

ISLE OF WIGHT CITIZENS ADVICE BUREAU

England & Wales · Charity number 1050217

Details

Other names IOW CAB

Status Registered

Legal form Charitable company

Company number [03116361](#)

Registered 1995-10-26

Register [View on the Charity Commission register](#)

Contact

Address Isle Help Advice Centre
County Hall
High Street
Newport
Isle Of Wight
PO30 1UD

Phone 01983823898

Email enquiries@iwcab.org.uk

Website www.citizensadviceiw.org.uk

Activities

Objects: THE PROMOTION OF ANY CHARITABLE PURPOSES FOR THE BENEFIT OF THE COMMUNITY IN THE AREA OF THE ISLE OF WIGHT BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS.

Activities: The Isle of Wight Citizens Advice Bureau provides advice which is free, independent and impartial and ensures that people know their rights and responsibilities. We support the community by local and national social policy involvement

Classification

- **How:** Provides Advocacy/advice/information
- **What:** Other Charitable Purposes
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** IN PRACTICE, ISLE OF WIGHT
- Isle Of Wight

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£712,171	£709,296	£449,065	14
2024-03-31	£867,266	£812,015	£446,190	24
2023-03-31	£935,407	£938,208	£390,939	33
2022-03-31	£882,876	£808,624	£393,740	33
2021-03-31	£791,842	£712,167	£319,488	27

Trustees

Name	Role	Appointed
Jeanette Howells		2024-09-01
Loretta Joan Outhwaite		2023-01-31
Neil Robert Moody KC		2024-12-18
Richard Edward Geal		2023-04-26
Robert Thompson MBE		2024-12-18

ISLE OF WIGHT CITIZENS ADVICE BUREAU

England & Wales - Charity number 1050217

Accounts

REGISTERED COMPANY NUMBER: 03116361 (England and Wales)
REGISTERED CHARITY NUMBER: 1050217

REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025
FOR
ISLE OF WIGHT CITIZENS ADVICE BUREAU

Bright Brown Limited
Chartered Accountants
Exchange House
St. Cross Lane
Newport
Isle of Wight
PO30 5BZ

ISLE OF WIGHT CITIZENS ADVICE BUREAU

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

	Page
Report of the Trustees	1 to 7
Independent Examiner's Report	8
Statement of Financial Activities	9
Balance Sheet	10 to 11
Cash Flow Statement	12
Notes to the Cash Flow Statement	13
Notes to the Financial Statements	14 to 25
Detailed Statement of Financial Activities	26 to 27

The Trustees who are also directors of the charity for the purposes of the Companies Act 2006, have pleasure in presenting their annual report together with the financial statements of Isle of Wight Citizens Advice Bureau for the year ending 31 March 2025

The Trustees have adopted the provisions of 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 (FRS102) (effective 1st January 2015).

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objects of the charity are:

The promotion of any charitable purposes for the benefit of the community on the Isle of Wight and surrounding areas by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

In order to achieve its objects, the aims of the Isle of Wight Citizens Advice Bureau service are:

- To provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

The service aims:

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

In practising our aims, we adhere to the principles of our organisation in that advice is free, confidential, independent and impartial. In shaping our objectives for the year and planning our activities, the trustees have considered the Charity Commission's guidance on public benefit.

In order to achieve the charities aims and objectives the strategies employed are:

1. We deliver a positive client experience every time, for everyone.
2. We provide financially sustainable, locally delivered services.
3. Our team are valued, highly skilled and motivated to deliver a first-class service.
4. We operate within quality assured governance in all that we do.
5. We are an Island led service delivering in collaboration and strong partnerships locally and nationally.

Achieving positive outcomes from the strategies above will impact on our achievement and performance in the future.

Public benefit

In shaping our objectives for the year and planning our activities, the trustees have considered the Charity Commission's guidance on public benefit.

ACHIEVEMENTS AND PERFORMANCE

Charitable activities

As the local Citizens Advice Bureau we support Island residents on many issues, including money, benefits, employment, housing, tax, consumer, and general problems people face. We employ specialist advisers in the areas of debt, tax and housing.

Our general advice service is open every weekday from 9.30am until 3.30pm for all enquiries, advice has also been provided at Ryde Library, Foodbanks in Cowes, Newport, Sandown and Ryde, and Our Place in Freshwater and Ventnor.

Our funding sources during the year for the charity included the Isle of Wight Council (IWC) for delivery of general advice; the Money and Pension service; IWC and Department of Work and Pensions (DWP) Household Support Fund for the Help Through Crisis project assisting with local residents in crisis; Macmillan Trust in partnership with CA Hampshire for cancer support; HMRC funding tax advice. We also received welcome local support from the Daisy Rich Trust, and donations from local organisations and individuals.

As further projects came to an end over the accounting period, staffing reduced accordingly falling from 19 at March 2024 to an average of 14 persons during the accounting year. Our service continued to be supported by 28 volunteers. All our Volunteers receive comprehensive induction and training, with further ongoing training. Volunteers form the backbone of our charity advice service; without them, the service would not be sustainable.

Over the accounting period, our advice was sought by over 5,460 (5,009 in the previous year) clients from across the Island, resulting in 17,506 issues addressed (14,461 in the previous year). This means that for every client we are seeing, most have more complex issues and a more significant number of them.

Towards the end of the year the charity relocated to new premises in Town Lane a more central location which is hoped to be able to assist in providing accessible support to Island Residents. In addition a new company was formed, Citizens Advice Isle of Wight CIC, which is hoped will enable additional funds to be raised for the charity, while also providing the delivery of services in line with the charities core objectives.

Fundraising activities

We have not undertaken any fundraising at public events, nor have we conducted any fundraising activities involving contacting or pursuing specific individuals for donations. As a result, no complaints have been received regarding fundraising.

FINANCIAL REVIEW

Financial position

A strong financial position is essential to continue our charitable activities confidently. With funding coming under ever increasing pressure, the need to secure enough income to carry on providing clients with the services they need remains a key objective. It remains the case that high inflation and funders maintaining grant levels have meant that we have to effectively fund inflationary increases from our own accumulated reserves.

The board is actively engaged in seeking ways to maximise the value of and return from our expenditure and to maximise income. We regularly review each project to make sure we run it to maximum effect; this is to ensure we can meet the increasing demand and target our services and resources efficiently.

We have started a new approach to 'outreach activities', in that when we commence or are asked to commence a new activity, we run a pilot to ensure that what we provide is fine-tuned to the actual need. This ensures maximum benefit to the clients and use of our resources. We then review our new service on a regular basis to ensure we are meeting the need and running the outreach as efficiently as possible.

Our financial reporting generates monthly management accounts which identify surpluses or deficits. This reporting uses a colour-coded RAG format to flag issues. This ensures the Board can confidently assess the reporting, which promotes an understanding of our financial position and the implications for their decision making.

We are in a good financial position; the actions that we have taken, and will continue to take, are designed to ensure that our operations remain consistent with our risk appetite and ensure the ongoing sustainability of the charity.

At the year end the charity had loaned £50,000 to Citizens Advice Isle of Wight CIC, to assist with its initial set up and working capital. This loan is subject to interest to the charity and has been funded out of available unrestricted reserves. In the long-term these funds are expected to generate a positive return for the charity as well as providing beneficial services in the community to be delivered via the CIC.

Investment and reserves policy

At the year end the charity holds £449,065 (2024: £446,190) in reserves, of which £168,797 (2024: £146,918) is unrestricted and of this free reserves not invested in fixed assets amounts to £144,688 (2024: £134,905). The funds at the end of the year put the charity in a good position for the coming year, but continued funding is required in order to run the valuable services provided by the charity. The trustees regularly monitor the level of unrestricted funds, which are vital in allowing the charity to achieve its aims.

Of the above reserves the trustees have designated £100,000 to be retained as a contingency reserve to cover unexpected costs and commitments should the charity's funding fall. Looking ahead this leaves reserves of £44,688 available for expenditure on charitable activities.

FUTURE DEVELOPMENTS

The Board of Trustees continually seek innovative ways of funding the work of the local CA through exploration and considerations of new ideas and developments.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, the Memorandum and Articles of association which were replaced with the Citizens Advice model articles in August 2024. The charity is a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

Appointment of new Trustees

Elected Trustees are appointed at an Annual General Meeting in accordance with the governing document. Each year one third of the elected trustees must retire, based on length of service and may offer themselves up for re-election.

Up to 5 additional co-opted Trustees may be appointed by the current Board of 7 (no more than 15) to fill specialist vacancies throughout the year. The co-opted Trustees may then offer themselves up for election at the Annual General Meeting.

The Board undertook a review of the governing documents to ensure they reflect the nature of CA(IW)'s aims and objectives.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment of new Trustees

The recruitment of new Trustees is kept under review to ensure the Board is represented by a cross section of people from within the community, reflecting our diversity policy and provides a skills base required to ensure we meet our aims and objectives through our strategic/development plan.

Trustees are recruited from advertising within the local media and web page. Candidates are interviewed by the Management Team, and finally by two independent Trustees. References are taken up and DBS checks completed if required.

Induction of new Trustees

New Trustees undergo orientation to brief them on their obligations in respect of charity and company law, the memorandum and articles of association, board protocol, and the decision-making process. New Trustees are made aware of the business plan, receive financial performance information on the charity.

New Trustees are introduced to other Trustees, key management, staff and volunteers through an induction process; they are also encouraged to attend relevant training courses which can be accessed online or externally through CA training events.

Organisational structure

The Board of Trustees administers the charity. The Board meets quarterly and has the ability to create short term working groups, to look at specific issues of interest. These come under the FOCUS group which coalesces around any issues as and when required.

Each group, being given terms of reference, has an appointed chair who reports to quarterly Board meetings the activities undertaken and any recommendations which require adoption of the main Board. These groups met as and when required. It is agreed that should these short-term groups require to be active longer than 12 months then they will form as sub-committees.

A Chief Executive is appointed by the Trustees to manage day to day operations. The Chief Executive has delegated authority, within terms of delegation approved by the Trustees, for operational matters including finance, employment and applications for grant funding. The structure as of 31 March 2025 had a Board of 9 trustees, 1 CEO, 1 Operations Manager, administrative/project/specialist staff with a team of volunteers.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Pay Policy for Staff

The directors of the company are also the Trustees of the charity and the senior management team comprise of key management personnel of the charity who deliver the strategic objectives through the day-to-day operation of the charity.

All directors give of their time freely, and no director received remuneration, other than agreed expenses in the year. These expenses and related transactions are disclosed in the financial accounts.

Pay rates for all roles are determined in accordance with the following overarching methodology. The Senior Management Team, in consultation with the Treasurer, considers and balances the factors outlined below when presenting remuneration recommendations to the full board:

- A comprehensive review of the requirements of the role, including the level of responsibility, the skills and competencies required, and the interrelationships with other positions within the organisational structure.

This assessment may include:

- A basic job evaluation to determine the appropriate grading of the role.
- A review of pay rates for comparable roles and skill sets within the charitable, voluntary, and not-for-profit sectors, both locally and nationally.
- Consideration of the organisation's ability to recruit and retain suitably qualified staff, particularly where specialist or scarce skills are required.
- An evaluation of the financial impact of the proposed pay rate, including affordability and potential implications for reserves, balanced against the added value of the role and the operational risks associated with not recruiting or losing key staff.

The full Board retains ultimate responsibility for approving all pay rates and any subsequent increases for staff.

National

Isle of Wight Citizens Advice is an affiliated member of the National Association of Citizens Advice. The organisation pays an annual membership fee to the National Association of Citizens Advice, which prescribes a set of standards and operational requirements to which all member organisations must adhere.

As part of this membership, the National Association of Citizens Advice provides access to management guidance and resources via a dedicated online platform. In addition, specialist consultants are made available to support local offices with organisational, operational, and casework-related matters as required.

Each year, Citizens Advice undertakes a structured review of member organisations across nine key areas, including:

- Governance
- Financial management
- Operational management
- Human resource management

Following the most recent on-site audit, Isle of Wight Citizens Advice was assessed as meeting standards across all areas (graded green) and was awarded Independent Advice Standard accreditation. The organisation also successfully maintained its Advice Quality Standard in 2024 and continues to comply with the regulatory requirements of the Financial Conduct Authority (FCA), the Information Commissioner's Office (ICO), Companies House, and the Charity Commission.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Regional

Isle of Wight Citizens' Advice Bureau is a member of CitAH (Citizens Advice, Hampshire), a consortium of Hampshire-based LCAs set up to improve prospects of securing greater funding opportunities by having a joined-up approach and fostering collaboration on common issues.

Partnerships

The contract awarded by the Local Authority for the delivery of Advice, Information and Guidance services continues during the period covered by this report. Under this contract, Isle of Wight Citizens Advice acts as the lead organisation and subcontracts specific elements of service delivery to partner organisations.

This arrangement supports a coordinated and collaborative approach to service provision, enabling clients to share their circumstances once while ensuring they are directed efficiently to the most appropriate support.

We continue to maintain the online information portal previously known as Isle Help. As noted in the previous report, this resource has now been integrated into Isle Find It, establishing a single, comprehensive online directory for community services, events, and advice.

The contract, which was awarded through a competitive tendering process, was renewed for a further three-year period and is currently in its second year of delivery.

Our work under the Help Through Crisis programme, funded through the Temporary Household Support Fund, has undergone several phased developments and is scheduled to continue until March 2026.

Risk management

The work of the Board during the reporting period included close consideration of the organisation's financial sustainability. The primary strategic risk remains the reduction in funding from traditional and long-standing sources, and this continues to be prioritised at the Board level.

The trustees have a statutory duty to identify and evaluate the risks to which the charity may be exposed, and to ensure that appropriate internal controls implemented to provide reasonable assurance against fraud, error, and operational disruption.

This is achieved through the maintenance of a comprehensive Risk Register, which records all significant organisational and operational risks, including those relating to financial stability and business continuity.

The Risk Register is reviewed and updated by the Chief Executive as required and is accessible to Trustees through our internal systems. It is examined and discussed at each Board meeting.

An Information Risk Policy is also in place to mitigate identified risks relating to data governance and information systems integrity. Internal controls and mitigations are reviewed routinely by the Board, with oversight from the Chief Executive and the Operations Manager.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
03116361 (England and Wales)

Registered Charity number
1050217

ISLE OF WIGHT CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

Registered office
Isle Help Advice Centre
High Street
Newport
Isle of Wight
PO30 1UD

Trustees

Name	Status	Date
Mr R A Bullivant (Chair)	R	19/07/2024
Mr N H Mitchell	R	03/04/2024
Mrs G Minghella-Giddens	R	08/04/2024
Mr R S Clark	R	31/08/2024
Mrs E A Walshe	R	30/04/2024
Mr G J Dobson	R	31/07/2024
Mrs L J Outhwaite	A	31/01/2023
Mr R Geal, Treasurer (acting Chair)	A	26/04/2023
Mrs J Howells	R	21/10/2025
Mr R Thompson (MBE)	A	16/12/2024
Mr U Sattar	R	29/02/2025
Mr N Moody (co-opted advisor)	A	16/12/2024
Key	R	Resigned
	A	Active

Independent Examiner
David Stevens ACA
Bright Brown Limited
Chartered Accountants
Exchange House
St. Cross Lane
Newport
Isle of Wight
PO30 5BZ

Bankers
CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

Key management personnel

Eddy Yates Chief Executive Officer
K Brandon Operations Manager

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

.....
Mr R Geal - Trustee

Independent examiner's report to the trustees of Isle of Wight Citizens Advice Bureau ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

Responsibilities and basis of report

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

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

Bright Brown Limited provide bookkeeping services to the Company and in doing so follow the guidance given in "Independent examination of charity accounts: Directions and guidance for examiners (CC32)" issued by the Charity Commission. In preparing this report I have applied the FRC's Revised Ethical Standard 2016.

Independent examiner's statement

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

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

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

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

David Stevens ACA
The Institute of Chartered Accountants in England and Wales

Bright Brown Limited
Chartered Accountants
Newport
Isle of Wight

Date:

ISLE OF WIGHT CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	12,932	(1)	12,931	10,484
Charitable activities	5				
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.		235,802	458,499	694,301	848,971
Other trading activities	3	-	-	-	1,500
Investment income	4	4,939	-	4,939	6,307
Total		<u>253,673</u>	<u>458,498</u>	<u>712,171</u>	<u>867,262</u>
EXPENDITURE ON					
Raising funds	6	-	-	-	11,964
Charitable activities	7				
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.		274,888	434,408	709,296	800,047
Total		<u>274,888</u>	<u>434,408</u>	<u>709,296</u>	<u>812,011</u>
NET INCOME/(EXPENDITURE)					
Transfers between funds	19	(21,215) 43,093	24,090 (43,093)	2,875 -	55,251 -
Net movement in funds		21,878	(19,003)	2,875	55,251
RECONCILIATION OF FUNDS					
Total funds brought forward		146,918	299,272	446,190	390,939
TOTAL FUNDS CARRIED FORWARD		<u>168,796</u>	<u>280,269</u>	<u>449,065</u>	<u>446,190</u>

The notes form part of these financial statements

ISLE OF WIGHT CITIZENS ADVICE BUREAU

BALANCE SHEET
31 MARCH 2025

	Notes	2025 £	2024 £
FIXED ASSETS			
Tangible assets	14	24,109	12,013
CURRENT ASSETS			
Debtors	15	200,071	90,012
Cash at bank and in hand		250,255	376,187
		<u>450,326</u>	<u>466,199</u>
CREDITORS			
Amounts falling due within one year	16	(25,370)	(32,022)
		<u>424,956</u>	<u>434,177</u>
NET CURRENT ASSETS			
		<u>449,065</u>	<u>446,190</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>449,065</u>	<u>446,190</u>
NET ASSETS			
		<u>449,065</u>	<u>446,190</u>
FUNDS			
	19		
Unrestricted funds		168,797	146,918
Restricted funds		280,268	299,272
		<u>449,065</u>	<u>446,190</u>
TOTAL FUNDS			
		<u>449,065</u>	<u>446,190</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

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

The notes form part of these financial statements

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

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

.....
Mr R Geal - Trustee

ISLE OF WIGHT CITIZENS ADVICE BUREAU

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	2024 £
<hr/>			
Cash flows from operating activities			
Cash generated from operations	1	(104,138)	39,771
Finance costs paid		(60)	(55)
		<u> </u>	<u> </u>
Net cash (used in)/provided by operating activities		<u>(104,198)</u>	<u>39,716</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(21,734)	(5,720)
		<u> </u>	<u> </u>
Net cash used in investing activities		<u>(21,734)</u>	<u>(5,720)</u>
Change in cash and cash equivalents in the reporting period		(125,932)	33,996
Cash and cash equivalents at the beginning of the reporting period		<u>376,187</u>	<u>342,191</u>
Cash and cash equivalents at the end of the reporting period		<u><u>250,255</u></u>	<u><u>376,187</u></u>

The notes form part of these financial statements

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

	2025 £	2024 £
Net income for the reporting period (as per the Statement of Financial Activities)	2,875	55,251
Adjustments for:		
Depreciation charges	9,367	6,056
Loss on disposal of fixed assets	271	-
Finance costs	60	55
(Increase)/decrease in debtors	(110,059)	9,808
Decrease in creditors	(6,652)	(31,399)
	<u> </u>	<u> </u>
Net cash (used in)/provided by operations	<u>(104,138)</u>	<u>39,771</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank and in hand	376,187	(125,932)	250,255
	<u>376,187</u>	<u>(125,932)</u>	<u>250,255</u>
Total	<u>376,187</u>	<u>(125,932)</u>	<u>250,255</u>

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

Income

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

Expenditure

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

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

Tangible fixed assets

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

Fixtures and fittings - Straight line over 5 years

The charity values its investments in associates using the cost less impairment method.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

2. DONATIONS AND LEGACIES

	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
Donations	5,648	(1)	5,647	2,476
Grants and contracts	500	-	500	-
Subscriptions	2,617	-	2,617	3,008
Donated services and facilities	4,167	-	4,167	5,000
	<u>12,932</u>	<u>(1)</u>	<u>12,931</u>	<u>10,484</u>

3. OTHER TRADING ACTIVITIES

	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
Fundraising events	-	-	-	1,500
	<u>-</u>	<u>-</u>	<u>-</u>	<u>1,500</u>

4. INVESTMENT INCOME

	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
Investment interest	4,939	-	4,939	6,307
	<u>4,939</u>	<u>-</u>	<u>4,939</u>	<u>6,307</u>

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2025 £	2024 £
Grants	Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	<u>694,301</u>	<u>848,971</u>

Grants received, included in the above, are as follows:

	2025 £	2024 £
Isle of Wight Council	478,864	298,118
Southern Housing Group	-	30,011
Help and Care in partnership with Healthwatch IOW	-	7,085
Citizens Advice Hampshire	8,257	-
Citizens Advice	125,715	140,906
Isle Help CIC	-	178,177
HM Revenue and Customs	27,500	96,751
Daisee Rich Trust	-	5,000
National Lottery Community Fund	1,706	5,696
	<u>642,042</u>	<u>761,744</u>
Carried forward	642,042	761,744

5. INCOME FROM CHARITABLE ACTIVITIES - continued

	2025 £	2024 £
Brought forward	642,042	761,744
Other grants	-	3,900
Aspire Ryde	13,500	4,500
Legal Aid Agency	-	8,956
Trussel Trust	33,744	44,993
Pip Advisor	-	25,000
London Legal Support Trust	-	1,478
Wiltshire Law Society	5,014	-
	<u>694,300</u>	<u>850,571</u>

6. RAISING FUNDS

Raising donations and legacies

	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
Wages	<u>-</u>	<u>-</u>	<u>-</u>	<u>11,964</u>

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Grant funding of activities (see note 8) £	Support costs (see note 9) £	Totals £
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	<u>424,181</u>	<u>231,309</u>	<u>53,806</u>	<u>709,296</u>

8. GRANTS PAYABLE

	2025 £	2024 £
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	<u>231,309</u>	<u>200,247</u>

The total grants paid to institutions during the year was as follows:

	2025 £	2024 £
Age UK Isle of Wight	16,000	16,250
People Matter (IW)	12,000	6,000
Citizens Advice IOW CIC	30,000	-
	<u>58,000</u>	<u>22,250</u>

8. GRANTS PAYABLE - continued

9. SUPPORT COSTS

	Other £	Governance costs £	Totals £
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	<u>50,633</u>	<u>3,173</u>	<u>53,806</u>

10. NET INCOME/(EXPENDITURE)

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

	2025 £	2024 £
Independent examiners fee's - examination	325	300
Depreciation - owned assets	9,367	6,056
Deficit on disposal of fixed assets	271	-
Independent examiners fee's - accountancy	<u>13,726</u>	<u>12,856</u>

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

12. STAFF COSTS

The average monthly number of employees during the year was 14 (2024: 24).

