Citizens Advice Solent East

England & Wales · Charity number 1039776

Details

Other names	CITIZENS ADVICE PORTSMOUTH, Citizens Advice Solent East Limited, PORTSMOUTH CITIZENS ADVICE BUREAU
Status	Registered
Legal form	Charitable company
Company number	02946921
Registered	1994-07-28
Register	View on the Charity Commission register

Contact

Address	Citizens Advice Solent East Unit 2-3 Ark Royal House Winston Churchill Avenue Portsmouth PO1 2GF
Phone	02392855850
Email	CEO@CASOLENTEAST.ORG.UK
Website	https://casolenteast.org.uk

Activities

Objects: 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 Gosport, Havant and Portsmouth and surrounding areas.

Activities: The provision of free, confidential, independent and impartial advice and information at a central Portsmouth and a central Havant location.

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Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, The Prevention Or Relief Of Poverty
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** HAVANT AND PORTSMOUTH AND SURROUNDING AREAS
- Hampshire
- Portsmouth City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,871,323	£1,827,866	£495,745	80
2024-03-31	£1,445,044	£1,339,337	£452,288	50
2023-03-31	£1,259,428	£1,273,623	£346,581	50
2022-03-31	£876,072	£972,482	£360,776	38
2021-03-31	£905,103	£800,774	£457,186	30

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Trustees

Name	Role	Appointed
Stef Nienaltowski	Chair	2018-01-25
Adam Christie		2024-12-01
Ashley Cullen		2017-01-26
Charles John Harrison Nicholas		2025-08-21
JAMES RICHARD MACKAY		2025-08-21
Laura Clare Small		2025-01-01
Megan Wade		2020-11-04
Peter Bernard Brook		2022-03-01
ROBERT GEORGE BOSSHARDT		2025-01-01
Robert Clive Sweatman		2024-10-21
Thomas Antony Little		2021-09-08

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Citizens Advice Solent East

England & Wales - Charity number 1039776

Accounts

Charity registration number 1039776

Company registration number 02946921 (England and Wales)

CITIZENS ADVICE SOLENT EAST

(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr S Nienaltowski	
	Mr A I Cullen	
	Ms M Wade	
	Ms S T Dhana	
	Mr T A Little	
	Mr P B Brook	
	Mr R Sweatman	(Appointed 21 October 2024)
	Mr A Christie	(Appointed 1 December 2024)
	Ms L Small	(Appointed 1 January 2025)
	Mr R Bosshardt	(Appointed 1 January 2025)
	Mr J R Mackay	(Appointed 21 August 2025)
	Mr C J H Nicholas	(Appointed 21 August 2025)
Charity number	1039776	
Company number	02946921	
Registered office	Units 2-3 Ark Royal House Winston Churchill Avenue Portsmouth Hampshire PO1 2GF	
Auditor	Sumer Audit Piper House 4 Dukes Court Bognor Road Chichester West Sussex PO19 8FX	
Bankers	National Westminster Bank Plc First floor Bay House North Harbour Business Park Portsmouth Hants PO6 4RS	
Solicitors	Bates Wells & Braithwaite Cheapside House 138 Cheapside London EC2V 6BB	

CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
CONTENTS

	Page
Trustees' report	1 - 5
Statement of trustees' responsibilities	6
Independent auditor's report	7 - 9
Statement of financial activities	10
Balance sheet	11
Statement of cash flows	12
Notes to the financial statements	13 - 26

CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

The Trustees, who are also Directors of the Charity for the purposes of the Companies Act, present their report together with the financial statements of the Charity for the year ended 31 March 2025.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)".

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

Following the merger with Citizens Advice Havant on 1 October 2024 and that with Citizens Advice Gosport on 1 July 2025 the three branches of Citizens Advice Solent East operate locally under the names of Citizens Advice Gosport, Havant and Portsmouth.

Objectives and activities

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.

Our service is designed to work for a range of needs, including those with the most complex problems to those that are small, but equally important to that individual. We do so for the benefit of the communities of Gosport, Havant and Portsmouth and the surrounding areas, recognising that diversity, equality and inclusion are at the core of our objectives.

All members of Citizens Advice network share the same aims:

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives

Contribution of volunteers

We receive help and support in the form of volunteers who provide advice, information and guidance to clients, but also contribute to various other aspects of administering the charity. In 2024/25 CASE benefited from 98 volunteers many of whom joined CASE on the merger with CAH. On average they contributed 6 hours a week and the annual value of these volunteers is estimated at £385,258. Our continual investment in volunteer development ensures our clients receive quality advice and support. It also has tangible benefits for volunteers and wider society, through happier, healthier and more productive citizens. This is an additional benefit to society, through the way Citizens Advice delivers its service. The main financial arguments cover the public value created through enabling local network volunteers to:

- Move into work through the experience and confidence gained during their time at a local Citizens Advice.
- Develop skills that can lead to better salaries and employment prospects.
- Better manage mental health conditions, such as depression.
- Improve self-esteem, reduce isolation and increased ability to get on.
- Improve community relationships, through increased community trust and promote a sense of belonging by working with local people.

Achievements and performance

In 2024/25, we helped over 21,000 clients and obtained £8.8m of financial gains for them.

A Successful Integration and Foundation for Growth

The past year has truly been one of transformational change and successful integration for our organisation. On 1 October 2024, Citizens Advice Portsmouth acquired Citizens Advice Havant, culminating in the creation of Citizens Advice Solent East (CASE). This strategic move has proven to be a resounding success, not only strengthening our operational resilience but also blending the complementary strengths of both former organisations, Havant's position in both their general services delivery and their "Work Out Your Money" project, with Portsmouth's staff expertise and business capacity. CASE is now a robust, unified entity, continuing to serve our clients locally under the established trading names of 'Citizens Advice Havant' and 'Citizens Advice Portsmouth' while benefiting from shared resources and a wider pool of talent.

Next Steps: Expanding Our Reach Across Solent East.

With the integration successfully completed, we focused on the next phase of our strategy to grow and widen our service provision to the local community. We acquired Citizens Advice Gosport (CAG) on 1 July 2025. This planned expansion represents a strategic step toward creating an even more comprehensive and resilient advice service across the entire Solent East region. By uniting these three dedicated teams, CASE is committed to ensuring high-quality, sustainable advice is accessible to more people, reinforcing our core mission in a challenging economic and funding environment.

Factors affecting the achievement of objectives

Funding pressures remain acute. Local authority budgets continue to be constrained, and some of our major contracts have finite terms. We are therefore maintaining a strong focus on diversifying income and increasing unrestricted funding to ensure long-term stability.

Demand for advice continues to grow and often involves complex, inter-related issues. We remain committed to ensuring that no one is turned away, recognising that access to timely, high-quality advice is critical for preventing detriment and upholding our reputation as a trusted and quality-marked generalist advice service.

Our progress would not have been possible without the exceptional commitment of our staff, volunteers, trustees, and leadership team, who have guided the organisation through a period of significant change while remaining focused on our clients.

Financial review

Financial position

The trustees report incoming resources for the year of £1,871,323 (2024: £1,445,044). Of this £1,675,049 (2024: £1,343,073) related to project restricted activities. The charity does not carry out any significant public fundraising activities.

Net incoming resources in the year amounted to £43,457 (2024: £105,707). At 31 March 2025 reserves were £495,745 (2024: £452,288) of which £93,280 (2024: £91,147) represented restricted funds.

Reserves policy

Prior to the acquisition of Citizens Advice Havant, it was the policy of the charity to have unrestricted funds which are not represented by fixed assets or have not been designated for specific use at a level equivalent to between 3-6 months expenditure being approximately £450k to £900k.

The unrestricted reserves at 31 March 2025 stood at £402,465 (2024: £361,141)

With the acquisition of Citizens Advice Havant in 2024/25 the charity has diversified its income sources and this diversification has increased in 2025/26 with the acquisition of Citizens Advice Gosport. The trustees consider that a policy more reflective of the specific risks faced by the charity is now more appropriate

Future plans

Looking ahead to 2025/26, our priorities are to:

- Consolidate the benefits of the Havant-Portsmouth merger, embedding shared systems, culture, and ways of working to improve efficiency and service quality.
- Diversify and grow our funding base, with a particular focus on expanding unrestricted income to increase flexibility and resilience. This includes developing new fundraising initiatives and progressing the launch of a second social enterprise.
- Maintain service quality and access for clients during the transition period, with a focus on reaching vulnerable groups and those experiencing digital exclusion.

Structure, Governance and Management

Governing document

The charity is a company limited by guarantee and was formed on 8 July 1994. It is governed by its Memorandum and Articles of Association as amended on 5 November 2002, 4 November 2011, 28 May 2025 and 20 November 2025.

Trustees

Trustees are elected from the membership of the charity. Members wishing to stand as Trustees are nominated by an existing Trustee and names are put forward at the Annual General Meeting for election. The maximum number of Trustees shall be 15 and the minimum shall be 4, being either:

a) elected at the Annual General Meeting and who shall hold office from the conclusion of that meeting;
Or
b) Co-opted by the Trustee Board.

Newly appointed Trustees are provided with a comprehensive induction to the charity through the provision of training courses and mentoring by established Trustees.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mr S Nienaltowski	
Miss L J Burton	(Resigned 21 October 2024)
Mr A I Cullen	
Mr R J Emmerson	(Resigned 21 October 2024)
Mr K Richardson	(Resigned 21 October 2024)
Mr R N I Townsend	(Resigned 19 February 2025)
Ms M Wade	
Ms S T Dhana	
Mr T A Little	
Mr A Gilbert	(Resigned 5 September 2024)
Mr P B Brook	
Mr R Sweatman	(Appointed 21 October 2024)
Mr A Gill	(Appointed 21 October 2024 and resigned 23 April 2025)
Ms T Stakes	(Appointed 21 October 2024 and resigned 22 October 2024)
Mr A Christie	(Appointed 1 December 2024)
Ms L Small	(Appointed 1 January 2025)
Mr R Bosshardt	(Appointed 1 January 2025)
Mr J R Mackay	(Appointed 21 August 2025)
Mr C J H Nicholas	(Appointed 21 August 2025)

Membership
In addition to Trustees, the Charity may admit into membership:

a) 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) any body corporate or unincorporated association which is interested in furthering the Charity's work and is admitted to membership by the Trustees (any such body being called a "member organisation").

The Trustee Board may establish criteria for membership and make regulations governing the admission of members.

Organisation structure
Overall control of the charity rests with the Trustee board, with a Chair, Vice-Chair and Treasurer as officers. Trustees meet as a minimum 4 times a year (quarterly) but review and meet as required with additional meetings organised in accordance with the company articles. The Trustees delegate day-to-day organisational management to the Chief Officer, Sandy Bramley. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Related parties
Citizens Advice Solent East is an independent charity that is a member of Citizens Advice (trading name of the National Association of Citizens Advice Bureaux), which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Citizens advice Solent East in order to fulfil its charitable objects and comply with the national membership requirements.

The Charity operates from its head office at Ark Royal House and locations in Gosport and Havant.

Risk Management and Strategic Resilience
The trustees have developed a framework with defined risk appetites aligned to the Charity Commissions ‘Charities and risk management’ guidance.

The primary operational and financial risks for Citizens Advice Solent East (CASE) remain tied to the funding environment for key services, notably those related to the Department for Work and Pensions (DWP) such as Help to Claim and Money Advice. While these contracts often carry 12 or 18-month terms—the standard way the DWP operates—we do not view this as a high risk.

This positive assessment is based on our successful strategy of service diversification, with our current portfolio comprising of around 20 grant contracts from 14 different funders, of which DWP contracts are still a major part, but we are diluting that dependence on the DWP due to the acquisition of Citizens Advice Gosport and Havant and the growth of other contracts.

This strategic approach is now significantly strengthened by our increased geographic coverage, which positions us optimally to secure larger, more regional contracts going forward.

To ensure continuous vigilance, the Trustee Board has dedicated increased focus on Risk and Grant Funding at every trustee meeting and continuously reviewing mitigation plans.

Building on this momentum, in 2025 we have established a dedicated Governance Risk & Compliance committee. This allows for crucial processes around risk assessment and governance to be further deepened, meeting outside the normal quarterly board timetable.

Finally, CASE continues to actively respond to the broader risks associated with societal challenges, most notably the increasing client need in respect to debt and mental health concerns, through direct, high-quality advice and collaborative partnership work across the Solent East region.

Auditor
In accordance with the company's articles, a resolution proposing that Sumer Audit be reappointed as auditor of the company will be put at a General Meeting.

Disclosure of information to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

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

The trustees' report was approved by the Board of Trustees.

Mr S Nienaltowski
Chair
Date: 23/1/2026

CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2025

The trustees, who are also the directors of Citizens Advice Solent East for the purpose of company law, 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 charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

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; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF CITIZENS ADVICE SOLENT EAST

Opinion
We have audited the financial statements of Citizens Advice Solent East (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, 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.

In addition to the above, our procedures to respond to risks identified included the following:

- Making enquiries of management, about any known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of the board and senior management;
- Reading correspondence with regulators;
- Challenging assumptions and judgements made by management in their significant accounting estimates, including defined benefit pension scheme valuations; and
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness.

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

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- Obtaining an understanding of the legal and regulatory framework that the charitable company operates in, focusing on those laws and regulations that had a direct effect on the financial statements and operations;
- Obtaining an understanding of the charitable company's policies and procedures on fraud risks, including knowledge of any actual, suspected or alleged fraud; and
- Discussing among the engagement team how and where fraud might occur in the financial statements and any potential indicators of fraud through our knowledge and understanding of the company and our sector-specific experience.

As a result of these procedures, we considered the opportunities and incentives that may exist within the charitable company for fraud. We are also required to perform specific procedures to respond to the risk of management override. As a result of performing the above, we identified the following areas as those most likely to have an impact on the financial statements: compliance with the UK Companies Act and Charities Act.

In addition to the above, our procedures to respond to risks identified included the following:

- Making enquiries of management about any known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of the board and senior management;
- Challenging assumptions and judgements made by management in their significant accounting estimates; and
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness.

Due to the inherent limitations of an audit, there is an unavoidable risk that some material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with the ISAs (UK). For instance, the further removed non-compliance is from the events and transactions reflected in the financial statements, the less likely the auditor is to become aware of it or to recognise the non-compliance.

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.

Robin Evans

Robin Evans BA FCA CTA DChA (Senior Statutory Auditor)
for and on behalf of Sumer Audit

26/01/2026

Chartered Accountants
Statutory Auditor

Piper House
4 Dukes Court
Bognor Road
Chichester
West Sussex
PO19 8FX

Sumer Audit is the trading name of Sumer Auditco Limited

CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Income and endowments from:							
Donations and legacies	**3**	40,969	400	41,369	9,222	-	9,222
Charitable activities	**4**	113,807	1,674,649	1,788,456	84,237	1,343,073	1,427,310
Investments	**5**	14,807	-	14,807	8,382	-	8,382
Other income	**6**	26,691	-	26,691	130	-	130
Total income		196,274	1,675,049	1,871,323	101,971	1,343,073	1,445,044
Expenditure on:							
Charitable activities	**7**	122,288	1,665,101	1,787,389	14,668	1,324,669	1,339,337
Other expenditure	**12**	20,000	20,477	40,477	-	-	-
Total expenditure		142,288	1,685,578	1,827,866	14,668	1,324,669	1,339,337
Net income/(expenditure)		53,986	(10,529)	43,457	87,303	18,404	105,707
Transfers between funds		(12,662)	12,662	-	(3,507)	3,507	-
Net movement in funds		41,324	2,133	43,457	83,796	21,911	105,707
Reconciliation of funds:							
Fund balances at 1 April 2024		361,141	91,147	452,288	277,345	69,236	346,581
Fund balances at 31 March 2025		402,465	93,280	495,745	361,141	91,147	452,288

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	2025 £	2024 £	2024 £
Fixed assets					
Tangible assets	14		3,426		25,046
Current assets					
Debtors	15	108,934		78,582	
Cash at bank and in hand		505,906		397,221	
		614,840		475,803	
Creditors: amounts falling due within one year	16	122,521		48,561	
Net current assets			492,319		427,242
Total assets less current liabilities			495,745		452,288
The funds of the charity					
Restricted income funds	18		93,280		91,147
Unrestricted funds			402,465		361,141
			495,745		452,288

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

The financial statements were approved by the trustees on 23/01/2026

Mr S Nienaltowski
Trustee

Company registration number 02946921 (England and Wales)

CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	2025 £	2024 £	2024 £
Cash flows from operating activities					
Cash generated from operations	**24**		78,028		56,370
Investing activities					
Purchase of tangible fixed assets		(1,650)		(28,119)	
Investment income received		14,807		8,382	
Net cash generated from/(used in) investing activities			13,157		(19,737)
Financing activities					
Proceeds from borrowings		35,000		-	
Repayment of borrowings		(17,500)		(6,000)	
Net cash generated from/(used in) financing activities			17,500		(6,000)
Net increase in cash and cash equivalents			108,685		30,633
Cash and cash equivalents at beginning of year			397,221		366,588
Cash and cash equivalents at end of year			505,906		397,221

1 Accounting policies

Charity information

Citizens Advice Solent East is a private company limited by guarantee incorporated in England and Wales. The registered office is Units 2-3, Ark Royal House, Winston Churchill Avenue, Hampshire, Portsmouth, PO1 2GF.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's articles of association, the Companies Act 2006, FRS 102 “The Financial Reporting Standard applicable in the UK and Republic of Ireland” (“FRS 102”) and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £1.

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

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Based on these assessments and having regard to the resources available to the entity, the trustees have concluded that there is no material uncertainty and that they can continue to adopt the going concern basis in preparing the annual report and financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Goods, facilities and services in kind are included at their estimated open market valuation.

