

# **Citizens Advice Bournemouth Christchurch and Poole**

## **Financial Statements Year Ended 31 March 2022**

Charity registration number: 1074727  
Company registration number: 03537836

# **Citizens Advice Bournemouth, Christchurch and Poole**

## **Report and accounts**

**Year Ended 31 March 2022**

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## **Citizens Advice Bournemouth, Christchurch and Poole**

### **Charity Reference and Administrative Details**

#### **Year Ended 31 March 2022**

**Charity registration number** 1074727

**Company registration number** 03537836

**Trustees**

Anne Joseph – Chair  
Jane Burrows – Vice Chair  
David Sargent  
Marianne Abley (resigned 1 March 2022)  
Matthew Moore  
Dr Rodney Cooper (resigned 30 May 2022)  
Andrew Karno  
Graham Colls (appointed 16 September 2021)  
Chika Udezue (appointed 24 February 2022)  
Keith Baggette (resigned 8 May 2021)

**Company secretary** David Sargent

**Senior Management Team** Zoe Bradley (Chief executive officer)  
Tom Lund  
Dan Stannard

**Registered office** The Civic Centre, Town Hall  
Bourne Avenue  
Bournemouth  
BH2 6DX

**Statutory Auditors** Schofields  
Chartered Accountants and Statutory Auditors  
5<sup>th</sup> Floor, Waverley House  
115-119 Holdenhurst Road  
Bournemouth  
BH8 8DY

**Bankers** Lloyds Bank Plc  
45 Old Christchurch Road  
Bournemouth  
BH1 1ED

# Trustees' Annual Report (Including Directors' Report)

The Trustee Directors present their report and the audited financial statements of the Charity for the period 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022 which are also prepared to meet the Directors report and accounts for Companies Act purposes. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" in preparing the annual report and financial statements of the Charity.

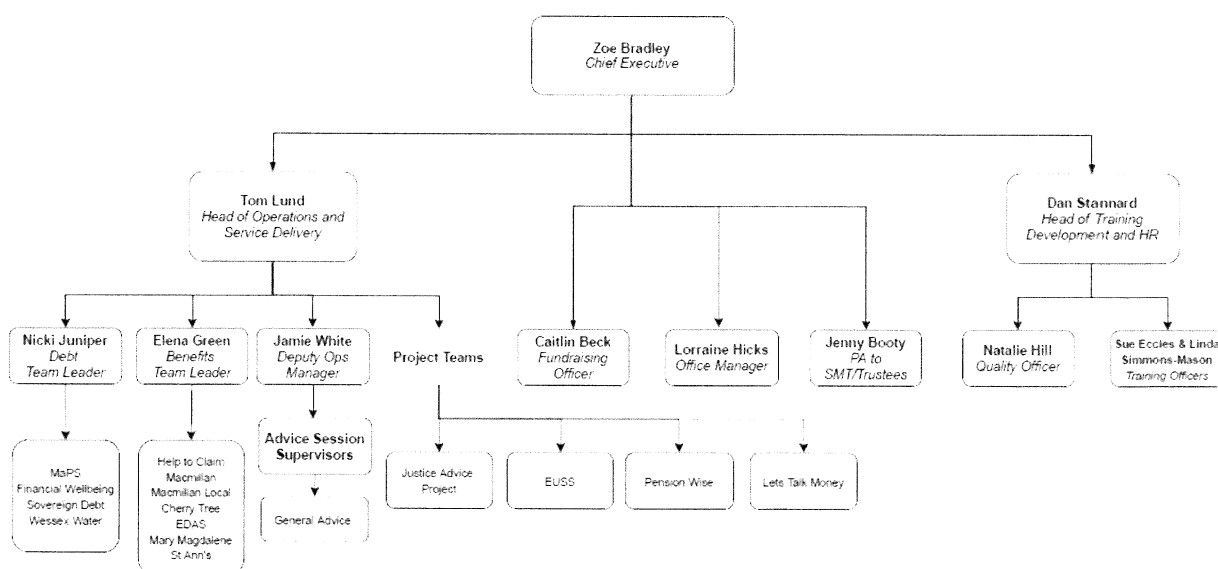
## Governance and Management

Citizens Advice Bournemouth, Christchurch and Poole is a registered Charity and company limited by guarantee. It is governed by its Memorandum and Articles of Association. A Trustee Board, as constituted in accordance with the provisions set out in the Articles of Association, is responsible for the overall governance of the company. The Trustee Board is responsible for appointing certain of its members to act in an individual capacity, as its representatives, either as directors of the company or as company secretary, in accordance with the requirements of the Companies Acts. As a registered Charity, the company is also required by the Charity Commissioners to appoint named individuals to act in a formal capacity as trustees of the Charity, with duties and responsibilities as set out in Charity law and regulations.

