing to deliver on existing grant agreements and contracts.
4. Staff awareness of sources of funding and the consequences arising from any failure to deliver services in line with grant agreements and contracts.
5. The effective use of probationary periods, Job Person Role Specifications, staff supervision and HR policies to promptly identify and deal with issues of concern.
6. Regular case sheet checking, Informal and Formal Reviews, training to ensure quality.
7. Regular review and analysis of statistics to ensure targets are met.
8. Maintain good relationships with funders to identify potential future funding problems and potential funding opportunities.
9. Ensure adequate financial reserves.
10. Monthly financial monitoring against annual budget.

11. Good communication between volunteers, staff, the Management Team and the Trustee Board.
12. Maintaining independence and political neutrality to avoid conflict of interests.

Induction of Trustees

Newly appointed Trustees are provided with an Induction Pack containing the Memorandum and Articles of Association together with the most recent Audited Accounts and Annual report. This is followed up with an induction meeting with relevant members of the management team and the Chair of the Trustee Board. This provides the opportunity to learn about the work of CA 1066, focus on current Board priorities and focus on individual training needs.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where one of the Trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

Facilities

Since January 2019 the charity's operations have been conducted from premises at the Magnet Centre, 1 Christ Church Courtyard, London Road, St. Leonards-on-Sea, of which the charity has a lease until January 2029. The premises include a good-sized reception and waiting area; large open-plan office space, meeting rooms and private interview rooms.

During the reporting period, in response to the COVID-19 pandemic, the charity undertook some internal reconfiguration of the premises so better to adapt the space for safe, socially-distanced interviews.

Staff and volunteers

In the course of the reporting year CA 1066 employed 13 paid staff and we had 43 volunteer advisers and others in voluntary roles.

Partnerships

CA 1066 works in close partnership with other local Citizens Advice bureaux across East Sussex and in West Sussex as well. It also forms partnerships with other organisations for the delivery of specific advice services. It can provide management infrastructure and facilities to support specific projects for the relief of poverty and distress, thereby drawing resources into its primary areas of benefit to support local people most in need, and to support our work in gathering and collating data which informs local and national policy.

AIMS, OBJECTIVES AND ACTIVITIES

Objectives and activities

The objects of the charitable company are as set out in the Memorandum and Articles of Association. Its services are consistent with the twin aims of Citizens Advice namely: *"to provide the advice people need for the problems they face"* and *"to improve the policies and practices that affect people's lives"*. Its services are also consistent with the four stated Principles of Citizens Advice namely: *"Free, Independent, Impartial* and *Confidential"*. Its objectives are clearly laid out in its Memorandum and Articles of Association:

"Citizens Advice 1066's objects are the promotion of any charitable purpose for the benefit of the community in the area of Hastings and St. Leonards and adjacent areas by the promotion and advancement of education, to preserve and protect good health and the relief of poverty, sickness and distress."

The key power it exercises in furtherance of the Objects is:
"...to establish Citizens Advice 1066 as a centre to provide a free, confidential and impartial service of advice, training, information and counsel for the public and for the implementation thereof."

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the aims and objectives of the charitable company and in planning any future activities.

Citizens Advice general advice areas include benefits, debt, housing, employment, consumer, family, legal, immigration, health and education. Specialist projects deliver energy advice to consumers and digital access and support to local people.

In addition to providing high-quality face-to-face advisory services to the local community, CA 1066 also operates a telephone advice service which runs from 9am to 5pm each week day and an e-mail advice service; we also participate in the national Citizens Advice Webchat service.

The charity also has a casework team which provides specialist level advice in debt. In the reporting period this work was funded by one contract with the Money Advice Service (from 1 January 2019, the Money and Pensions Service).

During the reporting period the following additional specialist advisory services were provided via special project funding:
i) Financial Capability training and support
ii) Universal Credit claims support through *Help to Claim* (which started on 1 April 2019).
iii) Energy Advice (included in sundry projects, note 5)

CA 1066 remains the only independent advice service within Hastings and St. Leonards which is able to offer quality assured advice across the full range of advice subject areas. It also contributes to the local economy by providing training opportunities for volunteers, many of whom then go on to gain paid employment in addition to providing a valuable service to their community.

A significant development in recent years, which has continued to be a key theme for work during the reporting period, is the extent to which CA 1066 engages in collaborative projects with both statutory and non-statutory partner organisations, frequently in a leadership role and frequently breaking new ground in terms of innovative and effective service delivery.

With a long track record of providing free, independent, impartial and confidential advice to the citizens of Hastings, St. Leonards-on-Sea and neighbouring areas, the Trustees are satisfied that CA1066 complies with the guidance on public benefit supplied by the Charity Commission.

ACHIEVEMENTS AND PERFORMANCE IN 2020 - 2021

The Pandemic

The Hastings & District Citizens Advice Bureau was founded in response to an existential crisis. In 1939 the country was on the brink of a war which, ultimately, caused 70,000 civilian deaths in UK over the course of nearly six years from 1939 to 1945.

In the year 2020/21 we faced a different crisis which has caused even greater loss of civilian life. The burden of the crisis stretched all the institutions of civil society nearly to breaking point. At the beginning of the reporting period, on 1 April 2020, government figures reported 27,107 hospital admissions and 5,201 deaths across the United Kingdom from COVID-19. At the end of the period, on 31 March 2021, they reported a cumulative total of 458,808 hospital admissions and 127,044 deaths.

At the date of writing, our area has seen nearly 20,000 cases[1] and there have been 291 COVID deaths in Hastings and over 401 in Rother[2]. That is between 0.3% and 0.4% of our local populations.

Although COVID-19 has touched many of us personally, for CA 1066, the story is not just one of human suffering. It is also a story of hope and of a phenomenal response by staff and volunteers to the demands of new ways of working to meet the needs of the public we serve when they need it most.

The year 2020/21 was year in which we made a great pivot from being primarily an in-person, face-to-face service to being primarily a remote one. Meetings, too, transitioned from gatherings in a single physical space, to virtual space: to screens, microphones and the all-too-familiar refrain of "You're on mute!". The Trustees have been truly impressed and proud of the speed with which our staff and volunteers proved themselves able to rise to the challenges of needing to maintain social distancing; to embrace (not always willingly but with determination) the technology to make it possible; and to adapt working practices to support each other and our clients.