1 Accounting policies **(Continued)**

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

1.6 Tangible fixed assets

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

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

Fixtures and fittings	25% Reducing balance
Computers	33% Straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

1 Accounting policies **(Continued)**

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense.

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

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

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £
Donations and gifts	30,317	400	30,717	222
Donated goods and services	10,650	-	10,650	9,000
	40,967	400	41,367	9,222

Donated goods and services
Portsmouth City Council provides the premises at Portsmouth from which the charity operates at a reduced rent. The assistance for the year has been valued at £9,000 (2024: £9,000).

The charity also received donated assets of £1,650 during the year.

4 Income from charitable activities

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Provision of advisory services	113,807	1,674,649	1,788,456	84,237	1,343,073	1,427,310

5 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	14,807	8,382

6 Other income

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Other income	26,691	130

7 Expenditure on charitable activities

	Charitable activities 2025	Charitable activities 2024
	£	£
Direct costs		
Staff costs	1,559,561	1,187,082
Depreciation and impairment	2,794	13,677
Staff and volunteer costs	22,380	15,056
Premises costs	49,006	38,726
Disbursements, bank charges and miscellaneous	(9,337)	2,747
Legal and professional fees	11,000	7,000
	1,635,404	1,264,288
Grant funding of activities (see note 8)	3,980	-
Share of support and governance costs (see note 9)		
Support	127,802	68,536
Governance	20,203	6,513
	1,787,389	1,339,337
Analysis by fund		
Unrestricted funds	122,288	14,668
Restricted funds	1,665,101	1,324,669
	1,787,389	1,339,337

8 Grants payable

	Charitable activities 2025
	£
Grants to individuals	3,980

9 Support costs allocated to activities

	2025	2024
	£	£
Office costs	127,802	68,536
Governance costs	20,203	6,513
	148,005	75,049
Analysed between:		
Charitable activities	148,005	75,049

Governance costs comprise:	2025 £	2024 £
Audit fees	4,422	4,224
Accountancy	1,602	1,656
Legal and professional	14,107	633
Trustee expenses	72	-
	20,203	6,513

All support costs incurred in the current and comparative years are attributed to office costs and are allocated on a direct cost basis to charitable activities.

Governance costs includes payments to the auditors of £4,422 (2024: £4,224) for audit of the financial statements.

10 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

During the year trustee office expenses of £126 (2024: £107) were reimbursed to two trustees (2024: one trustee).

11 Employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
	65	50

11 Employees **(Continued)**

Employment costs	2025 £	2024 £
Wages and salaries	1,427,726	1,087,401
Social security costs	101,908	82,634
Other pension costs	29,927	17,047
	1,559,561	1,187,082

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2025 Number	2024 Number
£60,001 to £70,000	-	1
£70,001 to £80,000	1	-

Contributions totalling £1,321 (2024: £1,321) were made to defined contribution pension schemes on behalf of employees whose emoluments exceed £60,000.

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2025 £	2024 £
Aggregate compensation	131,738	69,622

12 Other expenditure

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Net loss on disposal of tangible fixed assets	-	20,477	20,477	-	-	-
VAT provision	20,000	-	20,000	-	-	-
	20,000	20,477	40,477	-	-	-

13 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

14 Tangible fixed assets

	Fixtures and fittings	Computers	Total
	£	£	£
Cost			
At 1 April 2024	10,308	33,638	43,946
Additions	1,650	-	1,650
Disposals	(5,868)	(33,638)	(39,506)
At 31 March 2025	6,090	-	6,090
Depreciation and impairment			
At 1 April 2024	2,576	16,324	18,900
Depreciation charged in the year	2,792	-	2,792
Eliminated in respect of disposals	(2,704)	(16,324)	(19,028)
At 31 March 2025	2,664	-	2,664
Carrying amount			
At 31 March 2025	3,426	-	3,426
At 31 March 2024	7,732	17,314	25,046

15 Debtors

	2025	2024
Amounts falling due within one year:	£	£
Trade debtors	89,982	28,336
Other debtors	1,000	-
Prepayments and accrued income	17,952	50,246
	108,934	78,582

16 Creditors: amounts falling due within one year

	2025	2024
	£	£
Borrowings	17,500	-
Other taxation and social security	51,952	19,847
Trade creditors	9,299	9,598
Other creditors	7,299	2,991
Accruals and deferred income	36,471	16,125
	122,521	48,561

Deferred income of £3,750 (2024: £nil) was fully released during the period, and £16,686 (2024: £3,750) of resources have been deferred in the year.

17 Loans and overdrafts

	2025	2024
	£	£
Other loans	17,500	-
Payable within one year	17,500	-

18 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used. Some of the restricted funds are in deficit at 31 March 2025 due to them being ongoing projects and further funds will be received for them in the 2025/26 financial year to clear the deficits.

	At 1 April 2024	Incoming resources	Resources expended	Transfers	At 31 March 2025
	£	£	£	£	£
Access to Justice	11,325	89,575	(96,459)	-	4,441
Veterans Covenant	-	55,029	(54,129)	-	900
Translation	2,585	3,750	(3,724)	-	2,611
Civic Hardship Portsmouth	-	1,000	(1,000)	-	-
Veterans Foundation	-	21,000	(21,000)	-	-
Force for Change	-	7,390	(7,390)	-	-
Help to Claim	46,496	645,263	(665,761)	-	25,998
HIWCF Winter Hardship	-	1,200	(1,200)	-	-
Home and Well	3,044	67,331	(58,045)	-	12,330
British Red Cross	1,608	-	(1,608)	-	-
National Lottery	5,697	-	-	-	5,697
Scams CENF	-	12,035	(11,910)	-	125
Vivid Housing	-	3,000	(3,000)	-	-
Macmillan Hampshire	6,705	110,275	(124,275)	7,295	-
MaPS	13,687	327,549	(328,789)	-	12,447
PCC - Generalist	-	50,500	(48,485)	-	2,015
PCC - Multiply	-	50,835	(49,695)	-	1,140
Digital Exclusion	-	7,908	(7,649)	-	259
Energy Reach Community Project	-	23,058	(15,505)	-	7,553
Blagrave	-	5,000	(5,000)	-	-
Community - across Hampshire	-	58,750	(57,905)	-	845
The National Lottery Community Fund	-	32,977	(29,092)	-	3,885
Southern Health Foundation Trust	-	-	352	-	352
HBC Core grant	-	75,555	(63,283)	-	12,272
Older People	-	4,390	(9,757)	5,367	-
Foodbank	-	21,679	(21,269)	-	410
	91,147	1,675,049	(1,685,578)	12,662	93,280

18 Restricted funds **(Continued)**

Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
Access to Justice	10,917	64,875	(64,467)	-	11,325
Forces for Families	-	2,000	(2,000)	-	-
Translation	5,207	2,250	(4,872)	-	2,585
Veterans Covenant	-	16,336	(16,522)	186	-
Force for Change	-	7,390	(7,700)	310	-
Help to Claim	23,931	512,323	(489,758)	-	46,496
HIWCF	4,441	1,000	(7,664)	2,223	-
Home and Well	-	35,902	(32,858)	-	3,044
British Red Cross	-	66,484	(64,876)	-	1,608
National Lottery	-	74,300	(68,603)	-	5,697
Scams CENF	-	12,035	(13,361)	1,326	-
Macmillan Hampshire	-	79,358	(72,653)	-	6,705
MaPS	-	338,019	(324,332)	-	13,687
Montague Neville Durnford & St Leo Cawthan	-	5,000	(5,050)	50	-
NHS Portsmouth CCG	-	19,055	(19,055)	-	-
P&W Trust	588	-	-	(588)	-
Cost of Living	15,000	-	(15,000)	-	-
PCC - Debts & benefits	9,152	24,416	(33,568)	-	-
PCC - Generalist	-	32,570	(32,570)	-	-
PCC - Multiply	-	49,760	(49,760)	-	-
	69,236	1,343,073	(1,324,669)	3,507	91,147

Access to Justice - Access to Justice was received from the Community Justice Fund to improve access to advice particularly in relation to Welfare Benefits and Employment specialist advice services.

Forces for Families - Forces for Families was received from Citizens Advice for Armed Forces Veterans Pilot Project.

Translation - Funds were received from Hampshire & Isle Of Wight Community Foundation to provide translation services to service users.

Civic Hardship Portsmouth - Funds were received from Armed Forces Covenant for the Forces Home Straight Project.

Veterans Foundation - Funds were received from Veterans Foundation to support AF serving personnel, veterans and their families experiencing housing & homelessness issues, or transitioning to civilian society.

Force for Change - Funds were received from Portsmouth Covenant Fund for the Armed Forces Force for Change Project.

Help to Claim - Funds were received from Citizens Advice for Help to Claim Project delivery including money advice and Universal Credit advice services.

18 Restricted funds **(Continued)**

HIWCF Winter Hardship - Funds were received from Hampshire & Isle Of Wight Community Foundation (HIWCF) to fund hardship payments.

Home and Well - Home and Well was received from Citizens Advice Hampshire to provide an advisor for a Hampshire-wide service that aims to address the impact of cold homes, reduce water usage and bills.

British Red Cross - Funds were received from the British Red Cross to fund our specialist immigration advice service.

National Lottery - National Lottery funds were received for Holistic Debt Advice Services.

Scams CENF - Funds were received form the Police and Crime Commissioner for a SCAMS prevention project.

Vivid Housing - Funds were received from HIWCF to support VIVID tenants with specialist debt advice.

Macmillan Hampshire - Funds were received from Citizens Advice Hampshire in partnership with Macmillan Cancer Support to provide a specialist service for people affected by cancer, their families and carers, living in Hampshire. Users benefit from access to the full range of CAP advice.

MaPS - MaPS funding was received from Citizens Advice to support the provision of money advice services to the public. This consisted of face-to-face, web and telephone sessions.

HIVE Discretionary Grant - The Social Development Fund was received from the HIVE in the previous year for the provision of small grants to clients in need.

PCC - Generalist - Portsmouth City Council provided funds to assist people in Portsmouth at risk of financial hardship who would benefit from money advice. Further funds were provided to deliver a targeted numeracy provision to adults aged 19 and above.

PCC - Multiply - Portsmouth City Council provided funds to assist people in Portsmouth at risk of financial hardship who would benefit from money advice. Further funds were provided to deliver a targeted numeracy provision to adults aged 19 and above.

Digital Exclusion - Havant Lottery Community Fund awarded a grant to support a 9 month digital inclusion programme across West Leigh, Havant and Waterlooville.

Energy Reach Community Project - Havant Energy Efficiency Project to help consumers save money.

Energy Advice Project - Havant Energy Efficiency Project to help consumers save money.

Blagrave - Havant Work out your Money Age 16 - 25.

Community - across Hampshire - Havant - Relates to project delivery to Jan-25, shared with 4 other LCAs in Gosport, Eastleigh, Totton and Andover,

The National Lottery Community Fund - Portsmouth - Cost of Living specific fund.

Southern Health Foundation Trust - Partnering with CA Winchester, Basingstoke and Southampton. Multi-year contract.

HBC Core Grant - Funds were received from Havant Borough Council to provide a holistic advice service to people who live or work in the Borough.

18 Restricted funds **(Continued)**

Veterans Covenant - Funds were received from Portsmouth Covenant Fund for the Armed Forces Force for Change Project.

Montague Neville Durnford & St Leo Cawthan - Funds were received from Montague Neville Durnford & St Leo Cawthan for Support to Naval Forces and veterans over 50.

NHS Portsmouth CCG - NHS Portsmouth CCG funds were used to cover the cost of a project worker, offering home visits for debt and generalist advice to families with children undergoing palliative care.

Cost of Living - Funds were received from Citizens Advice to enable local offices to support or increase direct service delivery capacity, to help our clients through the cost of living crisis.

PCC - Debts & benefits - Portsmouth City Council provided funds to assist people in Portsmouth at risk of financial hardship who would benefit from money advice. Further funds were provided to deliver a targeted numeracy provision to adults aged 19 and above.

19 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used.

	At 1 April 2024	Incoming resources	Resources expended	Transfers	At 31 March 2025
	£	£	£	£	£
General funds	361,141	196,272	(142,288)	(12,662)	402,463

Previous year:	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
	£	£	£	£	£
General funds	277,345	101,971	(14,668)	(3,507)	361,141

20 Analysis of net assets between funds

	Unrestricted funds 2025	Restricted funds 2025	Total 2025
	£	£	£
Fund balances at 31 March 2025 are represented by:			
Tangible assets	-	3,426	3,426
Current assets/(liabilities)	402,465	89,854	492,319
	402,465	93,280	495,745

20 Analysis of net assets between funds **(Continued)**

	Unrestricted funds 2024	Restricted funds 2024	Total 2024
	£	£	£
Fund balances at 31 March 2024 are represented by:			
Tangible assets	-	25,046	25,046
Current assets/(liabilities)	361,141	66,101	427,242
	361,141	91,147	452,288

21 Operating lease commitments

Lessee
At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2025	2024
	£	£
Within one year	26,844	24,426
Between two and five years	96,190	20,292
In over five years	17,333	-
	140,367	44,718

During the year, the charitable company made payments under operating leases totalling £35,270 (2024 - £24,426).

22 Events after the reporting date

On 1 July 2025, a merger transfer was completed of Citizens Advice Solent East and Citizens Advice Gosport. Both entities share the same charitable aims. All assets, liabilities, staff and volunteers were transferred to Citizens Advice Solent East.

23 Related party transactions

CASE provided senior management services of £25,625 (2024 - £10,155) to Citizens Advice Gosport during the year.

24 Cash generated from operations

	2025	2024
	£	£
Surplus for the year	43,457	105,707
Adjustments for:		
Investment income recognised in statement of financial activities	(14,807)	(8,382)
Loss on disposal of tangible fixed assets	20,476	-
Depreciation and impairment of tangible fixed assets	2,792	13,677
Movements in working capital:		
(Increase) in debtors	(30,352)	(41,910)
Increase/(decrease) in creditors	56,462	(12,722)
Cash generated from operations	78,028	56,370

25 Analysis of changes in net funds

	At 1 April 2024	Cash flows	At 31 March 2025
	£	£	£
Cash at bank and in hand	397,221	108,685	505,906
Loans falling due within one year	-	(17,500)	(17,500)
	397,221	91,185	488,406

Citizens Advice Solent East

England & Wales - Charity number 1039776

Accounts

Charity registration number 1039776

Company registration number 02946921 (England and Wales)

CITIZENS ADVICE SOLENT EAST

(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr S Nienaltowski Miss L J Burton Mr A I Cullen Mr R J Emmerson Mr K Richardson Mr R N I Townsend Ms M Wade Ms S T Dhana Mr T A Little Mr A Gilbert Mr P B Brook
Secretary	Mr K Richardson
Charity number	1039776
Company number	02946921
Registered office	Units 2-3 Ark Royal House Winston Churchill Avenue Portsmouth Hampshire PO1 2GF
Auditor	Sumer Audit Piper House 4 Dukes Court Bognor Road Chichester West Sussex PO19 8FX
Bankers	National Westminster Bank Plc First floor Bay House North Harbour Business Park Portsmouth Hants PO6 4RS
Solicitors	Bates Wells & Braithwaite Cheapside House 138 Cheapside London EC2V 6BB

CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
CONTENTS

	Page
Trustees' report	1 - 5
Statement of trustees' responsibilities	6
Independent auditor's report	7 - 9
Statement of financial activities	10
Balance sheet	11
Statement of cash flows	12
Notes to the financial statements	13 - 24

CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

The Trustees, who are also Directors of the Charity for the purposes of the Companies Act, present their report together with the financial statements of the Chairty for the year ended 31 March 2024.

The accounts have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charity's governing document, applicable law and the requirements of the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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

As part of the merger with Citizens Advice Havant that took place on the 1 October 2024, we have looked at the legal entity name and as the new Charity covers the east Solent area, we have formally changed the Companies House and Charity Commission name to Citizens Advice Solent East. We feel this represents the geography the Charity is covering. One important thing to note is that we are not going to alter what each operation is known as locally. We feel it is very important that as a client walks into either the Havant or Portsmouth centres, they recognise it as Citizens Advice Havant or Portsmouth.

Objectives and Activities

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.

Our service is designed to work for a range of needs, including those with the most complex problems to those that are small, but equally important to that individual. We do so for the benefit of the community of Portsmouth and the surrounding area, recognising that diversity, equality and inclusion are at the core of our objectives is promoted.

All members of Citizens Advice network share the same aims:

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives

Contribution of Volunteers

We receive help and support in the form of volunteers who provide advice, information and guidance to clients, but also contribute to various other aspects of administering the charity. In 2023/24 CAP benefited from the contribution of 61 volunteers averaging 9.5 hours per week across our services, representing a value of volunteering hours 579.5 on average equalling £7,323.16 per week. Our continual investment in volunteer development ensures our clients receive quality advice and support. It also has tangible benefits for volunteers and wider society, through happier, healthier and more productive citizens. This is an additional benefit to society, through the way Citizens Advice delivers its service. The main financial arguments cover the public value created through enabling local network volunteers to:

- Move into work through the experience and confidence gained during their time at a local Citizens Advice.
- Develop skills that can lead to better salaries and employment prospects.
- Better manage mental health conditions, such as depression.
- Improve self-esteem, reduce isolation and increased ability to get on.
- Improve community relationships, through increased community trust and promote a sense of belonging by working with local people.

Achievements and performance

In 2023/24 our newly funded generalist advice service dealt with 13,597 client contacts, including 3,315 face-to-face, 6,184 via email, and 4,098 by telephone, addressing over 28,687 advice issues.

Our efforts yielded impressive outcomes for our clients, including:

- We secured £17,317,841 in financial gains through welfare benefits and debt write-offs.
- We have supported clients by reducing client's debt, totalling £333,640.