The maximum number of trustees is fifteen, and the minimum is three. Trustees are either annual general meeting, nominated by member organisations or co-opted by the Trustee Board, providing that the total of co-opted and nominated trustees does not exceed one third of the total number of trustees. All elected trustees must retire from office at the third annual general meeting following the annual general meeting at which they were elected but may be re-elected. All nominated or co-opted trustees must retire from office at the third annual general meeting following the ordinary meeting of the Trustee Board at which they were appointed but may be re-elected.

The Trustee Board determines the pay and remuneration of key management personnel and staff based on the pay for roles in comparable organisations, the general rate of inflation and affordability. The Charity promotes equal pay for work of equal value irrespective of gender or other personal factors.

Organisational Chart: Jan. 2022



## Trustee Recruitment and Training

Trustees are recruited from member organisations and/or for the specific skills that they can bring to the Charity. There is a trustee induction process and new trustees visit Citizens Advice Bournemouth, Christchurch and Poole enabling them to engage in and fully understand the operational workings of the Charity. New trustees undertake relevant training in relation to the Citizens Advice Bournemouth, Christchurch and Poole affairs, operations and duties of a trustee. Included in the ongoing training programs, are visits to the offices ensuring they engage regularly with the project and core delivery teams.

# Trustees' Annual Report (Including Directors' Report)

## Principal risks and uncertainties

The Trustee Board actively review on a regular basis the risks to which the Charity is exposed. The major risks are strategic, compliance, financial, operational and market/environmental. A Risk Register for the Charity has been agreed by the Board; this defines the risks to the organisation, their likelihood, their effect and mitigation plans. The Trustees are satisfied that systems have been established to enable regular reports to be produced so that they can monitor such risks and, where necessary, steps can be taken to mitigate exposure thereto.

The principal risk is the uncertainty of future funding. The management team continue to look for new funding streams and opportunities to collaborate with others to develop new projects. Ongoing funding applications are monitored closely by the Trustees together with the accompanying staff levels so as to maintain sufficient reserves to meet the obligations of the organisation in the event that no future funding is secured. Further monitoring of cashflow against budgets is undertaken to ensure that there is adequate cash flow to meet day to day running costs.

Another big risk is the loss of staffing within the key roles of the Charity. To mitigate this risk, roles and skills are shared within the team and staff development/training provided to develop the team's skills. Where we have found shortages, this has been addressed by vacancies being filled internally or via the assistance of volunteers.

## Covid-19 Impact

The longer-term impact of the pandemic on the economy will undoubtedly place further strains on Government and Local Council funding. The Charity sought and obtained funding during the year to increase capacity and decisive management action was taken to ensure that staff and volunteers were able to work safely from home in a timely manner to facilitate continuation of services via telephone, email and webchat, with minimal disruption.

## Public Benefit

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning its future activities. They do not consider that the Charity's activities include any potential detriment or harm or convey any significant incidental private benefit.

## Affiliations

Citizens Advice Bournemouth Christchurch and Poole is a member of The National Association of Citizens Advice and is required to comply with the regulations provided by this umbrella organisation.

## Fundraising activities

The Charity has no significant fundraising activities and costs in the year. During the year under review, the Charity did not receive any complaints about the fundraising activities it carried out. It is the Trustees' policy that all service users as well as members of the public are protected from unreasonable intrusion into their privacy or unacceptable approaches in procuring funds. The Charity does not use professional fundraising entities.

## **Objectives and Activities**

### Objectives

The objectives of the Charity are to promote any charitable purpose for the benefit of the community mainly, but not exclusively, in the area covered by the Unitary Council of Bournemouth, Christchurch and Poole or any successor body to them, by the advancement of education, the protection and preservation of health, and the relief of poverty, sickness and distress. In setting objectives and planning activities the trustees have given careful consideration to the Charity Commission's public benefit guidance.

The principal charitable object of the company is to establish and conduct a free, independent, confidential and impartial service of advice, information and counsel for the benefit of the community and the general public within mainly but not exclusively the area covered by the Unitary Council of Bournemouth Christchurch and Poole.