The paid staff were set up for home working in March 2020. By the end of April 2020, we had also set up 16 volunteers to work from home with remote supervision and the service had reached a point it was able to support most clients on the day of the initial call or email. The office in St Leonards was emptied of IT equipment and phones in order to supply the home workers. Much of the equipment was less than ideal but everyone did the best they could.

We were very grateful to receive emergency grants from the Charities Aid Foundation from Sussex Community Foundation and also from National Lottery. These enable us to buy much-needed new equipment such a mobile phones and laptop computers to support home-working and, in the case of the National Lottery, to pay for the adaptations to our building.

As the year progressed there was a gradual return to the office-based working and by November there were up to 10 people working in the Magnet Centre, 4 days a week. However, the "second spike" in December 2020 meant the office had to close once again.

Initially, the impact of the pandemic disrupted the recruitment and training of new volunteers but by the end of the calendar year the leadership team had managed to devise new ways of delivering training remotely and six new trainee volunteer advisers were inducted.

The numerous and rolling changes in working practice required careful work to up-date the office manual and to ensure compliance with our data protection obligations.

The continuing effectiveness of its response to the emergency has consolidated the position of CA 1066 as a local pathfinder, to which others in the local voluntary sector, and the wider community, have turned for support.

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[1] 10,929 in Hastings and 8,741 in Rother

[2] Total number of people whose death certificate mentioned COVID-19 as one of the causes since the start of the pandemic

Charitable Activities

CA 1066 remains one of the busiest local citizens advice offices in the UK for the size of the population it serves. This is reflected in key statistics. Our client management system, known as Casebook (provided by the Citizens Advice Service), records clients and client issues in the following way:

- Unique Clients – individual clients who are counted once only during the period;
- Client Issues – client enquiries may include more than one issue e.g. employment rights and tax credit entitlement, or clients may return in the period with new enquiries.
- Client Contacts – contact with clients by phone, letter, email, or in person.

The data generated by the system shows that during the 2020-2021 reporting period, CA 1066 dealt with **7,958 Unique Clients.** That represents some 4% of the combined populations of Hastings and Rother local authority districts. These clients presented with **21,645 distinct client issues**. The charity responded through **14,647 client contacts.**

Our key statistics consistently show that the majority of our clients are in the age range of 25 to 60 years old. Many clients return for advice on more than one occasion and for a range of reasons. These may include chronic mental or physical ill health, communication problems as a result of literacy or language issues. A significant proportion of our clients are amongst the most deprived and vulnerable within our community: 55% are living with disabilities or long-term ill-health conditions and 61% have an income of less than £999 per month compared with 63% in 2019/20. (Figures from the Office for National Statistics indicate that median household disposable income in the UK to the 2020 financial year end was £29,900 per annum.)

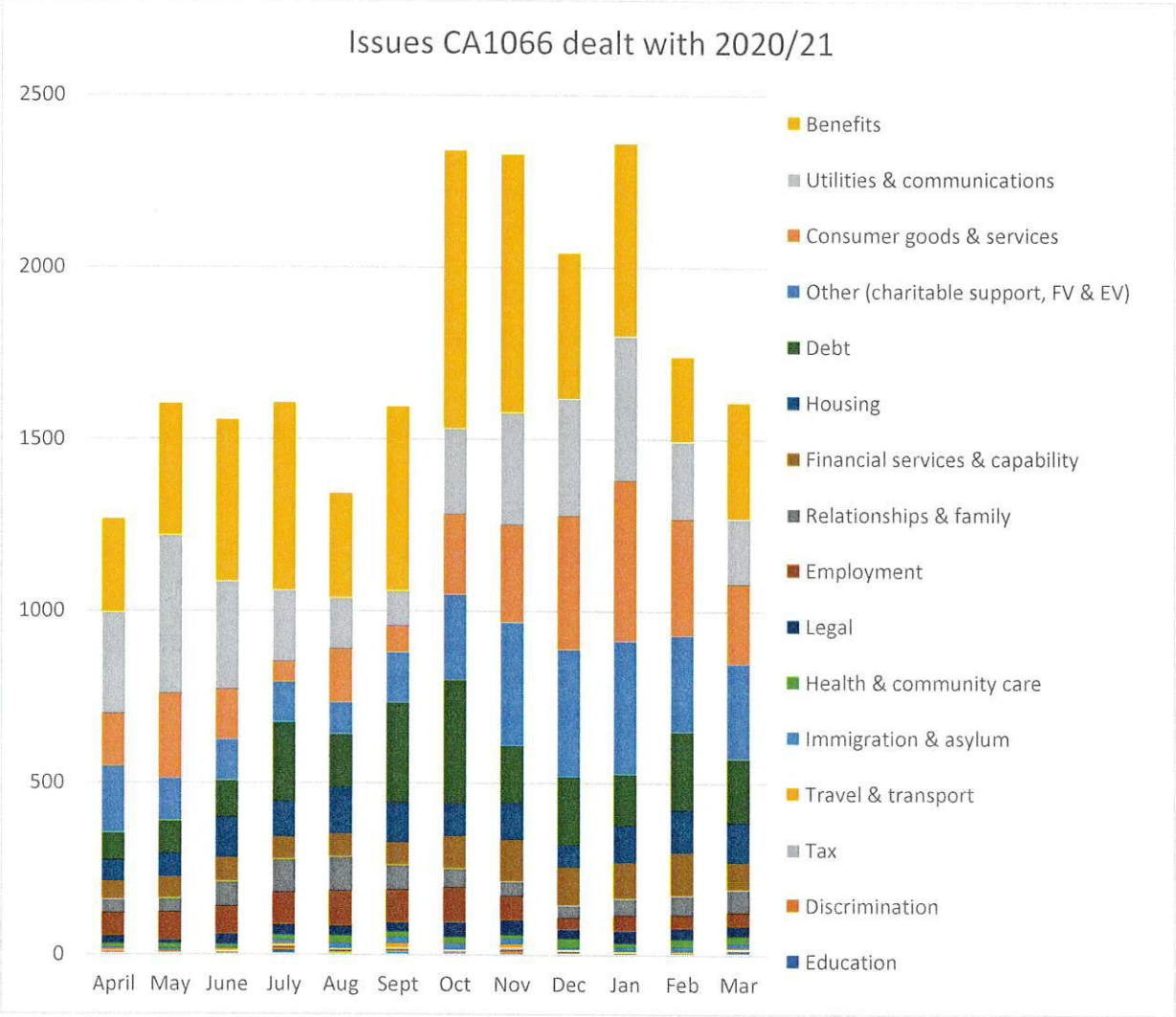
As shown in the chart overleaf, the most common type of client issue was benefits (and tax credits) which accounted for 5,628, an increase of 9% over the year 2019/20 (5,076). This category accounted 26% of all client issues over the year, although in the autumn and early winter it rose to over a third of our case-load. It is striking how that pattern mirrors the winter peak for the pandemic.