We supported individuals and families at greatest risk of crisis.

- 2,159 client contacts from clients were related to Immigration and Asylum.
- 55% had a disability and/or long-term health condition.

Overall, Citizens Advice Portsmouth dealt with 27,851 client contacts including 4039 face-to-face, 10,425 via email and 11,982 by telephone addressing over 50,900 advice issues.

Our efforts yielded impressive outcomes for our clients, including:

- We secured £23,315,236 in financial gains through welfare benefits and debt write-offs.
- We have supported clients by reducing client's debt, totalling £855,719.

We supported individuals and families at greatest risk of crisis.

- 7,495 clients were able to use our excellent online support services to self-help, negating the need for an adviser and preserving our resources for those most in need of adviser support.
- 48% had a disability and/or long-term health condition.

In conclusion, we take great pride in sharing that during the 2023/24 period, an impressive 96% of our customers rated our overall support as either good or excellent.

Factors Affecting the Achievement of Objectives
In 2023/24

In the 2023/24 fiscal year, Portsmouth City Council recognised the vital work we do in providing advice to the Portsmouth community by granting us financial support. This funding allowed us to secure paid staff for a service that had previously relied on our reserves and volunteer efforts. This was a significant milestone in enhancing our professional standing in the city.

Additionally, we soft-launched our first social enterprise—a specialist immigration advice service. In its first year, we tripled our financial target and provided free advice to 865 individuals through this initiative.

Our dedicated team worked tirelessly to ensure another year of growth and success for our essential service. Consequently, a major focus this year was to significantly enhance the benefits package for our team members, ensuring a supportive work environment that offers opportunities for growth, diversity, and overall well-being.

Financial review

Financial Position

The trustees report incoming resources for the year of £1,445,045 (2023: £1,259,428). Of this £1,343,073 (2023: £1,192,941) related to project restricted activities. The charity does not carry out any significant public fundraising activities.

Net incoming resources in the year amounted to £105,707 (2023: net outgoing resources £14,195). At 31st March 2024 reserves were £452,288 (2023: £346,581) of which £91,147 (2023: £69,236) represented restricted funds.

Reserves Policy
It is the policy of the charity that unrestricted funds which are not represented by fixed assets or have not been designated for specific use should be maintained at a level equivalent to between 3-6 months expenditure. The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. These reserves at 31 March 2024 stood at £452,288 (2023: £346,581), which is comfortably within this range.

Future Plans
As we look ahead to 2024/25, our priority remains to diversify our funding sources and increase our unrestricted funding. To achieve this, we are exploring new fundraising initiatives and expanding our social enterprise ventures. To support these efforts, we have strengthened our business development team by hiring an additional bid writer.

As mentioned at the beginning of this report the new legal entity that came into effect on 1 October 2024 covers the Havant and Portsmouth operations. As we look at the developing landscape with grants and funders, we do expect to see more mergers of local Citizen Advice operations and we will respond to those as the opportunity / need arises.

Structure, Governance and Management
Governing Document
The charity is a company limited by guarantee and was formed on 8 July 1994. It is governed by its Memorandum and Articles of Association as amended on 5 November 2002, and 4 November 2011.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mr S Nienaltowski	
Miss L J Burton	
Mr A I Cullen	
Mr R Eade	(Resigned 1 July 2023)
Mr R J Emmerson	
Mr K Richardson	
Mr R N I Townsend	
Mr T Watmough	(Resigned 18 September 2023)
Ms M Wade	
Ms S T Dhana	
Mr T A Little	
Mr A Gilbert	
Mr P B Brook	
Ms Emily Drum	(Resigned 29 November 2023)

Trustees
Trustees are elected from the membership of the charity. Members wishing to stand as Trustees are nominated by an existing Trustee and names are put forward at the Annual General Meeting for election. The maximum number of Trustees shall be 15 and the minimum shall be 3, being either:

a) elected at the Annual General Meeting (there being no more than ten such elected Trustees in total) and who shall hold office from the conclusion of that meeting;
Or
b) Co-opted by the Trustee Board

Newly appointed Trustees are provided with a comprehensive induction to the charity through the provision of training courses and mentoring by established Trustees.

Membership
In addition to Trustees, the Charity may admit into membership:

a) 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) any body corporate or unincorporated association which is interested in furthering the Charity's work and is admitted to membership by the Trustees (any such body being called a "member organisation").

The Trustee Board may establish criteria for membership and make regulations governing the admission of members.

Organisation Structure
Overall control of the charity rests with the Trustee board, with a chairperson, treasurer and company secretary as officers. Trustees meet as a minimum 4 times a year (quarterly) but review and meet as required with additional meetings organised in accordance with the company articles. The Trustees delegate day-to-day organisational management to the Chief Officer, Sandy Bramley. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Related Parties
Citizens Advice Portsmouth is an independent charity that is a member of Citizens Advice (trading name of the National Association of Citizens Advice), which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Citizens advice Portsmouth in order to fulfil its charitable objects and comply with the national membership requirements.

The Charity operates from its head office at Ark Royal House.

Major Risks
The trustees have developed a framework with defined risk appetites aligned to the Charity Commissions 'Charities and risk management' guidance.

The primary risk remains in relation to Department for Work and Pensions (DWP) services (Help to Claim and Money Advice) which remains a risk in part due to societal changes and increasing demands on service delivery. Mitigation plans remain in place and are regularly reviewed; including the continuing move toward diversification of services.

On the face of this with our main contracts offered with a 12- or 18-month period this might look like a high risk. But the nature of this beast is that is how the DWP operates, and we do not see this as a risk as the employees contracted to these contracts are not an ongoing liability as we have a well tried and tested process for making roles redundant when, or if, contracts terminate. Today we have a portfolio of 16 grant contracts from 11 funders of which these are only two of the 16. We remain very aware of the situation but do not see this as high risk. In fact the strategy seems to be moving in a direction of more regional based agreements and as we grow our own organisation and geographic coverage, this will strengthen our position to take on larger contracts.

Citizens Advice Portsmouth are responding to the risks associated with societal challenges and increasing needs, most notably in respect to debt and mental health concerns through direct advice and collaboration with partners across the city.

Auditor
In accordance with the company's articles, a resolution proposing that Sumer Audit be reappointed as auditor of the company will be put at a General Meeting.

Disclosure of information to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The trustees' report was approved by the Board of Trustees.

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Mr S Nienaltowski
Trustee

Date: 21/10/2024

CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2024

The trustees, who are also the directors of Citizens Advice Solent East for the purpose of company law, 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 charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

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 departures disclosed and explained in the financial statements; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF CITIZENS ADVICE SOLENT EAST

Opinion

We have audited the financial statements of Citizens Advice Solent East (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities, the balance sheet, 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.

In addition to the above, our procedures to respond to risks identified included the following:

- Making enquiries of management, about any known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of the board and senior management;
- Reading correspondence with regulators;
- Challenging assumptions and judgements made by management in their significant accounting estimates, including defined benefit pension scheme valuations; and
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness.

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

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- Obtaining an understanding of the legal and regulatory framework that the charitable company operates in, focusing on those laws and regulations that had a direct effect on the financial statements and operations;
- Obtaining an understanding of the charitable company's policies and procedures on fraud risks, including knowledge of any actual, suspected or alleged fraud; and
- Discussing among the engagement team how and where fraud might occur in the financial statements and any potential indicators of fraud through our knowledge and understanding of the company and our sector-specific experience.

As a result of these procedures, we considered the opportunities and incentives that may exist within the charitable company for fraud. We are also required to perform specific procedures to respond to the risk of management override. As a result of performing the above, we identified the following areas as those most likely to have an impact on the financial statements: compliance with the UK Companies Act and Charities Act.

In addition to the above, our procedures to respond to risks identified included the following:

- Making enquiries of management about any known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of the board and senior management;
- Challenging assumptions and judgements made by management in their significant accounting estimates; and
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness.

Due to the inherent limitations of an audit, there is an unavoidable risk that some material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with the ISAs (UK). For instance, the further removed non-compliance is from the events and transactions reflected in the financial statements, the less likely the auditor is to become aware of it or to recognise the non-compliance.

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.

Robin Evans

Robin Evans BA FCA CTA DChA (Senior Statutory Auditor)
for and on behalf of Sumer Audit
Chartered Accountants
Statutory Auditor
Chichester

4/12/2024

Sumer Audit is the trading name of Sumer Auditco Limited

CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Income and endowments from:							
Donations and legacies	3	9,222	-	9,222	12,104	5,000	17,104
Charitable activities	4	84,237	1,343,073	1,427,310	46,430	1,187,941	1,234,371
Investments	5	8,382	-	8,382	1,885	-	1,885
Other income	6	130	-	130	6,068	-	6,068
Total income		101,971	1,343,073	1,445,044	66,487	1,192,941	1,259,428
Expenditure on:							
Charitable activities	7	14,668	1,324,669	1,339,337	61,797	1,211,826	1,273,623
Total expenditure		14,668	1,324,669	1,339,337	61,797	1,211,826	1,273,623
Net income/(expenditure)		87,303	18,404	105,707	4,690	(18,885)	(14,195)
Transfers between funds		(3,507)	3,507	-	(11,344)	11,344	-
Net movement in funds		83,796	21,911	105,707	(6,654)	(7,541)	(14,195)
Reconciliation of funds:							
Fund balances at 1 April 2023		277,345	69,236	346,581	283,999	76,777	360,776
Fund balances at 31 March 2024		361,141	91,147	452,288	277,345	69,236	346,581

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024 £	2024 £	2023 £	2023 £
Fixed assets					
Tangible assets	12		25,046		10,604
Current assets					
Debtors	13	78,582		36,672	
Cash at bank and in hand		397,221		366,588	
		475,803		403,260	
Creditors: amounts falling due within one year	15	48,561		67,283	
Net current assets			427,242		335,977
Total assets less current liabilities			452,288		346,581
The funds of the charity					
Restricted income funds	16		91,147		69,236
Unrestricted funds			361,141		277,345
			452,288		346,581

The financial statements were approved by the trustees on 21st October 2024

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Mr S Nienaltowski
Trustee

Company registration number 02946921 (England and Wales)

CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	2024 £	2023 £	2023 £
Cash flows from operating activities					
Cash generated from operations	**22**		56,370		2,815
Investing activities					
Purchase of tangible fixed assets		(28,119)		(15,827)	
Investment income received		8,382		1,885	
Net cash used in investing activities			(19,737)		(13,942)
Financing activities					
Repayment of borrowings		(6,000)		(6,000)	
Net cash used in financing activities			(6,000)		(6,000)
Net increase/(decrease) in cash and cash equivalents			30,633		(17,127)
Cash and cash equivalents at beginning of year			366,588		383,715
Cash and cash equivalents at end of year			397,221		366,588

1 Accounting policies

Charity information

Citizens Advice Solent East is a private company limited by guarantee incorporated in England and Wales. The registered office is Units 2-3, Ark Royal House, Winston Churchill Avenue, Hampshire, Portsmouth, PO1 2GF.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's articles of association, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £1.

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

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Based on these assessments and having regard to the resources available to the entity, the trustees have concluded that there is no material uncertainty and that they can continue to adopt the going concern basis in preparing the annual report and financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Goods, facilities and services in kind are included at their estimated open market valuation.

1 Accounting policies **(Continued)**

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

1.6 Tangible fixed assets

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

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

Fixtures and fittings	25% Reducing balance
Computers	33% Straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

1 Accounting policies **(Continued)**

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Employee benefits

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

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

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	Unrestricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Donations and gifts	222	222	3,104	5,000	8,104
Donated goods and services	9,000	9,000	9,000	-	9,000
	9,222	9,222	12,104	5,000	17,104

Donated goods and services
Portsmouth City Council provides the premises at Portsmouth from which the charity operates at a reduced rent. The assistance for the year has been valued at £9,000 (2023: £9,000)

4 Income from charitable activities

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Provision of advisory services	84,237	1,343,073	1,427,310	43,108	1,187,941	1,231,049
Other income	-	-	-	3,322	-	3,322
	84,237	1,343,073	1,427,310	46,430	1,187,941	1,234,371

5 Income from investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Interest receivable	8,382	1,885

6 Other income

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Other income	130	6,068

7 Expenditure on charitable activities

	Charitable activities 2024	Charitable activities 2023
	£	£
Direct costs		
Staff costs	1,187,082	1,109,555
Depreciation and impairment	13,677	5,223
Staff and volunteer costs	15,056	16,326
Premises costs	38,726	37,323
Disbursements	2,747	5,129
Legal and professional fees	7,000	-
	1,264,288	1,173,556
Share of support and governance costs (see note 8)		
Support	68,536	92,940
Governance	6,513	7,127
	1,339,337	1,273,623
Analysis by fund		
Unrestricted funds	14,668	61,797
Restricted funds	1,324,669	1,211,826
	1,339,337	1,273,623

8 Support costs allocated to activities

	2024	2023
	£	£
Support costs	68,536	92,940
Governance costs	6,513	7,127
	75,049	100,067
Analysed between:		
Charitable activities	75,049	100,067

Governance costs comprise:	2024 £	2023 £
Audit fees	4,224	4,020
Accountancy	1,656	1,440
Legal and professional	633	1,667
	6,513	7,127

8 Support costs allocated to activities **(Continued)**

All support costs incurred in the current and comparative years are attributed to office costs and are allocated on a direct cost basis to charitable activities.

Governance costs includes payments to the auditors of £5,880 (2023: £5,460) for audit and preparation of financial statements.

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

During the year trustee office expenses of £107 (2023: £nil) were reimbursed to one trustee (2023: no trustees).

10 Employees

The average monthly number of employees during the year was:

	2024 Number	2023 Number
Average full time equivalent number of staff employed	50	50

Employment costs	2024 £	2023 £
Wages and salaries	1,087,401	1,016,791
Social security costs	82,634	77,761
Other pension costs	17,047	15,003
	1,187,082	1,109,555

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2024 Number	2023 Number
£60,000 to £70,000	1	-

Remuneration of key management personnel
The remuneration of key management personnel is as follows.

	2024 £	2023 £
Aggregate compensation	69,622	59,559

11 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

12 Tangible fixed assets

	Fixtures and fittings	Computers	Total
	£	£	£
Cost			
At 1 April 2023	31,168	56,253	87,421
Additions	10,308	17,811	28,119
Disposals	(31,168)	(40,426)	(71,594)
At 31 March 2024	10,308	33,638	43,946
Depreciation and impairment			
At 1 April 2023	31,168	45,649	76,817
Depreciation charged in the year	2,576	11,101	13,677
Eliminated in respect of disposals	(31,168)	(40,426)	(71,594)
At 31 March 2024	2,576	16,324	18,900
Carrying amount			
At 31 March 2024	7,732	17,314	25,046
At 31 March 2023	-	10,604	10,604

13 Debtors

	2024	2023
Amounts falling due within one year:	£	£
Trade debtors	28,336	32,859
Prepayments and accrued income	50,246	3,813
	78,582	36,672

14 Loans and overdrafts

	2024	2023
	£	£
Other loans	-	6,000
Payable within one year	-	6,000

In April 2013, the Bureau received a loan from Portsmouth City Council to finance the exit charge from the Local Government Pension Scheme. The loan was secured by a floating charge over the assets of the Bureau and has been fully repaid in the year.

15 Creditors: amounts falling due within one year

	2024	2023
	£	£
Borrowings	-	6,000
Other taxation and social security	19,847	19,798
Trade creditors	9,598	2,190
Other creditors	2,991	3,666
Accruals and deferred income	16,125	35,629
	48,561	67,283

Deferred income of £3,750 (2023: £nil) in relation to grant amounts received in advance.

16 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
	£	£	£	£	£
Access to Justice	10,917	64,875	(64,467)	-	11,325
Forces for Families	-	2,000	(2,000)	-	-
Translation	5,207	2,250	(4,872)	-	2,585
Veterans Covenant	-	16,336	(16,522)	186	-
Force for Change	-	7,390	(7,700)	310	-
Help to Claim	23,931	512,323	(489,758)	-	46,496
HIWCF	4,441	1,000	(7,664)	2,223	-
Home and Well	-	35,902	(32,858)	-	3,044
British Red Cross	-	66,484	(64,876)	-	1,608
National Lottery	-	74,300	(68,603)	-	5,697
Scams CENF	-	12,035	(13,361)	1,326	-
Macmillan Hampshire	-	79,358	(72,653)	-	6,705
MaPS	-	338,019	(324,332)	-	13,687
Montague Neville Durnford & St Leo Cawthan	-	5,000	(5,050)	50	-
NHS Portsmouth CCG	-	19,055	(19,055)	-	-
P&W Trust	588	-	-	(588)	-
Cost of Living	15,000	-	(15,000)	-	-
PCC - Debts & benefits	9,152	24,416	(33,568)	-	-
PCC - Generalist	-	32,570	(32,570)	-	-
PCC - Multiply	-	49,760	(49,760)	-	-
	69,236	1,343,073	(1,324,669)	3,507	91,147

16 Restricted funds **(Continued)**

Previous year:	At 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2023 £
Access to Justice	-	19,672	(8,755)	-	10,917
Forces for Families	8,186	3,745	(11,931)	-	-
Translation	5,407	-	(200)	-	5,207
Help to Claim	8,609	483,817	(468,495)	-	23,931
Suicide Prevention	6,080	-	-	(6,080)	-
HIVE	524	1,000	(2,321)	797	-
HIWCF	2,316	10,050	(5,609)	(2,316)	4,441
Home and Well	-	56,000	(58,841)	2,841	-
Immigration	-	35,965	(50,427)	14,462	-
Macmillan Hampshire	-	67,597	(69,610)	2,013	-
MaPS	44,120	444,539	(488,905)	246	-
Mental Health ASK	947	-	-	(947)	-
NHS Portsmouth CCG	-	19,055	(19,383)	328	-
P&W Trust	588	-	-	-	588
Cost of Living	-	15,000	-	-	15,000
PCC	-	36,500	(27,348)	-	9,152
	76,777	1,192,940	(1,211,825)	11,344	69,236

Access to Justice was received from the Community Justice Fund to improve access to advice particularly in relation to Welfare Benefits and Employment specialist advice services.

