

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**

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FOR THE YEAR ENDED 31 MARCH 2021**

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

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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**

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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**

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**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.

REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2021

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**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**

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**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**

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**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**

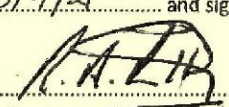
The trustees (who are also the directors of Isle of Wight Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted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

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**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.

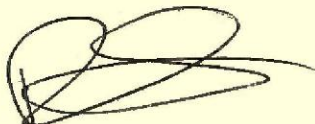
**Independent examiner's statement**

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 £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	31,601	100	31,701	30,124
<b>Charitable activities</b>	5				
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	696,110
Other trading activities	3	-	-	-	8,691
Investment income	4	1,131	-	1,131	447
Other income		1,519	-	1,519	479
<b>Total</b>		<b>317,896</b>	<b>473,946</b>	<b>791,842</b>	<b>735,851</b>
<b>EXPENDITURE ON</b>					
Raising funds	6	8,643	10,598	19,241	24,132
<b>Charitable activities</b>	7				
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	697,219
<b>Total</b>		<b>301,033</b>	<b>411,134</b>	<b>712,167</b>	<b>721,351</b>
<b>NET INCOME</b>		<b>16,863</b>	<b>62,812</b>	<b>79,675</b>	<b>14,500</b>
Transfers between funds	20	4,279	(4,279)	-	-
<b>Net movement in funds</b>		<b>21,142</b>	<b>58,533</b>	<b>79,675</b>	<b>14,500</b>
<b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		<b>188,039</b>	<b>51,774</b>	<b>239,813</b>	<b>225,313</b>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>209,181</b>	<b>110,307</b>	<b>319,488</b>	<b>239,813</b>

The notes form part of these financial statements



**ISLE OF WIGHT CITIZENS ADVICE BUREAU**

**BALANCE SHEET  
31 MARCH 2021**

	Notes	2021 £	2020 £
<b>FIXED ASSETS</b>			
Tangible assets	14	15,495	19,552
Investments	15	-	1
		<u>15,495</u>	<u>19,553</u>
<b>CURRENT ASSETS</b>			
Debtors	16	65,711	83,293
Cash at bank and in hand		270,313	188,564
		<u>336,024</u>	<u>271,857</u>
<b>CREDITORS</b>			
Amounts falling due within one year	17	(32,031)	(51,597)
		<u>303,993</u>	<u>220,260</u>
<b>NET CURRENT ASSETS</b>			
		<u>319,488</u>	<u>239,813</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>			
		<u>319,488</u>	<u>239,813</u>
<b>NET ASSETS</b>			
		<u>319,488</u>	<u>239,813</u>
<b>FUNDS</b>	20		
Unrestricted funds		209,182	188,039
Restricted funds		110,306	51,774
		<u>319,488</u>	<u>239,813</u>
<b>TOTAL FUNDS</b>			
		<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 £
<b>Cash flows from operating activities</b>			
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>
<b>Cash flows from investing activities</b>			
Purchase of tangible fixed assets		(4,519)	(5,198)
Net cash used in investing activities		<u>(4,519)</u>	<u>(5,198)</u>
<b>Cash flows from financing activities</b>			
New loans in year		1,782	-
Net cash provided by financing activities		<u>1,782</u>	<u>-</u>
<b>Change in cash and cash equivalents in the reporting period</b>		<u>81,749</u>	<u>20,387</u>
<b>Cash and cash equivalents at the beginning of the reporting period</b>		<u>188,564</u>	<u>168,177</u>
<b>Cash and cash equivalents at the end of the reporting period</b>		<u><u>270,313</u></u>	<u><u>188,564</u></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	<u>188,564</u>	<u>81,749</u>	<u>270,313</u>
	<u>188,564</u>	<u>81,749</u>	<u>270,313</u>
Debt			
Debts falling due within 1 year	<u>-</u>	<u>(1,782)</u>	<u>(1,782)</u>
	<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**

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**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.	<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.	<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>



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 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 £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	30,058	66	30,124
<b>Charitable activities</b>			
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 £
<b>Total</b>	302,532	433,319	735,851
<b>EXPENDITURE ON</b>			
Raising funds	23,663	469	24,132
<b>Charitable activities</b>			
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
<b>Total</b>	299,614	421,737	721,351
<b>NET INCOME</b>	2,918	11,582	14,500
Transfers between funds	(2,356)	2,356	-
Net movement in funds	562	13,938	14,500
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward	187,480	37,833	225,313
<b>TOTAL FUNDS CARRIED FORWARD</b>	188,042	51,771	239,813

## 14. TANGIBLE FIXED ASSETS

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

NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2021**15. FIXED ASSET INVESTMENTS**

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

**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	1,782	-
	<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 £
<b>Unrestricted funds</b>				
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>
<b>Restricted funds</b>				
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>
<b>TOTAL FUNDS</b>	<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 £
<b>Unrestricted funds</b>			
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>
<b>Restricted funds</b>			
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>
<b>TOTAL FUNDS</b>	<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 £
<b>Unrestricted funds</b>				
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>
<b>Restricted funds</b>				
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>
<b>TOTAL FUNDS</b>	<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 £
<b>Unrestricted funds</b>			
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
	302,532	(299,617)	2,915
<b>Restricted funds</b>			
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
	433,319	(421,734)	11,585
<b>TOTAL FUNDS</b>	<b>735,851</b>	<b>(721,351)</b>	<b>14,500</b>

**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.

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



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

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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 £
<b>INCOME AND ENDOWMENTS</b>				
<b>Donations and legacies</b>				
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>
<b>Other trading activities</b>				
Fundraising events	-	-	-	976
Contracts and fees	-	-	-	7,715
	<u>-</u>	<u>-</u>	<u>-</u>	<u>8,691</u>
<b>Investment income</b>				
Investment interest	1,131	-	1,131	447
<b>Charitable activities</b>				
Grants	283,645	473,846	757,491	696,110
<b>Other income</b>				
Other income	1,519	-	1,519	479
	<u>317,896</u>	<u>473,946</u>	<u>791,842</u>	<u>735,851</u>
<b>Total incoming resources</b>				
	317,896	473,946	791,842	735,851
<b>EXPENDITURE</b>				
<b>Raising donations and legacies</b>				
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>
<b>Charitable activities</b>				
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

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 2021

	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
<b>Charitable activities</b>				
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>
<b>Support costs</b>				
<b>Other</b>				
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>
<b>Governance costs</b>				
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>
<b>Net income</b>	<u>16,864</u>	<u>62,811</u>	<u>79,675</u>	<u>14,500</u>

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