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

The total amount of employee benefits received by key management personnel was £86,480 (2024: £160,372).

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	10,486	(2)	10,484
Charitable activities			
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	308,310	540,661	848,971
Other trading activities	1,500	-	1,500
Investment income	6,307	-	6,307
Total	<u>326,603</u>	<u>540,659</u>	<u>867,262</u>
EXPENDITURE ON			
Raising funds	11,366	598	11,964
Charitable activities			
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	299,883	500,164	800,047
Total	<u>311,249</u>	<u>500,762</u>	<u>812,011</u>
NET INCOME	15,354	39,897	55,251
Transfers between funds	(25,487)	25,487	-
Net movement in funds	<u>(10,133)</u>	<u>65,384</u>	<u>55,251</u>
RECONCILIATION OF FUNDS			
Total funds brought forward	157,051	233,888	390,939
TOTAL FUNDS CARRIED FORWARD	<u><u>146,918</u></u>	<u><u>299,272</u></u>	<u><u>446,190</u></u>

14. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
COST	
At 1 April 2024	67,349
Additions	21,734
Disposals	(29,539)
	<u>59,544</u>
At 31 March 2025	59,544
DEPRECIATION	
At 1 April 2024	55,336
Charge for year	9,367
Eliminated on disposal	(29,268)
	<u>35,435</u>
At 31 March 2025	35,435
NET BOOK VALUE	
At 31 March 2025	<u>24,109</u>
At 31 March 2024	<u>12,013</u>

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Trade debtors	135,523	76,277
Other debtors	50,000	-
Prepayments and accrued income	14,548	13,735
	<u>200,071</u>	<u>90,012</u>

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Trade creditors	14,567	5,745
Social security and other taxes	4,522	6,935
Accrued expenses	6,281	11,843
Deferred income	-	7,499
	<u>25,370</u>	<u>32,022</u>

17. LEASING AGREEMENTS

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

	2025	2024
	£	£
Within one year	28,000	-
Between one and five years	44,333	-
	<u>72,333</u>	<u>-</u>

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Restricted funds	2025 Total funds	2024 Total funds
	£	£	£	£
Fixed assets	24,109	-	24,109	12,013
Current assets	170,058	280,268	450,326	466,199
Current liabilities	(25,370)	-	(25,370)	(32,022)
	<u>168,797</u>	<u>280,268</u>	<u>449,065</u>	<u>446,190</u>

19. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General Advice	24,656	(16,844)	30,997	38,809
Macmillan Outreach	10,249	(4,370)	-	5,879
Contingency Reserve	100,000	-	-	100,000
Fixed asset fund	12,013	-	12,096	24,109
	<u>146,918</u>	<u>(21,214)</u>	<u>43,093</u>	<u>168,797</u>
Restricted funds				
Healthwatch IOW	34	-	(34)	-
Money Advice Services	50,946	5,923	-	56,869
HMRC Tax Advice Line	50,854	(3,521)	(47,333)	-
Help Through Crisis	161,138	21,643	-	182,781
Home and Well	6,510	(1,595)	-	4,915
Southern Housing	184	-	(184)	-
NLCF Debt	106	(4,564)	4,458	-
Young Person Specialist	4,500	6,203	-	10,703
PIP Advisor	25,000	-	-	25,000
	<u>299,272</u>	<u>24,089</u>	<u>(43,093)</u>	<u>280,268</u>
TOTAL FUNDS	<u>446,190</u>	<u>2,875</u>	<u>-</u>	<u>449,065</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Advice	240,494	(257,338)	(16,844)
Macmillan Outreach	13,179	(17,549)	(4,370)
	<u>253,673</u>	<u>(274,887)</u>	<u>(21,214)</u>
Restricted funds			
Money Advice Services	112,535	(106,612)	5,923
HMRC Tax Advice Line	27,500	(31,021)	(3,521)
Help Through Crisis	294,999	(273,356)	21,643
Home and Well	8,259	(9,854)	(1,595)
NLCF Debt	1,706	(6,270)	(4,564)
Young Person Specialist	13,499	(7,296)	6,203
	<u>458,498</u>	<u>(434,409)</u>	<u>24,089</u>
TOTAL FUNDS	<u>712,171</u>	<u>(709,296)</u>	<u>2,875</u>

19. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General Advice	23,030	22,033	(20,407)	24,656
Macmillan Outreach	16,928	(6,679)	-	10,249
Contingency Reserve	100,000	-	-	100,000
Fixed asset fund	12,349	-	(336)	12,013
Trussel Trust	4,744	-	(4,744)	-
	<u>157,051</u>	<u>15,354</u>	<u>(25,487)</u>	<u>146,918</u>
Restricted funds				
Healthwatch IOW	561	(4,457)	3,930	34
Money Advice Services	51,850	(904)	-	50,946
HMRC Tax Advice Line	26,469	24,385	-	50,854
Help Through Crisis	146,274	14,864	-	161,138
Home and Well	5,744	766	-	6,510
Southern Housing	2,990	(24,363)	21,557	184
NLCF Debt	-	106	-	106
Young Person Specialist	-	4,500	-	4,500
PIP Advisor	-	25,000	-	25,000
	<u>233,888</u>	<u>39,897</u>	<u>25,487</u>	<u>299,272</u>
TOTAL FUNDS	<u>390,939</u>	<u>55,251</u>	<u>-</u>	<u>446,190</u>

19. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Advice	314,727	(292,694)	22,033
Macmillan Outreach	11,875	(18,554)	(6,679)
	<u>326,602</u>	<u>(311,248)</u>	<u>15,354</u>
Restricted funds			
Healthwatch IOW	7,081	(11,538)	(4,457)
Money Advice Services	111,726	(112,630)	(904)
HMRC Tax Advice Line	96,752	(72,367)	24,385
Help Through Crisis	244,452	(229,588)	14,864
Home and Well	15,442	(14,676)	766
Southern Housing	30,010	(54,373)	(24,363)
NLCF Debt	5,697	(5,591)	106
Young Person Specialist	4,500	-	4,500
PIP Advisor	25,000	-	25,000
	<u>540,660</u>	<u>(500,763)</u>	<u>39,897</u>
TOTAL FUNDS	<u>867,262</u>	<u>(812,011)</u>	<u>55,251</u>

Funds

Macmillan Outreach

Hampshire and Isle of Wight Macmillan Citizens Advice Service - The provision of welfare benefits and advice service by telephone and face to face for people affected by cancer.

Contingency Reserve

A designated fund created by the trustees in order to protect the charities reserves for continued charitable activity should future funding fall.

Fixed Asset Fund

A designated fund created by the trustees in order to highlight the value of unrestricted reserves representing the book value of assets and equipment held. Whilst used in the ongoing activities of the charity this value does not represent liquid funds.

Trussell Trust

A designated fund created by the trustees to provide debt advice for clients at food banks. Funding has continued to be received and tracked for management purposes but has not been shown as a separate designated fund since 2022/23.

Healthwatch IOW

A restricted fund provided by a Help and Care grant to provide, information, advice and signposting ensuring people have access to up to date information in making choices about health and social care.

Money Advice Service

19. MOVEMENT IN FUNDS - continued

A restricted fund provided from Citizens Advice funding, which provides free debt advice to residents of the Isle of Wight.

HMRC Tax Advice Service

An HMRC funded restricted project to introduce a team of dedicated tax advisers to the Island.

Help Through Crisis

A restricted project funded by the IW Council to assist people in hardship with no food or fuel. Action plans are developed for each individual to build their resilience for the future, and small grants are provided to individuals in need.

Home and Well

A restricted project funded by Citizens Advice Hampshire to support residents of Hampshire and the Isle of Wight to return home after a hospital stay and ensure their home environment is suitable to aid recovery.

Southern Housing

This funding is to provide advice and guidance on access to benefits and to enhance the financial capabilities of Southern Housing Group tenants.

NLCF Debt

This is a debt advice project, funded by the National Lottery Community Fund that provided a debt advice worker for one day per week to advise vulnerable persons.

Young Personal Specialist

Project designed to assist people aged 16-25 in relation to debt/mental health by offering appointments and/or signposting people to relevant sources of help.

PIP Advisor

These funds are to expand training and allow provision of advice services and cover to assist Island residents with PIP applications and to give local organisations guidance on how to help their clients prepare for their PIP assessment appointment.

Transfers between funds

£12,096 was transferred from the General Advice fund to the Fixed Asset Fund fund to reflect the movement in book value of assets and equipment at 31 March 2025; this includes the effect of equipment acquired during the accounting year.

£184 was transferred from Southern Housing and £34 from Healthwatch IOW to the General advice fund. This reflects a correction of transfers made previously to clear overspending on these funds.

£4,458 was transferred to the NLCF Debt fund from General advice to reflect funds spent this year in excess of the funds received specifically for this project.

£47,333 was transferred to General advice from the HMRC fund. This project ceased during the year, but the funders have agreed that the funds held can be retained for general use by the charity.

20. RELATED PARTY DISCLOSURES

The charity has lent funds to Citizens Advice Isle of Wight CIC, a company limited by guarantee where the directors are trustees or management of the charity.

During the year to 31 March 2025 the company has lent funds directly to the CIC, or paid expenses on its behalf amounting to £66,901 (2024: Nil) and has been repaid £16,901 (2024: Nil), leaving an outstanding balance at the year end of £50,000 (2024: Nil). During the year interest of £888 was paid to the charity by the CIC in respect of the funds lent to it.

ISLE OF WIGHT CITIZENS ADVICE BUREAU

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025

	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS				
Donations and legacies				
Donations	5,648	(1)	5,647	2,476
Grants and contracts	500	-	500	-
Subscriptions	2,617	-	2,617	3,008
Donated services and facilities	4,167	-	4,167	5,000
	<u>12,932</u>	<u>(1)</u>	<u>12,931</u>	<u>10,484</u>
Other trading activities				
Fundraising events	-	-	-	1,500
Investment income				
Investment interest	4,939	-	4,939	6,307
Charitable activities				
Grants	235,802	458,499	694,301	848,971
	<u>253,673</u>	<u>458,498</u>	<u>712,171</u>	<u>867,262</u>
Total incoming resources				
EXPENDITURE				
Raising donations and legacies				
Wages	-	-	-	11,964
Charitable activities				
Wages	109,074	191,019	300,093	464,438
Rent, rates and insurance	14,092	7,686	21,778	23,221
Housing solicitor	-	-	-	4,340
Light and heat	4,587	407	4,994	3,185
Telephone	8,052	1,952	10,004	9,178
Postage and stationery	1,529	2,754	4,283	5,677
Advertising	1,646	2,520	4,166	2,746
Sundries	2,643	323	2,966	1,473
Training and recruitment	5,967	-	5,967	11,029
Travel, attendance and outreach	12,686	490	13,176	10,076
Reference materials and subscriptions	11,558	3,895	15,453	13,010
IT equipment and support	14,691	7,603	22,294	10,027
Cleaning, repairs and maintenance	6,425	2,884	9,309	5,891
Events and AGM	-	-	-	884
Carried forward	192,950	221,533	414,483	565,175

This page does not form part of the statutory financial statements

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025

	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
Charitable activities				
Brought forward	192,950	221,533	414,483	565,175
Depreciation	9,367	-	9,367	6,056
Loss on sale of tangible fixed assets	271	-	271	-
Bank charges and other interest	60	-	60	55
Grants to institutions	28,000	30,000	58,000	22,250
Grants to individuals	-	173,309	173,309	177,997
	<u>230,648</u>	<u>424,842</u>	<u>655,490</u>	<u>771,533</u>
Support costs				
Other				
Professional fees	34,655	5,100	39,755	15,359
Bookkeeping, payroll and management accounts	7,420	3,458	10,878	10,224
	<u>42,075</u>	<u>8,558</u>	<u>50,633</u>	<u>25,583</u>
Governance costs				
Independent examiners fee's - examination	325	-	325	300
Accountancy fees	1,839	1,009	2,848	2,631
	<u>2,164</u>	<u>1,009</u>	<u>3,173</u>	<u>2,931</u>
Total resources expended	<u>274,887</u>	<u>434,409</u>	<u>709,296</u>	<u>812,011</u>
Net income	<u>(21,214)</u>	<u>24,089</u>	<u>2,875</u>	<u>55,251</u>

This page does not form part of the statutory financial statements

ISLE OF WIGHT CITIZENS ADVICE BUREAU

England & Wales - Charity number 1050217

Accounts

REGISTERED COMPANY NUMBER: 03116361 (England and Wales)
REGISTERED CHARITY NUMBER: 1050217

REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024
FOR
ISLE OF WIGHT CITIZENS ADVICE BUREAU

Bright Brown Limited
Chartered Accountants
Exchange House
St. Cross Lane
Newport
Isle of Wight
PO30 5BZ

ISLE OF WIGHT CITIZENS ADVICE BUREAU

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

	Page
Report of the Trustees	1 to 7
Independent Examiner's Report	8
Statement of Financial Activities	9
Balance Sheet	10 to 11
Cash Flow Statement	12
Notes to the Cash Flow Statement	13
Notes to the Financial Statements	14 to 25
Detailed Statement of Financial Activities	26 to 27

The Trustees who are also directors of the charity for the purposes of the Companies Act 2006. have pleasure in presenting their annual report together with the financial statements of Citizens Advice Isle of Wight (CA(IW)) for the year ending 31 March 2024

The Trustees have adopted the provisions of 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 (FRS102) (effective 1st January 2015).

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objects of the charity are:

The promotion of any charitable purposes for the benefit of the community on the Isle of Wight and surrounding areas by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

In order to achieve its objects, the aims of the Isle of Wight Citizens Advice Bureau service are:

- To provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

The service aims:

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

In practising our aims, we adhere to the principles of our organisation in that advice is free, confidential, independent and impartial. In shaping our objectives for the year and planning our activities, the trustees have considered the Charity Commission's guidance on public benefit.

The new 2023-24 strategies employed to achieve the charity's aims and objectives are:

1. We deliver a positive client experience every time, for everyone.
2. We provide financially sustainable, locally delivered services.
3. Our team are valued, highly skilled and motivated to deliver a first-class service.
4. We operate within quality assured governance in all that we do.
5. We are an Island led service delivering in collaboration and strong partnerships locally and nationally.

Achieving positive outcomes from the strategies above will impact on our achievement and performance in the future.

Public benefit

In shaping our objectives for the year and planning our activities, the trustees have considered the Charity Commission's guidance on public benefit.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

As the local Citizens Advice Bureau we support Island residents on many issues, including money, benefits, employment, housing, tax, consumer, and general problems people face. We employ specialist advisers in the areas of debt, tax and housing. The dramatic shift during 2020 and 2021 from seeing people face to face to being accessible on the phone and through webchat, email and webform has started to diminish.

Consequently, our services started to return to a new normal, very much based on our core face to face service of the past. Though not a complete reversal to previous times, however with the advice Centre in Newport becoming fully open again January 2024, for residents to drop in the numbers starting to recover to the pre Covid levels, but we have kept the technological/digital footprint, so there are more ways to contact us.

Our general advice service is open every weekday from 9.30am until 3.30pm for all enquiries. Our presence at community venues no longer subject to lingering Covid-19 restrictions, also started to recover, during this period we have been at Ryde Library, Foodbanks in Cowes, Newport, Sandown and Ryde and Our Place at Freshwater and Ventnor, as well as the Veterans Association meeting in Newport. We started new ventures at the Hospice and are present at Community Spirited (community pantry) in East Cowes.

Our funding sources during the year for the charity included the Money and Pension Service, Help and Care in partnership, Macmillan Trust in partnership with CA Hampshire for cancer support, the Isle of Wight Council (IWC) for delivering generalist advice, Court Desk (until June 2023 when it closed) IWC-DWP Household Support fund for the Help Through Crisis project, the Tax team funded by HMRC and funding from utility companies for the Home and Well service. We also received welcome local support from Daisie Rich Trust, Town, Parish and Community Councils and donations from individuals.

Over the accounting period, as projects ended, CSHP, Court Desk, and Legal Aid came to an end, our staffing reduced accordingly from 30 as of 01/04/2023 to 17 as of 31/03/2024. During the year, our service was supported by 28 volunteers. All our volunteers receive comprehensive induction, training, and ongoing training. Volunteers form the backbone of our charity advice service; without them, the service would not be sustainable.

Over the accounting period, our advice was sought by over 5,460 (5,690 in previous year, 4% decrease) clients from across the Island, resulting in 17,506 issues addressed (16,449 in previous year, 6.4% increase and 6.4% cumulative rise in 2022-2023). This means that for every client we are seeing, most have more complex issues and a more significant number of them (14% increase in number of issues presented per client in the year).

Fundraising activities

We have not undertaken any fundraising at public events, nor have we conducted any fundraising activities involving contacting or pursuing specific individuals for donations. As a result, no complaints have been received regarding fundraising.

FINANCIAL REVIEW

Financial position

A strong financial position is essential to continue our charitable activities confidently. With funding coming under ever increasing pressure, the need to secure enough income to carry on providing clients with the services they need remains a key objective. It remains the case that high inflation and funders maintaining grant levels have meant that we have to effectively fund inflation from our own resources. Increasingly we are experiencing permitted overheads to enable us to run and manage projects being stripped back to less than 5%, typically 3-5%.

The board is actively engaged in seeking ways to maximise the value of and return from our expenditure and to maximise income. We regularly review each project to make sure we run it to maximum effect; this is to ensure we can meet the increasing demand and target our services and resources efficiently.

We have started a new approach to 'outreach activities', in that when we commence or are asked to commence a new activity, we run a pilot to ensure that what we provide is fine-tuned to the actual need. This ensures maximum benefit to the clients and use of our resources. We then review our new service on a regular basis to ensure we are meeting the need and running the outreach as efficiently as possible.

Our financial reporting generates monthly management accounts which identify surpluses or deficits. This reporting uses a colour-coded RAG format to flag issues. This ensures the Board can confidently assess the reporting, which promotes an understanding of our financial position and the implications for their decision making.

We are in a good financial position; the actions that we have taken, and will continue to take, are designed to ensure that our operations remain consistent with our risk appetite and ensure the ongoing sustainability of the charity.

FINANCIAL REVIEW

Investment and reserves policy

At the year end the charity holds £446,190 (2023: £390,939) in reserves, of which £146,918 (2023: £157,051) is unrestricted and of this free reserves not invested in fixed assets amounts to £134,905 (2023: £144,702). The funds at the end of the year put the charity in a good position for the coming year, but continued funding is required in order to run the valuable services provided by the charity. The trustees regularly monitor the level of unrestricted funds, which are vital in allowing the charity to achieve its aims.

Of the above reserves the trustees have designated £100,000 to be retained as a contingency reserve to cover unexpected costs and commitments should the charity's funding fall. Looking ahead this leaves reserves of £34,905 available for expenditure on charitable activities and the charity will draw down on these reserves in achieving its objectives over the coming year and to improve services. These include:

- £15,000 to pay towards an apprentice role.
- £8,500 to improve digital equipment for remote working and to maintain our Cyber essentials certificate.
- £3,000 towards training and continuing development of staff and volunteers.

FUTURE DEVELOPMENTS

HMRC funded CA(IW) to continue a dedicated tax advice team for 36 months in 2021. The team will continue to provide their service by booked appointments at the Advice Centre and the CA Community venues. A telephone advice service is also available.

The IWC funded Community Support Homelessness Prevention service CSHP came to an end 31st March 2023. This was a wraparound service to help keep people in their homes or to build up confidence for individuals to live well with less statutory support. Based on the work, the charity developed Legal Aid support around housing court cases. Unfortunately, all the funding for charitable casework around homelessness issues has been stopped and the Legal Aid work is not sustainable.