The second most common type of client issue was utilities and communications, which includes home energy advice and fuel poverty.

In the preceding year we noted that a new type of activity for the charity, administering the assessment and issue of **food bank vouchers**, **fuel vouchers and other grants**, had rapidly grown in the course of the reporting period, to become one of the greatest single demands upon the time and resources of volunteers. In terms of client numbers, this activity continued to grow during the reporting period with numbers up to 2,701 in the year 2020/21, an increase of more than 18% over the preceding year (2,285).

Whilst these statistics present a profile of the charity, they cannot be permitted to obscure the fact that each service user is an individual with a personal story who is entitled to dignity and compassion.

In part, the proportion of these issues in our caseload is a function of specific project funding the charity receives to deal with this type of work but it also it is a reflection of the needs of the communities we serve.



CA 1066 undertakes regular surveys amongst users and non-users and its findings are generally very positive with 86% of surveyed clients stating they were likely or very likely to recommend the service provided in 2020-21. During the period covered by this report we received one formal complaint which was resolved satisfactorily.

The General Advice Service

The General Advice Service coped with sustained pressure throughout the reporting period, albeit with some ebbs and flows, government announcements of changes in policy being a key factor driving increased demand. Some long-serving volunteers left in the course of the reporting period and thereafter shortage of trained volunteer advisers was a limiting factor. That, together with the volume of demand impacted the quality of service towards the end of the reporting period.

The Money Advice Service

The demand for the Money Advice Service fluctuated over the course of the pandemic as government restrictions on recovering debts and public perceptions changed. It dipped in the first quarter but picked up strongly in the second quarter and remained high thereafter.

Social Policy, Research and Campaigns

The team worked on evidence relating to provisions created in response to COVID-19 in order to inform local statutory sector responses and partnership working. Examples on this included mapping the use of food vouchers, employment advice and relationship difficulties. We agreed to host a member of the Hastings Community hub to analyse data from all the frontline organisations. This enabled us to evidence gaps in client response that could be met by proactive engagement by partners.

We were able to brief Newsnight journalists for a piece about the Hastings Food Bank.

We have worked with Christ Church Canterbury University on a study to see how money advice could improve mental wellbeing. Clients who were severely depressed or severely anxious enjoyed significant improvements in well-being as a result of our energy advice.

Signlficant Projects

Benefits and Money

In the reporting year, CA 1066 continued to provide training and support for benefits claimants in personal budgeting and in improving their online skills, funded by the **Help to Claim** service which is administered by Citizens Advice nationally. We also applied successfully for a retrospective uplift to reflect the fact that (as we had forecast we would), CA 1066 exceeded our contracted target for the first year of operation of the service (2019/20) by about 15%. We again exceeded contracted target during the reporting period.

The charity has a long-established, specialist **Money Advice Unit**. There was a significant drop in demand for this service in the first and second quarters, but it picked up very markedly in the latter half of the reporting period and it remained high. Both trends seem related to the impacts of the pandemic: initially the shock of the severity of the threat seems to have depressed demand but subsequently the economic impact began to hit households hard. In response, we expanded the capacity of our service by further recruitment. Since 2018 this has been primarily funded via the **Money Advice Service Debt Advice Project** by the Money and Pensions Service. The contract terms for the project impose constraints which are increasingly difficult for a charity of our size.

In the course of the year, discussions with the East Sussex Clinical Commissioning Group and ESCC about the need for additional money advice caseworkers across Sussex resulted in funding for more money advisers within our general advice service as well, co-ordinated by SCDA through the **Welfare Benefit Project**.

Our close collaboration with Rother District Citizens Advice Bureau means we receive funding to deliver both specialist money advice services and advice under the Welfare Benefit Project on their behalf.

In collaboration with Eastbourne Citizens Advice, CA 1066 delivered **benefits advice to people on psychiatric wards** in East Sussex hospitals under a six-month project from 1 November 2020, funded by NHS Sussex Partnership, to provide 12 hours benefits advice each week by video link to people in hospital.

Combating Fuel Poverty

During the reporting period the charity again carried out local delivery of the **Energy Advice Programme**, which provides one to one advice for people in fuel poverty or in a fuel poverty risk group using local CA 1066 advisers trained up NEA/City & Guilds Level 3 Award in Energy Awareness. Due to a reduction in the funding nationally for this work, our target for the reporting period was initially reduced to 92 sessions. Nonetheless, the team quickly got ahead

of target and we accepted an increased target part-way through the year. By the end of the period, the team provided 250 energy advice sessions under this programme.

In partnership with RetrofitWorks and the other 4 CABx in East Sussex, CA 1066 continued to deliver energy advice under contract to East Sussex County Council through the **Warm Home Check Service**. CA 1066 led on co-ordinating the advice element, with support from our neighbours at Wealden Citizens Advice. The innovative project model promotes stabilisation of difficult financial situations for poorer households by providing an entry point for engagement with wider advice. It has inspired the development of similar projects elsewhere in the country.

In particular, the service has been replicated in West Sussex, where Arun & Chichester Citizens Advice are the lead partner under a programme funded by the **Energy Redress Scheme**. The programme also extends to Brighton and Hove. CA 1066 has been funded to provide training to Citizens Advice energy advisers across the region and set-up advice to the chief officers and project managers.