Forces for Families was received from Citizens Advice for Armed Forces Veterans Pilot Project.

Funds were received from Hampshire & Isle Of Wight Community Foundation to provide translation services to service users.

Funds were received from Armed Forces Covenant of £98,656 over two years for the Forces Home Straight Project.

Funds were received from Portsmouth Covenant Fund for the Armed Forces Force for Change Project.

Funds were received from Citizens Advice for Help to Claim Project delivery including money advice and Universal Credit advice services.

Funds were received from Hampshire & Isle Of Wight Community Foundation (HIWCF) to fund hardship payments.

Home and Well was received from Citizens Advice Hampshire to provide an advisor for a Hampshire-wide service that aims to address the impact of cold homes, reduce water usage and bills.

National Lottery funds were received for Holistic Debt Advice Services.

Funds were received form the Police and Crime Commissioner for a SCAMS prevention project.

Funds were received from Citizens Advice Hampshire in partnership with Macmillan Cancer Support to provide a specialist service for people affected by cancer, their families and carers, living in Hampshire. Users benefit from access to the full range of CAP advice.

16 Restricted funds **(Continued)**

MaPS funding was received from Citizens Advice to support the provision of money advice services to the public. This consisted of face-to-face, web and telephone sessions.

Funds were received from Montague Neville Durnford & St Leo Cawthan for Support to Naval Forces and veterans over 50.

NHS Portsmouth CCG funds were used to cover the cost of a project worker, offering home visits for debt and generalist advice to families with children undergoing palliative care.

Funds were received from Citizens Advice to enable local offices to support or increase direct service delivery capacity, to help our clients through the cost of living crisis.

Funds were received from the British Red Cross to fund our specialist immigration advice service.

Portsmouth City Council provided funds to assist people in Portsmouth at risk of financial hardship who would benefit from money advice. Further funds were provided to deliver a targeted numeracy provision to adults aged 19 and above.

Funds were received from Citizens Advice for the delivery of money advice and Universal Credit advice services.

The Social Development Fund was received from the HIVE in the previous year for the provision of small grants to clients in need.

Southampton City Council provided a Suicide Prevention Service to the public.

Mental Health Ask was received from the National Lottery Community Fund to run a pilot project on mitigating the links between mental health and debt.

17 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used.

	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
	£	£	£	£	£
General funds	277,345	101,971	(14,668)	(3,507)	361,141

Previous year:	At 1 April 2022	Incoming resources	Resources expended	Transfers	At 31 March 2023
	£	£	£	£	£
General funds	283,999	66,487	(61,797)	(11,344)	277,345

18 Analysis of net assets between funds

	Unrestricted funds 2024	Restricted funds 2024	Total 2024
	£	£	£
Fund balances at 31 March 2024 are represented by:			
Tangible assets	25,046	-	25,046
Current assets/(liabilities)	336,095	91,147	427,242
	361,141	91,147	452,288

	Unrestricted funds 2023	Restricted funds 2023	Total 2023
	£	£	£
Fund balances at 31 March 2023 are represented by:			
Tangible assets	10,604	-	10,604
Current assets/(liabilities)	266,741	69,236	335,977
	277,345	69,236	346,581

19 Operating lease commitments

Lessee

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2024	2023
	£	£
Within one year	24,426	26,904
Between two and five years	20,292	41,866
	44,718	68,770

During the year, the charitable company made payments under operating leases totaling £24,426 (2023: £20,570).

20 Events after the reporting date

On 1 October 2024, a merge transfer was completed of Citizens Advice Solent East and Citizens Advice Havant. Both entities share the same charitable aims. All assets, liabilities, staff and volunteers were transferred to the newly-named Citizens Advice Solent East.

21 Related party transactions

There were no disclosable related party transactions during the year (2023 - none).

22 Cash generated from operations

	2024	2023
	£	£
Surplus/(deficit) for the year	105,707	(14,195)
Adjustments for:		
Investment income recognised in statement of financial activities	(8,382)	(1,885)
Depreciation and impairment of tangible fixed assets	13,677	5,223
Movements in working capital:		
(Increase) in debtors	(41,910)	(10,217)
(Decrease)/increase in creditors	(12,722)	23,889
Cash generated from operations	56,370	2,815

23 Analysis of changes in net funds

	At 1 April 2023	Cash flows	At 31 March 2024
	£	£	£
Cash at bank and in hand	366,588	30,633	397,221
Loans falling due within one year	(6,000)	6,000	-
	360,588	36,633	397,221

Citizens Advice Solent East

England & Wales - Charity number 1039776

Accounts

Charity registration number 1039776

Company registration number 2946921 (England and Wales)

CITIZENS ADVICE PORTSMOUTH

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

CITIZENS ADVICE PORTSMOUTH

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	S Nienaltowski	
	L Burton	
	A Cullen	
	R Emmerson	
	K Richardson	
	R Townsend	
	M Wade	
	S Dhana	
	T Little	
	A Gilbert	
	P Brook	(Appointed 12 April 2022)
	E Drum	
Secretary	K Richardson	
Charity number	1039776	
Company number	2946921	
Registered office	Units 2-3 Ark Royal House Winston Churchill Avenue Portsmouth Hampshire PO1 2GF	
Auditor	Jones Avens Limited Piper House 4 Dukes Court Bognor Road Chichester West Sussex PO19 8FX	
Bankers	National Westminster Bank Plc First floor Bay House North Harbour Business Park Portsmouth Hants PO6 4RS	
Solicitors	Bates Wells & Braithwaite Cheapside House 138 Cheapside London EC2V 6BB	

CITIZENS ADVICE PORTSMOUTH

CONTENTS

	Page
Trustees' report	1 - 5
Independent auditor's report	6 - 9
Statement of financial activities	10
Balance sheet	11
Statement of cash flows	12
Notes to the financial statements	13 - 24

CITIZENS ADVICE PORTSMOUTH

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

The trustees present their annual report and financial statements for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019).

Objectives and activities

The Charity's objects are to promote any charitable purpose for the public benefit by the advancement and provision of free (in most cases), independent, confidential and impartial information and advice, to people on their rights and responsibilities which enable the public to have the knowledge and confidence they need to find a way forward whoever they are and whatever their problem may be. Our service is designed to work for a range of needs, including those with the most complex problems to those that are small, but equally important to that individual. We do so for the benefit of the community of Portsmouth and the surrounding area, recognising that diversity, equality and inclusion are at the core of our objectives is promoted.

All members of Citizens Advice network share the same aims:

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Contribution of Volunteers

We receive help and support in the form of volunteers who provide advice, information and guidance to clients, but also contribute to various other aspects of administering the charity. In 2022/23 CAP benefited from contribution of 62 volunteers across our services, representing a value of volunteering hours 224 on average equalling £203,650. Our continual investment in volunteer development ensures our clients receive quality advice and support. It also has tangible benefits for volunteers and wider society, through happier, healthier and more productive citizens. This is an additional benefit to society, through the way Citizens Advice delivers its service. The main financial arguments cover the public value created through enabling local network volunteers to:

- Move into work through the experience and confidence gained during their time at a local Citizens Advice.
- Develop skills that can lead to better salaries and employment prospects.
- Better manage mental health conditions, such as depression.
- Improve self-esteem, reduce isolation and increased ability to get on.
- Improve community relationships, through increased community trust and promote a sense of belonging by working with local people.

Achievements and performance

In 2022/23, we aided 13,223 clients, addressing a total of 55,848 advice issues. Our efforts yielded impressive outcomes for our clients, including:

- Securing £4.1 million in financial gains through welfare benefits and debt write-offs.
- Assisting clients in recovering £112,407 in backdated/appealed benefits, with an average benefit of £6,886 per client.
- Enhancing the health and capacity to manage for 5,570 clients, resulting in a total benefit of £633,225, averaging £114 per client.
- Generating over £2 million in additional income for clients through increased benefits and tax credits, with an average gain of £4,979 per client.
- Providing clients with fuel vouchers totalling £2,718, averaging £42 per client.
- Supporting clients who were not liable for debt, totalling £49,596, with an average resolution of £2,610 per client.

We supported individuals and families at greatest risk of crisis.

- 1,103 of clients were able to access our services via our website contact form.
- 3,101 had a disability and/or long-term health condition.
- 31% of clients with mental health problems asked for help with energy issues.
- 37% of clients were able to access our services via telephone.
-

Our assistance has also played a significant role in alleviating loneliness and reducing isolation. Our evidence indicates that every interaction with us contributes to an improvement in the well-being of our clients.

In conclusion, we take great pride in sharing that during the 2022/23 period, an impressive 95% of our customers rated our overall support as either good or excellent.

Factors Affecting the Achievement of Objectives

In 2022/23, Portsmouth City Council retendered for the City's advice service and despite scoring an impressive 92.4% for our submission, we were unsuccessful. So, we continue to face the challenge of having no funding for our core work. It's worth noting that we are one of very few Citizens Advice centres across the country that do not receive financial support for offering generalist advice. Despite this financial constraint, the residents of Portsmouth still choose to seek assistance from Citizens Advice Portsmouth. They recognise our organisation as a trusted expert in the field, and we are the only quality-marked generalist advice service available in the city.

Our commitment to not turning away individuals in need is paramount. It is our duty to ensure that they do not experience any detriment. Moreover, we must also consider the potential harm to our excellent reputation if we were to turn people away. Therefore, we persist in providing an unfunded generalist advice service, relying on the dedication and support of our volunteers.

Throughout the year 2022/23, we take pride in having provided essential support to address more than 50% of the city's advice needs through our unfunded service. However, we acknowledge that our dedication and commitment to those seeking our assistance unintentionally contributes to the incumbent provider's ability to deliver their funded service. This, in turn, affects our capacity to secure funding for our own services.

Our remarkable accomplishments can be attributed to the outstanding leadership team we have in place and the unwavering commitment and expertise of our team members. They wholeheartedly align with the organisation's objectives and work tirelessly to achieve them.

Financial review

Financial Position

The trustees report incoming resources for the year of £1,259,428 (2022: £876,072). Of this £1,192,941 (2022: £865,869) related to project restricted activities. The charity does not carry out any significant public fundraising activities.

Net outgoing resources in the year amounted to £14,195 (2022 net expenditure of £96,410). At 31 March 2023 reserves were £346,581 of which £69,236 represented restricted funds.

Reserves Policy

It is the policy of the charity that unrestricted funds which are not represented by fixed assets or have not been designated for specific use should be maintained at a level equivalent to between 3-6 months expenditure. The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. These reserves at 31 March 2023 stood at £346,581, which is comfortably within this range.

Plans for future periods

Our focus as we move into 2023/24 will be to increase the diversity of our funding streams. With a particularly focus on increasing our unrestricted funding streams through exploring fundraising and the initial development of a second social enterprise.

Structure, governance and management

The charity is a company limited by guarantee and was formed on 8 July 1994. It is governed by its Memorandum and Articles of Association as amended on 5 November 2002, and 4 November 2011. The name of the charity was formally changed from Portsmouth Citizen's Advice Bureau to Citizens Advice Portsmouth on 19 December 2017 to reflect the name that the charity is usually known by.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

S Nienaltowski	
L Burton	
A Cullen	
R Eade	(Resigned 1 July 2023)
R Emmerson	
K Richardson	
A Stevens	(Resigned 10 October 2022)
R Townsend	
T Watmough	(Resigned 18 September 2023)
M Wade	
S Dhana	
T Little	
A Gilbert	
P Brook	(Appointed 12 April 2022)
E Drum	

Trustees are elected from the membership of the charity. Members wishing to stand as Trustees are nominated by an existing Trustee and names are put forward at the Annual General Meeting for election. The maximum number of Trustees shall be 15 and the minimum shall be 3, being either:

a) elected at the Annual General Meeting (there being no more than ten such elected Trustees in total) and who shall hold office from the conclusion of that meeting;

Or

b) Co-opted by the Trustee Board

Newly appointed Trustees are provided with a comprehensive induction to the charity through the provision of training courses and mentoring by established Trustees.

Membership

In addition to Trustees, the Charity may admit into membership:
a) 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) any body corporate or unincorporated association which is interested in furthering the Charity's work and is admitted to membership by the Trustees (any such body being called a "member organisation").

The Trustee Board may establish criteria for membership and make regulations governing the admission of members.

Organisation Structure

Overall control of the charity rests with the Trustee board, with a chairperson, treasurer and company secretary as officers. Trustees meet as a minimum 4 times a year (quarterly) but review and meet as required with additional meetings organised in accordance with the company articles. The Trustees delegate day-to-day organisational management to the Chief Officer. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Related Parties

Citizens Advice Portsmouth is an independent charity that is a member of Citizens Advice (trading name of the National Association of Citizens Advice), which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Citizens advice Portsmouth in order to fulfil its charitable objects and comply with the national membership requirements.

The Charity operates from its head office at Ark Royal House.

Major Risks

The trustees have developed a framework with defined risk appetites aligned to the Charity Commissions 'Charities and risk management' guidance.

The primary risk remains in relation to Department for Work and Pensions (DWP) services (Help to Claim and Money Advice) which remains a risk in part due to societal changes and increasing demands on service delivery. Mitigation plans remain in place and are regularly reviewed; including the continuing move toward diversification of services.

Citizens Advice Portsmouth are responding to the risks associated with societal challenges and increasing needs, most notably in respect to debt and mental health concerns through direct advice and collaboration with partners across the city.

Statement of trustees' responsibilities

The trustees, who are also the directors of Citizens Advice Portsmouth for the purpose of company law, 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 charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

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; and

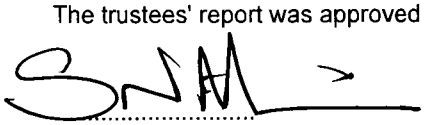
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Auditor

In accordance with the company's articles, a resolution proposing that Jones Avens Limited be reappointed as auditor of the company will be put at a General Meeting.

The trustees' report was approved by the Board of Trustees.



S Nienaltowski
Trustee

Date: 7/12/23

CITIZENS ADVICE PORTSMOUTH

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF CITIZENS ADVICE PORTSMOUTH

Opinion

We have audited the financial statements of Citizens Advice Portsmouth (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities, the balance sheet, 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 2023 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.

Identification and assessment of irregularities including fraud

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

- 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 Act 2011;
- we obtained an understanding of the legal and regulatory framework applicable to the entity and how the entity is complying with that framework by making appropriate enquiries of management as well as considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations;
- we made enquiries of those charged with governance and management concerning:
    - the risks of fraud;
    - instances of non-compliance with laws and regulations or knowledge of actual, suspected, or alleged fraud is documented during the period;
- we allocated an engagement team that we considered collectively had the appropriate competence and capabilities to identify or recognise non-compliance with laws and regulations.

Audit response to risks of irregularities including fraud
Based on the results of our risk assessment, our procedures included, but were not limited to:

- performing analytical procedures to identify any unusual or unexpected relationships.
- evaluating whether the selection and application of accounting policies by the entity that may be indicative of fraudulent financial reporting resulting from management's effort to manage earnings.
- assessing whether judgements and assumptions made in determining the accounting estimates set out in note 2 were indicative of potential bias.
- agreeing financial statement disclosures to underlying supporting documentation.
- reading the minutes of meetings of those charged with governance.
- reviewing the correspondence with relevant regulatory bodies.
- testing of journal entries to address the risk of fraud through management override.
- incorporating an element of unpredictability in the selection of the nature, timing, and extent of our audit procedures.

Conclusions regarding the risk of irregularities including fraud
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.

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.

We considered our audit was capable of detecting irregularities due to:

- the effectiveness of the entity's internal controls;
- the nature, timing and extent of audit procedures performed; and

the absence of contradictory evidence.

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.

Claire Norwood BSc FCA ATII (Senior Statutory Auditor)
for and on behalf of Jones Avens Limited

11/12/2023

Chartered Accountants
Statutory Auditor

Piper House
4 Dukes Court
Bognor Road
Chichester
West Sussex
PO19 8FX

Jones Avens Limited 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.