We continue with Advice First Aid, the resilience of communities with people based in the community who understand how to signpost to our reliable sources of information and advice at the earliest signs of problem issues. In 2022 over 60 new AFAs were recruited and trained taking us close to 200 in total.

Ongoing exploration continues to secure money advice work as MaPS funding was inconsistent but has now been secured into 2025.

The Board of Trustees continually seek innovative ways of funding the work of the local CA through exploration and considerations of new ideas and developments. This year saw generous financial support from many Parish and Town Councils.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, the memorandum and articles of association dated 3 October 2018, and is a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

Appointment of new Trustees

Elected Trustees are appointed at an Annual General Meeting in accordance with the governing document. Each year one third of the elected trustees must retire, based on length of service and may offer themselves up for re-election.

Up to 5 additional co-opted Trustees may be appointed by the current Board of 7 (no more than 15) to fill specialist vacancies throughout the year. The co-opted Trustees may then offer themselves up for election at the Annual General Meeting.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Board undertook a review of the governing documents to ensure they reflect the nature of CA(IW)'s aims and objectives.

Recruitment of new Trustees

The recruitment of new Trustees is kept under review to ensure the Board is represented by a cross section of people from within the community, reflecting our diversity policy and provides a skills base required to ensure we meet our aims and objectives through our strategic/development plan.

Trustees are recruited from advertising within the local media and web page. Candidates are interviewed by the Management Team, and finally by two independent Trustees. References are taken up and DBS checks completed if required.

Induction of new Trustees

New Trustees undergo orientation to brief them on their obligations in respect of charity and company law, the memorandum and articles of association, board protocol, and the decision-making process. New Trustees are made aware of the business plan, receive financial performance information on the charity.

New Trustees are introduced to other Trustees, key management, staff and volunteers through an induction process; they are also encouraged to attend relevant training courses which can be accessed online or externally through CA training events.

Organisational structure

The Board of Trustees administers the charity. The Board meets quarterly and has created short term working groups to examine relevant issues. These short-term groups are "Performance, Strategy & Development", Finance, Audit and Human Resources.

Each group has a terms of reference, an appointed chair who reports to quarterly Board meetings the activities undertaken and any recommendations which require adoption of the main Board. These groups meet as and when required. It is agreed that should these short-term groups require to be active longer than 12 months then they will form as sub committees.

A Chief Executive is appointed by the Trustees to manage day to day operations. The Chief Executive has delegated authority, within terms of delegation approved by the Trustees, for operational matters including finance, employment and applications for grant funding. The structure as of 31 March 2024 had a Board of 9 trustees, 1 CEO, 1 Operations Manager, administrative/project/specialist staff with a team of volunteers.

Pay Policy for Staff

The directors of the company are also the Trustees of the charity and the senior management team comprise of key management personnel of the charity who deliver the strategic objectives through the day-to-day operation of the charity.

All directors give of their time freely, and no director received remuneration, other than agreed expenses in the year. These expenses and related transactions are disclosed in the financial accounts.

The pay for all staff is reviewed annually by the CE and Operations Manager who together with the Treasurer recommend the salary levels to the Board. Local and national increases are considered, alongside RPI/CPI, our general financial position and ability to recruit and retain staff in the current market. Remuneration is by specific salary for all staff with no provision for automatic bonuses.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Pay rates for roles are set using the following overall methodology. The Senior Management together with Treasurer seek to balance these factors in making recommendations to the full Board:

- Review of the requirements of the role in terms of responsibilities, skills and relativities with other roles in the structure. This can include basic job evaluation.
- Review of pay rates for similar roles and skill sets in the charitable voluntary and not for profit sector locally and nationally.
- Review of ability to recruit and retain staff, especially if specialist or scarce skills are involved.
- Financial impact of rate of pay (affordability/implications for reserves) against added value of the role and risks to the work of the charity of not recruiting or losing key staff.

The full Board finally approves pay rates and increases for all staff.

National

CA(IW) is a member of the National Association of Citizens Advice. This national body lays down strict guidelines for the operation of individual members to which both parties adhere to and subscribe. The national body makes management guidance and advice freely available to members via a specialist website and employs consultants who are available to local Citizens Advice on an individual basis to answer and support specific needs.

Each year the National Body reviews our systems and controls in nine key areas including governance, finance operational management and human resource management. Following last year's review all areas were coded green and we were awarded an Independent Advice standard accreditation.

CA(IW) maintained its Advice Quality Standard mark in 2023 and complies with FCA, ICO, Companies House and Charities Commission regulations.

Regional

CA(IW) is a member of CitAH (Citizens Advice, Hampshire) a consortium of Hampshire based LCAs set up to improve prospects of securing greater funding opportunities by having a joined-up approach and foster collaboration on common issues.

Partnerships

The successful 2023 tender process for the contract to deliver Advice, Information and Guidance did not require a CIC as the vehicle to deliver the work required so the tender was successfully won with CA(IW) as the lead bidder and sub-contracting other work to its ongoing partners. The contract provides advice, information and guidance services which is being delivered through a collaborative approach rather than working completely separately and to allow people to only tell their story once.

We maintain the online information portal known as "Isle Help Me". As stated in last year's report, this information portal has now been absorbed into 'Isle Find It' creating a unique one stop shop online for services, events and advice. Through a competitive tendering process this contract has been renewed for a further three years from July 2023.

"Isle Find It", our Community Directory, runs alongside this information portal. In 2022 the Isle Find It platform was redesigned and relaunched to include the information portal.

Our work on Help Through Crisis continued in partnership with Living Well and has now moved to a standalone service funded through the temporary Household Support Fund through to March 2024.

The Winter Is Coming Campaign continued in 2023 working with the Footprint Trust and the "It's OK to not be OK" campaign saw us working closely with Public Health.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The risk register is updated and is reviewed as required and ready for discussion at the quarterly Board meeting and available to Trustees through our systems. The establishment of an information risk policy mitigates those risks identified and actions taken to ensure that the charity is not at risk or exposed to fraud and error. Appropriate controls are in place and reviewed regularly within the board meetings which the CEO attends. The work of the board included the requirement to identify financial sustainability and whether there is a major threat to the charity. The main risk which we are managing is the decrease of funding from our traditional sources. This work has a high priority. The risk register also outlines operational risks such as loss of infrastructure for which we maintain a business recovery plan.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
03116361 (England and Wales)

Registered Charity number
1050217

Registered office
Isle Help Advice Centre
High Street
Newport
Isle of Wight
PO30 1UD

Trustees

Mr R A Bullivant Chairman (resigned 19.7.24)
Mr N H Mitchell (resigned 3.4.24)
Mrs G Minghella-Giddens (resigned 8.4.24)
Mr R S Clark (resigned 31.8.24)
Mrs E A Walshe (resigned 30.4.24)
Mr A P Overbury (resigned 20.10.23)
Mr G J Dobson (resigned 31.7.24)
Mrs L J Outhwaite (appointed 31.1.23)
Mr R Geal Treasurer (appointed 26.4.23)
Mr U Sattar (appointed 26.4.23)

Independent Examiner
David Stevens ACA
Bright Brown Limited
Chartered Accountants
Exchange House
St. Cross Lane
Newport
Isle of Wight
PO30 5BZ

REFERENCE AND ADMINISTRATIVE DETAILS

Bankers

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

Key management personnel

P Savill (resigned 31.7.23)	Chief Executive Officer
Eddy Yates (appointed 1.9.23)	Chief Executive Officer
R Bell (resigned 31.7.23)	
L Joyce (resigned 3.11.23)	
K Brandon	
G Ingham (resigned 31.8.23)	
D Green	

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

.....
Mr R Geal - Trustee

Independent examiner's report to the trustees of Isle of Wight Citizens Advice Bureau ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

Responsibilities and basis of report

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

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

Bright Brown Limited provide bookkeeping services to the Company and in doing so follow the guidance given in "Independent examination of charity accounts: Directions and guidance for examiners (CC32)" issued by the Charity Commission. In preparing this report I have applied the FRC's Revised Ethical Standard 2016.

Independent examiner's statement

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

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

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

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

David Stevens ACA
The Institute of Chartered Accountants in England and Wales

Bright Brown Limited
Chartered Accountants
Newport
Isle of Wight

Date:

ISLE OF WIGHT CITIZENS ADVICE BUREAU

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

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	10,488	-	10,488	16,646
Charitable activities	5				
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.		308,310	540,661	848,971	901,760
Other trading activities	3	1,500	-	1,500	13,919
Investment income	4	6,307	-	6,307	3,079
Total		<u>326,605</u>	<u>540,661</u>	<u>867,266</u>	<u>935,404</u>
EXPENDITURE ON					
Raising funds	6	11,368	600	11,968	29,570
Charitable activities	7				
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.		299,883	500,164	800,047	908,635
Total		<u>311,251</u>	<u>500,764</u>	<u>812,015</u>	<u>938,205</u>
NET INCOME/(EXPENDITURE)					
Transfers between funds	18	15,354 (25,487)	39,897 25,487	55,251 -	(2,801) -
Net movement in funds		(10,133)	65,384	55,251	(2,801)
RECONCILIATION OF FUNDS					
Total funds brought forward		157,051	233,888	390,939	393,740
TOTAL FUNDS CARRIED FORWARD		<u>146,918</u>	<u>299,272</u>	<u>446,190</u>	<u>390,939</u>

The notes form part of these financial statements

ISLE OF WIGHT CITIZENS ADVICE BUREAU

BALANCE SHEET
31 MARCH 2024

	Notes	2024 £	2023 £
FIXED ASSETS			
Tangible assets	14	12,013	12,349
CURRENT ASSETS			
Debtors	15	90,012	99,820
Cash at bank and in hand		376,187	342,191
		<u>466,199</u>	<u>442,011</u>
CREDITORS			
Amounts falling due within one year	16	(32,022)	(63,421)
		<u>434,177</u>	<u>378,590</u>
NET CURRENT ASSETS			
		<u>446,190</u>	<u>390,939</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>446,190</u>	<u>390,939</u>
NET ASSETS			
		<u>446,190</u>	<u>390,939</u>
FUNDS			
	18		
Unrestricted funds		146,918	157,051
Restricted funds		299,272	233,888
		<u>446,190</u>	<u>390,939</u>
TOTAL FUNDS			
		<u>446,190</u>	<u>390,939</u>

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

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

The trustees acknowledge their responsibilities for

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

The notes form part of these financial statements

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

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

.....
Mr R Geal - Trustee

ISLE OF WIGHT CITIZENS ADVICE BUREAU

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from operations	1	39,771	(1,571)
Finance costs paid		(55)	(66)
Net cash provided by/(used in) operating activities		<u>39,716</u>	<u>(1,637)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(5,720)	(2,982)
Net cash used in investing activities		<u>(5,720)</u>	<u>(2,982)</u>
Change in cash and cash equivalents in the reporting period			
Cash and cash equivalents at the beginning of the reporting period		<u>342,191</u>	<u>346,810</u>
Cash and cash equivalents at the end of the reporting period		<u><u>376,187</u></u>	<u><u>342,191</u></u>

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024	2023
	£	£
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	55,251	(2,801)
Adjustments for:		
Depreciation charges	6,056	8,329
Finance costs	55	66
Decrease/(increase) in debtors	9,808	(9,733)
(Decrease)/increase in creditors	(31,399)	2,568
	<u>39,771</u>	<u>(1,571)</u>
Net cash provided by/(used in) operations	<u><u>39,771</u></u>	<u><u>(1,571)</u></u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23	Cash flow	At 31.3.24
	£	£	£
Net cash			
Cash at bank and in hand	342,191	33,996	376,187
	<u>342,191</u>	<u>33,996</u>	<u>376,187</u>
	<u>342,191</u>	<u>33,996</u>	<u>376,187</u>
Total	<u><u>342,191</u></u>	<u><u>33,996</u></u>	<u><u>376,187</u></u>

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

Income

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

Expenditure

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

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

Tangible fixed assets

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

Fixtures and fittings - Straight line over 5 years

The charity values its investments in associates using the cost less impairment method.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

2. DONATIONS AND LEGACIES

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Donations	2,480	-	2,480	8,762
Subscriptions	3,008	-	3,008	2,884
Donated services and facilities	5,000	-	5,000	5,000
	<u>10,488</u>	<u>-</u>	<u>10,488</u>	<u>16,646</u>

3. OTHER TRADING ACTIVITIES

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Fundraising events	<u>1,500</u>	<u>-</u>	<u>1,500</u>	<u>13,919</u>

4. INVESTMENT INCOME

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Investment interest	<u>6,307</u>	<u>-</u>	<u>6,307</u>	<u>3,079</u>

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2024 £	2023 £
Grants	Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	<u>848,971</u>	<u>901,760</u>

Grants received, included in the above, are as follows:

	2024 £	2023 £
Isle of Wight Council	298,118	281,150
Southern Housing Group	30,011	29,820
Help and Care in partnership with Healthwatch IOW	7,085	12,145
Citizens Advice	140,906	135,165
Isle Help CIC	178,177	181,605
HM Revenue and Customs	96,751	87,583
Daisee Rich Trust	5,000	-
National Lottery Community Fund	5,696	-
Other grants	3,900	2,206
CSHP	-	98,763
Carried forward	<u>765,644</u>	<u>828,437</u>

5.	INCOME FROM CHARITABLE ACTIVITIES - continued		2024	2023
			£	£
	Brought forward		765,644	828,437
	Aspire Ryde		4,500	40,000
	Legal Aid Agency		8,956	1,727
	Trussel Trust		44,993	14,996
	Department of Work and Pensions		-	14,000
	Pip Advisor		25,000	-
	London Legal Support Trust		1,478	-
			<u>850,571</u>	<u>899,160</u>
6.	RAISING FUNDS			
	Raising donations and legacies			
			2024	2023
			Total	Total
			funds	funds
			£	£
	Unrestricted funds	Restricted funds		
	£	£		
	Wages		11,968	29,570
			<u>11,368</u>	<u>600</u>
7.	CHARITABLE ACTIVITIES COSTS			
			Grant funding of activities (see note 8)	Support costs (see note 9)
			£	£
			Totals	Totals
			£	£
	Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.		28,514	800,047
			<u>571,286</u>	<u>200,247</u>
8.	GRANTS PAYABLE			
			2024	2023
			£	£
	Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.		200,247	169,170
			<u>200,247</u>	<u>169,170</u>
	The total grants paid to institutions during the year was as follows:			
			2024	2023
			£	£
	Age UK Isle of Wight		16,250	49,500
	People Matter (IW)		6,000	-
			<u>22,250</u>	<u>49,500</u>

9. SUPPORT COSTS

	Other £	Governance costs £	Totals £
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	25,583	2,931	28,514

10. NET INCOME/(EXPENDITURE)

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

	2024 £	2023 £
Independent examiners fee's - examination	300	299
Depreciation - owned assets	6,056	8,329
Independent examiners fee's - accountancy	12,856	12,499

11. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

12. STAFF COSTS

The average monthly number of employees during the year was 24 (2023: 33).

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

The total amount of employee benefits received by key management personnel was £160,372 (2023: £160,470).

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	14,606	2,040	16,646
Charitable activities			
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	418,019	483,741	901,760
Other trading activities	13,899	20	13,919
Investment income	3,079	-	3,079
Total	<u>449,603</u>	<u>485,801</u>	<u>935,404</u>
EXPENDITURE ON			
Raising funds	29,569	1	29,570
Charitable activities			
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	522,041	386,594	908,635
Total	<u>551,610</u>	<u>386,595</u>	<u>938,205</u>
NET INCOME/(EXPENDITURE)	(102,007)	99,206	(2,801)
Transfers between funds	1,626	(1,626)	-
Net movement in funds	(100,381)	97,580	(2,801)
RECONCILIATION OF FUNDS			
Total funds brought forward	257,433	136,307	393,740
TOTAL FUNDS CARRIED FORWARD	<u>157,052</u>	<u>233,887</u>	<u>390,939</u>

14. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
COST	
At 1 April 2023	61,629
Additions	5,720
	<u>67,349</u>
At 31 March 2024	67,349
DEPRECIATION	
At 1 April 2023	49,280
Charge for year	6,056
	<u>55,336</u>
At 31 March 2024	55,336
NET BOOK VALUE	
At 31 March 2024	<u>12,013</u>
At 31 March 2023	<u>12,349</u>

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Trade debtors	76,277	97,199
Other debtors	-	942
Prepayments and accrued income	13,735	1,679
	<u>90,012</u>	<u>99,820</u>

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Trade creditors	5,745	2,396
Social security and other taxes	6,935	11,231
Accrued expenses	11,843	34,794
Deferred income	7,499	15,000
	<u>32,022</u>	<u>63,421</u>

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Fixed assets	12,013	-	12,013	12,349
Current assets	166,927	299,272	466,199	442,011
Current liabilities	(32,022)	-	(32,022)	(63,421)
	<u>146,918</u>	<u>299,272</u>	<u>446,190</u>	<u>390,939</u>

18. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General Advice	23,030	22,033	(20,407)	24,656
Macmillan Outreach	16,928	(6,679)	-	10,249
Contingency Reserve	100,000	-	-	100,000
Fixed asset fund	12,349	-	(336)	12,013
Trussel Trust	4,744	-	(4,744)	-
	<u>157,051</u>	<u>15,354</u>	<u>(25,487)</u>	<u>146,918</u>
Restricted funds				
Healthwatch IOW	561	(4,457)	3,930	34
Money Advice Services	51,850	(904)	-	50,946
HMRC Tax Advice Line	26,469	24,385	-	50,854
Help Through Crisis	146,274	14,864	-	161,138
Home and Well	5,744	766	-	6,510
Southern Housing	2,990	(24,363)	21,557	184
NLCF Debt	-	106	-	106
Young Person Specialist	-	4,500	-	4,500
PIP Advisor	-	25,000	-	25,000
	<u>233,888</u>	<u>39,897</u>	<u>25,487</u>	<u>299,272</u>
TOTAL FUNDS	<u>390,939</u>	<u>55,251</u>	<u>-</u>	<u>446,190</u>

18. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Advice	314,729	(292,696)	22,033
Macmillan Outreach	11,875	(18,554)	(6,679)
	<u>326,604</u>	<u>(311,250)</u>	<u>15,354</u>
Restricted funds			
Healthwatch IOW	7,085	(11,542)	(4,457)
Money Advice Services	111,727	(112,631)	(904)
HMRC Tax Advice Line	96,751	(72,366)	24,385
Help Through Crisis	244,451	(229,587)	14,864
Home and Well	15,441	(14,675)	766
Southern Housing	30,011	(54,374)	(24,363)
NLCF Debt	5,696	(5,590)	106
Young Person Specialist	4,500	-	4,500
PIP Advisor	25,000	-	25,000
	<u>540,662</u>	<u>(500,765)</u>	<u>39,897</u>
TOTAL FUNDS	<u>867,266</u>	<u>(812,015)</u>	<u>55,251</u>

18. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General Advice	92,549	(53,964)	(15,555)	23,030
Macmillan Outreach	22,706	(5,778)	-	16,928
Contingency Reserve	100,000	-	-	100,000
Fixed asset fund	17,696	-	(5,347)	12,349
CSHP	24,482	-	(24,482)	-
Court Desk	-	(9,420)	9,420	-
Trussel Trust	-	4,744	-	4,744
Legal Aid Agency	-	(37,590)	37,590	-
	<u>257,433</u>	<u>(102,008)</u>	<u>1,626</u>	<u>157,051</u>
Restricted funds				
Healthwatch IOW	615	(54)	-	561
Money Advice Services	19,085	33,035	(270)	51,850
HMRC Tax Advice Line	32,524	(5,377)	(678)	26,469
Help Through Crisis	81,011	65,941	(678)	146,274
Help to Claim	404	(404)	-	-
Home and Well	2,668	3,076	-	5,744
Southern Housing	-	2,990	-	2,990
	<u>136,307</u>	<u>99,207</u>	<u>(1,626)</u>	<u>233,888</u>
TOTAL FUNDS	<u>393,740</u>	<u>(2,801)</u>	<u>-</u>	<u>390,939</u>

18. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Advice	334,347	(388,311)	(53,964)
Macmillan Outreach	12,439	(18,217)	(5,778)
Court Desk	85,150	(94,570)	(9,420)
Trussel Trust	14,998	(10,254)	4,744
Legal Aid Agency	2,669	(40,259)	(37,590)
	<u>449,603</u>	<u>(551,611)</u>	<u>(102,008)</u>
Restricted funds			
Healthwatch IOW	12,145	(12,199)	(54)
Money Advice Services	99,334	(66,299)	33,035
HMRC Tax Advice Line	87,583	(92,960)	(5,377)
Help Through Crisis	233,000	(167,059)	65,941
Help to Claim	-	(404)	(404)
Home and Well	23,921	(20,845)	3,076
Southern Housing	29,818	(26,828)	2,990
	<u>485,801</u>	<u>(386,594)</u>	<u>99,207</u>
TOTAL FUNDS	<u>935,404</u>	<u>(938,205)</u>	<u>(2,801)</u>

FundsMacmillan Outreach

Hampshire and Isle of Wight Macmillan Citizens Advice Service - The provision of welfare benefits and advice service by telephone and face to face for people affected by cancer.