# Trustees' Annual Report (Including Directors' Report)

The Trustees achieve the above aims by following the National Citizens Advice guidelines through:

- The negotiation and raising of funding agreements with the local council and various bodies.
- The training and development of a diverse range of volunteers and staff ensuring equal opportunities for all.
- The management of financial operations annually against budget and a business plan.

## Activities

In addition to the provision of the core advice service, which is principally financed by service level agreements with the Unitary Council of Bournemouth, Christchurch and Poole Borough, all of which helps the Charity meet its overall aims of providing the advice for the problems people face, the company also operated the below specific material projects and services during the year under review. All these additional operations assisted Citizens Advice Bournemouth, Christchurch and Poole to rise to the challenge of meeting continuing increased demand in the economic environment.

NB: The service level agreement for the core advice service we have with BCP Council is a recognition from them of the overall contribution and subsequent positive impact our organisation has had on the lives of those people who have used our services.

### **Water Guru – Funded by Wessex Water & South West Water**

Support for clients who are in financial hardship access social tariffs, reduced rates and grants from both Wessex Water and South West Water.

### **South West Specialist Debt Advice Project – Sub-grant agreement with national Citizens Advice – Funded by the Department for Work and Pensions**

Support and guidance for Bournemouth, Christchurch and Poole residents facing financial difficulty with debt, insolvency, write offs or negotiations.

### **Pension Wise - Sub-grant agreement with national Citizens Advice via Citizens Advice Plymouth – Funded by the Department for Work and Pensions**

Free pension guidance for people across Dorset aged 50 and over who have a defined contribution pension.

### **EDAS Outreach Advice Project – Funded by EDAS, a local support service for adults and young people affected by alcohol, illicit substances, and over-the-counter or prescribed medication misuse and/or experiencing mental distress.**

Support for Poole EDAS (Essential Drug and Alcohol Services) clients who require advice and guidance on a range of enquiry areas including housing, benefits and debt. Funding for this project ended in October 2021, due to funding constraints.

### **Let's Talk Money – Funded by J.P. Morgan Chase Foundation**

Tailored advice and guided solutions for BCP residents to improve financial resilience, money management skills and general wellbeing.

### **Macmillan Specialist Benefit Service – Funded by Macmillan Cancer Support**

Holistic advice service, particularly involving benefits, for those affected by cancer who live, work or receive treatment in Bournemouth or Poole.

### **Cherry Tree Nursery Outreach - Funded by Cherry Tree Nursery, a sheltered work project based on horticulture that provides meaningful work in a supportive environment, aiming to restore well-being to people with mental illness.**

Holistic advice service, particularly involving benefits and disability rights, for volunteers with complex needs working at the nursery.

### **St Ann's Specialist Benefit Service – Funded by BCP Council**

Support for patients of St Ann's Hospital, a facility for those with acute mental illness, who require specialist benefit advice and guidance.

## **Trustees' Annual Report (Including Directors' Report)**

### **Justice Advice and Litigant in Person Project - Sub-grant agreement with Citizens advice Central Dorset – Funded by the Access to Justice Foundation**

Litigant in person family casework support for people who may already be engaged in legal proceedings or have issues that could lead to legal proceedings. Based in Bournemouth Crown and County Court, the Family Caseworker cannot represent clients at court but can act as a Mackenzie friend.

### **Financial Wellbeing Service – Funded by BCP Council and YMCA Bournemouth**

Financial wellbeing advice and support for single adults or couples who present as homeless or at risk of homelessness and have a local connection to Bournemouth, Christchurch and Poole.

### **Census Support Service - Funded by Good Things Foundation**

Digital access support for BCP residents struggling to complete/access the 2021 online census spanning a 9 week period from the beginning of March 2021 to early May 2021 inclusive.

### **Help to Claim – Sub-grant agreement with national Citizens Advice – Funded by the Department for Work and Pensions**

A nationally funded project in partnership with the DWP that supports people in the initial stages of their Universal Credit claim. Funding for this work ended on the 31st March 2022.

### **Digital Devices – Funded by Good Things Foundation**

Support for working-aged adults in BCP, on a low income to receive a digital device, connectivity, and digital skills support.

### **EU Settlement Scheme (EUSS) - Funded by the Home Office**

Support service assisting those wishing to apply to the EU Settlement Scheme (settled and pre-settled status). The deadline for most people to apply to the EU Settlement Scheme was 30 June 2021 however late applications may be processed subject to eligibility criteria's or for those who already have pre-settled status, and you are applying for settled status.