CITIZENS ADVICE PORTSMOUTH

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Income and endowments from:							
Donations and legacies	3	12,104	5,000	17,104	9,262	-	9,262
Charitable activities	4	46,430	1,187,941	1,234,371	(1,639)	865,869	864,230
Investments	5	1,885	-	1,885	2,580	-	2,580
Other income	6	6,068	-	6,068	-	-	-
Total income		66,487	1,192,941	1,259,428	10,203	865,869	876,072
Expenditure on:							
Charitable activities	7	61,797	1,211,826	1,273,623	8,534	963,948	972,482
Net incoming/(outgoing) resources before transfers		4,690	(18,885)	(14,195)	1,669	(98,079)	(96,410)
Gross transfers between funds		(11,344)	11,344	-	(61,553)	61,553	-
Net expenditure for the year/ Net movement in funds		(6,654)	(7,541)	(14,195)	(59,884)	(36,526)	(96,410)
Fund balances at 1 April 2022		283,999	76,777	360,776	343,883	113,303	457,186
Fund balances at 31 March 2023		277,345	69,236	346,581	283,999	76,777	360,776

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

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

CITIZENS ADVICE PORTSMOUTH

BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Fixed assets					
Tangible assets	**12**		10,604		-
Current assets					
Debtors	**13**	36,672		26,455	
Cash at bank and in hand		366,588		383,715	
		403,260		410,170	
Creditors: amounts falling due within one year	**15**	(67,283)		(43,394)	
Net current assets			335,977		366,776
Total assets less current liabilities			346,581		366,776
Creditors: amounts falling due after more than one year	**16**		-		(6,000)
Net assets			346,581		360,776
Income funds					
Restricted funds	**17**		69,236		76,777
Unrestricted funds			277,345		283,999
			346,581		360,776

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 7/12/23

S Nienaltowski
Trustee

Company registration number 2946921

CITIZENS ADVICE PORTSMOUTH

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	2023 £	2022 £	2022 £
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	**20**		2,815		(78,716)
Investing activities					
Purchase of tangible fixed assets		(15,827)		-	
Investment income received		1,885		2,580	
Net cash (used in)/generated from investing activities			(13,942)		2,580
Financing activities					
Repayment of borrowings		(6,000)		(6,000)	
Net cash used in financing activities			(6,000)		(6,000)
Net decrease in cash and cash equivalents			(17,127)		(82,136)
Cash and cash equivalents at beginning of year			383,715		465,851
Cash and cash equivalents at end of year			366,588		383,715

1 Accounting policies

Charity information

Citizens Advice Portsmouth is a private company limited by guarantee incorporated in England and Wales. The registered office is Units 2-3, Ark Royal House, Winston Churchill Avenue, Portsmouth, Hampshire, PO1 2GF.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's [governing document], the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

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

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

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Gifts and services in kind are included at their estimated open market valuation.

1 Accounting policies **(Continued)**

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

1.6 Tangible fixed assets

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

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

Fixtures and fittings	20% Straight line
Computers	33% Straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

1 Accounting policies **(Continued)**

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Employee benefits

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

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

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

Key sources of estimation uncertainty

Useful life of tangible fixed assets

The useful lives of assets are determined by management at the time the asset is acquired and reviewed for appropriateness. The lives are based on historical experience with similar assets as well as anticipation of future events, which may impact their life.

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total	Unrestricted funds
	2023	2023	2023	2022
	£	£	£	£
Donations and gifts	3,104	5,000	8,104	262
Donated goods and services	9,000	-	9,000	9,000
	12,104	5,000	17,104	9,262

Donated goods and services

Portsmouth City Council provides the premises at Portsmouth from which the charity operates at a reduced rent. The assistance for the year has been valued at £9,000 (2022: £9,000)

4 Charitable activities

	2023	2022
	£	£
Provision of advisory services	1,231,049	864,230
Other income	3,322	-
	1,234,371	864,230
Analysis by fund		
Unrestricted funds	46,430	(1,639)
Restricted funds	1,187,941	865,869
	1,234,371	864,230

5 Investments

	Unrestricted funds	Unrestricted funds
	2023	2022
	£	£
Interest receivable	1,885	2,580

6 Other income

	Unrestricted funds	Total
	2023	2022
	£	£
Other income	6,068	-

7 Charitable activities

	2023	2022
	£	£
Staff costs	1,109,555	772,299
Depreciation and impairment	5,223	-
Staff and volunteer costs	16,326	9,249
Premises costs	37,323	35,989
Disbursements	5,129	20,424
	1,173,556	837,961
Share of support costs (see note 8)	92,940	128,981
Share of governance costs (see note 8)	7,127	5,540
	1,273,623	972,482
Analysis by fund		
Unrestricted funds	61,797	8,534
Restricted funds	1,211,826	963,948
	1,273,623	972,482

8 Support costs

	Support costs	Governance costs	2023	Support costs	Governance costs	2022
	£	£	£	£	£	£
Staff costs	-	-	-	66,149	3,482	69,631
Office costs	92,940	-	92,940	62,832	-	62,832
Audit fees	-	4,020	4,020	-	-	-
Accountancy	-	1,440	1,440	-	2,058	2,058
Legal and professional	-	1,667	1,667	-	-	-
	92,940	7,127	100,067	128,981	5,540	134,521
Analysed between						
Charitable activities	92,940	7,127	100,067	128,981	5,540	134,521

Governance costs includes payments to the auditors of £4,020 (2022- £nil) for audit fees and £2,058 for independent examination fees in 2022.

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

10 Employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
Average full time equivalent number of staff employed	50	31

Employment costs	2023 £	2022 £
Wages and salaries	1,016,791	772,365
Social security costs	77,761	57,682
Other pension costs	15,003	11,883
	1,109,555	841,930

There were no employees whose annual remuneration was more than £60,000.

11 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 Taxationof Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

12 Tangible fixed assets

	Fixtures and fittings	Computers	Total
	£	£	£
Cost			
At 1 April 2022	31,168	40,426	71,594
Additions	-	15,827	15,827
At 31 March 2023	31,168	56,253	87,421
Depreciation and impairment			
At 1 April 2022	31,168	40,426	71,594
Depreciation charged in the year	-	5,223	5,223
At 31 March 2023	31,168	45,649	76,817
Carrying amount			
At 31 March 2023	-	10,604	10,604

13 Debtors

	2023	2022
Amounts falling due within one year:	£	£
Trade debtors	32,859	26,386
Prepayments and accrued income	3,813	69
	36,672	26,455

14 Loans and overdrafts

	2023	2022
	£	£
Other loans	6,000	12,000
Payable within one year	6,000	6,000
Payable after one year	-	6,000

In April 2013, the Bureau received a loan from Portsmouth City Council to finance the exit charge from the Local Government Pension Scheme. The loan is secured by a floating charge over the assets of the Bureau.

15 Creditors: amounts falling due within one year

	2023	2022
	£	£
Borrowings	6,000	6,000
Other taxation and social security	19,798	15,488
Trade creditors	2,190	17,021
Other creditors	3,666	2,725
Accruals and deferred income	35,629	2,160
	67,283	43,394

16 Creditors: amounts falling due after more than one year

	2023	2022
	£	£
Borrowings	-	6,000

17 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds					Movement in funds			
	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	Balance at 1 April 2022	Incoming resources	Resources expended	Transfers	Balance at 31 March 2023
	£	£	£	£	£	£	£	£	£
Access to Justice	18,529	-	(18,529)	-	-	19,672	(8,755)	-	10,917
Forces for Families	(1,699)	30,645	(20,760)	-	8,186	3,745	(11,931)	-	-
Translation	-	6,000	(593)	-	5,407	-	(200)	-	5,207
EAP	(1,246)	5,970	(5,325)	601	-	-	-	-	-
Equipment Replacement	-	9,750	(9,750)	-	-	-	-	-	-
Fuel Bank Foundation	(772)	-	-	772	-	-	-	-	-
HIVE	(1,460)	3,000	(1,016)	-	524	1,000	(2,321)	797	-
HIWCF	2,720	-	(404)	-	2,316	10,050	(5,609)	(2,316)	4,441
Home and Well	(720)	50,256	(57,542)	8,006	-	56,000	(58,841)	2,841	-
Immigration	18,317	20,018	(55,408)	17,073	-	35,965	(50,427)	14,462	-
Innovation Community	13,752	-	(13,752)	-	-	-	-	-	-
Kick Start	-	20,254	(32,650)	12,396	-	-	-	-	-
Legal Aid	-	-	(3,025)	3,025	-	-	-	-	-
Macmillan Hampshire	(5,218)	65,461	(77,662)	17,419	-	67,597	(69,610)	2,013	-
MaPS	45,601	477,430	(478,911)	-	44,120	444,539	(488,905)	246	-
Mental Health ASK	6,500	-	(5,553)	-	947	-	-	(947)	-
NHS Portsmouth CCG	864	17,880	(18,156)	-	-	19,055	(19,383)	328	-
P&W Trust	(929)	-	-	929	588	-	-	-	-
PBSA	(1,304)	-	-	1,304	-	-	-	-	-
PCC	(32)	-	-	32	-	36,500	(27,348)	-	-
Remote Working Equipment	1,989	-	(1,985)	(4)	-	-	-	-	-
Suicide Prevention	-	10,000	(3,920)	-	6,080	-	-	(6,080)	-
U Benefit	3,656	-	(3,656)	-	-	-	-	-	-
Universal Credit	14,444	149,205	(155,040)	-	8,609	483,817	(468,495)	-	23,931

17 Restricted funds **(Continued)**

VIVID	311	-	(311)	-	-	-	-	-	-
Cost of Living	-	-	-	-	-	15,000	-	-	15,000
	113,303	706,664	(799,036)	61,557	76,777	1,192,940	(1,211,825)	11,344	69,236

Access to Justice was received from the Community Justice Fund to improve access to advice particularly in relation to Welfare Benefits and Employment specialist advice services.

Funds are received from Citizens Advice Hampshire for the delivery of dedicated information, advice and support to members of the Armed Forces Community.

The Social Development Fund was received from the HIVE for the provision of small grants to clients in need.

Home & Well was received from Citizens Advice Hampshire to provide an advisor for a Hampshire-wide service that aims to address the impact of cold homes, reduce water usage and bills.

Funds were received from the Red Cross to fund our specialist immigration advice service.

Funds were received from Citizens Advice Hampshire in partnership with Macmillan Cancer Support to provide a specialist service for people affected by cancer, their families and carers, living in Hampshire. Users benefit from access to the full range of CAP advice.

MaPS funding was received from Citizens Advice Hampshire to support the provision of money advice services to the public. This consisted of face-to-face, web and telephone sessions.

Mental Health Ask was received from the National Lottery Community Fund to run a pilot project on mitigating the links between mental health and debt.

17 Restricted funds **(Continued)**

NHS Portsmouth CCG funds were used to cover the cost of a project worker, offering home visits for debt and generalist advice to families with children undergoing palliative care.

Portsmouth City Council provided funds to assist people in Portsmouth at risk of financial hardship who would benefit from money advice. Further funds were provided to deliver a targeted numeracy provision to adults aged 19 and above.

Southampton City Council provided a Suicide Prevention Service to the public.

Funds were received from Citizens Advice for the delivery of money advice and Universal Credit advice services.

Funds were received from Citizens Advice to enable local offices to support or increase direct service delivery capacity, to help our clients through the cost of living crisis.

18 Analysis of net assets between funds

	Unrestricted funds 2023	Restricted funds 2023	Total 2023	Unrestricted funds 2022	Restricted funds 2022	Total 2022
	£	£	£	£	£	£
Fund balances at 31 March 2023 are represented by:						
Tangible assets	10,604	-	10,604	-	-	-
Current assets/(liabilities)	266,741	69,236	335,977	366,776	-	366,776
Long term liabilities	-	-	-	(6,000)	-	(6,000)
	277,345	69,236	346,581	360,776	-	360,776

19 Related party transactions

There were no disclosable related party transactions during the year (2022 - none).

20 Cash generated from operations

	2023	2022
	£	£
Deficit for the year	(14,195)	(96,410)
Adjustments for:		
Investment income recognised in statement of financial activities	(1,885)	(2,580)
Depreciation and impairment of tangible fixed assets	5,223	-
Movements in working capital:		
(Increase)/decrease in debtors	(10,217)	8,995
Increase in creditors	23,889	11,279
Cash generated from/(absorbed by) operations	2,815	(78,716)

21 Analysis of changes in net funds

	At 1 April 2022	Cash flows	At 31 March 2023
	£	£	£
Cash at bank and in hand	383,715	(17,127)	366,588
Loans falling due within one year	(6,000)	-	(6,000)
Loans falling due after more than one year	(6,000)	6,000	-
	371,715	(11,127)	360,588

Citizens Advice Solent East

England & Wales - Charity number 1039776

Accounts

Company Registration No. 2946921 (England and Wales)

Charity Registration No. 1039776

CITIZENS ADVICE PORTSMOUTH

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2022

THURSDAY
ABJFM1AW
A16 22/12/2022 #188
COMPANIES HOUSE

CITIZENS ADVICE PORTSMOUTH

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31st MARCH 2022

Charity Information	1
Report of the Trustees	2-6
Independent Examiner's Report	7
Statement of Financial Activities	8
Balance Sheet	9
Statement of Cash Flows	10
Notes to the Financial Statements	11-19

CITIZENS ADVICE PORTSMOUTH

CHARITY INFORMATION
FOR THE YEAR ENDED 31st MARCH 2022

TRUSTEES:	S Nienaltowski - Chair L Burton A Cullen R Eade R Emmerson K Richardson A Stevens R Townsend T Watmough M Wade E Dumelow S Dhana T Little (appointed 28 September 2021) A Gilbert (appointed 28 September 2021) P Wood (appointed 12 April 2022)
COMPANY SECRETARY:	K Richardson
CHIEF OFFICER:	Sandy Bramley
REGISTERED OFFICE:	Unit 2 & 3 Ark Royal House Winston Churchill Avenue Portsmouth Hampshire PO1 2GF
CHARITY NUMBER:	1039776
COMPANY NUMBER:	2946921
INDEPENDENT EXAMINER:	Marcus Cridland BA(Hons) FCA Scott Vevers Ltd Chartered Accountants & Registered Auditors 65 East Street Bridport Dorset DT6 3LB
BANKERS:	National Westminster Bank Plc Commercial Banking Bay House Portsmouth Hampshire PO6 4RS
SOLICITORS:	Bates Wells & Braithwaite Cheapside House 138 Cheapside London EC2V 6BB

REPORT OF THE TRUSTEES OF CITIZENS ADVICE PORTSMOUTH FOR THE YEAR ENDED 31ST MARCH 2022

The Trustees, who are also Directors of the Charity for the purposes of the Companies Act, present their report together with the financial statements of the Charity for the year ended 31st March 2022.

The accounts have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charity's governing document, applicable law and the requirements of the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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

Objectives and Activities

The Charity's objects are to promote any charitable purpose for the public benefit by the advancement and provision of free (in most cases), independent, confidential and impartial information and advice, to people on their rights and responsibilities which enable the public to have the knowledge and confidence they need to find a way forward whoever they are and whatever their problem may be. Our service is designed to work for a range of needs, including those with the most complex problems to those that are small, but equally important to that individual. We do so for the benefit of the community of Portsmouth and the surrounding area, recognising that diversity, equality and inclusion are at the core of our objectives is promoted.

All members of the Citizens Advice network share the same aims:

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives

Contribution of Volunteers

We receive help and support in the form of volunteers who provide advice, information and guidance to clients, but also contribute to various other aspects of administering the charity. In 2021/22 CAP benefited from the contribution of 40 volunteers across our services, representing a value of volunteering of £171,357. Our continual investment in volunteer development ensures our clients receive quality advice and support. It also has tangible benefits for volunteers and wider society, through happier, healthier and more productive citizens. This is an additional benefit to society, through the way Citizens Advice delivers its service. The main financial arguments cover the public value created through enabling local network volunteers to:

- Move into work through the experience and confidence gained during their time at a local Citizens Advice.
- Develop skills that can lead to better salaries and employment prospects.
- Better manage mental health conditions, such as depression.
- Improve self-esteem, reduce isolation and increased ability to get on.
- Improve community relationships, through increased community trust and promote a sense of belonging by working with local people.

Achievements and Performance

In 2021/22 alone, we supported 11,966 clients with 46,526 advice issues and achieved the following successes on their behalf:

- We secured financial gains of £3.6 million through welfare benefits and written-off debts.
- Generated £100,000 of additional income for customers aged 65+
- Wrote off customer debts totalling over £3 million
- Completed 177 Blue Badge applications
- Achieved £35,600 in awards to individuals from charitable trusts
- Supported 77 customers with mental health concerns, avoiding need for statutory mental health services

- Provided 95 customers with at-home support after hospital discharge, preventing long-term hospital stays
- Helped 4,753 customers access and implement financial self-management strategies, building resilience and independence.

We supported individuals and families at greatest risk of crisis.

- 50% had a disability and/or long-term health condition
- 1,221 needed assistances with fuel debts or energy-related consumer problems
- 41% of customers with mental health problems asked for help with employment issues.

Our support also reduced loneliness and isolation; evidence shows that we improve customer wellbeing with every contact.

Finally, we are proud to say that in 2021/22 93% of customers rated our overall support as good or excellent

Factors Affecting the Achievement of Objectives

In 2021/22 we faced the challenge of the ongoing COVID-19 pandemic and started to see the impact of the Cost-of-living crisis. The number of clients who sought support from our services increased month on month which resulted in a need to continuously increase the provision of advice in both capacity and scope. This was achieved through an increase in our volunteer workforce and successful bids for additional funded services, we also scaled up our crisis support provision.

In 2021/22 we continued to face the difficulties of not being Portsmouth City Councils funded generalist advice service. We remain one of the only Citizens Advice centres in the country that is not funded to provide a generalist advice service. Despite this the people of Portsmouth still choose to come to Citizens Advice as it is an expert brand they recognise and trust. We cannot turn people in need away, it is our duty to ensure they do not suffer a detriment. In addition, we must consider the damage our excellent reputation would sustain if we did turn people away, so we continue to deliver an unfunded generalist advice service using our volunteers.

We are proud to have supported over 50% of the advice demand in the city in 2021/22, even without funding. However, funding from our reserves is not sustainable in the long term. Although we are dedicated and committed to serving those who need help in these difficult times and will always do our best going forward, our outstanding unfunded advice achievements in 2021/22 should set a challenge to other generously funded services to meet the evergrowing demand.

All these achievements are due to our exemplary leadership and the commitment and expertise of our Team members who are so dedicated to the objectives of the organisation.

Financial Review

Financial Position

The trustees report incoming resources for the year of £876,072 (2021 £905,103). Of this £865,869 (2021 £879,022) related to project restricted activities. The charity does not carry out any significant public fundraising activities.

Net expenditure in the year amounted to £96,410 (2021 net incoming resources of £104,329). At 31st March 2022 reserves were £360,776 of which £76,777 represented restricted funds.