Contingency Reserve

A designated fund created by the trustees in order to protect the charities reserves for continued charitable activity should future funding fall.

Fixed Asset Fund

A designated fund created by the trustees in order to highlight the value of unrestricted reserves representing the book value of assets and equipment held. Whilst used in the ongoing activities of the charity this value does not represent liquid funds.

CSHP

A designated fund created by the trustees to support clients and prevent them becoming homeless.

Court Desk

A designated fund created by the trustees to support clients facing eviction or repossessions at court.

Trussell Trust

A designated fund created by the trustees to provide debt advice for clients at Foodbanks. This funding is still received and tracked for management purposes but as an unrestricted fund is not shown separately in the accounts.

18. MOVEMENT IN FUNDS - continued

Legal Aid Agency

A designated fund created by the trustees to provide support for clients facing legal action around their home or debt.

Healthwatch IOW

Help and Care - The provision of information, advice & signposting ensuring people have the right up to date information to make choices about health and social care.

Money Advice Service

Citizens Advice - funding the delivery of free debt advice to residents of the Isle of Wight.

HMRC Tax Advice Service

An HMRC funded project to introduce a team of dedicated tax advisers to the Island.

Help Through Crisis

A jointly funded project by the Big Lottery and IWC to assist people in hardship with no food or fuel. Action plans are developed for each individual to build their resilience for the future.

Help to Claim

A DWP funded project to help Islanders complete their initial Universal Credit claim.

Home and Well

A project funded by Citizens Advice Hampshire to provide services in supporting residents of Hampshire and the Isle of Wight to return home as easily as possible after a hospital stay and ensuring they have a comfortable home environment to aid recovery.

Southern Housing

This funding is to provide advice and guidance to improve access to benefits and enhance the financial capability of SHG tenants

NLCF Debt

Debt advice project running until March 2025 to provide one debt advice worker for one day per week to provide debt advice to one vulnerable client per week - funds also include costs for expenses, overheads, management, training and supervision.

Young Personal Specialist

Project designed to assist people aged 16-25 in relation to debt/mental health by offering appointments and/or signposting people to relevant sources of help. Runs until January 2025.

PIP Advisor

Provision is for GA services to expand training and cover to assist Island clients with PIP applications and organisations with guidance how to help clients prepare for their PIP appointment.

Transfers between funds

£336 was transferred from the Fixed Asset Fund fund to the General Advice to reflect the movement in book value of assets and equipment at 31 March 2024.

£4,744 has been transferred from the Trussel Trust Fund to the General Advice Fund, being the opening balance on this fund that has been included within general funds rather than being separately designated this year.

18. MOVEMENT IN FUNDS - continued

Transfers between funds - continued

£21,557 was transferred to Southern Housing and £3,930 to Healthwatch IOW from the General advice fund to reflect that more had been spent on these funds than was received in restricted funding and that these amounts have been spent out of general funds.

19. RELATED PARTY DISCLOSURES

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

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2024

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS				
Donations and legacies				
Donations	2,480	-	2,480	8,762
Subscriptions	3,008	-	3,008	2,884
Donated services and facilities	5,000	-	5,000	5,000
	<u>10,488</u>	<u>-</u>	<u>10,488</u>	<u>16,646</u>
Other trading activities				
Fundraising events	1,500	-	1,500	13,919
Investment income				
Investment interest	6,307	-	6,307	3,079
Charitable activities				
Grants	308,309	540,662	848,971	901,760
	<u>326,604</u>	<u>540,662</u>	<u>867,266</u>	<u>935,404</u>
Total incoming resources				
EXPENDITURE				
Raising donations and legacies				
Wages	11,368	600	11,968	29,570
Charitable activities				
Wages	192,770	271,668	464,438	590,420
Rent, rates and insurance	12,193	11,028	23,221	22,992
Housing solicitor	4,340	-	4,340	12,500
Light and heat	1,477	1,708	3,185	1,900
Telephone	6,917	2,261	9,178	10,116
Postage and stationery	1,484	4,193	5,677	6,228
Advertising	2,169	577	2,746	2,077
Sundries	929	544	1,473	2,440
Training and recruitment	10,373	656	11,029	4,184
Travel, attendance and outreach	5,566	4,510	10,076	7,950
Reference materials and subscriptions	7,521	5,489	13,010	15,279
IT equipment and support	6,167	3,860	10,027	18,451
Cleaning, repairs and maintenance	2,170	3,721	5,891	5,300
Events and AGM	466	418	884	1,141
Depreciation	6,056	-	6,056	8,329
Carried forward	260,598	310,633	571,231	709,307

This page does not form part of the statutory financial statements

ISLE OF WIGHT CITIZENS ADVICE BUREAU

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2024

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Charitable activities				
Brought forward	260,598	310,633	571,231	709,307
Bank charges and other interest	45	10	55	66
Grants to institutions	22,250	-	22,250	49,500
Grants to individuals	199	177,798	177,997	119,670
	<u>283,092</u>	<u>488,441</u>	<u>771,533</u>	<u>878,543</u>
Support costs				
Other				
Professional fees	11,308	4,051	15,359	17,295
Bookkeeping, payroll and management accounts	4,261	5,963	10,224	10,014
	<u>15,569</u>	<u>10,014</u>	<u>25,583</u>	<u>27,309</u>
Governance costs				
Independent examiners fee's - examination	125	175	300	299
Accountancy fees	1,096	1,535	2,631	2,484
	<u>1,221</u>	<u>1,710</u>	<u>2,931</u>	<u>2,783</u>
Total resources expended	<u>311,250</u>	<u>500,765</u>	<u>812,015</u>	<u>938,205</u>
Net (expenditure)/income	<u>15,354</u>	<u>39,897</u>	<u>55,251</u>	<u>(2,801)</u>

This page does not form part of the statutory financial statements

ISLE OF WIGHT CITIZENS ADVICE BUREAU

England & Wales - Charity number 1050217

Accounts

REGISTERED COMPANY NUMBER: 03116361 (England and Wales)
REGISTERED CHARITY NUMBER: 1050217

REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023
FOR
ISLE OF WIGHT CITIZENS ADVICE BUREAU

Bright Brown Limited
Chartered Accountants
Exchange House
St. Cross Lane
Newport
Isle of Wight
PO30 5BZ

ISLE OF WIGHT CITIZENS ADVICE BUREAU

**CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

	Page
Report of the Trustees	1 to 7
Independent Examiner's Report	8
Statement of Financial Activities	9
Balance Sheet	10 to 11
Cash Flow Statement	12
Notes to the Cash Flow Statement	13
Notes to the Financial Statements	14 to 24
Detailed Statement of Financial Activities	25 to 26

ISLE OF WIGHT CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

The Trustees who are also directors of the charity for the purposes of the Companies Act 2006, have pleasure in presenting their annual report together with the financial statements of Citizens Advice Isle of Wight (CA(IW)) for the year ending 31 March 2023.

The Trustees have adopted the provisions of 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 (FRS102) (effective 1st January 2015).

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objects of the charity are:

The promotion of any charitable purposes for the benefit of the community on the Isle of Wight and surrounding areas by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

In order to achieve its objects the aims of the Isle Of Wight Citizens Advice Bureau service are:

In order to achieve its objects, the aims of the Isle of Wight Citizens Advice Bureau service are:

- To provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

The service aims:

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

In practising our aims, we adhere to the principles of our organisation in that advice is free, confidential, independent and impartial.

The strategies employed to achieve the charity's aims and objectives are:

1. We deliver a positive client experience every time, for everyone.
2. We provide financially sustainable, locally delivered services.
3. Our team are valued, highly skilled and motivated to deliver a first-class service.
4. We operate within quality assured governance in all that we do.
5. We are an Island led service delivering in collaboration and strong partnerships locally and nationally.

Achieving positive outcomes from the strategies above will impact on our achievement and performance in the future.

Public benefit

In shaping our objectives for the year and planning our activities, the trustees have considered the Charity Commission's guidance on public benefit.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

The local CA supports Island residents on many issues, including money, benefits, employment, housing, tax, consumer, and general problems people face. We employ specialist advisers in the areas of debt, tax and housing. Due to the pandemic, 2020 and 2021 saw a dramatic shift from advisers and caseworkers seeing people face to face to being accessible on the phone and through webchat, email and webforms. The Advice Centre in Newport is still open for residents to drop in but the numbers are low compared to pre Covid. In 2019 49% of our contacts were in person that dropped to 9% in 2022. The change to being accessible on remote channels, especially having a freephone number has increased the amount of people we have been able to help and support and our experience continues to shape how our service is delivered moving forward.

ISLE OF WIGHT CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

Our call back model on the phone has ensured the best adviser speaks to clients about the issues they are facing. If we have seen people face to face, then it has been on a strict appointment only basis to protect our workforce and the community.

Our service is open every weekday from 9.00am until 4.30pm for all enquiries.

Our presence at community venues was also hit by Covid-19 restrictions but we have been at Ryde Library, Foodbanks and Our Place at Freshwater and Ventnor. We have also undertaken home visits or met up at other community spaces when clients have been unable to move their case forward over the phone or where casework has required going through detailed hard copies of letters and papers. A new change to our case management system allows clients to securely upload documents saving both them and us costs in printing, travelling and postage.

Funding sources during the year for the charity included the Money and Pension Service, Help and Care in partnership with Health Watch IOW, Macmillan Trust in partnership with CA Hampshire for cancer support, the Isle of Wight Council (IWC) for delivering generalist advice, court desk and the Community Support Homelessness Prevention work, IWC with the Integrated Care Partnership for the Help Through Crisis project, the Tax team funded by HMRC and funding from utility companies and the NHS for the Home and Well service. We also received welcome local support from Wight Aid, the Daisie Rich Trust, Town, Parish and Community Councils and donations from individuals.

CA(IW) employed 33 permanent staff as at 31st of March 2023, however a redundancy process was completed at the end of March 23 reducing the staff number to 30 for the following year. During the year our service was supported by over 40 volunteers. All our volunteers receive comprehensive induction, training, and ongoing training. Volunteers form the backbone of our charity advice service; without them the service would not be sustainable.

Over the accounting period, our advice was sought by over 5,690 (5,751 in previous year) clients from across the Island, resulting in 16,449 (16,242 in previous year) issues being presented.

Fundraising activities

The limited fundraising we have achieved at public events has not involved contacting or pursuing specific individuals for donations. No complaints have been received in respect of fundraising.

FINANCIAL REVIEW

Financial position

A strong financial position is essential if we are to be able to confidently continue our charitable activities. Our funding is coming under ever increasing pressure to secure enough income to carry on providing clients with the services they need. High inflation and funders maintaining grant levels have meant that we are having to effectively fund inflation from our own resources. The board is actively engaged in seeking ways to squeeze more value from our expenditure and to maximise income. We have also reviewed the financial performance of projects and as a result will not provide legal aid support from August 2023.

We are in a good financial position and the actions that we have taken, and will continue to take, are designed to ensure that our operations remain consistent with our risk appetite and ensure the ongoing sustainability of the charity.

Our financial reporting results in monthly management accounts which identify surpluses or deficits. The Board confidently assesses the format, which uses a colour coded RAG format to flag issues, helping them to understand our financial position and the implications for their decision making.

Investment and reserves policy

At the year end the charity holds £390,939 (2022: £393,740) in reserves, of which £157,052 (2022: £257,433) is unrestricted and of this free reserves not invested in fixed assets amounts to £144,702 (2022: £239,737). The funds at the end of the year put the charity in a good position for the coming year, but continued funding is required in order to run the valuable services provided by the charity. The trustees regularly monitor the level of unrestricted funds, which are vital in allowing the charity to achieve its aims.

ISLE OF WIGHT CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

FINANCIAL REVIEW

Of the above reserves the trustees have designated £100,000 to be retained as a contingency reserve to cover unexpected costs and commitments should the charity's funding fall. Looking ahead this leaves reserves of £44,702 available for expenditure on charitable activities and it is anticipated that the charity will draw down on these reserves in achieving its objectives over the coming year and to improve services. These include:

- £15,000 to pay towards an apprentice role.
- £8,500 to improve digital equipment for remote working and to maintain our Cyber essentials certificate.
- £3,000 towards training and continuing development of staff and volunteers.

FUTURE DEVELOPMENTS

HMRC funded CA(IW) to continue a dedicated tax advice team for 36 months in 2021. The team will continue to provide their service by booked appointments at the Advice Centre and the CA Community venues. A telephone advice service is also available.

The IWC funded Community Support Homelessness Prevention service continued into March 2023 and this created opportunities for the charity to provide a wraparound service to help keep people in their homes or to build up confidence for individuals to live well with less statutory support. Based on the work, the charity developed Legal Aid support around housing court cases. Unfortunately, all the funding for charitable casework around homelessness issues has been stopped and the Legal Aid work is not sustainable on its own.

We are continuing to develop Advice First Aid, building up the resilience of communities with people based in the community who understand how to signpost to our reliable sources of information and advice at the earliest signs of problem issues. In 2022 over 60 new AFAs were recruited and trained taking us close to 200 in total.

Ongoing exploration continues to secure money advice work as MaPS funding was inconsistent but has now been secured into 2025.

The Board of Trustees continually seek innovative ways of funding the work of the local CA through the Performance Strategy and Development sub-committee, which has identified many initiatives. This year we are continuing to seek the financial support of Parish and Town Councils emphasising the issues their residents have and also local companies where we fit the criteria for financial support.

The CEO and his team have worked relentlessly to maintain safe working conditions at our offices and will continue to monitor the ability to offer hybrid working to as many staff and volunteers as possible.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, the memorandum and articles of association dated 3 October 2018, and is a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

Appointment of new Trustees

Elected Trustees are appointed at an Annual General Meeting in accordance with the governing document. Each year one third of the elected trustees must retire, based on length of service and may offer themselves up for re-election.

Up to 5 additional co-opted Trustees may be appointed by the current Board of 9 (no more than 15) to fill specialist vacancies throughout the year. The co-opted Trustees may then offer themselves up for election at the Annual General Meeting.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Board undertook a review of the governing documents to ensure they reflect the nature of CA(IW)'s aims and objectives.

Recruitment of new Trustees

The recruitment of new Trustees is kept under review to ensure the Board is represented by a cross section of people from within the community, reflecting our diversity policy and provides a skills base required to ensure we meet our aims and objectives through our strategic/development plan.

Trustees are recruited from advertising within the local media and web page. Candidates are interviewed by the Chair, then the CEO and finally by two independent Trustees. References are taken up and DBS checks completed if required.

Induction of new Trustees

New Trustees undergo orientation to brief them on their obligations in respect of charity and company law, the memorandum and articles of association, board protocol, and the decision-making process. New Trustees are made aware of the business plan, receive financial performance information on the charity, join one of the sub-committees and have a dedicated mentor.

New Trustees are introduced to other Trustees, key management, staff and volunteers; they are also encouraged to attend relevant training courses which can be accessed online or externally through CA training events.

Organisational structure

The Board of Trustees administers the charity. The Board meets quarterly and has created sub-committees to examine relevant issues. These sub-committees are "Performance, Strategy & Development", Finance, Audit and Human Resources. Each sub-committee has terms of reference, an appointed chair who reports to quarterly Board meetings the activities undertaken and any recommendations which require adoption of the main Board. The sub-committees meet monthly, although Human Resources meets as and when required.

A Chief Executive is appointed by the Trustees to manage day to day operations. The Chief Executive has delegated authority, within terms of delegation approved by the Trustees, for operational matters including finance, employment and applications for grant funding. The structure as of 31 March 2023 had a Board of 9 trustees, 1 CEO, 4 senior managers, administrative/project/specialist staff with a large team of volunteers.

Pay Policy for Staff

The directors of the company are also the Trustees of the charity and the senior management team comprise of key management personnel of the charity who deliver the strategic objectives through the day-to-day operation of the charity. All directors give of their time freely and no director received remuneration, other than agreed expenses, in the year. These expenses and related transactions are disclosed in the financial accounts.

The pay for all staff is reviewed annually by the Finance and HR sub-committees as part of the general pay review. Local and national increases are considered, alongside RPI/CPI, our general financial position and ability to recruit and retain staff in the current market. Remuneration is by specific salary for all staff with no provision for automatic bonuses.

ISLE OF WIGHT CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Pay rates for roles are set using the following overall methodology. The Finance and HR sub committees seek to balance these factors in making recommendations to the full Board:

- Review of the requirements of the role in terms of responsibilities, skills and relativities with other roles in the structure. This can include basic job evaluation.
- Review of pay rates for similar roles and skill sets in the charitable voluntary and not for profit sector locally and nationally.
- Review of ability to recruit and retain staff, especially if specialist or scarce skills are involved.
- Financial impact of rate of pay (affordability/implications for reserves) against added value of the role and risks to the work of the charity of not recruiting or losing key staff.

The full Board finally approves pay rates and increases for all staff.

National

CA(IW) is a member of the National Association of Citizens Advice. This national body lays down strict guidelines for the operation of individual member to which both parties adhere to and subscribe. The national body makes management guidance and advice freely available to members via a specialist website and employs consultants who are available to local Citizens Advice on an individual basis to answer and support specific needs.

Each year the National Body reviews our systems and controls in nine key areas including governance, finance operational management and human resource management. Following last year's review all areas were coded green and we were awarded an Independent Advice standard accreditation.

CA(IW) maintained its Advice Quality Standard mark in 2021 and complies with FCA, ICO, Companies House and Charities Commission regulations.

Regional

CA(IW) is a member of CitAH (Citizens Advice, Hampshire) a consortium of Hampshire based LCAs set up to improve prospects of securing greater funding opportunities by having a joined-up approach and foster collaboration on common issues.

Partnerships

The 2018 tender process for the contract to deliver Advice, Information and Guidance did not require a CIC as the vehicle to deliver the work required so the tender was successfully won with CA(IW) as the lead bidder and sub-contracting other work to its ongoing partners. The contract provides advice, information and guidance services which is being delivered through a collaborative approach rather than working completely separately and to allow people to only tell their story once. We kept the Isle Help name and maintained an online information portal known as "Isle Help Me". This information portal has now been absorbed into Isle Find It creating a unique one stop shop online for services, events and advice. Through a competitive tendering process this contract has been renewed for a further three years from July 2023.

"Isle Find It", our Community Directory, runs alongside this information portal. In 2022 the Isle Find It platform was redesigned and relaunched to include the information portal.

Our work on Help Through Crisis continued in partnership with Living Well and has now moved to a standalone service funded through the temporary Household Support Fund through to March 2024.

The Winter Is Coming Campaign continued in 2022 working with the Footprint Trust and the "It's OK to not be OK" campaign saw us working closely with Public Health.

ISLE OF WIGHT CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The risk register has been updated and is reviewed monthly at the PSD subcommittee meeting. The establishment of a risk policy mitigates those risks identified and actions taken to ensure that the charity is not at risk or exposed to fraud and error. Appropriate controls are in place and reviewed regularly within the sub-committee which the CEO attends. The work of this sub-committee identifies financial sustainability and whether there is a major threat to the charity. The main risk which we are managing is the decrease of funding from our traditional sources. This work has a high priority. The risk register also outlines operational risks such as loss of infrastructure for which we maintain a business recovery plan. Our pragmatic risk management meant we were able to keep our service running with minimum disruption when Covid-19 restrictions were imposed in March 2020.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

03116361 (England and Wales)

Registered Charity number

1050217

Registered office

Isle Help Advice Centre
High Street
Newport
Isle of Wight
PO30 1UD

Trustees

Mr R A Bullivant Chairman (resigned 19.7.23)
Mr N H Mitchell
Mrs R Luck (resigned 13.1.23)
J Thorpe (resigned 31.8.22)
Mrs G Minghella-Giddens Director
Mr R S Clark
Mrs E A Walshe Chairperson (appointed 19.7.23)
Mr A P Overbury
Mr S L Apter (appointed 27.4.22) (resigned 29.3.23)
Mr G J Dobson (appointed 31.1.23)
Mrs L J Outhwaite (appointed 31.1.23)
Mr R Geal (appointed 26.4.23)
Mr U Sattar (appointed 26.4.23)

Independent Examiner

David Stevens ACA
Bright Brown Limited
Chartered Accountants
Exchange House
St. Cross Lane
Newport
Isle of Wight
PO30 5BZ

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
ISLE OF WIGHT CITIZENS ADVICE BUREAU**

Independent examiner's report to the trustees of Isle of Wight Citizens Advice Bureau ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023.

Responsibilities and basis of report

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

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

Bright Brown Limited provide bookkeeping services to the Company and in doing so follow the guidance given in "Independent examination of charity accounts: Directions and guidance for examiners (CC32)" issued by the Charity Commission. In preparing this report I have applied the FRC's Revised Ethical Standard 2016.