Together with a broad range of partners led by RetrofitWorks, CA 1066 was awarded pilot funding by the Department for Business, Energy and Industrial Strategy (BEIS) to develop a market disrupting model, known as **Warmer Sussex**, to influence people who are able to pay for energy efficiency measures to overcome the barriers to doing so. Phase 2 of the project, which involved testing the models previously developed in phase 1, continued to the end of current reporting period, when it was suspended. The expertise developed in this project led to the Warmer Sussex Board being invited to paper to the Chancellor of the Exchequer's post-Covid Economic Recovery Committee about stimulating the economy through domestic energy efficiency retrofits.

In the reporting year CA 1066 was active also in the **Fuel Voucher Scheme** for East Sussex. This scheme provides an object lesson in the kind of funding challenges which CA 1066 has to overcome on an almost weekly basis in order to support our clients who need it most. It is part of a wider distribution scheme for East and West Sussex and Brighton and Hove, supported by the first-tier local authorities. In April 2020 we were able to use the scheme to take some pressure off the Hastings Food Bank, which had been administering an N-Power funded scheme. The additional demand for food parcels presented by people self-isolating caused the Food Bank to ask us to take over this function. However, after less than two weeks the local demand fully depleted all the funding for Hastings. ESCC found some additional funding and the Trustee Board took emergency action to transfer the funds to get the scheme moving again. In partnership with Arun and Chichester Citizens Advice we made a successful bid to the Energy Redress Scheme for funding to cover vouchers in quarter 2. Funding was provided by DEFRA via ESCC for Q3 and we successfully asked that the scheme be extended beyond households with prepayment meters to those with credit meters or alternative sources of fuel. In Q4 the scheme was funded by the DWP, again via ESCC.

In February 2021, the long-term project entitled Sustainable Housing in Inclusive Neighbourhoods ("**SHINE**"), came to a conclusion, successfully meeting its project goals. In this multi-million-euro project funded by the European Union, CA 1066 was invited to join two UK local authorities, a housing association and nine other lead partners in Belgium, France and Holland to develop a model for a neighbourhood-based domestic property renovation schemes to achieve energy-efficiency. The participation of CA 1066 as a lead partner demonstrated the capacity of our charity to engage with and to deliver at the highest levels in the voluntary sector not only at a local and regional level but also at the supra-national level.

Digital Inclusion

From the start of the pandemic CA 1066 recognised that digital inclusion, long an issue in Hastings and St Leonards, would become an even greater challenge for clients needing to

access services which had to a greater or lesser extent moved to remote delivery. The chief officer took a lead, together with the chief officer of Seaview in co-ordinating a working group on behalf of the Hastings Community Network Executive to share resources on how clients could access devices, free wifi and free and low cost training. Under funding provided by the National Lottery CA 1066 was able to employ a digital inclusion officer to take this work forward with local partners.

Community Impact

CA 1066 has the knowledge, skills and experience to make an impact where clients experience greatest need: most significantly in terms of preventing homelessness, maximising benefits and managing debts, including priority debts such as council tax and rent arrears outcomes. This generates tangible savings for statutory services in terms of lower costs incurred in a range of areas including temporary accommodation, debt enforcement, social care support and primary healthcare. The charity strives to empower people to help them solve the problems they face and to help them own the solutions to them.

Citizens Advice impact tools help us to evaluate the difference we make to local communities. These include a New Economy and HM Treasury approved methodology, and draws together evidence of the impact of all our activities. The benefits to the community can be expressed in money terms as:

- Fiscal savings **£1,639,765**
- Public value **£12,685,987**
- Benefits to individuals **£9,372,991**
- Improved emotional wellbeing **£9,528,865**

Quality assurance standards

The charity holds an AQS quality-mark for Generalist Advice and Advice with Casework in Welfare Rights and Debt, and Telephone Advice. It is accredited by the Financial Conduct Authority (FCA) to provide debt casework and advice (debt adjusting counselling). It is approved by the Insolvency Service as an intermediary for Debt Relief Orders (DROs). All specialist debt advice staff undergo Money Advice Service accredited training to the Court representation level.

In the 2020 leadership self-assessment review, conducted externally by Citizens Advice, the trustees were pleased to be able to demonstrate "excellent leadership" in all areas.

Staff

In order to match its staff costs to its income, and in response in particular to successive reductions in local authority support, in recent years the charity has had to undertake frequent reviews of its structure.

The ongoing response to the rapidly changing emergency situation caused by COVID-19 means that staffing structures are likely to remain fluid for some time to come in response to developing needs and resources.

Contribution of Volunteers

Voluntary social engagement is the heart and soul of Citizens Advice. CA 1066 is reliant on the work of volunteers who undertake a range of roles including administration, interpreting, advice, casework and research and campaign work and serving as trustees. The volunteer base is diverse and committed, with 43 people who give at least a full day a week to the service. They include former solicitors, senior social workers, company directors, people with

disabilities, public health practitioners, nurses, parents, carers, law graduates and teachers. Retention of volunteers is good.

The monetary value of these services cannot be included in the Financial Statements and, indeed their value is inadequately expressed in purely monetary terms. The trustees welcome the opportunity acknowledge and to praise the contribution which volunteers make to the charity with their enthusiasm and dedication. There were 43 volunteers active during the year and they contributed 17,888 hours of their time (2020 – 44 volunteers and 15,840 hours). Calculated on the basis of a living wage of £9.50 per hour, this has an estimated financial value of £169,936. As well as their time, care and life experience, the volunteers bring the local community into CA 1066, so that it is truly an integrated part of the society to which it belongs.

At the end of the reporting period, the Covid-19 pandemic meant that fewer volunteers were able to continue working for the service. But many gave many more hours than one day a week, working remotely. As a result, CA 1066 was able to play a significant role in the community response to the pandemic, responding to 25% more calls (over 1000 clients) in the first three months following lockdown.

FINANCIAL REVIEW

The total incoming resources for CA 1066 for the year were £472,487 (2020 - £366,884). The exceptional increase in income was due additional project funding relating to the pandemic response.