### **Specialist Benefit Support - Funded by Macmillan Caring Locally based at Christchurch Hospital**

Specialist benefits advice and guidance to Christchurch Hospital patients, ensuring those who have cancer or relatives of those affected are receiving to what they are entitled.

### **Specialist Debt and Complex Benefits Advice - Funded by Sovereign Housing Association**

Debt and complex benefit advice to tenants who are struggling to maintain their tenancy due to unmanageable debt.

### **R3 Welfare – Funded by BCP Council through the Additional Restrictions Grant Stream 3 R3 Grant Scheme**

Collaborative project, delivered on behalf of BCP's R3 Welfare Group to support and develop access to opportunities that promote increased economic growth across the BPC conurbation by raising awareness of activities to support unemployed, underemployed and employed residents with skills development and access to specialist services. Funding ended March 2022.

### **R3 Welfare Bounceback – Funded by BCP Council through the Additional Restrictions Grant Stream 3 Bounceback Challenge Fund Grant Scheme**

Financial guidance and support for self-employed, micro and SME businesses operating in BCP affected by the Coronavirus pandemic through a project titled Let's Talk Business. Funding ended March 2022.

### **Covid Local Support (Summer Support) – Funded by BCP Council**

Support service for low income residents of BCP requiring support to access grants to enable affordability of energy/utilities, essential clothing and/or access to food. Funding covered the period May 2021 to September 2021.

### **Covid Local Support (Self Isolation) – Funded by BCP Council**

Capacity support for BCP residents impacted by Covid and/or associated self-isolation requirements. Funding covered the period October 2021 to March 2022.

### **CityFibre – Funded by CityFibre**

Funding was received from CityFibre towards the development of the Lets Talk Money App.

# Trustees' Annual Report (Including Directors' Report)

## **Energy Redress – Funded by Citizens Advice East Dorset and Purbeck**

The funding covered FFP hosting fees. The project funding shall continue until August 2022.

## **Smart Meters – Funded by National Energy Action**

The project aims to help build awareness and confidence of smart meters, Enabling people within the target group to understand how smart meters can benefit them in managing their energy bills. The project ran from June 2021 to December 2021.

## **Financial Resilience Single Point of Contact**

Delivery of a campaign project to raise awareness of financial support during the coronavirus pandemic. Funding enabled the provision of a single point of contact helpline and contribution to the development of a web app under the campaign brand of Let's Talk Money.

## **Urban Advice Van - Funded by BCP Council**

Funded by BCP Council to provide an outreach service with effect from 1 September 2021.

## **Street Support**

Remaining funds held in respect of connecting people and organisations locally, to end homelessness in Bournemouth, Christchurch and Poole.

## **Household Support Fund (Winter Support) – Funded by BCP Council**

Support service for low income residents of BCP requiring support to access grants to enable affordability of energy/utilities, essential clothing and/or access to food. Funding covered the period November 2021 to March 2022.

## **Grant Making Policy**

During 2021/22 Citizens Advice Bournemouth Christchurch and Poole had a key role in:

1. the distribution to the residents within the BCP conurbation for the management and delivery of vouchers to individuals through Winter Warmth, Summer Support and Household Support fund in partnership with BCP Council.
2. identifying key recipients and adhering to laid down criteria for eligibility and auditing purposes from BCP Council
3. providing support and advice enabling individuals to receive support vouchers and understand the terms and conditions of their support.

## **Achievements and performance**

During the year ended 31 March 2022, we helped 12,322 people, including 1,061 quick client contacts and dealt with 31,665 different issues. 4 in 5 clients supported said we helped them find a way forward. Our work supported our clients to gain an extra £2,036,155 of income and the direct value of debt written off for clients totalled £316,255. Using a Treasury-approved model, the estimated overall financial value of our work for the people we helped in 2021/2022 totalled £10,837,954 and our estimated overall financial value to the public, through our advice and volunteering services totalled £28,588,649.

Due to the ongoing coronavirus pandemic, restrictions during the 2021/2022 year continued to affect how clients accessed our services. During the year, the majority of our activities continued to be conducted by telephone (57%). Activities conducted digitally via email, WebChat and video calling accounted for 32% of our work and activities conducted by letter accounted for 3% of all our advice activities. In-person advice began to increase significantly from September 2021, as restrictions began to ease, and accounted for 8% of our work throughout the year.

Delivery of our services throughout the year was supported by 105 dedicated volunteers (including Trustees), totalling an estimated public value of volunteering at £510,719.