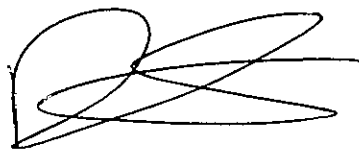
Independent examiner's statement

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

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

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

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



David Stevens ACA

Bright Brown Limited
Chartered Accountants
Newport
Isle of Wight

Date: 12/10/2023

ISLE OF WIGHT CITIZENS ADVICE BUREAU

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

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	14,610	2,039	16,649	27,938
Charitable activities					
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	5	418,019	483,741	901,760	843,402
Other trading activities	3	13,899	20	13,919	10,806
Investment income	4	3,079	-	3,079	730
Total		<u>449,607</u>	<u>485,800</u>	<u>935,407</u>	<u>882,876</u>
EXPENDITURE ON					
Raising funds	6	29,573	-	29,573	28,741
Charitable activities					
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	7	522,041	386,594	908,635	779,883
Total		<u>551,614</u>	<u>386,594</u>	<u>938,208</u>	<u>808,624</u>
NET INCOME/(EXPENDITURE)		(102,007)	99,206	(2,801)	74,252
Transfers between funds	18	1,626	(1,626)	-	-
Net movement in funds		<u>(100,381)</u>	<u>97,580</u>	<u>(2,801)</u>	<u>74,252</u>
RECONCILIATION OF FUNDS					
Total funds brought forward		257,433	136,307	393,740	319,488
TOTAL FUNDS CARRIED FORWARD		<u>157,052</u>	<u>233,887</u>	<u>390,939</u>	<u>393,740</u>

The notes form part of these financial statements

ISLE OF WIGHT CITIZENS ADVICE BUREAU

BALANCE SHEET
31 MARCH 2023

	Notes	2023 £	2022 £
FIXED ASSETS			
Tangible assets	14	12,349	17,696
CURRENT ASSETS			
Debtors	15	99,820	90,087
Cash at bank and in hand		<u>342,191</u>	<u>346,810</u>
		442,011	436,897
CREDITORS			
Amounts falling due within one year	16	(63,421)	(60,853)
NET CURRENT ASSETS		<u>378,590</u>	<u>376,044</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		390,939	393,740
NET ASSETS		<u>390,939</u>	<u>393,740</u>
FUNDS	18		
Unrestricted funds		157,051	257,433
Restricted funds		<u>233,888</u>	<u>136,307</u>
TOTAL FUNDS		<u>390,939</u>	<u>393,740</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

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

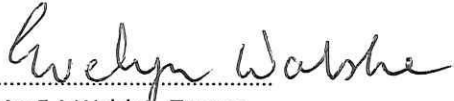
The notes form part of these financial statements

ISLE OF WIGHT CITIZENS ADVICE BUREAU

BALANCE SHEET - continued
31 MARCH 2023

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

The financial statements were approved by the Board of Trustees and authorised for issue on 9/10/2023 and were signed on its behalf by:


.....
Mrs E A Walshe - Trustee

The notes form part of these financial statements

ISLE OF WIGHT CITIZENS ADVICE BUREAU

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	(1,571)	90,237
Finance costs paid		(66)	(97)
Net cash (used in)/provided by operating activities		<u>(1,637)</u>	<u>90,140</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		<u>(2,982)</u>	<u>(11,861)</u>
Net cash used in investing activities		<u>(2,982)</u>	<u>(11,861)</u>
Cash flows from financing activities			
Loan repayments in year		<u>-</u>	<u>(1,782)</u>
Net cash provided by/(used in) financing activities		<u>-</u>	<u>(1,782)</u>
Change in cash and cash equivalents in the reporting period			
Cash and cash equivalents at the beginning of the reporting period		<u>346,810</u>	<u>270,313</u>
Cash and cash equivalents at the end of the reporting period		<u><u>342,191</u></u>	<u><u>346,810</u></u>

The notes form part of these financial statements

ISLE OF WIGHT CITIZENS ADVICE BUREAU

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023

1. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES			
	2023	2022	
	£	£	
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(2,801)	74,252	
Adjustments for:			
Depreciation charges	8,329	9,660	
Finance costs	66	97	
Increase in debtors	(9,733)	(24,376)	
Increase in creditors	2,568	30,604	
Net cash (used in)/provided by operations	<u>(1,571)</u>	<u>90,237</u>	
2. ANALYSIS OF CHANGES IN NET FUNDS			
	At 1.4.22	Cash flow	At 31.3.23
	£	£	£
Net cash			
Cash at bank and in hand	346,810	(4,619)	342,191
	<u>346,810</u>	<u>(4,619)</u>	<u>342,191</u>
Total	<u>346,810</u>	<u>(4,619)</u>	<u>342,191</u>

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

Income

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

Expenditure

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

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

Tangible fixed assets

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

Fixtures and fittings - Straight line over 5 years

The charity values its investments in associates using the cost less impairment method.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

ISLE OF WIGHT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

2. DONATIONS AND LEGACIES

	Unrestricted funds	Restricted funds	2023 Total funds	2022 Total funds
	£	£	£	£
Donations	6,726	2,039	8,765	19,866
Subscriptions	2,884	-	2,884	3,072
Donated services and facilities	5,000	-	5,000	5,000
	<u>14,610</u>	<u>2,039</u>	<u>16,649</u>	<u>27,938</u>

3. OTHER TRADING ACTIVITIES

	Unrestricted funds	Restricted funds	2023 Total funds	2022 Total funds
	£	£	£	£
Fundraising events	<u>13,899</u>	<u>20</u>	<u>13,919</u>	<u>10,806</u>

4. INVESTMENT INCOME

	Unrestricted funds	Restricted funds	2023 Total funds	2022 Total funds
	£	£	£	£
Investment interest	<u>3,079</u>	<u>-</u>	<u>3,079</u>	<u>730</u>

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2023 £	2022 £
Grants	Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	<u>901,760</u>	<u>843,402</u>

Grants received, included in the above, are as follows:

	2023 £	2022 £
Isle of Wight Council	281,150	271,707
Southern Housing Group	29,820	-
Help and Care in partnership with Healthwatch IOW	12,145	12,139
Citizens Advice Hampshire	-	32,175
Citizens Advice	135,165	106,419
Isle Help CIC	181,605	-
HM Revenue and Customs	87,583	86,004
Universal Support	-	65,840
Integrated Care Partnership	-	69,984
Other grants	<u>1,342</u>	<u>-</u>
Carried forward	728,810	644,268

ISLE OF WIGHT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

5. INCOME FROM CHARITABLE ACTIVITIES - continued

	2023	2022
	£	£
Brought forward	728,810	644,268
Kick Starter - Department of Work and Pensions	-	36,291
Connect 4 Communities	-	35,000
Good Exchange	-	5,000
Vectis Housing	-	2,015
Isle of Wight NHS Trust	-	19,102
CSHP	98,763	101,726
Aspire Ryde	40,000	-
Freshwater PC	864	-
Legal Aid Agency	1,727	-
Trussel Trust	14,996	-
Department of Work and Pensions	14,000	-
	<u>899,160</u>	<u>843,402</u>

6. RAISING FUNDS

Raising donations and legacies

	Unrestricted funds	Restricted funds	2023 Total funds	2022 Total funds
	£	£	£	£
Wages	<u>29,573</u>	<u>-</u>	<u>29,573</u>	<u>28,741</u>

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Grant funding of activities (see note 8)	Support costs (see note 9)	Totals
	£	£	£	£
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	<u>709,373</u>	<u>169,170</u>	<u>30,092</u>	<u>908,635</u>

ISLE OF WIGHT CITIZENS ADVICE BUREAU

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

8. GRANTS PAYABLE

	2023 £	2022 £
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	169,170	101,661

The total grants paid to institutions during the year was as follows:

	2023 £	2022 £
Age UK Isle of Wight	49,500	42,192
People Matter (IW)	-	30,000
	<u>49,500</u>	<u>72,192</u>

9. SUPPORT COSTS

	Other £	Governance costs £	Totals £
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	27,309	2,783	30,092

10. NET INCOME/(EXPENDITURE)

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

	2023 £	2022 £
Independent examiners fee's - examination	299	299
Depreciation - owned assets	8,329	9,660
Independent examiners fee's - accountancy	12,499	11,937

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

ISLE OF WIGHT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

12. STAFF COSTS

The average monthly number of employees during the year was 33 (2022: 33).

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

The total amount of employee benefits received by key management personnel was £160,470 (2022: £152,972).

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	27,267	671	27,938
Charitable activities			
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	458,583	384,819	843,402
Other trading activities	10,806	-	10,806
Investment income	730	-	730
Total	<u>497,386</u>	<u>385,490</u>	<u>882,876</u>
EXPENDITURE ON			
Raising funds	22,993	5,748	28,741
Charitable activities			
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	427,496	352,387	779,883
Total	<u>450,489</u>	<u>358,135</u>	<u>808,624</u>
NET INCOME	46,897	27,355	74,252
Transfers between funds	1,356	(1,356)	-
Net movement in funds	<u>48,253</u>	<u>25,999</u>	<u>74,252</u>
RECONCILIATION OF FUNDS			
Total funds brought forward	209,182	110,306	319,488
TOTAL FUNDS CARRIED FORWARD	<u><u>257,435</u></u>	<u><u>136,305</u></u>	<u><u>393,740</u></u>

ISLE OF WIGHT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

14. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
COST	
At 1 April 2022	58,647
Additions	2,982
	<u>61,629</u>
At 31 March 2023	61,629
DEPRECIATION	
At 1 April 2022	40,951
Charge for year	8,329
	<u>49,280</u>
At 31 March 2023	49,280
NET BOOK VALUE	
At 31 March 2023	<u>12,349</u>
At 31 March 2022	<u>17,696</u>

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade debtors	97,199	85,971
Other debtors	942	-
Prepayments and accrued income	1,679	4,116
	<u>99,820</u>	<u>90,087</u>

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade creditors	2,396	6,966
Social security and other taxes	11,231	8,143
Accrued expenses	34,794	15,744
Deferred income	15,000	30,000
	<u>63,421</u>	<u>60,853</u>

ISLE OF WIGHT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
Fixed assets	12,349	-	12,349	17,696
Current assets	208,123	233,888	442,011	436,897
Current liabilities	(63,421)	-	(63,421)	(60,853)
	<u>157,051</u>	<u>233,888</u>	<u>390,939</u>	<u>393,740</u>

18. MOVEMENT IN FUNDS

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General Advice	92,549	(53,964)	(15,555)	23,030
Macmillan Outreach	22,706	(5,778)	-	16,928
Contingency Reserve	100,000	-	-	100,000
Fixed asset fund	17,696	-	(5,347)	12,349
CSHP	24,482	-	(24,482)	-
Court Desk	-	(9,420)	9,420	-
Trussel Trust	-	4,744	-	4,744
Legal Aid Agency	-	(37,590)	37,590	-
	<u>257,433</u>	<u>(102,008)</u>	<u>1,626</u>	<u>157,051</u>
Restricted funds				
Healthwatch IOW	615	(54)	-	561
Money Advice Services	19,085	33,035	(270)	51,850
HMRC Tax Advice Line	32,524	(5,377)	(678)	26,469
Help Through Crisis	81,011	65,941	(678)	146,274
Help to Claim	404	(404)	-	-
Home and Well	2,668	3,076	-	5,744
Southern Housing	-	2,990	-	2,990
	<u>136,307</u>	<u>99,207</u>	<u>(1,626)</u>	<u>233,888</u>
TOTAL FUNDS	<u>393,740</u>	<u>(2,801)</u>	<u>-</u>	<u>390,939</u>

ISLE OF WIGHT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

18. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Advice	334,348	(388,312)	(53,964)
Macmillan Outreach	12,440	(18,218)	(5,778)
Court Desk	85,150	(94,570)	(9,420)
Trussel Trust	14,999	(10,255)	4,744
Legal Aid Agency	2,670	(40,260)	(37,590)
	<u>449,607</u>	<u>(551,615)</u>	<u>(102,008)</u>
Restricted funds			
Healthwatch IOW	12,146	(12,200)	(54)
Money Advice Services	99,335	(66,300)	33,035
HMRC Tax Advice Line	87,583	(92,960)	(5,377)
Help Through Crisis	232,999	(167,058)	65,941
Help to Claim	-	(404)	(404)
Home and Well	23,921	(20,845)	3,076
Southern Housing	29,816	(26,826)	2,990
	<u>485,800</u>	<u>(386,593)</u>	<u>99,207</u>
TOTAL FUNDS	<u><u>935,407</u></u>	<u><u>(938,208)</u></u>	<u><u>(2,801)</u></u>

ISLE OF WIGHT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31. MARCH 2023

18. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General Advice	86,753	4,679	1,117	92,549
Macmillan Outreach	6,934	15,772	-	22,706
Contingency Reserve	100,000	-	-	100,000
Fixed asset fund	15,495	-	2,201	17,696
CSHP	-	26,444	(1,962)	24,482
	<u>209,182</u>	<u>46,895</u>	<u>1,356</u>	<u>257,433</u>
Restricted funds				
Healthwatch IOW	213	402	-	615
Money Advice Services	4,940	14,145	-	19,085
HMRC Tax Advice Line	29,953	3,249	(678)	32,524
Help Through Crisis	59,827	21,184	-	81,011
Help to Claim	10,979	(10,575)	-	404
Home and Well	4,394	(1,048)	(678)	2,668
	<u>110,306</u>	<u>27,357</u>	<u>(1,356)</u>	<u>136,307</u>
TOTAL FUNDS	<u>319,488</u>	<u>74,252</u>	<u>-</u>	<u>393,740</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Advice	377,661	(372,982)	4,679
Macmillan Outreach	17,997	(2,225)	15,772
CSHP	101,728	(75,284)	26,444
	<u>497,386</u>	<u>(450,491)</u>	<u>46,895</u>
Restricted funds			
Healthwatch IOW	12,139	(11,737)	402
Money Advice Services	108,637	(94,492)	14,145
HMRC Tax Advice Line	86,002	(82,753)	3,249
Help Through Crisis	100,486	(79,302)	21,184
Help to Claim	64,559	(75,134)	(10,575)
Home and Well	13,667	(14,715)	(1,048)
	<u>385,490</u>	<u>(358,133)</u>	<u>27,357</u>
TOTAL FUNDS	<u>882,876</u>	<u>(808,624)</u>	<u>74,252</u>

18. MOVEMENT IN FUNDS - continued

Funds

Macmillan Outreach

Hampshire and Isle of Wight Macmillan Citizens Advice Service - The provision of welfare benefits and advice service by telephone and face to face for people affected by cancer.

Contingency Reserve

A designated fund created by the trustees in order to protect the charities reserves for continued charitable activity should future funding fall.

Fixed Asset Fund

A designated fund created by the trustees in order to highlight the value of unrestricted reserves representing the book value of assets and equipment held. Whilst used in the ongoing activities of the charity this value does not represent liquid funds.

CSHP

A designated fund created by the trustees to support clients and prevent them becoming homeless.

Court Desk

A designated fund created by the trustees to support clients facing eviction or repossessions at court.

Trussell Trust

A designated fund created by the trustees to provide debt advice for clients at Foodbanks.

Legal Aid Agency

A designated fund created by the trustees to provide support for clients facing legal action around their home or debt.

Healthwatch IOW

Help and Care - The provision of information, advice & signposting ensuring people have the right up to date information to make choices about health and social care.

Money Advice Service

Citizens Advice - funding the delivery of free debt advice to residents of the Isle of Wight.

HMRC Tax Advice Service

An HMRC funded project to introduce a team of dedicated tax advisers to the Island.

Help Through Crisis

A jointly funded project by the Big Lottery and IWC to assist people in hardship with no food or fuel. Action plans are developed for each individual to build their resilience for the future.

Help to Claim

A new DWP funded project to help Islanders complete their initial Universal Credit claim.

Home and Well

A project funded by Citizens Advice Hampshire to provide services in supporting residents of Hampshire and the Isle of Wight to return home as easily as possible after a hospital stay and ensuring they have a comfortable home environment to aid recovery.

18. MOVEMENT IN FUNDS - continued

Southern Housing

This funding is to provide advice and guidance to improve access to benefits and enhance the financial capability of SHG tenants.

Transfers between funds

£5,347 was transferred from the Fixed Asset Fund fund to the General Advice to reflect the movement in book value of assets and equipment at 31 March 2023.

£24,482 was transferred from the CSHP fund to the General Advice fund to reflect that this fund has been amalgamated into the General Advice fund this year.

£9,420 was transferred from the General Advice fund to the Court Desk fund to reflect that the overspend on the Court Desk fund during the year has been funded from the General Advice fund.

£37,590 was transferred from the General Advice Fund to the Legal Aid Agency fund to reflect that the overspend on the Legal Aid Agency fund during the year has been funded from the General Advice fund.

£270 was transferred from the Money Advice Services fund to the General Advice fund in respect of fixed assets purchased that can be used for general application by the charity that were purchased from restricted funds.

£678 was transferred from the HMRC Tax Advice Line fund to the General Advice fund in respect of fixed assets purchased that can be used for general application by the charity that were purchased from restricted funds.

£678 was transferred from the Help Through Crisis fund to the General Advice fund in respect of fixed assets purchased that can be used for general application by the charity that were purchased from restricted funds.

19. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2023.

ISLE OF WIGHT CITIZENS ADVICE BUREAU

England & Wales - Charity number 1050217

Accounts

REGISTERED COMPANY NUMBER: 03116361 (England and Wales)
REGISTERED CHARITY NUMBER: 1050217

REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022
FOR
ISLE OF WIGHT CITIZENS ADVICE BUREAU

Bright Brown Limited
Chartered Accountants
Exchange House
St. Cross Lane
Newport
Isle of Wight
PO30 5BZ

ISLE OF WIGHT CITIZENS ADVICE BUREAU

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

	Page
Report of the Trustees	1 to 7
Independent Examiner's Report	8
Statement of Financial Activities	9
Balance Sheet	10 to 11
Cash Flow Statement	12
Notes to the Cash Flow Statement	13
Notes to the Financial Statements	14 to 25
Detailed Statement of Financial Activities	26 to 27

The Trustees who are also directors of the charity for the purposes of the Companies Act 2006. have pleasure in presenting their annual report together with the financial statements of Citizens Advice Isle of Wight (CA(IW)) for the year ending 31 March 2022

The Trustees have adopted the provisions of 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 (FRS102) (effective 1st January 2015).

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objects of the charity are:

The promotion of any charitable purposes for the benefit of the community on the Isle of Wight and surrounding areas by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

In order to achieve its objects the aims of the Isle Of Wight Citizens Advice Bureau service are:

- To provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

The service aims:

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

In practising our aims, we adhere to the principles of our organisation in that advice is free, confidential, independent and impartial. In shaping our objectives for the year and planning our activities, the trustees have considered the Charity Commission's guidance on public benefit.

The strategies employed to achieve the charity's aims and objectives are:

- To continue to develop and maintain a truly inclusive service through improving efficiency, effectiveness, and resourcing to support more clients through complex issues.
- To improve our remote and digital advice, guidance and support channels across the island increasing the ease of access and supporting those clients who can use the internet and focussing precious face to face resources for those who really need it.
- To help the population of the Island to obtain high quality advice about issues which affect their daily lives. The advice is free and available to all. Achieving positive outcomes from the strategies above will impact on our achievement and performance in the future.

Achieving positive outcomes from the strategies above will impact on our achievement and performance in the future.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

The local CA supports Island residents on many issues, including money, benefits, employment, housing, tax, consumer, and general problems people face. We employ specialist advisers in the areas of debt, tax, Universal Credit, and housing. Due to the pandemic, 2020 and 2021 saw a dramatic shift from advisers and caseworkers seeing people face to face to being accessible on the phone and through webchat, email and webforms. The Advice Centre in Newport remained closed by the local authority for some time. The change to being accessible on remote channels, especially having a freephone number has increased the amount of people we have been able to help and support and our experience continues to shape how our service is delivered moving forward.

Our call back model on the phone has ensured the best adviser speaks to clients about the issues they are facing. If we have seen people face to face, then it has been on a strict appointment only basis to protect our workforce and the community.

Our service is open every weekday from 9.00am until 4.30pm for all enquiries.

Our presence at community venues was also hit by Covid-19 restrictions but we have been at Aspire, Ryde Library and Our Place at Freshwater when allowed. We have also undertaken home visits or met up at other community spaces when clients have been unable to move their case forward over the phone or where casework has required going through detailed hard copies of letters and papers. A new change to our case management system allows clients to securely upload documents saving both them and us costs in printing, travelling and postage.

Funding sources during the year for the charity included the Money and Pension Service, Help and Care in partnership with Health Watch IOW, Macmillan Trust in partnership with CA Hampshire for cancer support, the Isle of Wight Council (IWC) for delivering generalist advice, court desk and the Community Support Homelessness Prevention work, IWC with the Integrated Care Partnership for the Help Through Crisis project, the Tax team funded by HMRC and funding from utility companies and the NHS for the Home and Well service. We also received welcome local support from Wight Aid, the Daisy Rich Trust, Town, Parish and Community Councils and donations from individuals.

CA(IW) employed 30 permanent staff as at the 31st of March 2022. During the year our service was supported by 51 volunteers. All our volunteers receive comprehensive induction, training, and ongoing training. Volunteers form the backbone of our charity advice service; without them the service would not be sustainable.

Over the accounting period, our advice was sought by over 5,751 (5600 in previous year) clients from across the Island, resulting in 16,242 (15,800 in previous year) issues being presented.

Fundraising activities

Fundraising events we had started to organise in 2019 were not viable again in 2021. The limited fundraising has not involved contacting or pursuing specific individuals for donations. No complaints have been received in respect of fundraising.

