

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

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FOR THE YEAR ENDED 31 MARCH 2023**

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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.

**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.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

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.

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

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

REFERENCE AND ADMINISTRATIVE DETAILS

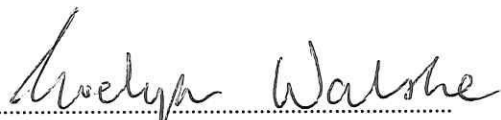
Bankers

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

Key management personnel

P Savill	Chief Executive Officer
S Belfitt (resigned 30.6.22)	
R Bell (appointed 22.8.22)	
L Morton	
K Brandon	
G Ingham	
D Green	

Approved by order of the board of trustees on 9/10/2023 and signed on its behalf by:



Mrs E A Walshe - 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 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.

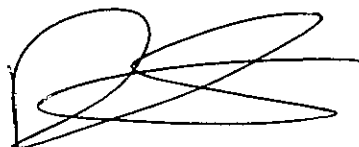
Independent examiner's statement

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	5				
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	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	7				
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	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:

Evelyn Walshe

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		(1,637)	90,140
Cash flows from investing activities			
Purchase of tangible fixed assets		(2,982)	(11,861)
Net cash used in investing activities		(2,982)	(11,861)
Cash flows from financing activities			
Loan repayments in year		-	(1,782)
Net cash provided by/(used in) financing activities		-	(1,782)
Change in cash and cash equivalents in the reporting period		(4,619)	76,497
Cash and cash equivalents at the beginning of the reporting period		346,810	270,313
Cash and cash equivalents at the end of the reporting period		342,191	346,810

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.	<u>169,170</u>	<u>101,661</u>

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.	<u>27,309</u>	<u>2,783</u>	<u>30,092</u>

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	<u>12,499</u>	<u>11,937</u>

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.

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>257,435</u>	<u>136,305</u>	<u>393,740</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
At 31 March 2023	61,629
DEPRECIATION	
At 1 April 2022	40,951
Charge for year	8,329
At 31 March 2023	49,280
NET BOOK VALUE	
At 31 March 2023	12,349
At 31 March 2022	17,696

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
	99,820	90,087

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
	63,421	60,853

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>935,407</u>	<u>(938,208)</u>	<u>(2,801)</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.