

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

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

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

ISLE OF WIGHT CITIZENS ADVICE BUREAU

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FOR THE YEAR ENDED 31 MARCH 2025

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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 Isle of Wight Citizens Advice Bureau for the year ending 31 March 2025

The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1st January 2015).

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objects of the charity are:

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

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

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

The service aims:

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

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

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

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

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

Public benefit

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

ACHIEVEMENTS AND PERFORMANCE

Charitable activities

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

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

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

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

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

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

Fundraising activities

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

FINANCIAL REVIEW

Financial position

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

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

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

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

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

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

Investment and reserves policy

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

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

FUTURE DEVELOPMENTS

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

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

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

Recruitment and appointment of new trustees

Appointment of new Trustees

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

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

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

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment of new Trustees

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

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

Induction of new Trustees

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

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

Organisational structure

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

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

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

STRUCTURE, GOVERNANCE AND MANAGEMENT

Pay Policy for Staff

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

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

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

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

This assessment may include:

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

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

National

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

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

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

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

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

STRUCTURE, GOVERNANCE AND MANAGEMENT

Regional

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

Partnerships

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

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

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

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

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

Risk management

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

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

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

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

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

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
03116361 (England and Wales)

Registered Charity number
1050217

ISLE OF WIGHT CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

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

Trustees

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

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

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

Key management personnel

Eddy Yates	Chief Executive Officer
K Brandon	Operations Manager

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

.....
Mr R Geal - Trustee

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

Responsibilities and basis of report

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

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

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

Independent examiner's statement

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

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

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

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

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

Bright Brown Limited
Chartered Accountants
Newport
Isle of Wight

Date:

ISLE OF WIGHT CITIZENS ADVICE BUREAU

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

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

The notes form part of these financial statements

BALANCE SHEET
31 MARCH 2025

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

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

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

The trustees acknowledge their responsibilities for

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

The notes form part of these financial statements

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

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

.....
Mr R Geal - Trustee

ISLE OF WIGHT CITIZENS ADVICE BUREAU

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2025

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

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2025

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

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

2. ANALYSIS OF CHANGES IN NET FUNDS

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

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

Income

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

Expenditure

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

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

Tangible fixed assets

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

Fixtures and fittings - Straight line over 5 years

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

Taxation

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

Fund accounting

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

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

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

2. DONATIONS AND LEGACIES

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

3. OTHER TRADING ACTIVITIES

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

4. INVESTMENT INCOME

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

5. INCOME FROM CHARITABLE ACTIVITIES

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

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

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

5. INCOME FROM CHARITABLE ACTIVITIES - continued

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

6. RAISING FUNDS

Raising donations and legacies

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

7. CHARITABLE ACTIVITIES COSTS

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

8. GRANTS PAYABLE

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

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

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

8. GRANTS PAYABLE - continued

9. SUPPORT COSTS

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

10. NET INCOME/(EXPENDITURE)

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

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

11. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

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

12. STAFF COSTS

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

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

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

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

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

14. TANGIBLE FIXED ASSETS

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

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

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

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

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

17. LEASING AGREEMENTS

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

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

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

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

19. MOVEMENT IN FUNDS

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

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

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

19. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

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

19. MOVEMENT IN FUNDS - continued

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

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

Funds

Macmillan Outreach

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

Contingency Reserve

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

Fixed Asset Fund

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

Trussell Trust

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

Healthwatch IOW

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

Money Advice Service

19. MOVEMENT IN FUNDS - continued

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

HMRC Tax Advice Service

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

Help Through Crisis

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

Home and Well

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

Southern Housing

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

NLCF Debt

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

Young Personal Specialist

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

PIP Advisor

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

Transfers between funds

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

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

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

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

20. RELATED PARTY DISCLOSURES

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

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

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

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

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

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

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