## Trustees' Annual Report (Including Directors' Report)

The following table highlights the percentage of issues presented by clients during the year, reflecting the work undertaken in comparison to the previous two years.

|                                 | 2021-2022 | 2020-2021 | 2019-2020 |
|---------------------------------|-----------|-----------|-----------|
| Financial services & capability | 24.00%    | 26.40%    | 8.50%     |
| Charitable support & foodbanks  | 18.00%    | 7.20%     | 1.90%     |
| Benefits & tax credits          | 14.00%    | 14.00%    | 21.60%    |
| Benefits Universal Credit       | 7.30%     | 16.60%    | 17.90%    |
| Housing                         | 6.90%     | 6.10%     | 8.10%     |
| Debt                            | 5.70%     | 5.20%     | 10.90%    |
| Immigration & asylum            | 4.70%     | 4.40%     | 4.60%     |
| Relationships & family          | 4.40%     | 3.30%     | 5.50%     |
| Legal                           | 4.10%     | 2.50%     | 4.30%     |
| Employment                      | 3.80%     | 6.70%     | 7.50%     |
| Consumer goods & services       | 1.80%     | 2.10%     | 3.90%     |
| Tax                             | 1.40%     | 1.80%     | 0.80%     |
| Utilities & communications      | 1.40%     | 1.00%     | 1.20%     |
| Travel & transport              | 0.70%     | 0.60%     | 0.90%     |
| GVA & hate Crime                | 0.60%     | 0.50%     | 0.70%     |
| Health & community care         | 0.60%     | 0.60%     | 1.00%     |
| Other                           | 0.40%     | 0.90%     | 0.20%     |
| Education                       | 0.20%     | 0.10%     | 0.30%     |

The senior management team and trustees continue to monitor client enquiries and areas of work to ensure resources are appropriately allocated. In addition, client feedback continues to be sought which provides information about methods of contact, waiting times and levels of satisfaction in relation to the advice offered.

### Volunteers

Operational activities are supported to a significant extent by a team of unpaid volunteers, either acting as trained advisers or providing additional clerical and administrative support. Without the assistance of such volunteers, it would not be possible for us to provide the range of services currently made available to clients. The Trustee Directors once again wish to express their appreciation of the invaluable contribution made by the volunteers during the year under review.

### Plans for future periods

We will continue to provide our free, independent and impartial general advice service and will look for new ways to provide more in depth support to those with more complex problems.

## Financial review

The financial statements of the company for the year ended 31 March 2022 are as set out on pages 16 to 32. The financial statements are presented in accordance with the Companies Act 2006 and Accounting and Reporting by Charities Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Ireland (FRS102) issued in October 2019.

Total income for the year ended 31 March 2022 was £1,793,002 (2021: £1,456,765) and total expenditure was £1,704,444 (2021: £1,241,597) resulting in a surplus for the year of £88,558 (2021: £215,168). Total Charity funds on 31 March 2022 were £369,890 (2021: £281,332). The level of free reserves held in General funds stood at £24,937 (2021: £nil) as of 31 March 2022. The level of free reserves held in the Designated Core Continuity Fund, excluding fixed assets of £3,363 stood at £296,637 (2021: £216,632) as of 31 March 2022. Restricted funds totalled £44,953 (2021: £55,149) as at

# Trustees' Annual Report (Including Directors' Report)

31 March 2022.

## Reserves Policy

The Trustees review the reserves policy on an annual basis to ensure that the organisation can operate as a going concern and fulfil its legal obligations. The balance carried forward on the General Fund represents unrestricted funds that are freely available for the general objectives of the Charity. Designated funds comprise unrestricted funds that have been set aside by the Trustees for a particular purpose. The designated Core Continuity Fund has been set by the Trustees at a level equivalent to 3 months' normal operating expenditure which would enable the closure costs of the Charity to be met. Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for a particular purpose.

## Investments Policy

The Charity does not invest its funds. Cash funds held by the Charity that exceed its immediate requirements to finance its charitable activities are held in savings accounts with Lloyds Bank plc, Teachers Building Society, Bath Building Society, Cambridge and Counties Bank and Redwood Bank.

## Research and Campaigns

Conducting research and undertaking campaigns is essential for the ongoing improvement of services that benefit the lives of Bournemouth, Christchurch and Poole residents. Our advisors help clients with the problems that they face at time critical points. Conducting research and engaging in campaign activities allows us to take this one step further. Using the evidence collected, trends can be recognised that allows us to tackle clients' problems at the root cause and work in a way that is preventative. This is beneficial in terms of our own time and resources, but also allows us to make the conurbation of Bournemouth, Christchurch and Poole a fairer and more inclusive community. A strong and established research and campaign strategy can therefore improve lives.