FINANCIAL REVIEW

Financial position

A strong financial position is essential if we are to be able to confidently continue our charitable activities. Our funding is coming under ever increasing pressure to secure enough income to carry on providing clients with the services they need. This will be most notable in 2022/23 where; unless things change; we are forecasting a deficit. The board is working with the CEO and management team on strategies to reduce the forecast deficit through rigid cost control and income generation.

During the last year we have focused on the quality of our financial reporting resulting in monthly management accounts which identify surpluses or deficits monthly. The Board confidently assesses the format, which uses a colour coded RAG format to flag issues, helping them to understand our financial position and the implications for their decision making.

Investment and reserves policy

At the year end the charity holds £393,740 (2021:£319,488) in reserves, of which £257,435 (2021:£209,182) is unrestricted and of this, free reserves not invested in fixed assets amounts to £239,739 (2021:£193,687). The funds at the end of the year put the charity in a good position for the coming year, but continued funding is required in order to run the valuable services provided by the charity. The trustees regularly monitor the level of unrestricted funds, which are vital in allowing the charity to achieve its aims.

FINANCIAL REVIEW

Of the above reserves the trustees have designated £100,000 to be retained as a contingency reserve to cover unexpected costs and commitments should the charities funding fall. Looking ahead this leaves reserves of £93,687 available for expenditure on charitable activities and it is anticipated that the charity will draw down on these reserves in achieving its objectives over the coming year and to improve services. These include:

- £15,000 to employ a solicitor and deliver Legal Aid work as well as taking over previously outsourced legal work for the housing court desk.
- £8,000 to pay towards the apprentice role we currently support and a further £8,000 to recruit a second apprentice in Digital Marketing.
- £4,500 to improve digital equipment for remote working.
- £3,000 towards training and continuing development of staff and volunteers.

FUTURE DEVELOPMENTS

HMRC funded CA(IW) to continue a dedicated tax advice team for 36 months in 2021. The team will continue to provide their service by booked appointments at the Advice Centre and the CA Community venues. A telephone advice service is also available.

The IWC funded Community Support Homelessness Prevention service continued in April 2022 and this has created opportunities for the charity to provide a wraparound service to help keep people in their homes or to build up confidence for individuals to live well with less statutory support. Based on the work, the charity has been developing Legal Aid support around housing court cases.

We are continuing to develop Advice First Aid, building up the resilience of communities with people based in the community who understand how to signpost to our reliable sources of information and advice at the earliest signs of problem issues. In 2021 over 60 new AFAs were recruited and trained taking us to over 100 in total. In 2021 the coordinator completed a formal training qualification funded by Adult Community Learning and this continues to make the offer to new recruits more structured and opportunities for more learning are offered.

Ongoing exploration continues to secure money advice work as MaPS funding is inconsistent and possibly ending in January 2023.

The Board of Trustees continually seek innovative ways of funding the work of the local CA through the Performance Strategy and Development sub-committee, which has identified many initiatives. This year we are continuing to seek the financial support of Parish and Town Councils emphasising the issues their residents have and also local companies where we fit the criteria for financial support.

The CEO and his team have worked relentlessly to maintain safe working conditions at our offices and will continue to monitor the ability to offer hybrid working to as many staff and volunteers as possible.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, the memorandum and articles of association dated 3 October 2018, and is a limited company, limited by guarantee, as defined by the Companies Act 2006.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment and appointment of new trustees

Appointment of new Trustees

Elected Trustees are appointed at an Annual General Meeting in accordance with the governing document. Each year one third of the elected trustees must retire, based on length of service and may offer themselves up for re-election.

Up to 5 additional co-opted Trustees may be appointed by the current Board of 10 (no more than 15) to fill specialist vacancies throughout the year. The co-opted Trustees may then offer themselves up for election at the Annual General Meeting.

The Board undertook a review of the governing documents to ensure they reflect the nature of CA(IW)'s aims and objectives.

Recruitment of new Trustees

The recruitment of new Trustees is kept under review to ensure the Board is represented by a cross section of people from within the community, reflecting our diversity policy and provides a skills base required to ensure we meet our aims and objectives through our strategic/development plan.

Trustees are recruited from advertising within the local media and web page. Candidates are interviewed by the Chair, then the CEO and finally by two independent Trustees. References are taken up and DBS checks completed if required.

Induction of new Trustees

New Trustees undergo orientation to brief them on their obligations in respect of charity and company law, the memorandum and articles of association, board protocol, and the decision-making process. New Trustees are made aware of the business plan, receive financial performance information on the charity, join one of the sub-committees and have a dedicated mentor.

New Trustees are introduced to other Trustees, key management, staff and volunteers; they are also encouraged to attend relevant training courses which can be accessed online or externally through CA training events.

Organisational structure

The Board of Trustees administers the charity. The Board meets quarterly and has created sub-committees to examine relevant issues. These sub-committees are "Performance, Strategy & Development", Finance, Audit and Human Resources. Each sub-committee has terms of reference, an appointed chair who reports to quarterly Board meetings the activities undertaken and any recommendations which require adoption of the main Board. The sub-committees meet monthly, although Human Resources meets as and when required.

A Chief Executive is appointed by the Trustees to manage day to day operations. The Chief Executive has delegated authority, within terms of delegation approved by the Trustees, for operational matters including finance, employment and applications for grant funding. The structure as of 31 March 2022 had a Board of 9 trustees, 1 CEO, 4 senior managers, administrative/project/specialist staff with a large team of volunteers.

Pay Policy for Staff

The directors of the company are also the Trustees of the charity and the senior management team comprise of key management personnel of the charity who deliver the strategic objectives through the day-to-day operation of the charity. All directors give of their time freely and no director received remuneration, other than agreed expenses in the year. These expenses and related transactions are disclosed in the financial accounts.

The pay for all staff is reviewed annually by the Finance and HR sub-committees as part of the general pay review. Local and national increases are considered, alongside RPI/CPI, our general financial position and ability to recruit and retain staff in the current market. Remuneration is by specific salary for all staff with no provision for automatic bonuses.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Pay rates for roles are set using the following overall methodology. The Finance and HR sub committees seek to balance these factors in making recommendations to the full Board:

- Review of the requirements of the role in terms of responsibilities, skills and relativities with other roles in the structure. This can include basic job evaluation.
- Review of pay rates for similar roles and skill sets in the charitable voluntary and not for profit sector locally and nationally.
- Review of ability to recruit and retain staff, especially if specialist or scarce skills are involved.
- Financial impact of rate of pay (affordability/implications for reserves) against added value of the role and risks to the work of the charity of not recruiting or losing key staff.

The full Board finally approves pay rates and increases for all staff.

National

CA(IW) is a member of the National Association of Citizens Advice. This national body lays down strict guidelines for the operation of individual member to which both parties adhere to and subscribe. The national body makes management guidance and advice freely available to members via a specialist website and employs consultants who are available to local Citizens Advice on an individual basis to answer and support specific needs.

Each year the National Body reviews our systems and controls in nine key areas including governance finance operational management and human resource management. Following last year's review all areas were coded green and we were awarded an Independent Advice standard accreditation.

CA(IW) maintained its Advice Quality Standard mark in 2021 and complies with FCA, ICO, Companies House and Charities Commission regulations.

Regional

CA(IW) is a member of CitAH (Citizens Advice, Hampshire) a consortium of Hampshire based LCAs set up to improve prospects of securing greater funding opportunities by having a joined-up approach and foster collaboration on common issues.

Partnerships

The 2018 tender process for the contract to deliver Advice, Information and Guidance did not require a CIC as the vehicle to deliver the work required so the tender was successfully won with CA(IW) as the lead bidder and sub-contracting other work to its ongoing partners. The contract provides advice, information and guidance services which is being delivered through a collaborative approach rather than working completely separately and to allow people to only tell their story once. We have kept the Isle Help name and maintained an online information portal known as "Isle Help Me".

"Isle Find It", our Community Directory, runs alongside this information portal. In 2022 the Isle Find It platform will be redesigned and relaunched to include the information portal.

Our work on Help Through Crisis continues in partnership within the Living Well Contract lead by Aspire and partners across the Island.

The Winter Is Coming Campaign continued in 2021 working closely with the Footprint Trust and the "It's OK to not be OK" campaign saw us working closely with Public Health.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The risk register has been updated and is reviewed monthly at the PSD subcommittee meeting. The establishment of a risk policy mitigates those risks identified and actions taken to ensure that the charity is not at risk or exposed to fraud and error. Appropriate controls are in place and reviewed regularly within the sub-committee which the CEO attends. The work of this sub-committee identifies financial sustainability and whether there is a major threat to the charity. The main risk which we are managing is the decrease of funding from our traditional sources. This work has a high priority. The risk register also outlines operational risks such as loss of infrastructure for which we maintain a business recovery plan. Our pragmatic risk management meant we were able to keep our service running with minimum disruption when Covid-19 restrictions were imposed in March 2020.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
03116361 (England and Wales)

Registered Charity number
1050217

Registered office
Isle Help Advice Centre
High Street
Newport
Isle of Wight
PO30 1UD

Trustees
Mr R A Bullivant Chairman
Ms C Walker Retired finance director (resigned 30.9.21)
Mr N H Mitchell Businessman
Mrs R Luck Trustee
J Thorpe Trustee
Mrs G Minghella-Giddens Director
Mr R S Clark Trustee
Mrs E A Walshe Trustee
Mr A P Overbury Trustee (appointed 28.4.21)
Mr S L Apter (appointed 27.4.22)

Independent Examiner
David Stevens ACA
ICAEW
Bright Brown Limited
Chartered Accountants
Exchange House
St. Cross Lane
Newport
Isle of Wight
PO30 5BZ

REFERENCE AND ADMINISTRATIVE DETAILS

Bankers
CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

Key management personnel

P Savill	Chief Executive Officer
S Belfitt	
L Morton	
K Brandon	
G Ingham	
D Green	

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

.....
Mr R A Bullivant - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
ISLE OF WIGHT CITIZENS ADVICE BUREAU

Independent examiner's report to the trustees of Isle of Wight Citizens Advice Bureau ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

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

David Stevens ACA
ICAEW
Bright Brown Limited
Chartered Accountants
Newport
Isle of Wight

Date:

ISLE OF WIGHT CITIZENS ADVICE BUREAU

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

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	27,267	671	27,938	31,701
Charitable activities	5				
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.		458,583	384,819	843,402	757,491
Other trading activities	3	10,806	-	10,806	-
Investment income	4	730	-	730	1,131
Other income		-	-	-	1,519
Total		497,386	385,490	882,876	791,842
EXPENDITURE ON					
Raising funds	6	22,993	5,748	28,741	19,241
Charitable activities	7				
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.		427,496	352,387	779,883	692,926
Total		450,489	358,135	808,624	712,167
NET INCOME		46,897	27,355	74,252	79,675
Transfers between funds	19	1,356	(1,356)	-	-
Net movement in funds		48,253	25,999	74,252	79,675
RECONCILIATION OF FUNDS					
Total funds brought forward		209,182	110,306	319,488	239,813
TOTAL FUNDS CARRIED FORWARD		257,435	136,305	393,740	319,488

The notes form part of these financial statements

ISLE OF WIGHT CITIZENS ADVICE BUREAU

BALANCE SHEET
31 MARCH 2022

	Notes	2022 £	2021 £
FIXED ASSETS			
Tangible assets	14	17,696	15,495
CURRENT ASSETS			
Debtors	15	90,087	65,711
Cash at bank and in hand		346,810	270,313
		<u>436,897</u>	<u>336,024</u>
CREDITORS			
Amounts falling due within one year	16	(60,853)	(32,031)
		<u>376,044</u>	<u>303,993</u>
NET CURRENT ASSETS			
		<u>393,740</u>	<u>319,488</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>393,740</u>	<u>319,488</u>
NET ASSETS			
		<u>393,740</u>	<u>319,488</u>
FUNDS	19		
Unrestricted funds		257,433	209,182
Restricted funds		136,307	110,306
		<u>393,740</u>	<u>319,488</u>
TOTAL FUNDS		<u>393,740</u>	<u>319,488</u>

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

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

The trustees acknowledge their responsibilities for

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

The notes form part of these financial statements

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

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

.....
Mr R A Bullivant - Trustee

ISLE OF WIGHT CITIZENS ADVICE BUREAU

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	90,237	84,554
Finance costs paid		(97)	(68)
Net cash provided by operating activities		<u>90,140</u>	<u>84,486</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(11,861)	(4,519)
Net cash used in investing activities		<u>(11,861)</u>	<u>(4,519)</u>
Cash flows from financing activities			
New loans in year		-	1,782
Loan repayments in year		(1,782)	-
Net cash (used in)/provided by financing activities		<u>(1,782)</u>	<u>1,782</u>
Change in cash and cash equivalents in the reporting period			
Cash and cash equivalents at the beginning of the reporting period		<u>270,313</u>	<u>188,564</u>
Cash and cash equivalents at the end of the reporting period		<u><u>346,810</u></u>	<u><u>270,313</u></u>

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES			
	2022	2021	
	£	£	
Net income for the reporting period (as per the Statement of Financial Activities)	74,252	79,675	
Adjustments for:			
Depreciation charges	9,660	8,576	
Loss on disposal of fixed assets	-	1	
Finance costs	97	68	
(Increase)/decrease in debtors	(24,376)	17,582	
Increase/(decrease) in creditors	30,604	(21,348)	
Net cash provided by operations	<u>90,237</u>	<u>84,554</u>	
2. ANALYSIS OF CHANGES IN NET FUNDS			
	At 1.4.21	Cash flow	At 31.3.22
	£	£	£
Net cash			
Cash at bank and in hand	<u>270,313</u>	<u>76,497</u>	<u>346,810</u>
	<u>270,313</u>	<u>76,497</u>	<u>346,810</u>
Debt			
Debts falling due within 1 year	<u>(1,782)</u>	<u>1,782</u>	<u>-</u>
	<u>(1,782)</u>	<u>1,782</u>	<u>-</u>
Total	<u>268,531</u>	<u>78,279</u>	<u>346,810</u>

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

Income

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

Expenditure

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

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

Tangible fixed assets

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

Fixtures and fittings - Straight line over 5 years

The charity values its investments in associates using the cost less impairment method.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

2. DONATIONS AND LEGACIES

	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
Donations	19,195	671	19,866	25,060
Subscriptions	3,072	-	3,072	1,641
Donated services and facilities	5,000	-	5,000	5,000
	<u>27,267</u>	<u>671</u>	<u>27,938</u>	<u>31,701</u>

3. OTHER TRADING ACTIVITIES

	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
Fundraising events	<u>10,806</u>	<u>-</u>	<u>10,806</u>	<u>-</u>

4. INVESTMENT INCOME

	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
Investment interest	<u>730</u>	<u>-</u>	<u>730</u>	<u>1,131</u>

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2022 £	2021 £
Grants	Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	<u>843,402</u>	<u>757,491</u>

Grants received, included in the above, are as follows:

	2022 £	2021 £
Isle of Wight Council	271,707	288,569
Help and Care in partnership with Healthwatch IOW	12,139	12,145
Big Lottery Fund	-	65,764
Citizens Advice Hampshire	32,175	25,370
Citizens Advice	106,419	125,668
HM Revenue and Customs	86,004	85,837
Universal Support	65,840	68,883
Integrated Care Partnership	69,984	70,000
Isorropia	-	1,350
Carried forward	<u>644,268</u>	<u>743,586</u>

5. INCOME FROM CHARITABLE ACTIVITIES - continued

	2022	2021
	£	£
Brought forward	644,268	743,586
National Lottery Community Fund	-	5,972
Vinci Foundation	-	2,500
Sovereign Housing Association	-	3,500
Other grants	-	1,933
Kick Starter - Department of Work and Pensions	36,291	-
Connect 4 Communities	35,000	-
Good Exchange	5,000	-
Vectis Housing	2,015	-
Isle of Wight NHS Trust	19,102	-
CSHP	101,726	-
	<u>843,402</u>	<u>757,491</u>

6. RAISING FUNDS

Raising donations and legacies

	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
Wages	<u>22,993</u>	<u>5,748</u>	<u>28,741</u>	<u>19,241</u>

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Grant funding of activities (see note 8) £	Support costs (see note 9) £	Totals £
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	<u>662,665</u>	<u>101,661</u>	<u>15,557</u>	<u>779,883</u>

8.	GRANTS PAYABLE		2022	2021
			£	£
	Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.		<u>101,661</u>	<u>117,168</u>
	The total grants paid to institutions during the year was as follows:			
			2022	2021
			£	£
	Age UK Isle of Wight		42,192	45,156
	Law Centre		-	3,000
	The Footprint Trust		-	4,750
	People Matter (IW)		30,000	38,500
	Isle of Wight Food Bank		-	6,000
			<u>72,192</u>	<u>97,406</u>
9.	SUPPORT COSTS			
		Other	Governance	Totals
		£	costs	£
			£	£
	Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	<u>12,896</u>	<u>2,661</u>	<u>15,557</u>
10.	NET INCOME/(EXPENDITURE)			
	Net income/(expenditure) is stated after charging/(crediting):			
			2022	2021
			£	£
	Independent examiners fee's - examination		299	301
	Depreciation - owned assets		9,660	8,576
	Deficit on disposal of fixed assets		-	1
	Independent examiners fee's - accountancy		<u>11,937</u>	<u>11,765</u>

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

No expenses were repaid to trustees for the year ended 31 March 2021 nor for for the year ended 31 March 2020.

12. STAFF COSTS

The average monthly number of employees during the year was 33 (2021: 27).

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

The total amount of employee benefits recieved by key management personnel was £152,972 (2021: £151,971).

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	31,601	100	31,701
Charitable activities			
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	283,645	473,846	757,491
Investment income	1,131	-	1,131
Other income	1,519	-	1,519
Total	<u>317,896</u>	<u>473,946</u>	<u>791,842</u>
EXPENDITURE ON			
Raising funds	8,643	10,598	19,241
Charitable activities			
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	292,390	400,536	692,926
Total	<u>301,033</u>	<u>411,134</u>	<u>712,167</u>
NET INCOME	16,863	62,812	79,675
Transfers between funds	4,279	(4,279)	-
Net movement in funds	<u>21,142</u>	<u>58,533</u>	<u>79,675</u>

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued	Unrestricted funds £	Restricted funds £	Total funds £
RECONCILIATION OF FUNDS			
Total funds brought forward	188,039	51,774	239,813
TOTAL FUNDS CARRIED FORWARD	<u>209,181</u>	<u>110,307</u>	<u>319,488</u>
14. TANGIBLE FIXED ASSETS			Fixtures and fittings £
COST			
At 1 April 2021			55,705
Additions			11,861
Disposals			<u>(8,919)</u>
At 31 March 2022			<u>58,647</u>
DEPRECIATION			
At 1 April 2021			40,210
Charge for year			9,660
Eliminated on disposal			<u>(8,919)</u>
At 31 March 2022			<u>40,951</u>
NET BOOK VALUE			
At 31 March 2022			<u>17,696</u>
At 31 March 2021			<u>15,495</u>

15.	DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		2022	2021
			£	£
	Trade debtors		85,971	61,049
	Prepayments and accrued income		4,116	4,662
			<u>90,087</u>	<u>65,711</u>
16.	CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		2022	2021
			£	£
	Other loans (see note 17)		-	1,782
	Trade creditors		6,966	4,867
	Social security and other taxes		8,143	7,519
	Accrued expenses		15,744	17,863
	Deferred income		30,000	-
			<u>60,853</u>	<u>32,031</u>
17.	LOANS			
	An analysis of the maturity of loans is given below:			
			2022	2021
			£	£
	Amounts falling due within one year on demand:			
	Other loans		-	1,782
			<u>-</u>	<u>1,782</u>
18.	ANALYSIS OF NET ASSETS BETWEEN FUNDS		2022	2021
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
	Fixed assets	-	17,696	15,495
	Current assets	136,307	436,897	336,024
	Current liabilities	-	(60,853)	(32,031)
	<u>257,433</u>	<u>136,307</u>	<u>393,740</u>	<u>319,488</u>

19. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General Advice	86,753	4,679	1,117	92,549
Macmillan Outreach	6,934	15,772	-	22,706
Contingency Reserve	100,000	-	-	100,000
Fixed asset fund	15,495	-	2,201	17,696
CSHP	-	26,444	(1,962)	24,482
	<u>209,182</u>	<u>46,895</u>	<u>1,356</u>	<u>257,433</u>
Restricted funds				
Healthwatch IOW	213	402	-	615
Money Advice Services	4,940	14,145	-	19,085
HMRC Tax Advice Line	29,953	3,249	(678)	32,524
Help Through Crisis	59,827	21,184	-	81,011
Help to Claim	10,979	(10,575)	-	404
Home and Well	4,394	(1,048)	(678)	2,668
	<u>110,306</u>	<u>27,357</u>	<u>(1,356)</u>	<u>136,307</u>
TOTAL FUNDS	<u><u>319,488</u></u>	<u><u>74,252</u></u>	<u><u>-</u></u>	<u><u>393,740</u></u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Advice	377,661	(372,982)	4,679
Macmillan Outreach	17,997	(2,225)	15,772
CSHP	101,728	(75,284)	26,444
	<u>497,386</u>	<u>(450,491)</u>	<u>46,895</u>
Restricted funds			
Healthwatch IOW	12,139	(11,737)	402
Money Advice Services	108,637	(94,492)	14,145
HMRC Tax Advice Line	86,002	(82,753)	3,249
Help Through Crisis	100,486	(79,302)	21,184
Help to Claim	64,559	(75,134)	(10,575)
Home and Well	13,667	(14,715)	(1,048)
	<u>385,490</u>	<u>(358,133)</u>	<u>27,357</u>
TOTAL FUNDS	<u><u>882,876</u></u>	<u><u>(808,624)</u></u>	<u><u>74,252</u></u>

19. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General Advice	62,137	17,483	7,133	86,753
Macmillan Outreach	6,350	1,123	(539)	6,934
Contingency Reserve	100,000	-	-	100,000
Fixed asset fund	19,552	-	(4,057)	15,495
Mental Health	-	(1,742)	1,742	-
	<u>188,039</u>	<u>16,864</u>	<u>4,279</u>	<u>209,182</u>
Restricted funds				
Healthwatch IOW	-	213	-	213
Money Advice Services	-	4,940	-	4,940
Directory of Services	3,093	-	(3,093)	-
HMRC Tax Advice Line	34,060	(2,921)	(1,186)	29,953
Help Through Crisis	8,702	51,125	-	59,827
Help to Claim	5,919	5,060	-	10,979
Home and Well	-	4,394	-	4,394
	<u>51,774</u>	<u>62,811</u>	<u>(4,279)</u>	<u>110,306</u>
TOTAL FUNDS	<u><u>239,813</u></u>	<u><u>79,675</u></u>	<u><u>-</u></u>	<u><u>319,488</u></u>

19. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Advice	305,980	(288,497)	17,483
Macmillan Outreach	10,566	(9,443)	1,123
Mental Health	1,350	(3,092)	(1,742)
	<u>317,896</u>	<u>(301,032)</u>	<u>16,864</u>
Restricted funds			
Healthwatch IOW	12,146	(11,933)	213
Money Advice Services	106,368	(101,428)	4,940
HMRC Tax Advice Line	85,837	(88,758)	(2,921)
Help Through Crisis	188,797	(137,672)	51,125
Help to Claim	68,884	(63,824)	5,060
Home and Well	11,914	(7,520)	4,394
	<u>473,946</u>	<u>(411,135)</u>	<u>62,811</u>
TOTAL FUNDS	<u><u>791,842</u></u>	<u><u>(712,167)</u></u>	<u><u>79,675</u></u>

FundsMacmillan Outreach

Hampshire and Isle of Wight Macmillan Citizens Advice Service - The provision of welfare benefits and advice service by telephone and face to face for people affected by cancer.