Of the total expenditure of £430,908 (2020 - £342,404), the total amount of charitable expenditure on direct charitable activity was £430,908 (2020 - £342,404) across the range of projects operated by the Bureau.

At the year end the charity's total funds stand at £133,971 (2020: £92,392) of which all is unrestricted.

Principal Funding Sources

The charity's main funders are shown in note 3 to the accounts.

The trustees recognise the nature of the charity's funding is inherently precarious. It has no endowment and it relies upon grants and charitable giving which, by their very nature, are unpredictable and short term. The significant social impact of CA 1066 is achieved by leveraging the maximum return out of the smallest local authority core grant of any Citizens Advice bureau in East Sussex and one of the smallest nationally.

This core grant from Hastings Borough Council, which has suffered a 56% drop in real terms since 2013, is crucial to providing premises and to supporting the employment of core staff who can, in turn, sustain the activities of the General Advice service, volunteers and enable specific projects which can employ dedicated project staff. However, it is simply not enough and the charity could not survive without the contributions of the special projects. The work of the leadership team in identifying such projects and putting together bids for them is critical to the charity's continued existence.

Investment Policy

As provided at clause 4.19 of its Memorandum of Association, to promote its objects but not for any other purposes, CA1066 has the power to invest funds in any lawful manner. The nature of its income and capital resources does not permit long-term investments.

Reserves Policy

The trustees believe that the charity should hold sufficient financial reserves in unrestricted funds to ensure that it can continue to meet the needs of clients, and its statutory obligations to staff and other stakeholders, in the event of unforeseen circumstances arising.

Total unrestricted reserves at the end of the period were £133,971. The trustees aim to hold three months' expenditure as reserves. The significant and progressive reductions in local authority funding in particular, as outlined above, and the need to maintain services to support vulnerable service-users through complex and challenging changes in the benefits system, caused the charity to fall below its target for operating reserves in previous years. The trustees recognised the risk created by carrying lower reserves and they implemented changes to the staff structure and practice and took other measures to restore the balance between income and expenditure and to rebuild reserves.

During 2020-21, as a result of unforeseen and exceptional circumstances, the charity was able to achieve a budget surplus which has been applied to rebuild the charity's reserves. This will assist with the need to meet ongoing costs of maintenance and repair of the building to which the charity is obliged to contribute under the terms of its lease.

Going Concern

The charity has successfully managed the uncertainties of its revenue stream over many years, despite the recurrent difficulties with the funding of its core services. The trustees rely on this experience in forming their opinion that, it remains appropriate to report the charity's affairs on the going concern basis. They remain alive to the risks this uncertainty represents and to the need to retain agility and flexibility in order to adapt to changing circumstances.

PLANS FOR THE FUTURE

Within the context of the challenging economic environment the Board is pleased with the efforts of CA 1066 during the year to deliver the best possible services despite the challenge of the pandemic. It believes that the charity is well managed and would like to commend the exceptional work undertaken by the skilled and committed staff and volunteers, particularly since the start of the Covid-19 pandemic.

The trustees are grateful to the agencies and individuals who are working so hard to help us provide and maintain an effective and quality assured independent advice service for the people within the charity's area of benefit.

The trustees recognise that ongoing issues with funding and with the pandemic have taken up much of the time of the management team in 2020 - 21 and the fact that funding for core CA 1066 services is reviewed on a two-yearly basis severely impacts on the charity's capacity to plan strategically for the future. Funding cycles which last 3 - 5 years would provide far greater opportunity for the Board and the management team to focus on organisational and service development.

In setting the budget for 2020 - 21, the Board had to meet the challenge of starting the year with fewer grants than the previous year. The Board remains committed to securing new additional funding wherever possible but this must be in line with meeting client needs identified in our Business Plan to avoid mission drift.

In the meantime, the trustees have recognised that the charity's core funding has been inadequate and that it has not been made up sufficiently by funds generated by special projects. They have taken steps to address that.

EXEMPTIONS FROM DISCLOSURE

No relevant exemptions from disclosure apply

FUNDS HELD AS A CUSTODIAN TRUSTEE

The charity and its trustees do not hold funds as custodian trustee.

STATEMENT OF DIRECTORS' RESPONSIBILITIES

The trustees are responsible for preparing the Trustees' Report 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 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 judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departure 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 in business.

The trustees are responsible for keeping proper accounting records that 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant information of which the charitable company's Independent Examiners are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant information and to establish that the Independent Examiners are aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of the financial statements may differ from legislation in other jurisdictions.

In preparing this report, the trustees have taken advantage of the small companies' exemptions provided by section 415A of the Companies Act 2006.

Approved by the Board of Trustees on 2 December 2021 and signed on behalf of the Board:

Christopher Maynard
Chair

Elizabeth Menger
Treasurer

8 **December 2021**

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF CITIZENS ADVICE 1066

FOR THE YEAR ENDED 31 MARCH 2021

I report to the charity's trustees on my examination of the financial statements of Citizens Advice 1066 (the charity) for the year ended 31 March 2021.

Responsibilities and basis of report

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

Having satisfied myself that the financial statements of the charity 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 the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

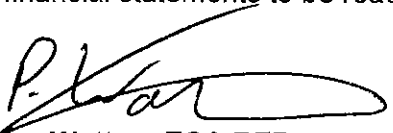
Independent examiner's statement

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

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

1. accounting records were not kept in respect of the charity as required by Section 386 of the 2006 Act; or
2. the financial statements do not accord with those records; or
3. the financial statements 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;
4. the financial statements 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 financial statements to be reached.