Reserves Policy

It is the policy of the charity that unrestricted funds which are not represented by fixed assets or have not been designated for a specific use should be maintained at a level equivalent to between 3- and 6-month's expenditure. The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to

ways in which additional funds may be raised. These reserves at 31st March 2022 stood at £283,999, which is comfortably within this range.

Principal Funding Sources

In 2013, the charity entered into a loan agreement with Portsmouth City Council in order to discharge a liability to the Local Government Pension Scheme. The balance of this loan is repayable over the next 3 years at £6,000 per annum.

Investment Activities

The charity has £230,000 invested in fixed term interest earning accounts with major financial institutions.

Future Plans

Our focus as we move into 2022/23 will be to fund our generalist advice service, the continued development of our first social enterprise, with which we should generate a sustainable funding stream for our immigration advice work. We also aim to increase our specialist advice offering.

Structure, Governance and Management

Governing Document

The charity is a company limited by guarantee and was formed on 8th July 1994. It is governed by its Memorandum and Articles of Association as amended on 5th November 2002, and 4th November 2011. The name of the charity was formally changed from Portsmouth Citizen's Advice Bureau to Citizens Advice Portsmouth on 19th December 2017 to reflect the name that the charity is usually known by.

Trustees

Trustees are elected from the membership of the charity. Members wishing to stand as Trustees are nominated by an existing Trustee and names are put forward at the Annual General Meeting for election. The maximum number of Trustees shall be 15 and the minimum shall be 3, being either

a) elected at the Annual General Meeting (there being no more than ten such elected Trustees in total) and who shall hold office from the conclusion of that meeting;

Or

b) Co-opted by the Trustee Board

The Trustees who served during the year are listed on page 1.

Newly appointed Trustees are provided with a comprehensive induction to the charity through the provision of training courses and mentoring by established Trustees.

Membership

In addition to Trustees, the Charity may admit into membership:

a) 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) any body corporate or unincorporated association which is interested in furthering the Charity's work and is admitted to membership by the Trustees (any such body being called a "member organisation").

The Trustee Board may establish criteria for membership and make regulations governing the admission of members.

Organisational Structure

Overall control of the charity rests with the Trustee board, with a chairperson, treasurer and company secretary as officers. Trustees meet as a minimum 4 times a year (quarterly) but review and meet as required with additional meetings organised in accordance with the company articles. The Trustees delegate day-to-day organisational management to the Chief Officer. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Related Parties

Citizens Advice Portsmouth is an independent charity that is a member of Citizens Advice (trading name of the National Association of Citizens Advice), which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Citizens Advice Portsmouth in order to fulfil its charitable objects and comply with the national membership requirements.

The charity operates from its head office at Ark Royal House.

Major Risks

This year the trustees have reviewed their approach to risk management by developing a new and evolving framework, defined risk appetites and held risk identification workshops; aligned to the Charity Commissions 'Charities and risk management' guidance.

The primary risk remains in relation to Department for Work and Pensions (DWP) services (Help to Claim and Money Advice) maintaining funding levels sufficient to meet demand. This risk has increased year on year in part due to societal changes and increasing demands on service delivery. Mitigation plans remain in place and are regularly reviewed; including the continuing move toward diversification of services which has resulted in our Business Development Manager position being made permanent this year.

Citizens Advice Portsmouth are responding to the risks associated with societal challenges and increasing needs, most notably in respect to debt and mental health concerns through direct advice and collaboration with partners across the city.

Statement of Trustees' Responsibilities

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 charity and of the financial activities of the charity for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities Charity Commissions Statement of Recommended Practice (SORP);
- make judgements and estimates that are reasonable and prudent;
- state whether the policies adopted are in accordance with the Companies Act 2006 and with applicable accounting standards and statements of recommended practice, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enables them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for ensuring that the company maintains an adequate system of internal control designed to provide reasonable assurance that assets are safeguarded against loss or unauthorised use and to prevent and detect fraud and other irregularities.

REPORT OF THE TRUSTEES OF CITIZENS ADVICE PORTSMOUTH FOR THE YEAR ENDED 31ST MARCH 2022

Independent Examiner

The Independent examiner, Marcus Cridland of Scott Vevers Ltd has expressed his willingness to continue in office and a proposal for his re-appointment will be made at the Annual General Meeting.

This report has been prepared in accordance with the small companies' regime under the Companies Act 2006.

S Nienaltowski
Trustee
Date: 10/12/22

INDEPENDENT EXAMINER'S REPORT FOR CITIZENS ADVICE PORTSMOUTH FOR THE YEAR ENDED 31ST MARCH 2022

I report on the accounts of the company for the year ended 31st March 2022, which are set out on pages 8 to 19.

Responsibilities and basis of report

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

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

M. Cridland

Marcus Cridland BA(Hons) FCA
Scott Vevers Ltd
Chartered Accountants & Registered Auditors
65 East Street
Bridport
Dorset DT6 6LB

Date: 19/12/22

CITIZENS ADVICE PORTSMOUTH

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31ST MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	Total 2022 £	Total 2021 £
Income and endowments from:					
Donations and legacies	2	9,262	-	9,262	9,381
Charitable activities	3	(1,639)	865,869	864,230	892,824
Other trading activities: Fund raising events		-	-	-	-
Investment income (Bank interest)		2,580	-	2,580	2,898
Total income		10,203	865,869	876,072	905,103
Expenditure on:					
Raising funds	4	-	-	-	-
Charitable activities	5	8,534	963,948	972,482	800,774
Total expenditure		8,534	963,948	972,482	800,774
Net income		1,669	(98,079)	(96,410)	104,329
Gross transfers between funds		(61,553)	61,553	-	-
Net movement in funds		(59,884)	(36,526)	(96,410)	104,329
Reconciliation of funds					
Total funds at 1st April 2021		343,883	113,303	457,186	352,857
Total funds at 31st March 2022		283,999	76,777	360,776	457,186

All amounts derive from continuing activities.

All gains and losses recognised in the period are included in the statement of financial activities.

The notes on pages 11 to 19 form part of these financial statements

CITIZENS ADVICE PORTSMOUTH

BALANCE SHEET
AS AT 31ST MARCH 2022

	Notes	2022		2021	
		£	£	£	£
Fixed Assets					
Tangible assets	7		-		-
Current assets					
Debtors	8	26,455		35,450	
Cash at bank and in hand		383,715		465,851	
		410,170		501,301	
Creditors: Amounts falling due within one year	9	(43,394)		(32,115)	
Net current assets			366,776		469,186
Total assets less current liabilities			366,776		469,186
Creditors: Amounts falling after more than one year	10		(6,000)		(12,000)
Net Assets			360,776		457,186
The funds of the charity:					
Restricted income funds	12		76,777		113,303
Unrestricted income funds:					
Other charitable funds	11		283,999		343,883
Total charity funds			360,776		457,186

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31st March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31st March 2022 in accordance with Section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime under the Companies Act 2006.

The Financial statements were approved by the board on 10/12/22

S Nienaltowski - Trustee

The notes on pages 11 to 19 form part of these financial statements

CITIZENS ADVICE PORTSMOUTH

STATEMENT OF CASH FLOWS
AS AT 31st MARCH 2022

	Notes	2022 £	2021 £
Cash flow from operating activities	15	(78,716)	112,205
Cash flow from investing activities			
Interest received		2,580	2,898
Net cash flow from investing activities		(76,136)	115,103
Cash flow from financing activities			
Repayment of long term loans		(6,000)	(6,000)
Net increase / (decrease) in cash and cash equivalents		(82,136)	109,103
Cash and cash equivalents at 1st April 2021		465,851	356,748
Cash and cash equivalents at 31st March 2022		383,715	465,851

The notes on pages 11 to 19 form part of these financial statements

1 General information

Citizens Advice Portsmouth is a company, limited by guarantee, incorporated in England and Wales under the Companies Act 2006 and Charities Act 2011. The address of the registered office is provided in Reference and administrative details. Details of the charity's operations are provided in the Report of the Trustees.

Accounting policies

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

1.1 Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements are prepared under the historical cost convention and in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. The accounts include the results of the charity's operations which are described in the Trustees' Report, all of which are continuing.

1.2 Income

Income from donations and grants, including capital grants is included in incoming resources when the amount can be quantified with reasonable accuracy except as follows:

When donors specify that donations and grants given to the charity must be used in future accounting periods, the income is deferred until those periods.

When donors impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred and not included in incoming resources until the pre-conditions for use have been met.

When donors specify that donations and grants, including capital grants, are for particular restricted purposes, which do not amount to pre-conditions regarding entitlement, this income is included in incoming resources of restricted funds when receivable.

Grant clawbacks are deducted from incoming resources if they occur in the same accounting period. Grant clawbacks made in subsequent accounting periods are shown as outgoing resources in preference to negative income.

Gifts and services in kind are included at their estimated open market valuation.

1.3 Expenditure

Expenditure is included when incurred. Costs which are identified as relating to restricted activities are allocated directly to those activities. Costs which relate to the general running of the bureau are allocated against unrestricted funds, and within the statement of financial activities these expenses are shown as cost of advisory services, support costs and governance costs. Governance costs are those relating to the charity's compliance with constitutional and statutory requirements. Irrecoverable VAT is allocated to the expenditure heading to which it relates.

1.4 Tangible fixed assets and depreciation

Tangible fixed assets costing more than £500 are capitalised at cost. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Leasehold Improvements	20% straight line
Fixtures, fitting and equipment	33% straight line

Accounting policies (continued)

1.5 Designated funds

Designated funds are allocated out of unrestricted funds by the trustees for specific purposes. The use of such funds is at the trustees' discretion.

1.6 Restricted funds

Restricted funds are funds subject to specific conditions imposed by donors as to how they may be used. The purposes and uses of the restricted funds are set out in note 12 to the accounts.

2 Donations and legacies

	Unrestricted funds	Restricted funds	Total 2022	Total 2021
	£	£	£	£
Donations and gifts	262	-	262	381
Donated services and facilities	9,000	-	9,000	9,000
	9,262	-	9,262	9,381

2021	*£*	*£*	*£*
Donations and gifts	*381*	-	*381*
Donated services and facilities	*9,000*	-	*9,000*
	9,381	-	*9,381*

Portsmouth City Council provides the premises at Portsmouth from which the charity operates at a reduced rent. The assistance for the year has been valued at £9,000 (2021 £9,000).

3 Income from charitable activities

	Unrestricted funds £	Restricted funds £	Total 2022 £	Total 2021 £
Provision of advisory services				
Access to Justice	-	-	-	40,000
Armed Forces	-	30,645	30,645	17,213
CIVIC	-	6,000	6,000	-
EAP	-	5,970	5,970	5,940
Equipment Replacement	-	9,750	9,750	-
Fuel Bank Foundation	-	-	-	26,341
Hive	-	3,000	3,000	-
HIWCF	-	-	-	3,855
Home & Well	-	50,256	50,256	11,022
Immigration	-	20,018	20,018	37,511
Innovation Community	-	-	-	25,000
Kick Start	-	20,254	20,254	-
Legal Aid	-	-	-	-
Macmillan Hampshire	-	65,461	65,461	66,147
MaPS	-	477,430	477,430	383,411
Mental Health ASK	-	-	-	13,000
National Lottery Community	-	-	-	8,550
NHS Portsmouth CCG	-	17,880	17,880	17,880
P&W Trust	-	-	-	-
PBSA	-	-	-	24,857
PCC Appeals service	-	-	-	6,666
Remote Working Equipment	-	-	-	9,900
Suicide Prevention	-	10,000	10,000	8,500
U Benefit	-	-	-	20,897
Universal credit	-	149,205	149,205	145,132
VIVID	-	-	-	7,200
Other income	(1,639)	-	(1,639)	13,802
	(1,639)	865,869	864,230	892,824

3 Income from charitable activities (continued)

2021	*Unrestricted funds* £	*Restricted funds* £	*Total 2021* £
Provision of advisory services			
HIWCF - Hardship grants	-	3,855	3,855
HIWCF – KWKW	-	-	-
Macmillan	-	66,147	66,147
Portsmouth Primary Care Trust	-	17,880	17,880
CitA F2F	-	383,411	383,411
Henry Smith Charity	-	-	-
Access to Justice	-	40,000	40,000
Armed Forces	-	17,213	17,213
EAP	-	5,940	5,940
Fuel Bank Foundation	-	26,341	26,341
Innovation Community	-	25,000	25,000
Mental Health ASK	-	13,000	13,000
National Emergency Fund	-	8,500	8,500
National Lottery	-	8,550	8,550
Remote Working Equipment	-	9,900	9,900
U Benefit	-	20,897	20,897
VIVID	-	7,200	7,200
Immigration	-	37,511	37,511
Transition support	-	-	-
Universal credit	-	145,132	145,132
PBSA	-	24,857	24,857
Home & Well	-	11,022	11,022
P&W Trust	-	-	-
PCC Appeals service	-	6,666	6,666
Hive	-	-	-
Other income	13,802	-	13,802
	13,802	879,022	892,824

4 Costs of raising funds

	2022 £	2021 £
Consultancy	-	-

5 Expenditure - Charitable Activities

Natural classification:-	Charitable Activities £	Support Costs £	Total 2022 £	Total 2021 £
Staff costs (including travel and training)	781,548	66,149	847,697	671,539
Office costs	-	62,832	62,832	55,379
Premises costs	35,989	-	35,989	34,203
Disbursements	20,424	-	20,424	34,280
Depreciation	-	-	-	-
Governance costs				
Staff costs	-	3,482	3,482	3,528
Professional fees	-	-	-	-
Independent examination fee	-	2,058	2,058	1,845
AGM expenses	-	-	-	-
	837,961	134,521	972,482	800,774

5 Expenditure - Charitable Activities (continued)

2021	*Charitable Activities*	*Support Costs*	*Total 2021*
Natural classification:-	*£*	*£*	*£*
Staff costs (including travel and training)	*566,176*	*105,363*	*671,539*
Office costs	*-*	*55,379*	*55,379*
Premises costs	*34,203*	*-*	*34,203*
Disbursements	*34,280*	*-*	*34,280*
Depreciation	*-*	*-*	*-*
Governance costs			
Staff costs	*-*	*3,528*	*3,528*
Professional fees	*-*	*-*	*-*
Independent examination fee	*-*	*1,845*	*1,845*
AGM expenses	*-*	*-*	*-*
	634,659	*166,115*	*800,774*

6 Employee costs

No trustees received remuneration during the year (2021 £nil). No expenses were reimbursed to trustees in the year (2021 £nil).

The costs of the remaining staff were:

	2022	2021
	£	£
Wages and salaries	772,365	607,163
Social security costs	61,682	43,414
Pension costs	11,883	9,293
	845,930	659,870

No employee earned more than £60,000 during the period. The average full time equivalent number of staff employed by the charity during the year was as follows:

	2022	2021
	No	No
Average full time equivalent number of staff employed	30.8	30.0
The average number of staff employed (Headcount)	38.3	40.0

7 Tangible fixed assets

	Fixtures, fittings & equipment	Total
	£	£
Cost		
At 1st April 2021 and 31st March 2022	71,596	71,596
Depreciation		
At 1st April 2021	71,596	71,596
Charge for the year	-	-
At 31st March 2022	71,596	71,596
Net book value		
At 31st March 2022	-	-
At 31st March 2021	-	-

8 Debtors

	2022	2021
	£	£
Operational debtors	26,386	3,620
Prepayments and accrued income	69	31,830
	26,455	35,450

9 Creditors: amounts falling due within one year

	2022	2021
	£	£
Repayments due on loan from Portsmouth City Council	6,000	6,000
Other creditors	2,725	9,917
Social security and other taxes	15,488	14,140
Accruals	19,181	2,058
	43,394	32,115

10 Creditors: amounts falling after more than one year

	2022	2021
	£	£
Portsmouth City Council loan:		
Amounts repayable in one to two years	6,000	6,000
Amounts repayable in two to five years	-	6,000
	6,000	12,000

In April 2013, the Bureau received a loan from Portsmouth City Council to finance the exit charge from the Local Government Pension Scheme. The loan is secured by a floating charge over the assets of the Bureau.

11 Unrestricted Funds

	Balance at 1 April 2021	Net Incoming resources	Restricted Fund Transfers	Designated Fund Transfers	Balance at 31 March 2022
	£	£	£	£	£
Designated Funds					
Lease commitments	8,000	-	-	(8,000)	-
	8,000	-	-	(8,000)	-
Other charitable funds	335,883	1,669	(61,553)	8,000	283,999
	343,883	1,669	(61,553)	-	283,999
2021	*£*	*£*	*£*	*£*	*£*
Designated Funds					
Lease commitments	*40,000*	-	-	*(32,000)*	*8,000*
	40,000	-	-	*(32,000)*	*8,000*
Other charitable funds	*295,377*	*9,013*	*(507)*	*32,000*	*335,883*
	335,377	*9,013*	*(507)*	-	*343,883*

The trustees have transferred the value of property lease commitments to a separate designated reserve.