Contingency Reserve

A designated fund created by the trustees in order to protect the charities reserves for continued charitable activity should future funding fall.

Fixed Asset Fund

A designated fund created by the trustees in order to highlight the value of unrestricted reserves representing the book value of assets and equipment held. Whilst used in the ongoing activities of the charity this value does not represent liquid funds.

Mental Health

A designated fund represented by income from Isorropia Foundation to extend the advice given to those struggling with mental health.

Healthwatch IOW

Help and Care - The provision of information, advice & signposting ensuring people have the right up to date information to make choices about health and social care.

Money Advice Service

Citizens Advice - funding the delivery of free debt advice to residents of the Isle of Wight.

Directory of Services

19. MOVEMENT IN FUNDS - continued

A Big Lottery funded project to deliver a web-based directory of service targeted at the over 55 age group as part of the Ageing Better programme.

HMRC Tax Advice Service

An HMRC funded project to introduce a team of dedicated tax advisers to the Island.

Help Through Crisis

A jointly funded project by the Big Lottery and IWC to assist people in hardship with no food or fuel. Action plans are developed for each individual to build their resilience for the future.

Help to Claim

A new DWP funded project to help Islanders complete their initial Universal Credit claim.

Home and Well

A project funded by Citizens Advice Hampshire to provide services in supporting residents of Hampshire and the Isle of Wight to return home as easily as possible after a hospital stay and ensuring they have a comfortable home environment to aid recovery.

Transfers between funds

Transfers to and from the General Advice fund of £1,117 consists of transfers for the value of fixed assets that can be used for general application by the charity that were purchased using restricted funds in accordance with the grant agreement, unrestricted fund deficits and designation of funds by the trustees. These transfers are detailed below.

A total of £2,201 was transferred from the General Advice fund to the Fixed Asset fund to reflect the movement in book value of assets and equipment at 31 March 2022.

A total of £1,962 was transferred from the CSHP fund to the General Advice fund in respect of fixed assets purchased in the year.

A total of £678 was transferred from the Home and Well fund to the General Advice fund in respect of fixed assets purchased in the year.

A total of £678 was transferred from the HMRC Tax Advice Line fund to the General Advice fund in respect of fixed assets purchased in the year.

20. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

ISLE OF WIGHT CITIZENS ADVICE BUREAU

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022

	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS				
Donations and legacies				
Donations	19,195	671	19,866	25,060
Subscriptions	3,072	-	3,072	1,641
Donated services and facilities	5,000	-	5,000	5,000
	<u>27,267</u>	<u>671</u>	<u>27,938</u>	<u>31,701</u>
Other trading activities				
Fundraising events	10,806	-	10,806	-
Investment income				
Investment interest	730	-	730	1,131
Charitable activities				
Grants	458,583	384,819	843,402	757,491
Other income				
Other income	-	-	-	1,519
	<u>497,386</u>	<u>385,490</u>	<u>882,876</u>	<u>791,842</u>
Total incoming resources				
EXPENDITURE				
Raising donations and legacies				
Wages	22,993	5,748	28,741	19,241
Charitable activities				
Wages	288,311	251,491	539,802	453,541
Rent, rates and insurance	12,074	10,843	22,917	21,911
Housing solicitor	28,521	-	28,521	20,620
Light and heat	955	704	1,659	1,886
Telephone	8,028	1,755	9,783	9,427
Postage and stationery	1,386	3,815	5,201	3,733
Advertising	1,575	1,538	3,113	924
Sundries	4,329	831	5,160	2,646
Training and recruitment	3,056	1,878	4,934	1,255
Travel, attendance and outreach	3,621	1,945	5,566	8,340
Reference materials and subscriptions	6,293	5,147	11,440	10,406
Carried forward	358,149	279,947	638,096	534,689

This page does not form part of the statutory financial statements

ISLE OF WIGHT CITIZENS ADVICE BUREAU

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022

	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
Charitable activities				
Brought forward	358,149	279,947	638,096	534,689
IT equipment and support	6,752	4,149	10,901	14,776
Cleaning, repairs and maintenance	1,455	2,294	3,749	4,618
Events and AGM	56	105	161	-
Depreciation	9,661	-	9,661	8,576
Loss on sale of intangible fixed assets	-	-	-	1
Bank charges and other interest	68	29	97	68
Grants to institutions	42,192	30,000	72,192	97,406
Grants to individuals	-	29,469	29,469	19,762
	<u>418,333</u>	<u>345,993</u>	<u>764,326</u>	<u>679,896</u>
Support costs				
Other				
Professional fees	2,386	934	3,320	964
Bookkeeping, payroll and management accounts	5,304	4,272	9,576	9,407
	<u>7,690</u>	<u>5,206</u>	<u>12,896</u>	<u>10,371</u>
Governance costs				
Independent examiners fee's - examination	166	133	299	301
Accountancy fees	1,309	1,053	2,362	2,358
	<u>1,475</u>	<u>1,186</u>	<u>2,661</u>	<u>2,659</u>
Total resources expended	<u>450,491</u>	<u>358,133</u>	<u>808,624</u>	<u>712,167</u>
Net income	<u>46,895</u>	<u>27,357</u>	<u>74,252</u>	<u>79,675</u>

This page does not form part of the statutory financial statements

ISLE OF WIGHT CITIZENS ADVICE BUREAU

England & Wales - Charity number 1050217

Accounts

REGISTERED COMPANY NUMBER: 03116361 (England and Wales)
REGISTERED CHARITY NUMBER: 1050217

REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021
FOR
ISLE OF WIGHT CITIZENS ADVICE BUREAU

Bright Brown Limited
Chartered Accountants
Exchange House
St. Cross Lane
Newport
Isle of Wight
PO30 5BZ

ISLE OF WIGHT CITIZENS ADVICE BUREAU

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

	Page
Report of the Trustees	1 to 6
Independent Examiner's Report	7
Statement of Financial Activities	8
Balance Sheet	9
Cash Flow Statement	10
Notes to the Cash Flow Statement	11
Notes to the Financial Statements	12 to 22
Detailed Statement of Financial Activities	23 to 24

ISLE OF WIGHT CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

The Trustees who are also directors of the charity for the purposes of the Companies Act 2006, have pleasure in presenting their annual report together with the financial statements of Citizens Advice Isle of Wight (CA(IW)) for the year ending 31 March 2021.

The Trustees have adopted the provision of 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 (FRS102) (effective 1st January 2015).

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objects of the charity are:

The promotion of any charitable purposes for the benefit of the community on the Isle of Wight and surrounding areas by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

In order to achieve its objects the aims of the Isle Of Wight Citizens Advice Bureau service are:

- To provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

The service aims:

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

In practising our aims, we adhere to the principles of our organisation in that advice is free, confidential, independent and impartial. In shaping our objectives for the year and planning our activities, the trustees have considered the Charity Commission's guidance on public benefit.

The strategies employed to achieve the charity's aims and objectives are:

- To continue to develop and maintain a truly inclusive service through improving efficiency, effectiveness, and resourcing to support more clients through complex issues.
- To improve our remote and digital advice, guidance and support channels across the island increasing the ease of access and supporting those clients who can use the internet and focussing precious face to face resources for those who really need it.
- To help the population of the Island to obtain high quality advice about issues which affect their daily lives. The advice is free and available to all. Achieving positive outcomes from the strategies above will impact on our achievement and performance in the future.

Achieving positive outcomes from the strategies above will impact on our achievement and performance in the future.

STRATEGIC REPORT

Achievement and performance

Charitable activities

The local CA supports Island residents on many issues, including money, benefits, employment, housing, tax, consumer, and general problems people face. We employ specialist advisers in the areas of debt, tax, Universal Credit, and housing. Due to the pandemic, 2020 saw a dramatic shift from advisers and caseworkers seeing people face to face to being accessible on the phone and through webchat, email and webforms. The Advice Centre in Newport remained closed by the local authority and at one point was a Covid-19 test centre. The change to being accessible on remote channels has increased the amount of people we have been able to help and support and our experience will shape how our service is delivered moving forward. The move to a free phone number also came at the right time to ease the pressure on anyone planning to get through on the phone. Our call back model on the phone has ensured the best adviser speaks to clients about the issues they are facing. If we have seen people face to face, then it has been on a strict appointment only basis to protect our workforce and the community.

ISLE OF WIGHT CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

Our service is open every weekday from 9.00am until 4.30pm for all enquiries.

Our presence at community venues was also hit by Covid-19 restrictions but we have been at Aspire, Ryde Library and Our Place at Freshwater when allowed. We have also undertaken home visits or met up at other community spaces where clients have been unable to move their case forward over the phone or where casework has required going through detailed hard copies of letters and papers.

Funding sources during the year for the charity included the Money and Pension Service, Help and Care in partnership with Health Watch IOW, Macmillan Trust in partnership with CA Hampshire for cancer support, the Isle of Wight Council for delivering generalist advice, IWC and Big Lottery and then the Integrated Care Partnership for the Help Through Crisis project, the Tax team funded by HMRC and funding from utility companies and the NHS for the Home and Well service. We also received welcome local support from Wight Aid, the Daisie Rich Trust, Town, Parish and Community Councils and donations from individuals.

CA(IW) employed 29 permanent staff as at the 31st March 2021. During the year general advice was available from 12 voluntary assessors, and 25 volunteer advisers. All our volunteers receive comprehensive induction, training, and ongoing training. Volunteers form the backbone of our charity advice service; without them the service would not be sustainable. Some of our volunteers have been here many years and this was recognised at an event in October when HRH Princess Royal attended our Advice Centre, with strict social distancing in place, and long service certificates were presented.

Over the accounting period, our advice was sought by over 5,600 clients from across the Island, resulting in over 15,800 issues being presented.

Fundraising activities

The few fundraising events we had started to organise in 2019 were not viable in 2020. The fundraising has not involved contacting or pursuing specific individuals for donations. No complaints have been received in respect of fundraising.

Financial review

Financial position

A strong financial position is essential if we are to be able to confidently continue our charitable activities. Our funding is coming under ever increasing pressure to secure enough income to carry on providing clients with the services they need. This will be most notable in 2021/22 where; unless things change; we are forecasting a deficit. The board is working with the CEO and management team on strategies to reduce the forecast deficit through rigid cost control and income generation.

During the last year we have focused on the quality of our financial reporting resulting in monthly management accounts which identify surpluses or deficits monthly. The Board confidently assesses the format, which uses a colour coded RAG format to flag issues, helping them to understand our financial position and the implications for their decision making.

Investment and reserves policy

At the year end the charity holds £319,488 (2020: £239,813) in reserves, of which £209,182 is unrestricted and of this, free reserves not invested in fixed assets amounts to £193,687. The funds at the end of the year put the charity in a good position for the coming year, but continued funding is required in order to run the valuable services provided by the charity. The trustees regularly monitor the level of unrestricted funds, which are vital in allowing the charity to achieve its aims.

Of the above reserves the trustees have designated £100,000 to be retained as a contingency reserve to cover unexpected costs and commitments should the charities funding fall. Looking ahead this leaves reserves of £93,687 available for expenditure on charitable activities and it is anticipated that the charity will draw down on these reserves in achieving its objectives over the coming year and to improve services. These include:

- £10,000 to employ 0.5 FTE adviser to counter the demand during and post Covid-19.
- £8,000 to pay towards the apprentice role we currently support and a further £8,000 to recruit a second apprentice in Customer Services.
- £4,500 to improve digital equipment for remote working.
- £3,000 towards training and continuing development of staff and volunteers.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

STRATEGIC REPORT

Future Developments

HMRC has funded CA(IW) to continue a dedicated tax advice team for a further 36 months. The team will continue to provide their service by booked appointments at the Advice Centre and the CA Community venues. A telephone advice service is also available.

The IWC funded Community Support Homelessness Prevention service began in April 2021 and this has created opportunities for the charity to provide a wraparound service to help keep people in their homes or to build up confidence for individuals to live well with less statutory support.

"It's Ok to ask about money" is a project to support people, with poor mental health access the right benefits and the adviser will ensure all aspects of income improvement are considered for these clients. This project is funded by the IOW NHS Mental Health Foundation.

We are continuing to develop Advice First Aid, building up the resilience of communities with people based there understanding how to signpost to reliable sources of information and advice at the earlier signs of problem issues. In 2020 over 60 AFAs were recruited and trained and in 2021 the coordinator will undergo a formal training qualification funded by Adult Community Learning. The Board of Trustees continually seek innovative ways of funding the work of the local CA through the Performance Strategy and Development sub-committee, which has identified many initiatives. This year we are continuing to seek the financial support of Parish and Town Councils emphasising the issues their residents have and also local companies where we fit the criteria for financial support.

The CEO and his team have worked relentlessly to maintain safe working conditions at our offices and will continue to monitor the ability to offer hybrid working to as many staff and volunteers as possible.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, the memorandum and articles of association dated 3 October 2018, and is a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

Appointment of new Trustees

Elected Trustees are appointed at an Annual General Meeting in accordance with the governing document. Each year one third of the elected trustees must retire, based on length of service and may offer themselves up for re-election.

Up to 5 additional co-opted Trustees may be appointed by the current Board of 10 (no more than 15) to fill specialist vacancies throughout the year. The co-opted Trustees may then offer themselves up for election at the Annual General Meeting.

The Board undertook a review of the governing documents to ensure they reflect the nature of CA(IW)'s aims and objectives.

Recruitment of new Trustees

The recruitment of new Trustees is kept under review to ensure the Board is represented by a cross section of people from within the community, reflecting our diversity policy and provides a skills base required to ensure we meet our aims and objectives through our strategic/development plan.

Trustees are recruited from advertising within the local media and web page. Candidates are interviewed by the Chair, then the CEO and finally by three independent Trustees. References are taken up and DBS checks completed if required.

Induction of new Trustees

New Trustees undergo orientation to brief them on their obligations in respect of charity and company law, the memorandum and articles of association, board protocol, and the decision-making process. New Trustees are made aware of the business plan, receive financial performance information on the charity, join one of the sub-committees and have a dedicated mentor. New Trustees are introduced to other Trustees, key management, staff and volunteers; they are also encouraged to attend relevant training courses which can be accessed online or externally through CA training events.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

The Board of Trustees administers the charity. The Board meets quarterly and has created sub-committees to examine relevant issues. These sub-committees are "Performance, Strategy & Development", Finance, Audit and Human Resources. Each sub-committee has terms of reference, an appointed chair who reports to quarterly Board meetings the activities undertaken and any recommendations which require adoption of the main Board. The sub-committees meet monthly, although Human Resources meets as and when required.

A Chief Executive is appointed by the Trustees to manage day to day operations. The Chief Executive has delegated authority, within terms of delegation approved by the Trustees, for operational matters including finance, employment and applications for grant funding. The structure as of 31 March 2021 had a Board of 9 trustees, 1 CEO, 5 senior managers, administrative/project/specialist staff with a large team of volunteers.

Pay Policy for Staff

The directors of the company are also the Trustees of the charity and the senior management team comprise of key management personnel of the charity who deliver the strategic objectives through the day-to-day operation of the charity. All directors give of their time freely and no director received remuneration, other than agreed expenses in the year. These expenses and related transactions are disclosed in the financial accounts.

The pay for all staff is reviewed annually by the Finance and HR sub-committees as part of the general pay review. Local and national increases are considered, alongside RPI/CPI, our general financial position and ability to recruit and retain staff in the current market. Remuneration is by specific salary for all staff; there are no salary scales, although this is being reviewed for 21/22, and no provision for automatic bonuses.

Pay rates for roles are set using the following overall methodology. The Finance and HR sub committees seek to balance these factors in making recommendations to the full Board:

- Review of the requirements of the role in terms of responsibilities, skills and relativities with other roles in the structure. This can include basic job evaluation.
- Review of pay rates for similar roles and skill sets in the charitable voluntary and not for profit sector locally and nationally.
- Review of ability to recruit and retain staff, especially if specialist or scarce skills are involved.
- Financial impact of rate of pay (affordability/implications for reserves) against added value of the role and risks to the work of the charity of not recruiting or losing key staff.

The full Board finally approves pay rates and increases for all staff.

National

CA(IW) is a member of the National Association of Citizens Advice. This national body lays down strict guidelines for the operation of individual member to which both parties adhere to and subscribe. The national body makes management guidance and advice freely available to members via a specialist website and employs consultants who are available to local Citizens Advice on an individual basis to answer and support specific needs.

Each year the National Body reviews our systems and controls in nine key areas including governance finance operational management and human resource management. Following last year's review all areas were coded green and we were awarded an Independent Advice standard accreditation.

CA(IW) maintained its Advice Quality Standard mark in 2020 and complies with FCA, ICO, Companies House and Charities Commission regulations.

Regional

CA(IW) is a member of CitAH (Citizens Advice, Hampshire) a consortium of Hampshire based LCAs set up to improve prospects of securing greater funding opportunities by having a joined-up approach and foster collaboration on common issues.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Partnerships

The 2018 tender process for the contract to deliver Advice, Information and Guidance did not require a CIC as the vehicle to deliver the work required so the tender was successfully won with CA(IW) as the lead bidder and sub-contracting other work to its ongoing partners. The contract provides advice, information and guidance services which is being delivered through a collaborative approach rather than working completely separately and to allow people to only tell their story once. We have kept the Isle Help name and maintain an online information portal known as "Isle Help Me".