Date: 13 - 12 - 2021

Peter Watters FCA BFP
McPhersons CFG Limited
Chartered Accountants
23 St Leonards Road
Bexhill-on-Sea
East Sussex TN40 1HH

BALANCE SHEET

(including statement of financial position)

As at 31 March 2021

	Note	Total 2021 £	Total 2020 £
Fixed Assets			
Tangible Fixed Assets	**12**	15,356	24,129
Current Assets			
Debtors	**13**	63,694	85,305
Cash at bank and in hand		157,456	37,129
		221,150	122,434
Liabilities			
Creditors - amounts falling due within one year	**14**	(67,535)	(47,171)
Net Current Assets		153,615	75,263
Provisions for liabilities	**15**	(35,000)	(7,000)
Net assets	**16**	133,971	92,392
Funds of the Charity			
Unrestricted funds	**17**	133,971	92,392
Restricted Funds	**17**	-	-
		133,971	92,392

For the year ending 31 March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its accounts 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 accounts. These accounts have been prepared in accordance with the provisions of FRS 102 – small entities. The notes on pages 22 to 31 form part of these financial statements

The financial statements were approved and authorised for issue by the Board on 2 December 2021 and signed on their behalf by:

C. H. Maynard
Chair

E. Menger
Treasurer

Company Registration No: 2923647; Charity Registration No: 1039704

STATEMENT OF FINANCIAL ACTIVITIES

(including income and expenditure account)

For the year ended 31 March 2021

	Note	Unrestricted funds	Restricted funds	Total funds 2021	Total funds 2020
		£	£	£	£
Income from:	**1b**				
Donations and legacies	**2**	996	-	996	19,137
Charitable activities	**3**	212,078	254,812	466,890	338,880
Other (including fundraising)	**4**	4,601	-	4,601	8,867
Total Income		217,675	254,812	472,487	366,884
Expenditure on:					
Charitable activities	**5**	172,063	258,845	430,908	342,404
Total Expenditure		172,063	258,845	430,908	342,404
Net movement in funds for the year		45,612	(4,033)	41,579	24,480
Transfers between funds	**17**	(4,033)	4,033	-	-
Other gains / (losses)					
Net movement in funds for the year		41,579	-	41,579	24,480
Reconciliation of funds:					
Balances brought forward	**17**	92,392	-	92,392	67,912
Balances carried forward	**17**	133,971	-	133,971	92,392

There are no recognised gains or losses in the year, other than those included in the statement of financial activities.

STATEMENT OF FINANCIAL ACTIVITIES

(Including income and expenditure account)

Comparative figures prior year

	Unrestricted funds £	Restricted funds £	Total funds 2020 £	Total funds 2019 £
Income from:				
Donations and legacies	19,137	-	19,137	501
Charitable activities	232,108	106,772	338,880	400,111
Other (including fundraising)	8,867	-	8,867	7,279
Total Income	260,112	106,772	366,884	407,891
Expenditure on:				
Charitable activities	217,905	124,499	342,404	417,904
Other	-	-	-	-
Total Expenditure	217,905	124,499	342,404	417,904
Net movement in funds for the year	42,207	(17,727)	24,480	(10,013)
Transfers between funds	(15,659)	15,659	-	-
Other gains / (losses)	-	-	-	(576)
Net movement in funds for the year	26,548	(2,068)	24,480	(10,589)
Reconciliation of funds:				
Balances brought forward	65,844	2,068	67,912	78,501
Balances carried forward	92,392	-	92,392	67,912

STATEMENT OF CASH FLOW

As at 31 March 2021

	2021 £	2020 £
Net cash used in operating activities		
Net movement in funds for the reporting period	41,579	24,480
Adjustments for:		
Depreciation Charges	8,773	7,039
Decrease/(Increase) in debtors	21,611	25,045
Increase/(Decrease)/increase in creditors	48,364	(18,373)
Net cash (used by)/provided by operating activities	120,327	38,191
Cash flows from investing activities		
Purchase of fixed assets	-	(3,704)
Proceeds of fixed asset disposals		
	-	(3,704)
Total net cash (used by)/provided by operating and investing activities	120,327	34,487
Cash and cash equivalents at the beginning of the year	37,129	2,642
Total cash and cash equivalents at the end of the year	157,456	37,129

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

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1. Accounting policies

a) Accounting basis

i) These financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value, unless otherwise stated in the relevant note(s), in accordance with:

- The Charities Act 2011
- The Companies Act 2006
- The Financial Reporting Standard applicable in the UK and the Republic of Ireland: FRS 102
- Accounting and Reporting by Charities: Statement of Recommended Practice (Charities SORP FRS 102) (effective January 2015).

ii) There has been no change in the accounting basis from the previous year.

iii) The charity meets the definition of a public benefit entity as defined by FRS 102

iv) The Trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern

v) The functional currency of Citizens Advice 1066 is £ Sterling and is the presentation currency of these accounts, rounded to the nearest pound.

NOTES TO THE FINANCIAL STATEMENTS (contd.)

For the year ended 31 March 2021

b) Incoming resources

i) Grants receivable

Grants made to finance the activities of the local Citizens Advice are credited to the income and expenditure account in the period to which they relate. Income is only credited when any conditions for entitlement have been met. The "Performance Model" is used for recognition of grant income.

ii) Bank interest

Bank interest is included in the income and expenditure account on receipt.

iii) Other income

Other income, including donations, gifts and covenants are included as they were received.

iv) Gifts and Intangible income

In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public.

The financial value of services provided by volunteers has not been included in these accounts; however, the management team of CA 1066 acknowledges and greatly appreciates the high contribution which volunteers make to the charity with their enthusiasm and dedication. The number of volunteers and the financial benefit provided by them has been evaluated in the trustees' report.

v) Deferred income

Grants received in advance of the period in which the funder requires the expenditure to be applied will be reflected in deferred income within the balance sheet.

c) Expenditure, Support Costs & Irrecoverable VAT

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.

Expenditure is classified under the following headings:

- Expenditure on charitable activities taken to further the objectives of the charity
- Other expenditure, which represents those items not falling into the above heading.

Support costs relate to functions which are necessary to support the work of the charity but which are not, in themselves, charitable activities. The apportionment of support costs between the supported charitable activities is based upon the estimated amount of support time and resource drawn by each supported activity. Details of the apportionment are set out in note 5.

The charity is not registered for VAT. All VAT payable is charged to the same expenditure heading as the associated underlying costs.

d) Fixed assets and depreciation

Fixed assets are included at cost. Items are capitalised if their value is over £1000.

NOTES TO THE FINANCIAL STATEMENTS (contd.)