12 Restricted Funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	Balance at 31 March 2022
	£	£	£	£	£
Access to Justice	18,529	-	18,529	-	-
Armed Forces	(1,699)	30,645	20,760	-	8,186
CIVIC	-	6,000	593	-	5,407
EAP	(1,246)	5,970	5,325	601	-
Equipment Replacement	-	9,750	9,750	-	-
Fuel Bank Foundation	(772)	-	-	772	-
Hive	(1,460)	3,000	1,016	-	524
HIWCF	2,720	-	404	-	2,316
Home & Well	(720)	50,256	57,542	8,006	-
Immigration	18,317	20,018	55,408	17,073	-
Innovation Community	13,752	-	13,752	-	-
Kick Start	-	20,254	32,650	12,396	-
Legal Aid	-	-	3,025	3,025	-
Macmillan Hampshire	(5,218)	65,461	77,662	17,419	-
MaPS	45,601	477,430	478,911	-	44,120
Mental Health ASK	6,500	-	5,553	-	947
National Lottery Community	-	-	-	-	-
NHS Portsmouth CCG	864	17,880	18,156	-	588
P&W Trust	(929)	-	-	929	-
PBSA	(1,304)	-	-	1,304	-
PCC Appeals service	(32)	-	-	32	-
Remote Working Equipment	1,989	-	1,985	(4)	-
Suicide Prevention	-	10,000	3,920	-	6,080
U Benefit	3,656	-	3,656	-	-
Universal credit	14,444	149,205	155,040	-	8,609
VIVID	311	-	311	-	-
	113,303	865,869	963,948	61,553	76,777

2021	*£*	*£*	*£*	*£*	*£*
HIWCF - Keep warm keep well gran.	*915*	*-*	*1,060*	*-*	*(145)*
HIWCF - Hardship grants	*700*	*3,855*	*1,690*	*-*	*2,865*
Macmillan Hampshire	*(5,164)*	*66,147*	*66,201*	*-*	*(5,218)*
CitA F2F	*9,540*	*383,411*	*347,350*	*-*	*45,601*
Home & Well	*(13)*	*11,022*	*11,729*	*-*	*(720)*
Hive	*1,000*	*-*	*2,460*	*-*	*(1,460)*
NHS Portsmouth CCG	*-*	*17,880*	*17,016*	*-*	*864*
Access to Justice	*-*	*40,000*	*21,471*	*-*	*18,529*
Armed Forces	*(1,896)*	*17,213*	*17,016*	*-*	*(1,699)*
EAP	*-*	*5,940*	*7,186*	*-*	*(1,246)*
Fuel Bank Foundation	*-*	*26,341*	*27,113*	*-*	*(772)*
Innovation Community	*-*	*25,000*	*11,248*	*-*	*13,752*
Mental Health ASK	*-*	*13,000*	*6,500*	*-*	*6,500*
National Emergency	*-*	*8,500*	*8,534*	*34*	*-*
National Lottery Community	*-*	*8,550*	*9,023*	*473*	*-*
Remote Working Equipment	*-*	*9,900*	*7,911*	*-*	*1,989*
U Benefit	*-*	*20,897*	*17,241*	*-*	*3,656*
VIVID	*-*	*7,200*	*6,889*	*-*	*311*
Immigration	*14,873*	*37,511*	*34,067*	*-*	*18,317*
P&W Trust	*(929)*	*-*	*-*	*-*	*(929)*
PCC Appeals service	*(2,305)*	*6,666*	*4,393*	*-*	*(32)*
Universal credit	*759*	*145,132*	*131,447*	*-*	*14,444*
PBSA	*-*	*24,857*	*26,161*	*-*	*(1,304)*

17,480	*879,022*	*783,706*	*507*	*113,303*

12 Restricted Funds (continued)

Grants were received from Hampshire and Isle of Wight Community Foundation to fund grants payable to families in need and under the "Keep Warm Keep Well" scheme.

Funds were received from Citizens Advice Hampshire in partnership with Macmillan Cancer Support to provide a specialist service for people affected by cancer, their families and carers, living in Hampshire. Users benefit from access to the full range of CAP advice.

NHS Portsmouth CCG funds were use to cover the cost of a project worker, offering home visits for debt and generalist advice to families with children undergoing palliative care.

Funds are received from Citizens Advice for the delivery of money advice and universal credit advice services. Funds are received from Citizens Advice Hampshire for the delivery of dedicated information, advice and support to members of the Armed Forces Community.

Funds were received from the Red Cross to fund our specialist immigration advice service.

Home & Well was received from Citizens Advice Hampshire to provide an advisor for a Hampshire-wide service that aims to address the impact of cold homes, reduce water usage and bills following discharge from

Access to Justice was received from the Community Justice Fund to improve access to advice particularly in relation to Welfare Benefits and Employment specialist advice services.

EAP was received from Citizen's advice for the delivery of energy advise services.

Fuel Bank Foundation was received from the fuel bank foundation for a project to respond to fuel poverty.

Funds were received from the Innovation Community Fund for provision of facilities to enable remote access to advisers from our offices via video.

Mental Health Ask was received from the National Lottery Community Fund to run a pilot project on mitigating the links between mental health and debt.

Southampton City Council provided a Suicide Prevention Service to the public.

Cita Technology Fund provided the funding to replace old IT equipment.

Kick Start funds were received from Citizens Advice Hampshire to support the employment cost.

U Benefit was received from Citizens Advice Hampshire for a project to a solution to mitigate the Covid19 Debt crisis – with this proposal called the 'UBenefit Project' aimed at new claimants to establish when they approach Citizens Advice, Job Centre plus or the Hampshire County Council Crisis Line for the first time, if they have levels of concern over their debt situation.

Funds were received from Vivid Homes and Radian Homes for the provision of a housing advisor.

MAPS funding was received from Citizens Advice Hampshire to support the provision of money advice service to the public. This consisted of face-to-face, web and telephone sessions.

The Social Development Fund was received from HIVE for the provision of small grants to clients in need.

13 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total funds £
Tangible fixed assets	-	-	-
Current Assets	333,393	76,777	410,170
Creditors: amounts falling due within one year	(43,394)	-	(43,394)
Creditors: Amounts falling after more than one yea	(6,000)		(6,000)
	283,999	76,777	360,776

2021	*£*	*£*	*£*
Tangible fixed assets	-	-	-
Current Assets	*387,998*	*113,303*	501,301
Creditors: amounts falling due within one year	*(32,115)*	-	(32,115)
Creditors: Amounts falling after more than one yea	*(12,000)*		(12,000)
	343,883	*113,303*	*457,186*

14 Capital Commitments

As at 31 March 2022 the company had future minimum lease commitments as follows:

	Land and buildings	Other	Total 2022	Total 2021
	£	£	£	£
Not later than 1 year	4,000	-	4,000	8,000
Later than 1 year and not later than 5 years	-	-	-	-
	4,000	-	4,000	8,000

15 Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2022 £	2021 £
Net income / (expenditure) for the year	(96,410)	104,329
Interest receivable	(2,580)	(2,898)
Depreciation and impairment of tangible fixed assets	-	-
(Increase) / decrease in debtors	8,995	4,588
Increase / (decrease) in creditors	11,279	6,186
Net cash flow from operating activities	(78,716)	112,205

16 Financial instruments

Categorisation of financial instruments	2022 £	2021 £
Financial assets that are debt instrument measured at amortised cost	410,101	469,471
	410,101	469,471
Financial liabilities measured at amortised cost	49,394	44,115
	49,394	44,115

Items of income, expense, gains or losses

The total interest income for financial assets not measured at fair value through profit or loss is £2,580 (2021: £2,898)

Citizens Advice Solent East

England & Wales - Charity number 1039776

Accounts

Company Registration No. 2946921 (England and Wales)

Charity Registration No. 1039776

CITIZENS ADVICE PORTSMOUTH

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021

CITIZENS ADVICE PORTSMOUTH

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31st MARCH 2021

Charity Information	1
Report of the Trustees	2-5
Independent Examiner's Report	6
Statement of Financial Activities	7
Balance Sheet	8
Statement of Cash Flows	9
Notes to the Financial Statements	10-17

CITIZENS ADVICE PORTSMOUTH

CHARITY INFORMATION
FOR THE YEAR ENDED 31st MARCH 2021

TRUSTEES:	S Nienaltowski - Chair L Burton A Cullen R Eade R Emmerson K Richardson A Stevens R Townsend T Watmough M Wade (elected 4 Nov 2020) E Dumelow (elected 4 Nov 2020) S Dhana (elected 21 Jan 2021)
COMPANY SECRETARY:	K Richardson
CHIEF OFFICER:	Sandy O'Neill
REGISTERED OFFICE:	Unit 2 & 3 Ark Royal House Winston Churchill Avenue Portsmouth Hampshire PO1 2GF
CHARITY NUMBER:	1039776
COMPANY NUMBER:	2946921
INDPENENDENT EXAMINER:	Marcus Cridland BA (Hons) FCA Scott Vevers Ltd Chartered Accountants & Registered Auditors 65 East Street Bridport Dorset DT6 3LB
BANKERS:	National Westminster Bank Plc Commercial Banking Bay House Portsmouth Hampshire PO6 4RS
SOLICITORS:	Bates Wells & Braithwaite Cheapside House 138 Cheapside London EC2V 6BB

REPORT OF THE TRUSTEES OF CITIZENS ADVICE PORTSMOUTH FOR THE YEAR ENDED 31ST MARCH 2021

The Trustees, who are also Directors of the Charity for the purposes of the Companies Act, present their report together with the financial statements of the Charity for the year ended 31st March 2021.

The accounts have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charity's governing document, applicable law and the requirements of the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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

Objectives and Activities

The Charity's objects are to promote any charitable purpose for the public benefit by the advancement and provision of free (in most cases), independent, confidential and impartial information and advice, to people on their rights and responsibilities which enable the public to have the knowledge and confidence they need to find a way forward whoever they are and whatever their problem may be. Our service is designed to work for a range of needs, including those with the most complex problems to those that are small, but equally important to that individual. We do so for the benefit of the community of Portsmouth and the surrounding area, recognising that diversity, equality and inclusion are at the core of our objectives is promoted.

All members of the Citizens Advice network share the same aims:

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives

Contribution of Volunteers

We receive help and support in the form of volunteers who provide advice, information and guidance to clients, but also contribute to various other aspects of administering the charity. In 2020/21 the volunteers contributed working hours valued at over £220,000.

Our continual investment in volunteer development ensures our clients receive quality advice and support. It also has tangible benefits for volunteers and wider society, through happier, healthier and more productive citizens. This is an additional benefit to society, through the way Citizens Advice delivers its service. The main financial arguments cover the public value created through enabling local network volunteers to:

- Move into work through the experience and confidence gained during their time at a local Citizens Advice.
- Develop skills that can lead to better salaries and employment prospects.
- Better manage mental health conditions, such as depression.
- Improve self-esteem, reduce isolation and increased ability to get on.
- Improve community relationships, through increased community trust and promote a sense of belonging by working with local people.

Achievements and Performance

Across all areas of operation, 7,541 clients accessed our different services. In total, we helped with 28,603 problems and to help resolve these problems we made 22,272 contacts with clients and third parties.

Nearly two thirds of clients (58%) were female. Less than a quarter of clients (24%) were recorded as disabled or had a long-term health condition.

The top five problem areas for the service were: Money Advice 3,031 (40.2%) & 924 Financial Services Capability (12.2%), Benefits (All) 2,578 (34.2%) with 1,259 being Universal Credit claims, Housing 736 (9.8%), Employment 562 (7.5%) and Relationships 479 (6.4%). The high proportion of debt matters was again due to our specialist debt advice project (funded by the Money & Pensions Service).

All our advice is delivered through individually funded specialist projects. For enquiry areas not covered by a funded project we provide information & guidance service (Triage). The Triage service replaced Info Point as we moved from quick client contacts (Info Point) to developing cases for the Casebook system. This is, in part, to conform to National CA's requirements, and tender for the upcoming generalist service. Triage is an unfunded service that is delivered by our team of specially trained volunteers (Triage advisers). In total, the Triage service assisted 3,205 clients (-24% from Info Point last year). No local authority funding is received for this, it is therefore supplied out of our own productivity and volunteers.

To give just a couple of examples of the impact of the work our teams do:

- Over the past year our money advice team helped 3,031 people locally & national with their debt problems and had £64,093 of clients' debts written off.
- This year we have achieved improved income of almost £2.4 million and assisted approximately 900 clients in mainly disability and means tested benefits. We have assisted with 177 'blue badge' applications and achieved £35,600 from charitable funds.

Factors Affecting the Achievement of Objectives

In 2020/21 we faced the challenge of COVID -19 which had the potential to significantly impact our service delivery. We had to move most of our team to home-based working but did manage to retain a small office-based team who serviced a drop-in throughout the year. This service was aimed at our most vulnerable clients who would have been unable to access our support remotely. We saw the demand for our services increase dramatically, however, and our team agreed to work flexibly; allowing us to increase our opening hours and enabling us to meet the increased need.

Despite the fact that we still do not receive any funding for generalist advice from Portsmouth City Council, we continued to deliver this service unfunded throughout the year, which at times saw a record number of clients.

This achievement is due to the leadership of the CO and all the Staff and Volunteers who are dedicated to the objectives of the organisation.

Financial Review

Financial Position

The trustees report incoming resources for the year of £905,103 (2020 £671,747). Of this £879,022 (2020 £606,368) related to project restricted activities. The charity does not carry out any significant public fundraising activities.

Net incoming resources in the year amounted to £104,329 (2020 £57,915). At 31st March 2021 reserves were £457,186 of which £113,303 represented restricted funds.

Reserves Policy

It is the policy of the charity that unrestricted funds which are not represented by fixed assets or have not been designated for a specific use should be maintained at a level equivalent to between 3- and 6-month's expenditure. The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. These reserves at 31st March 2021 stood at £343,883, which is comfortably within this range.

Principal Funding Sources

In 2013, the charity entered into a loan agreement with Portsmouth City Council in order to discharge a liability to the Local Government Pension Scheme. The balance of this loan is repayable over the next 3 years at £6,000 per annum.

Investment Activities

The charity has £230,000 invested in fixed term interest earning accounts with major financial institutions.

Future Plans

Our focus as we move into 2021/22 will be the continued development of our first social enterprise, with which we should generate a sustainable funding stream for our immigration advice work. We also aim to increase our delivery and expertise in other advice areas, as well as continue to grow our money advice capabilities.

Structure, Governance and Management

Governing Document

The charity is a company limited by guarantee and was formed on 8th July 1994. It is governed by its Memorandum and Articles of Association as amended on 5th November 2002, and 4th November 2011. The name of the charity was formally changed from Portsmouth Citizen's Advice Bureau to Citizens Advice Portsmouth on 19th December 2017 to reflect the name that the charity is usually known by.

Trustees

Trustees are elected from the membership of the charity. Members wishing to stand as Trustees are nominated by an existing Trustee and names are put forward at the Annual General Meeting for election. The maximum number of Trustees shall be 15 and the minimum shall be 3, being either

a) elected at the Annual General Meeting (there being no more than ten such elected Trustees in total) and who shall hold office from the conclusion of that meeting;

Or

b) Co-opted by the Trustee Board

The Trustees who served during the year are listed on page 1.

Newly appointed Trustees are provided with a comprehensive induction to the charity through the provision of training courses and mentoring by established Trustees.

Membership

In addition to Trustees, the Charity may admit into membership:

a) 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) any corporate body or unincorporated association which is interested in furthering the Charity's work and is admitted to membership by the Trustees (any such body being called a "member organisation").

The Trustee Board may establish criteria for membership and make regulations governing the admission of members.

Organisational Structure

Overall control of the charity rests with the Trustee board, with a chairperson, treasurer and company secretary as officers. Trustees meet as a minimum 4 times a year (quarterly) but review and meet as required with additional meetings organised in accordance with the company articles. The Trustees delegate day-to-day organisational management to the Chief Officer. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Related Parties

Citizens Advice Portsmouth is an independent charity that is a member of Citizens Advice (trading name of the National Association of Citizens Advice), which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Citizens Advice Portsmouth in order to fulfil its charitable objects and comply with the national membership requirements.

The charity operates from its head office at Ark Royal House.

Major Risks

This year the trustees have reviewed their approach to risk management by developing a new and evolving framework, defined risk appetites and held risk identification workshops; aligned to the Charity Commissions 'Charities and risk management' guidance.

The primary risk remains in relation to Department for Work and Pensions (DWP) services (Help to Claim and Money Advice). This risk has increased year on year in part due to societal changes and increasing demands on service delivery. Mitigation plans remain in place and are regularly reviewed; including the continuing move toward diversification of services which has resulted in our Business Development Manager position being made permanent this year.

Citizens Advice Portsmouth are responding to the risks associated with societal challenges and increasing needs, most notably in respect to debt and mental health concerns through direct advice and collaboration with partners across the city.

Statement of Trustees' Responsibilities

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 charity and of the financial activities of the charity for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities Charity Commissions Statement of Recommended Practice (SORP);
- make judgements and estimates that are reasonable and prudent;
- state whether the policies adopted are in accordance with the Companies Act 2006 and with applicable accounting standards and statements of recommended practice, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enables them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for ensuring that the company maintains an adequate system of internal control designed to provide reasonable assurance that assets are safeguarded against loss or unauthorised use and to prevent and detect fraud and other irregularities.

Independent Examiner

The independent examiner, Marcus Cridland of Scott Vevers Ltd has expressed his willingness to continue in office and a proposal for his re-appointment will be made at the Annual General Meeting.

This report has been prepared in accordance with the small companies' regime under the Companies Act 2006.

S Nienaltowski
Trustee
Date: 17th November 2021

INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31ST MARCH 2021

I report on the accounts of the company for the year ended 31st March 2021, which are set out on pages 7 to 17.

Responsibilities and basis of report

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

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Marcus Cridland BA(Hons) FCA
Scott Vevers Ltd
Chartered Accountants & Registered Auditors
65 East Street
Bridport
Dorset DT6 6LB

Date: 21st December 2021

CITIZENS ADVICE PORTSMOUTH

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXENDITURE ACCOUNT) FOR THE YEAR ENDED 31ST MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Income and endowments from:					
Donations and legacies	2	9,381	-	9,381	9,943
Charitable activities	3	13,802	879,022	892,824	653,252
Other trading activities:					
Fund raising events		-	-	-	4,887
Investment income (Bank interest)		2,898	-	2,898	3,665
Total income		26,081	879,022	905,103	671,747
Expenditure on:					
Raising funds	4	-	-	-	-
Charitable activities	5	17,068	783,706	800,774	613,832
Total expenditure		17,068	783,706	800,774	613,832
Net income		9,013	95,316	104,329	57,915
Gross transfers between funds		(507)	507	-	-
Net movement in funds		8,506	95,823	104,329	57,915
Reconciliation of funds					
Total funds at 1st April 2020		335,377	17,480	352,857	294,942
Total funds at 31st March 2021		343,883	113,303	457,186	352,857

All amounts derive from continuing activities.