"Isle Find It", our Community Directory, runs alongside this information portal.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The risk register has been updated and is reviewed monthly at the PSD subcommittee meeting. The establishment of a risk policy mitigates those risks identified and actions taken to ensure that the charity is not at risk or exposed to fraud and error. Appropriate controls are in place and reviewed regularly within the sub-committee which the CEO attends. The work of this sub-committee identifies financial sustainability and whether there is a major threat to the charity. The main risk which we are managing is the decrease of funding from our traditional sources. This work has a high priority. The risk register also outlines operational risks such as loss of infrastructure for which we maintain a business recovery plan. Our pragmatic risk management meant we were able to keep our service running with minimum disruption when Covid-19 restrictions were imposed in March 2020.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

03116361 (England and Wales)

Registered Charity number

1050217

Registered office

Isle Help Advice Centre
High Street
Newport
Isle of Wight
PO30 1UD

Trustees

Mr R A Bullivant Chairman
Ms C Walker Retired finance director
Mr N H Mitchell Businessman
Mr T W Reeks Retired businessman (resigned 24.2.21)
Mrs R Luck Trustee
J Thorpe Trustee
Mr C Bulmer Director (resigned 17.2.21)
Mrs G Minghella-Giddens Director
Mrs J Morey Trustee (resigned 18.8.20)
Mr R S Clark Trustee
Mrs E A Walshe Trustee (appointed 27.1.21)
Mr A P Overbury (appointed 28.4.21)

ISLE OF WIGHT CITIZENS ADVICE BUREAU

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

REFERENCE AND ADMINISTRATIVE DETAILS

Independent Examiner

David Stevens ACA
ICAEW
Bright Brown Limited
Chartered Accountants
Exchange House
St. Cross Lane
Newport
Isle of Wight
PO30 5BZ

Bankers

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

Key management personnel

P Savill Chief Executive Officer
S Belfitt
L Morton
K Brandon
G Ingham
D Green

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

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

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

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

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on^{10/9/21}..... and signed on the board's behalf by:


.....
Mr R A Bullivant - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
ISLE OF WIGHT CITIZENS ADVICE BUREAU**

Independent examiner's report to the trustees of Isle of Wight Citizens Advice Bureau ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

Responsibilities and basis of report

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

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

Bright Brown Limited provide bookkeeping services to the Company and in doing so follow the guidance given in "Independent examination of charity accounts: Directions and guidance for examiners (CC32)" Issued by the Charity Commission. In preparing this report I have applied the FRC's Revised Ethical Standard 2016.

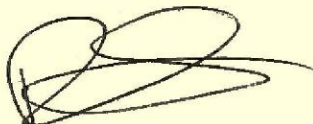
Independent examiner's statement

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

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

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

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



David Stevens ACA
ICAEW
Bright Brown Limited
Chartered Accountants
Newport
Isle of Wight

Date: 15/9/2021

ISLE OF WIGHT CITIZENS ADVICE BUREAU

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

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	31,601	100	31,701	30,124
Charitable activities					
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	5	283,645	473,846	757,491	696,110
Other trading activities	3	-	-	-	8,691
Investment income	4	1,131	-	1,131	447
Other income		1,519	-	1,519	479
Total		317,896	473,946	791,842	735,851
EXPENDITURE ON					
Raising funds	6	8,643	10,598	19,241	24,132
Charitable activities					
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	7	292,390	400,536	692,926	697,219
Total		301,033	411,134	712,167	721,351
NET INCOME		16,863	62,812	79,675	14,500
Transfers between funds	20	4,279	(4,279)	-	-
Net movement in funds		21,142	58,533	79,675	14,500
RECONCILIATION OF FUNDS					
Total funds brought forward		188,039	51,774	239,813	225,313
TOTAL FUNDS CARRIED FORWARD		209,181	110,307	319,488	239,813

The notes form part of these financial statements

ISLE OF WIGHT CITIZENS ADVICE BUREAU

BALANCE SHEET
31 MARCH 2021

	Notes	2021 £	2020 £
FIXED ASSETS			
Tangible assets	14	15,495	19,552
Investments	15	-	1
		<u>15,495</u>	<u>19,553</u>
CURRENT ASSETS			
Debtors	16	65,711	83,293
Cash at bank and in hand		270,313	188,564
		<u>336,024</u>	<u>271,857</u>
CREDITORS			
Amounts falling due within one year	17	(32,031)	(51,597)
		<u>303,993</u>	<u>220,260</u>
NET CURRENT ASSETS			
		<u>319,488</u>	<u>239,813</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>319,488</u>	<u>239,813</u>
NET ASSETS			
		<u>319,488</u>	<u>239,813</u>
FUNDS			
Unrestricted funds	20	209,182	188,039
Restricted funds		110,306	51,774
		<u>319,488</u>	<u>239,813</u>
TOTAL FUNDS			
		<u>319,488</u>	<u>239,813</u>


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

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

The trustees acknowledge their responsibilities for

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

The financial statements were approved by the Board of Trustees and authorised for issue on 10/9/21 and were signed on its behalf by:


Mr R A Bullivant Trustee

The notes form part of these financial statements

ISLE OF WIGHT CITIZENS ADVICE BUREAU

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	2020 £
Cash flows from operating activities			
Cash generated from operations	1	84,554	25,643
Finance costs paid		(68)	(58)
Net cash provided by operating activities		<u>84,486</u>	<u>25,585</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(4,519)	(5,198)
Net cash used in investing activities		<u>(4,519)</u>	<u>(5,198)</u>
Cash flows from financing activities			
New loans in year		1,782	-
Net cash provided by financing activities		<u>1,782</u>	<u>-</u>
Change in cash and cash equivalents in the reporting period			
Cash and cash equivalents at the beginning of the reporting period		81,749	20,387
Cash and cash equivalents at the end of the reporting period		<u>188,564</u>	<u>168,177</u>
Cash and cash equivalents at the end of the reporting period		<u>270,313</u>	<u>188,564</u>

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021

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

	2021	2020
	£	£
Net income for the reporting period (as per the Statement of Financial Activities)	79,675	14,500
Adjustments for:		
Depreciation charges	8,576	8,809
Loss on disposal of fixed assets	1	2,151
Finance costs	68	58
Decrease/(increase) in debtors	17,582	(18,986)
(Decrease)/increase in creditors	(21,348)	19,111
Net cash provided by operations	<u>84,554</u>	<u>25,643</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.20	Cash flow	At 31.3.21
	£	£	£
Net cash			
Cash at bank and in hand	188,564	81,749	270,313
	<u>188,564</u>	<u>81,749</u>	<u>270,313</u>
Debt			
Debts falling due within 1 year	-	(1,782)	(1,782)
	<u>-</u>	<u>(1,782)</u>	<u>(1,782)</u>
Total	<u>188,564</u>	<u>79,967</u>	<u>268,531</u>

The notes form part of these financial statements

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

Income

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

Expenditure

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

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

Tangible fixed assets

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

Fixtures and fittings - Straight line over 5 years

The charity values its investments in associates using the cost less impairment method.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**2. DONATIONS AND LEGACIES**

	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
Donations	24,960	100	25,060	24,112
Subscriptions	1,641	-	1,641	1,012
Donated services and facilities	5,000	-	5,000	5,000
	<u>31,601</u>	<u>100</u>	<u>31,701</u>	<u>30,124</u>

3. OTHER TRADING ACTIVITIES

	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
Fundraising events	-	-	-	976
Contracts and fees	-	-	-	7,715
	<u>-</u>	<u>-</u>	<u>-</u>	<u>8,691</u>

4. INVESTMENT INCOME

	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
Investment interest	<u>1,131</u>	<u>-</u>	<u>1,131</u>	<u>447</u>

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2021 £	2020 £
Grants	Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	<u>757,491</u>	<u>696,110</u>

Grants received, included in the above, are as follows:

	2021 £	2020 £
Isle of Wight Council	288,569	165,750
Help and Care in partnership with Healthwatch IOW	12,145	12,144
Big Lottery Fund	65,764	126,294
Citizens Advice Hampshire	25,370	13,968
Age UK Isle of Wight	-	37,135
Citizens Advice	125,668	100,321
Isle Help CIC	-	87,161
HM Revenue and Customs	85,837	88,000
Universal Support	68,883	65,337
Integrated Care Partnership	70,000	-
Carried forward	<u>742,236</u>	<u>696,110</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

5. INCOME FROM CHARITABLE ACTIVITIES - continued

	2021	2020
	£	£
Brought forward	742,236	696,110
Isorropia	1,350	-
National Lottery Community Fund	5,972	-
Vinci Foundation	2,500	-
Sovereign Housing Association	3,500	-
Other grants	1,933	-
	<u>757,491</u>	<u>696,110</u>

6. RAISING FUNDS

Raising donations and legacies

	Unrestricted funds	Restricted funds	2021 Total funds	2020 Total funds
	£	£	£	£
Subcontractors	-	-	-	501
Fundraising events costs	-	-	-	556
Wages	8,643	10,598	19,241	23,075
	<u>8,643</u>	<u>10,598</u>	<u>19,241</u>	<u>24,132</u>

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Grant funding of activities (see note 8)	Support costs (see note 9)	Totals
	£	£	£	£
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	562,728	117,168	13,030	692,926
	<u>562,728</u>	<u>117,168</u>	<u>13,030</u>	<u>692,926</u>

8. GRANTS PAYABLE

	2021	2020
	£	£
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	117,168	98,696
	<u>117,168</u>	<u>98,696</u>

The total grants paid to institutions during the year was as follows:

	2021	2020
	£	£
Age UK Isle of Wight	45,156	43,644
Law Centre	3,000	12,000
The Footprint Trust	4,750	5,000
People Matter (IW)	38,500	30,000
Isle of Wight Food Bank	6,000	6,000
	<u>97,406</u>	<u>96,644</u>

ISLE OF WIGHT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

8. GRANTS PAYABLE - continued

9. SUPPORT COSTS

	Other £	Governance costs £	Totals £
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	10,371	2,659	13,030

10. NET INCOME/(EXPENDITURE)

Net Income/(expenditure) is stated after charging/(crediting):

	2021 £	2020 £
Independent examiners fee's - examination	301	301
Depreciation - owned assets	8,576	8,809
Deficit on disposal of fixed assets	1	2,151
Independent examiners fee's - accountancy	11,765	11,178

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

No expenses were repaid to trustees for the year ended 31 March 2021 nor for for the year ended 31 March 2020.

12. STAFF COSTS

The average monthly number of employees during the year was 27 (2020: 29).

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

The total amount of employee benefits received by key management personnel was £151,971 (2020: £150,914).

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	30,058	66	30,124
Charitable activities			
Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	262,857	433,253	696,110
Other trading activities	8,691	-	8,691
Investment income	447	-	447
Other income	479	-	479

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
Total	302,532	433,319	735,851
EXPENDITURE ON			
Raising funds	23,663	469	24,132
Charitable activities Benefit for the community by advancement of education, the protection of health and relief of poverty, sickness and distress.	275,951	421,268	697,219
Total	299,614	421,737	721,351
NET INCOME	2,918	11,582	14,500
Transfers between funds	(2,356)	2,356	-
Net movement in funds	562	13,938	14,500
RECONCILIATION OF FUNDS			
Total funds brought forward	187,480	37,833	225,313
TOTAL FUNDS CARRIED FORWARD	<u>188,042</u>	<u>51,771</u>	<u>239,813</u>

14. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
COST	
At 1 April 2020	51,186
Additions	4,519
At 31 March 2021	<u>55,705</u>
DEPRECIATION	
At 1 April 2020	31,634
Charge for year	8,576
At 31 March 2021	<u>40,210</u>
NET BOOK VALUE	
At 31 March 2021	<u>15,495</u>
At 31 March 2020	<u>19,552</u>

15. FIXED ASSET INVESTMENTS

	Unlisted investments £
COST	
At 1 April 2020	1
Disposals	(1)
	<u> </u>
	<u> </u>
NET BOOK VALUE	
At 31 March 2021	<u> </u>
At 31 March 2020	<u> </u> 1

16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade debtors	61,049	80,708
Other debtors	-	25
Prepayments and accrued income	4,662	2,560
	<u>65,711</u>	<u>83,293</u>

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Other loans (see note 18)	1,782	-
Trade creditors	4,867	7,879
Social security and other taxes	7,519	7,658
Accrued expenses	17,863	36,060
	<u>32,031</u>	<u>51,597</u>

18. LOANS

An analysis of the maturity of loans is given below:

	2021 £	2020 £
Amounts falling due within one year on demand:		
Other loans	<u>1,782</u>	<u> </u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

19. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
Fixed assets	15,495	-	15,495	19,552
Investments	-	-	-	1
Current assets	225,718	110,306	336,024	271,857
Current liabilities	(32,031)	-	(32,031)	(51,597)
	<u>209,182</u>	<u>110,306</u>	<u>319,488</u>	<u>239,813</u>

20. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General Advice	62,137	17,483	7,133	86,753
Macmillan Outreach	6,350	1,123	(539)	6,934
Contingency Reserve	100,000	-	-	100,000
Fixed asset fund	19,552	-	(4,057)	15,495
Mental Health	-	(1,742)	1,742	-
	<u>188,039</u>	<u>16,864</u>	<u>4,279</u>	<u>209,182</u>
Restricted funds				
Healthwatch IOW	-	213	-	213
Money Advice Services	-	4,940	-	4,940
Directory of Services	3,093	-	(3,093)	-
HMRC Tax Advice Line	34,060	(2,921)	(1,186)	29,953
Big Lottery Fund - Help Through Crisis	8,702	51,125	-	59,827
Help to Claim	5,919	5,060	-	10,979
Home and Well	-	4,394	-	4,394
	<u>51,774</u>	<u>62,811</u>	<u>(4,279)</u>	<u>110,306</u>
TOTAL FUNDS	<u>239,813</u>	<u>79,675</u>	<u>-</u>	<u>319,488</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

20. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Advice	305,980	(288,497)	17,483
Macmillan Outreach	10,566	(9,443)	1,123
Mental Health	1,350	(3,092)	(1,742)
	<u>317,896</u>	<u>(301,032)</u>	<u>16,864</u>
Restricted funds			
Healthwatch IOW	12,146	(11,933)	213
Money Advice Services	106,368	(101,428)	4,940
HMRC Tax Advice Line	85,837	(88,758)	(2,921)
Big Lottery Fund - Help Through Crisis	188,797	(137,672)	51,125
Help to Claim	68,884	(63,824)	5,060
Home and Well	11,914	(7,520)	4,394
	<u>473,946</u>	<u>(411,135)</u>	<u>62,811</u>
TOTAL FUNDS	<u>791,842</u>	<u>(712,167)</u>	<u>79,675</u>

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General Advice	62,166	2,210	(2,239)	62,137
Macmillan Outreach	-	(2,190)	8,540	6,350
Local Assistance Scheme	-	2,895	(2,895)	-
Contingency Reserve	100,000	-	-	100,000
Fixed asset fund	25,314	-	(5,762)	19,552
	<u>187,480</u>	<u>2,915</u>	<u>(2,356)</u>	<u>188,039</u>
Restricted funds				
Healthwatch IOW	-	(113)	113	-
Money Advice Services	-	(2,429)	2,429	-
Directory of Services	652	2,441	-	3,093
HMRC Tax Advice Line	33,821	239	-	34,060
Big Lottery Fund - Help Through Crisis	404	8,298	-	8,702
Help to Claim	2,956	3,149	(186)	5,919
	<u>37,833</u>	<u>11,585</u>	<u>2,356</u>	<u>51,774</u>
TOTAL FUNDS	<u>225,313</u>	<u>14,500</u>	<u>-</u>	<u>239,813</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

20. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Advice	226,067	(223,857)	2,210
Macmillan Outreach	13,965	(16,155)	(2,190)
Local Assistance Scheme	62,500	(59,605)	2,895
	<u>302,532</u>	<u>(299,617)</u>	<u>2,915</u>
Restricted funds			
Healthwatch IOW	12,144	(12,257)	(113)
Money Advice Services	104,343	(106,772)	(2,429)
Directory of Services	37,202	(34,761)	2,441
HMRC Tax Advice Line	88,001	(87,762)	239
Big Lottery Fund - Help Through Crisis	126,294	(117,996)	8,298
Help to Claim	65,335	(62,186)	3,149
	<u>433,319</u>	<u>(421,734)</u>	<u>11,585</u>
TOTAL FUNDS	<u>735,851</u>	<u>(721,351)</u>	<u>14,500</u>

FundsMacmillan Outreach

Hampshire and Isle of Wight Macmillan Citizens Advice Service - The provision of welfare benefits and advice service by telephone and face to face for people affected by cancer.

Contingency Reserve

A designated fund created by the trustees in order to protect the charities reserves for continued charitable activity should future funding fall.

Fixed Asset Fund

A designated fund created by the trustees in order to highlight the value of unrestricted reserves representing the book value of assets and equipment held. Whilst used in the ongoing activities of the charity this value does not represent liquid funds.

Mental Health

A designated fund represented by income from Isorropia Foundation to extend the advice given to those struggling with mental health.

Healthwatch IOW

Help and Care - The provision of information, advice & signposting ensuring people have the right up to date information to make choices about health and social care.

Money Advice Service

Citizens Advice - funding the delivery of free debt advice to residents of the Isle of Wight.

Directory of Services

20. **MOVEMENT IN FUNDS - continued**

A Big Lottery funded project to deliver a web-based directory of service targeted at the over 55 age group as part of the Ageing Better programme.

HMRC Tax Advice Service

An HMRC funded project to introduce a team of dedicated tax advisers to the Island.

Help Through Crisis

A jointly funded project by the Big Lottery and IWC to assist people in hardship with no food or fuel. Action plans are developed for each individual to build their resilience for the future.

Help to Claim

A new DWP funded project to help Islanders complete their initial Universal Credit claim.

Home and Well

A project funded by Citizens Advice Hampshire to provide services in supporting residents of Hampshire and the Isle of Wight to return home as easily as possible after a hospital stay and ensuring they have a comfortable home environment to aid recovery.

Local Assistance Scheme

An Isle of Wight Council funded project to assist Isle of Wight residents in crisis. The Local Assistance Scheme is part of the more holistic Big Lottery funded Help through Crisis project.

Transfers between funds

Transfers to and from the General Advice fund of £7,133 consists of transfers for the value of fixed assets that can be used for general application by the charity that were purchased using restricted funds in accordance with the grant agreement, unrestricted fund deficits and designation of funds by the trustees. These transfers are detailed below.

A total of £4,057 was transferred from the Fixed Asset fund to the General Advice fund to reflect the movement in book value of assets and equipment at 31 March 2021.

A total of £539 was transferred from the Macmillan fund to the General Advice fund in respect of fixed assets purchased in the year.

A total of £1,742 was transferred from the General Advice fund to the Mental Health fund to cover the overspend of the Mental Health funds, to be covered by general unrestricted funds.

A total of £3,093 was transferred from the Directory of Services fund to the General Advice fund to represent expenditure included in the General Advice fund which actually is eligible to be spent using Directory of Services funds.

A total of £1,186 was transferred from the HMRC Tax Advice Line fund to the General Advice fund in respect of fixed assets purchased in the year.

21. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.

ISLE OF WIGHT CITIZENS ADVICE BUREAU

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021

	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS				
Donations and legacies				
Donations	24,960	100	25,060	24,112
Subscriptions	1,641	-	1,641	1,012
Donated services and facilities	5,000	-	5,000	5,000
	<u>31,601</u>	<u>100</u>	<u>31,701</u>	<u>30,124</u>
Other trading activities				
Fundraising events	-	-	-	976
Contracts and fees	-	-	-	7,715
	<u>-</u>	<u>-</u>	<u>-</u>	<u>8,691</u>
Investment income				
Investment interest	1,131	-	1,131	447
Charitable activities				
Grants	283,645	473,846	757,491	696,110
Other income				
Other income	1,519	-	1,519	479
	<u>317,896</u>	<u>473,946</u>	<u>791,842</u>	<u>735,851</u>
TOTAL INCOMING RESOURCES				
EXPENDITURE				
Raising donations and legacies				
Subcontractors	-	-	-	501
Fundraising events costs	-	-	-	556
Wages	8,643	10,598	19,241	23,075
	<u>8,643</u>	<u>10,598</u>	<u>19,241</u>	<u>24,132</u>
Charitable activities				
Wages	176,175	277,366	453,541	446,589
Rent, rates and insurance	9,845	12,066	21,911	26,027
Housing solicitor	20,620	-	20,620	21,710
Light and heat	860	1,026	1,886	498
Telephone	7,355	2,072	9,427	7,981
Postage and stationery	1,896	1,837	3,733	10,210
Advertising	595	329	924	3,239
Sundries	1,560	1,086	2,646	3,886
Carried forward	218,906	295,782	514,688	520,140

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ISLE OF WIGHT CITIZENS ADVICE BUREAU

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021

	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
Charitable activities				
Brought forward	218,906	295,782	514,688	520,140
Training and recruitment	669	586	1,255	7,440
Travel, attendance and outreach	2,220	6,120	8,340	12,944
Reference materials and subscriptions	4,476	5,930	10,406	9,197
IT equipment and support	7,168	7,608	14,776	9,069
Cleaning, repairs and maintenance	2,071	2,547	4,618	3,474
Depreciation	8,576	-	8,576	8,809
Loss on sale of intangible fixed assets	1	-	1	-
Loss on sale of tangible fixed assets	-	-	-	2,151
Bank charges and other interest	30	38	68	58
Grants to institutions	42,156	55,250	97,406	96,644
Grants to individuals	-	19,762	19,762	2,052
	<u>286,273</u>	<u>393,623</u>	<u>679,896</u>	<u>671,978</u>
Support costs				
Other				
Professional fees	655	309	964	13,641
Bookkeeping, payroll and management accounts	4,263	5,144	9,407	9,000
	<u>4,918</u>	<u>5,453</u>	<u>10,371</u>	<u>22,641</u>
Governance costs				
Independent examiners fee's - examination	136	165	301	301
Accountancy fees	1,062	1,296	2,358	2,299
	<u>1,198</u>	<u>1,461</u>	<u>2,659</u>	<u>2,600</u>
Total resources expended	<u>301,032</u>	<u>411,135</u>	<u>712,167</u>	<u>721,351</u>
Net income	<u>16,864</u>	<u>62,811</u>	<u>79,675</u>	<u>14,500</u>

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