For the year ended 31 March 2021

Depreciation is charged on a straight-line basis on the costs of the assets over their estimated useful lives as follows:

Land and Buildings	- 5 years
Fixtures, fittings and equipment	- 3 years
Computers	- 3 years

The depreciation policy has been reviewed in accordance with FRS 102 and we have increased the capitalisation value from £500 to £1000. Fixed assets with a value of less than £1000 have been written off in the year.

e) Restricted funds

Income received for restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

f) Pension

The charity operates a defined contribution group personal pension plan for its employees. Payments are charged to the income and expenditure account in the period in which they are incurred.

g) Leases

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases.

h) Financial Instruments

The trust holds only financial assets and liabilities that qualify as basic financial instruments.

2. Donations and legacies

	Unrestricted £	Restricted £	Total 2021 £	Total 2020 £
Voluntary income				
Donations	996		996	19,137
	996	-	996	19,137

NOTES TO THE FINANCIAL STATEMENTS (contd.)

For the year ended 31 March 2021

3. Income from Charitable Activities

	Unrestricted £	Restricted £	Total 2021 £	Total 2020 £
Energy Advice Programme		21,000	21,000	15,000
Financial Capability		25,006	25,006	3,672
Hastings Borough Council	38,174	-	38,174	41,340
Help to Claim (via National CA)		38,352	38,352	35,140
Foreshore Trust (Law Clinics)		-	-	442
Money Advice Service		74,765	74,765	52,518
SHINE (Interreg 2 Seas)	30,678		30,678	63,713
East Sussex County Council (Warm Home Check Service)	110,675		110,675	112,405
Department for BEIS (Warmer Sussex)	-		-	14,400
BEIS Remote Working (National CA)	6,545	-	6,545	-
National Lottery – COVID Response	-	88,487	88,487	-
Energy Development Programme - Sussex	13,656	-	13,656	-
Charities Aid Foundation	5,000		5,000	
Sussex Community Foundation	5,000		5,000	
Sussex Police	500		500	
NHS Benefits		7,202		
Other Grants	1,850		9,052	250
	212,078	254,812	466,890	338,880

4. Other Income

	Unrestricted £	Restricted £	Total 2021 £	Total 2020 £
Activities for generating funds				
Other income	4,601	-	4,601	8,857
Miscellaneous Income	-	-	-	10
	4,601	-	4,601	8,867

NOTES TO THE FINANCIAL STATEMENTS (contd.)

For the year ended 31 March 2021

5. Expenditure on charitable activities by fund

Charitable Activity	Unrestricted	Restricted	Total 2021	Unrestricted	Restricted	Total 2020
	£	£	£	£	£	£
Generalist Advice and Information	51,848	-	51,848	53,244	-	53,244
Debt and Benefits Advice	-	114,811	114,811	-	106,893	106,893
Energy Projects	120,215	21,930	142,145	160,410	14,696	175,106
Financial Capability	-	25,942	25.942	-	-	-
National Lottery - COVID Response	-	88,686	88,686	-	-	-
NHS Benefits		7,476	7,476			
Sundry Projects	-	-	-	4,251	2,910	7,161
	172,063	258,845	430,908	217,905	124,499	342,404

6. Analysis of expenditure on charitable activities - Current Year

	Basis of Allocation* / Apportionment**	Generalist Advice and Information	Debt and Benefits Advice	Energy Projects	Financial Capability	National Lottery COVID Response	NHS Benefits	Total 2021	Total 2020
Direct costs:		£	£	£	£	£	£	£	£
Salaries	Direct*	9,485	85,343	109,511	19,903	36,449	6,698	267,389	219,511
Staff & volunteers	Direct*	234	336	(305)	-	-	-	265	13,743
Other costs	Direct*	27,846	9,250	14,5188	3,000	42,540	-	97,154	31,190
Support costs	Staff/volunteer hours**	14,283	19,882	18,421	3,039	9,697	778	66,100	77,960
		51,848	114,811	142,145	25,942	88,686	7,476	430,908	342,404
Support Costs:									
Salaries	Staff/volunteer hours**	1,165	559	752	-	-	-	2,476	
Staff & volunteers	Staff/volunteer hours**	134	137	112	20	78	6	487	
Office costs	Staff/volunteer hours**	5,924	8,326	7,726	1,178	3,692	290	27,136	
Premises costs	Staff/volunteer hours**	5,043	8,302	7,769	1,321	4,211	341	26,987	
Governance costs	Staff/volunteer hours**	1,768	2,280	1,808	449	1,528	125	7,958	
Other costs	Staff/volunteer hours**	249	278	254	71	188	16	1,056	
		14,283	19,882	18,421	3,039	9,697	778	66,100	

NOTES TO THE FINANCIAL STATEMENTS (contd.)

For the year ended 31 March 2021

7. Analysis of expenditure on charitable activities - Prior Year

	Basis of Allocation* / Apportionment**	Generalist Advice and Information	Debt and Benefits Advice	Energy Projects	Financial Capability	National Lottery COVID Response	Sundry Projects	Total 2020	Total 2019
		£	£	£	£	£	£	£	£
Direct costs:									
Salaries	Direct*	21,526	83,681	112,882	-	-	1,422	219,511	275,179
Staff & volunteers	Direct*	4,728	1,067	7,948	-	-	-	13,743	6,163
Other costs	Direct*	(449)	1,171	26,217	-	-	4,251	31,190	59,973
Support costs	Staff/volunteer hours**	27,439	20,974	28,059	-	-	1,488	77,960	76,589
		53,244	106,893	175,106	-	-	7,161	342,404	417,904
Support Costs:									
Salaries	Staff/volunteer hours**	4,922	3,593	4,275	-	-	312	13,102	
Staff & volunteers	Staff/volunteer hours**	368	276	392	-	-	5	1,041	
Office costs	Staff/volunteer hours**	12,968	9,888	12,753	-	-	855	36,464	
Premises costs	Staff/volunteer hours**	7,888	6,066	8,591	-	-	310	22,855	
Governance costs	Staff/volunteer hours**	454	445	888	-	-	1	1,788	
Other costs	Staff/volunteer hours**	839	706	1,160	-	-	5	2,710	
		27,439	20,974	28,059	-	-	1,488	77,960	

8. Net increase in funds for the year

This is stated after charging:	2021 £	2020 £
Operating leases – land and buildings	5,000	1,250
Operating leases – other	1,716	1,395
Independent Examiners' remuneration:		
- Independent Examination	1,050	1,050
Depreciation charge	8,773	7,039

NOTES TO THE FINANCIAL STATEMENTS (contd.)