All gains and losses recognised in the period are included in the statement of financial activities.

The notes on pages 10 to 17 form part of these financial statements

CITIZENS ADVICE PORTSMOUTH

BALANCE SHEET
AS AT 31ST MARCH 2021

	Notes	2021		2020	
		£	£	£	£
Fixed Assets					
Tangible assets	7		-		-
Current assets					
Debtors	8	35,450		40,038	
Cash at bank and in hand		465,851		356,748	
		501,301	-	396,786	
Creditors: Amounts falling due within one year	9	(32,115)		(25,929)	
Net current assets			469,186		370,857
Total assets less current liabilities			469,186		370,857
Creditors: Amounts falling after more than one year	10		(12,000)		(18,000)
Net Assets			457,186		352,857
The funds of the charity:					
Restricted income funds	12		113,303		17,480
Unrestricted income funds:					
Other charitable funds	11		343,883		335,377
Total charity funds			457,186		352,857

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31st March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31st March 2021 in accordance with Section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime under the Companies Act 2006.

The Financial statements were approved by the board on 17th November 2021.

S Nienaltowski - Trustee

The notes on pages 10 to 17 form part of these financial statements

CITIZENS ADVICE PORTSMOUTH

STATEMENT OF CASH FLOWS
AS AT 31st MARCH 2021

	Notes	2021 £	2020 £
Cash flow from operating activities	19	112,205	34,734
Cash flow from investing activities			
Interest received		2,898	3,665
Net cash flow from investing activities		115,103	38,399
Cash flow from financing activities			
Repayment of long term loans		(6,000)	(6,000)
Net increase / (decrease) in cash and cash equivalents		109,103	32,399
Cash and cash equivalents at 1st April 2020		356,748	324,349
Cash and cash equivalents at 31st March 2021		465,851	356,748

The notes on pages 10 to 17 form part of these financial statements

1 General information

Citizens Advice Portsmouth is a company, limited by guarantee, incorporated in England and Wales under the Companies Act 2006 and Charities Act 2011. The address of the registered office is provided in Reference and administrative details. Details of the charity's operations are provided in the Report of the Trustees.

Accounting policies

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

1.1 Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements are prepared under the historical cost convention and in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. The accounts include the results of the charity's operations which are described in the Trustees' Report, all of which are continuing.

1.2 Income

Income from donations and grants, including capital grants is included in incoming resources when the amount can be quantified with reasonable accuracy except as follows:

When donors specify that donations and grants given to the charity must be used in future accounting periods, the income is deferred until those periods.

When donors impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred and not included in incoming resources until the pre-conditions for use have been met.

When donors specify that donations and grants, including capital grants, are for particular restricted purposes, which do not amount to pre-conditions regarding entitlement, this income is included in incoming resources of restricted funds when receivable.

Grant clawbacks are deducted from incoming resources if they occur in the same accounting period. Grant clawbacks made in subsequent accounting periods are shown as outgoing resources in preference to negative income.

Gifts and services in kind are included at their estimated open market valuation.

1.3 Expenditure

Expenditure is included when incurred. Costs which are identified as relating to restricted activities are allocated directly to those activities. Costs which relate to the general running of the bureau are allocated against unrestricted funds, and within the statement of financial activities these expenses are shown as cost of advisory services, support costs and governance costs. Governance costs are those relating to the charity's compliance with constitutional and statutory requirements. Irrecoverable VAT is allocated to the expenditure heading to which it relates.

1.4 Tangible fixed assets and depreciation

Tangible fixed assets costing more than £500 are capitalised at cost. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Leasehold Improvements	20% straight line
Fixtures, fitting and equipment	33% straight line

Accounting policies (continued)

1.5 Designated funds

Designated funds are allocated out of unrestricted funds by the trustees for specific purposes. The use of such funds is at the trustees' discretion.

1.6 Restricted funds

Restricted funds are funds subject to specific conditions imposed by donors as to how they may be used. The purposes and uses of the restricted funds are set out in note 12 to the accounts.

2 Donations and legacies

	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Donations and gifts	381	-	381	943
Donated services and facilities	9,000	-	9,000	9,000
	9,381	-	9,381	9,943
2020	*£*	*£*	*£*	
Donations and gifts	*943*	*-*	*440*	
Donated services and facilities	*9,000*	*-*	*9,000*	
	9,943	*-*	*9,440*	

Portsmouth City Council provides the premises at Portsmouth from which the charity operates at a reduced rent. The assistance for the year has been valued at £9,000 (2020 £9,000).

3 Income from charitable activities

	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Provision of advisory services				
HIWCF - Hardship grants	-	3,855	3,855	1,000
HIWCF – KWKW	-	-	-	1,260
Macmillan	-	66,147	66,147	67,672
Portsmouth Primary Care Trust	-	17,880	17,880	17,880
CitA F2F	-	383,411	383,411	286,252
Henry Smith Charity	-	-	-	147
Access to Justice	-	40,000	40,000	-
Armed Forces	-	17,213	17,213	18,109
EAP	-	5,940	5,940	-
Fuel Bank Foundation	-	26,341	26,341	-
Innovation Community	-	25,000	25,000	-
Mental Health ASK	-	13,000	13,000	-
National Emergency Fund	-	8,500	8,500	-
National Lottery	-	8,550	8,550	-
Remote Working Equipment	-	9,900	9,900	-
U Benefit	-	20,897	20,897	-
VIVID	-	7,200	7,200	-
Immigration	-	37,511	37,511	37,244
Transition support	-	-	-	10,514
Universal credit	-	145,132	145,132	141,839
PBSA	-	24,857	24,857	4,833
Home & Well	-	11,022	11,022	851
P&W Trust	-	-	-	3,434
PCC Appeals service	-	6,666	6,666	13,333
Hive	-	-	-	2,000
Other income	13,802	-	13,802	46,884
	13,802	879,022	892,824	653,252

3 Income from charitable activities (continued)

2020	*Unrestricted funds £*	*Restricted funds £*	*Total 2020 £*
Provision of advisory services			
HIWCF - Hardship grants	-	*1,000*	*1,000*
HIWCF – KWKW	-	*1,260*	*1,260*
Macmillan	-	*67,672*	*67,672*
Portsmouth Primary Care Trust	-	*17,880*	*17,880*
CitA F2F	-	*286,252*	*286,252*
Henry Smith Charity	-	*147*	*147*
Armed Forces	-	*18,109*	*18,109*
Immigration	-	*37,244*	*37,244*
Transition support	-	*10,514*	*10,514*
Universal credit	-	*141,839*	*141,839*
PBSA	-	*4,833*	*4,833*
Home & Well	-	*851*	*851*
P&W Trust	-	*3,434*	*3,434*
PCC Appeals service	-	*13,333*	*13,333*
Hive	-	*2,000*	*2,000*
Other income	*46,884*		*46,884*
	46,884	*606,368*	*653,252*

4 Costs of raising funds

	2021 £	2020 £
Consultancy	-	-

5 Expenditure - Charitable Activities

Natural classification:-	Charitable Activities £	Support Costs £	Total 2021 £	Total 2020 £
Staff costs (including travel and training)	566,176	105,363	671,539	526,568
Office costs	-	55,379	55,379	41,976
Premises costs	34,203	-	34,203	32,659
Disbursements	34,280	-	34,280	4,567
Depreciation	-	-	-	2,560
Governance costs				
Staff costs	-	3,528	3,528	3,256
Professional fees	-	-	-	13
Independent examination fee	-	1,845	1,845	2,000
AGM expenses	-	-	-	233
	634,659	166,115	800,774	613,832

5 Expenditure - Charitable Activities (continued)

2020	*Charitable Activities*	*Support Costs*	*Total 2020*
Natural classification:-	*£*	*£*	*£*
Staff costs (including travel and training)	*427,380*	*99,188*	*526,568*
Office costs	*-*	*41,976*	*41,976*
Premises costs	*32,659*	*-*	*32,659*
Disbursements	*4,567*	*-*	*4,567*
Depreciation	*-*	*2,560*	*2,560*
Governance costs			
Staff costs	*-*	*3,256*	*3,256*
Professional fees	*-*	*13*	*13*
Independent examination fee	*-*	*2,000*	*2,000*
AGM expenses	*-*	*233*	*233*
	464,606	*149,226*	*613,832*

6 Employee costs

No trustees received remuneration during the year (2020 £nil). No expenses were reimbursed to trustees in the year (2020 £nil).

The costs of the remaining staff were:

	2021 £	2020 £
Wages and salaries	607,163	459,461
Social security costs	43,414	32,694
Pension costs	9,293	7,137
	659,870	499,292

No employee earned more than £60,000 during the period. The average full time equivalent number of staff employed by the charity during the year was as follows:

	2021 No	2020 No
Average full time equivalent number of staff employed	30.0	21.6
The average number of staff employed (Headcount)	40.0	28.0

7 Tangible fixed assets

	Fixtures, fittings & equipment £	Total £
Cost		
At 1st April 2020 and 31st March 2021	71,596	71,596
Depreciation		
At 1st April 2020	71,596	71,596
Charge for the year	-	-
At 31st March 2021	71,596	71,596
Net book value		
At 31st March 2021	-	-
At 31st March 2020	-	-

8 Debtors

	2021	2020
	£	£
Operational debtors	3,620	11,849
Prepayments and accrued income	31,830	28,189
	35,450	40,038

9 Creditors: amounts falling due within one year

	2021	2020
	£	£
Repayments due on loan from Portsmouth City Council	6,000	6,000
Other creditors	9,917	8,113
Social security and other taxes	14,140	9,605
Accruals	2,058	2,211
	32,115	25,929

10 Creditors: amounts falling after more than one year

	2021	2020
	£	£
Portsmouth City Council loan:		
Amounts repayable in one to two years	6,000	6,000
Amounts repayable in two to five years	6,000	12,000
	12,000	18,000

In April 2013, the Bureau received a loan from Portsmouth City Council to finance the exit charge from the Local Government Pension Scheme. The loan is secured by a floating charge over the assets of the Bureau.

11 Unrestricted Funds

	Balance at 1 April 2020	Net Incoming resources	Restricted Fund Transfers	Designated Fund Transfers	Balance at 31 March 2021
	£	£	£	£	£
Designated Funds					
Lease commitments	40,000	-	-	(32,000)	8,000
	40,000	-	-	(32,000)	8,000
Other charitable funds	295,377	9,013	(507)	32,000	335,883
	335,377	9,013	(507)	-	343,883
2020	*£*	*£*	*£*	*£*	*£*
Designated Funds					
Lease commitments	*40,000*	-	-	-	*40,000*
	40,000	-	-	-	*40,000*
Other charitable funds	*264,440*	*67,955*	*2,982*	-	*335,377*
	304,440	*67,955*	*2,982*	-	*375,377*

The trustees have transferred the value of property lease commitments to a separate designated reserve.

12 Restricted Funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	Balance at 31 March 2021
	£	£	£	£	£
HIWCF - Keep warm keep well grants	915	-	1,060	-	(145)
HIWCF - Hardship grants	700	3,855	1,690	-	2,865
Macmillan Hampshire	(5,164)	66,147	66,201	-	(5,218)
CitA F2F	9,540	383,411	347,350	-	45,601
Home & Well	(13)	11,022	11,729	-	(720)
Hive	1,000	-	2,460	-	(1,460)
NHS Portsmouth CCG	-	17,880	17,016	-	864
Access to Justice	-	40,000	21,471	-	18,529
Armed Forces	(1,896)	17,213	17,016	-	(1,699)
EAP	-	5,940	7,186	-	(1,246)
Fuel Bank Foundation	-	26,341	27,113	-	(772)
Innovation Community	-	25,000	11,248	-	13,752
Mental Health ASK	-	13,000	6,500	-	6,500
National Emergency	-	8,500	8,534	34	-
National Lottery Community	-	8,550	9,023	473	-
Remote Working Equipment	-	9,900	7,911	-	1,989
U Benefit	-	20,897	17,241	-	3,656
VIVID	-	7,200	6,889	-	311
Immigration	14,873	37,511	34,067	-	18,317
P&W Trust	(929)	-	-	-	(929)
PCC Appeals service	(2,305)	6,666	4,393	-	(32)
Universal credit	759	145,132	131,447	-	14,444
PBSA	-	24,857	26,161	-	(1,304)
	17,480	879,022	783,706	507	113,303

2020	*£*	*£*	*£*	*£*	*£*
Awards For All Grant	*4,106*	-	*2,560*	*(1,546)*	-
HIWCF - Keep warm keep well grants	-	*1,260*	*345*	-	*915*
HIWCF - Hardship grants	-	*1,000*	*300*	-	*700*
Macmillan Hampshire	*(1,197)*	*67,672*	*71,639*	-	*(5,164)*
CitA F2F	*157*	*286,252*	*276,869*	-	*9,540*
Portsmouth Together Seed Funding	*2,787*	-	-	*(2,787)*	-
Home & Well	-	*851*	*864*	-	*(13)*
Hive	-	*2,000*	*1,000*	-	*1,000*
NHS Portsmouth CCG	-	*17,880*	*18,256*	*376*	-
Henry Smith Charity - Welfare benefits	*6,240*	*147*	*6,934*	*547*	-
Armed Forces	-	*18,109*	*20,005*	-	*(1,896)*
Immigration	*14,228*	*37,244*	*36,599*	-	*14,873*
Sector support	-	*10,514*	*10,514*	-	-
P&W Trust	-	*3,434*	*4,363*	-	*(929)*
PCC Appeals Service	-	*13,333*	*15,638*	-	*(2,305)*
Universal credit	-	*141,839*	*141,080*	-	*759*
PBSA	-	*4,833*	*5,261*	*428*	-
The South West Legal Support Trust	*4,181*	-	*4,181*	-	-
	30,502	*606,368*	*616,408*	*(2,982)*	*17,480*

12 Restricted Funds (continued)

Grants were received from Hampshire and Isle of Wight Community Foundation to fund grants payable to families in need and under the "Keep Warm Keep Well" scheme.

Funds are received from Citizens Advice Hampshire in partnership with Macmillan Cancer Support to provide a specialist service for people affected by cancer, their families and carers, living in Hampshire. Users benefit from access to the full range of CAB advice.

NHS Portsmouth CCG funds a project worker, offering home visits for debt and generalist advice to families with children undergoing palliative care.

Funds are received from Citizens Advice for the delivery of money advice and universal credit advice services.

Funds are received from Citizens Advice Hampshire for the delivery of dedicated information, advice and support to members of the Armed Forces Community.

Funds are received from the Red Cross to fund our specialist immigration advice service.

Home & Well was received from Citizens Advice Hampshire to provide an advisor for a Hampshire-wide service that aims to address the impact of cold homes, reduce water usage and bills following discharge from hospital.

Access to Justice was received from the Community Justice Fund to improve access to advice particularly in relation to Welfare Benefits and Employment specialist advice services.

EAP was received from Citizen's advice for the delivery of energy advise services.

Fuel Bank Foundation was received from the fuel bank foundation for a project to respond to fuel poverty.

Funds were received from the Innovation Community Fund for provision of facilities to enable remote access to advisers from our offices via video.

Mental Health Ask was received from the National Lottery Community Fund to run a pilot project on mitigating the links between mental health and debt.

National Emergency Fund was received from Hampshire and Isle of Wight Council for the provision of remote working equipment.

Citizens Advice National provided further funding for the purchase or remote working equipment.

We received funds from the National Lottery Community Fund to support our covid response costs.

U Benefit was received from Citizens Advice Hampshire for a project to a solution to mitigate the Covid19 Debt crisis – with this proposal called the 'UBenefit Project' aimed at new claimants to establish when they approach Citizens Advice, Job Centre plus or the Hampshire County Council Crisis Line for the first time, if they have levels of concern over their debt situation.

Funds were received from Vivid Homes and Radian Homes for the provision of a housing advisor.

Funds were received from Portsmouth City Council to fund our appeals service.

The Social Development Fund was received from HIVE for the provision of small grants to clients in need.

13 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total funds £
Tangible fixed assets	-	-	-
Current Assets	387,998	113,303	501,301
Creditors: amounts falling due within one year	(32,115)	-	(32,115)
Creditors: Amounts falling after more than one year	(12,000)		(12,000)
	343,883	113,303	457,186

2020	*£*	*£*	*£*
Tangible fixed assets	-	-	-
Current Assets	*389,346*	*7,440*	396,786
Creditors: amounts falling due within one year	*(25,929)*	-	(25,929)
Creditors: Amounts falling after more than one year	*(18,000)*		(18,000)
	345,417	*9,540*	*352,857*

14 Capital Commitments

As at 31 March 2021 the company had future minimum lease commitments as follows:

	Land and buildings	Other	Total	
			2021	2020
	£	£	£	£
Not later than 1 year	8,000	-	8,000	16,000
Later than 1 year and not later than 5 years	-	-	-	8,000
	8,000	-	8,000	24,000

15 Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2021 £	2020 £
Net income / (expenditure) for the year	104,329	57,915
Interest receivable	(2,898)	(3,665)
Depreciation and impairment of tangible fixed assets	-	2,560
(Increase) / decrease in debtors	4,588	(26,818)
Increase / (decrease) in creditors	6,186	4,742
Net cash flow from operating activities	112,205	34,734