For the year ended 31 March 2021

9. Trustees

During the year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or to any person known to be connected with them.

Travel costs amount to £nil (2020 - £nil) were reimbursed to members of the Trustee Board

10. Staff Costs

	2021	2020
	£	£
Wages and salaries	249,079	219,415
Social security costs	15,353	9,037
Pension costs	5,433	4,161
	269,865	232,613

11. Employees

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

	2021	2020
Administration	-	-
Operational staff	13	9
	13	9

No employee received remuneration amounting to more than £60,000 in the period (2020: None)

12. Fixed Assets

	Land & Buildings	Computer Equipment	Fixtures, fittings and equipment	Total
	£	£	£	£
Cost				
At 1 April 2020	29,061	34,128	-	63,189
Additions	-	-	-	-
Disposals	-	-	-	-
Cost 31 March 2021	29,061	34,128	-	63,189
Depreciation 1 April 2020	7,893	31,167	-	39,060
Charge for the year	5,812	2,961	-	8,773
Disposals	-	-	-	-
Depreciation 31 March 2021	13,705	34,128	-	47,833
NBV as at 31 March 2021	15,356	-	-	15,356
NBV as at 31 March 2020	21,168	2,961	-	24,129

NOTES TO THE FINANCIAL STATEMENTS (contd.)

For the year ended 31 March 2021

13. Debtors

	2021	2020
	£	£
Debtors	45,062	42,523
Prepayments	-	1,202
Accrued Income	18,632	41,580
	63,694	85,305

14. Creditors - amounts falling due within one year

	2021	2020
	£	£
Creditors	56,503	27,414
Accruals	6,032	19,757
Deferred Income	5,000	-
	67,535	47,171

15. Provision for liabilities

	2021	2020
	£	£
The trustees consider it prudent to build up a provision for liability for repairs under the lease of premises occupied by the charity. Since the balance sheet date, the landlord has indicated an intention to commence a multi-year programme of external repairs with a significant overall budget.	35,000	7,000

16. Analysis of net assets between funds

	Unrestricted	Restricted	2021 Total	2020
	£	£	£	£
Tangible Fixed Assets	15,356	-	15,536	24,129
Current Assets	221,150	-	221,150	122,434
Current Liabilities & Provisions	(102,535)	-	(102,535)	(54,171)
	133,971	-	133,971	92,392

NOTES TO THE FINANCIAL STATEMENTS (contd.)

For the year ended 31 March 2021

17. Movements in funds - Current Year

	1 Apr 2020	Income	Expenditure	Transfers	31 Mar 2021
	£	£	£	£	£
Restricted Funds					
MASDAP	-	74,765	(76,477)	1,712	-
Financial Capability	-	25,006	(25,942)	936	-
Help to Claim (via National Citizens Advice)	-	38,352	(38,334)	(18)	-
Energy Advice Programme	-	21,000	(21,930)	930	-
COVID Response (National Lottery)		88,487	(88,686)	199	
NHS Benefits		7,202	(7,476)	274	
Total Restricted Funds	-	254,812	(258,845)	4,033	-
Total Unrestricted funds	92,392	217,675	(172,063)	(4,033)	133,971
Total Funds	92,392	472,487	(430,908)	-	133,971

18. Movements in funds - Prior Year

	1 Apr 2019	Income	Expenditure	Transfers	Other gains/ (losses)	31 Mar 2020
	£	£	£	£	£	£
Restricted Funds	-					
MASDAP	-	52,518	(63,584)	11,066		-
Financial Capability	-	3,672	(380)	(3,292)		-
Help to Claim (via National Citizens Advice)	-	35,140	(42,929)	7,789		-
Energy Advice Programme	-	15,000	(14,696)	(304)		-
Law Clinics	2,068	442	(2,910)	400		-
Total Restricted Funds	2,068	106,772	(124,499)	15,659		-
Total Unrestricted funds	65,844	260,112	(217,905)	(15,659)		92,392
Total Funds	67,912	366,884	(342,404)	-		92,392

NOTES TO THE FINANCIAL STATEMENTS (contd.)

For the year ended 31 March 2021

19. Purpose and nature of restricted funds

- MASDAP: a Debt Advice Project (2016-22) funded by the Money Advice Service (latterly Money and Pensions Service) (Debt Advice).
- Help to Claim: a service funded by the Department of Work and Pensions via the national Citizens Advice service to provide tailored support to people making applications for Universal Credit. (Benefit Advice).
- Financial Capability has two funding streams: East Sussex County Council through the Debt and Welfare Benefit Project to provide generalist debt advice to people impacted by Covid-19. Also, the We Are Digital project funded by Orbit Housing Association to provide support to mainly Orbit tenants in improving their financial capability.
- Energy Advice Programme funded via the national Citizens Advice service to help people cut their energy bills and get financial support.
- The National Lottery awarded £88,487 for adaptations to the Magnet Centre premises to give the interview rooms greater resistance to Covid-19 transmission and for additional support for staff and volunteers, including additional IT and phone equipment.

20. Pension costs

A pension scheme for employees is operated on a defined contributions basis. The scheme is open to all employees at any time. The company contributes up to 6% of pensionable earnings to match employees' contributions. The assets of the scheme are held separately from those of the company in an independently administered fund. The fund administrators are The Pensions Trust and the scheme is the Flexible Retirement Plan.

The pension cost shown in the accounts for the year represents contributions payable by the company and amounted to £5,433 (2020 £4,161). There were no contributions payable or outstanding at the year end.

21. Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

22. Operating Lease commitments

At 31 March 2021 Citizens Advice 1066 had the following future minimum lease payments under operating leases in relation to the lease of premises and photocopiers:

Not later than one year £6,716

Later than one year and not later than five years £18,040

Later than five years £ nil.

23. Related party transactions

There have been no related party transactions identified in accordance with FRS102.