The Trustee Board has a trustee with responsibility for research and campaigns, whose task it is to raise the level and impact of the work undertaken by Citizens Advice Bournemouth Christchurch and Poole and maintain Trustee Board input into this important aspect of our work. In 2021/2022 our research and campaign work continued to be predominantly influenced by the associated factors of the coronavirus pandemic but also recognised emerging issues related to increasing cost of living expenses such as the affordability of energy, and the increasing costs related to affordable food access.

During the year, the predominant issues presented by clients were related to financial insecurity including access to charitable grants and access to food alongside support with access to benefits. Throughout the year a number of research and campaign activities were undertaken to highlight the struggles faced by residents of Bournemouth, Christchurch and Poole.

## **Trustees' responsibilities**

The trustees (who are also directors of the charitable company for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (UK Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they 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 these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently.
- observe the methods and principles in the Charities SORP (Statement of Recommended Practice) 2019 (FRS102).
- make judgements and estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed in the financial statements.
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

## Trustees' Annual Report (Including Directors' Report)

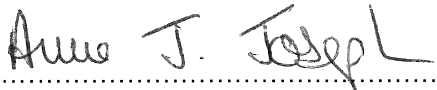
The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding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

As far as the trustees are aware:

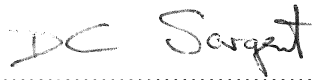
- there is no relevant audit information of which the charitable company's auditor is unaware.
- and the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

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

Signed on behalf of the board of Trustees:



.....  
Anne Joseph, Chair of Trustee Board



.....  
David Sargent, Finance Director

Dated this 4<sup>th</sup> day of August 2022:

# **Independent Auditor's Report to the Members of Citizens Advice Bournemouth, Christchurch and Poole**

## **Opinion**

We have audited the financial statements of Citizens Advice Bournemouth, Christchurch and Poole (the 'charitable company') for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet, the cash flow statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

## **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate. Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue. Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

## **Other information**

The other information comprises the information included in the trustees annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the Trustees report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained during the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

## **Opinions on other matters prescribed by the Companies Act 2006**

Based on the work undertaken in the course of the audit:

- the information given in the Trustees' report (incorporating the Directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' report has been prepared in accordance with applicable legal requirements.

# **Independent Auditor's Report to the Members of Citizens Advice Bournemouth, Christchurch and Poole**

## **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the Directors' report and from the requirement to prepare a strategic report.

## **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on pages 10 and 11 the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

## **Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken based on these financial statements.

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

- An understanding of the legal and regulatory framework the charitable company operates in was obtained through discussions with the Trustees and other management in addition to our general sector experience. The most significant laws and regulations identified, being those that have a direct effect on material amounts and disclosures in the financial statements, are the Accounting and Reporting by Charities: Statement of Recommended Practice (FRS 102) issued in October 2019, FRS 102, Companies Act 2006, Charities Act 2011 and HM Revenue & Customs (HMRC) Tax Legislation.
- We also considered other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the company's ability to operate, or to avoid material penalty. These included the requirements of the national citizens advice regulations, employment law and the company's obligations under Coronavirus legislation.

# Independent Auditor's Report to the Members of Citizens Advice Bournemouth, Christchurch and Poole

- Audit procedures were performed by the engagement team to:
  - obtain sufficient evidence regarding compliance. These procedures include making enquiries to Trustees and other management in addition to the inspection of applicable regulatory and legal correspondence. Financial statement disclosures were reviewed and tested to supporting documentation;
  - identify and assess the design effectiveness of controls management has put in place to prevent and detect fraud. The company's systems and controls were documented, and audit procedures were designed to test these controls;
  - challenge the assumptions and judgments made by management in its significant accounting estimates and
  - identify and test journal entries, in particular any journal entries posted with unusual account combinations
  - assess the extent of compliance with the relevant laws and regulations
- We have properly planned and performed the audit in accordance with auditing standards and all members of the engagement team have the appropriate competence and capabilities to identify or recognise non-compliance with laws and regulations. However, the inherent nature of the audit, and the limited procedures performed, means there is an unavoidable risk that some irregularities may have gone undetected. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:


- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation (i.e. gives a true and fair view).

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

# Independent Auditor's Report to the Members of Citizens Advice Bournemouth, Christchurch and Poole

## Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

  
Mr P J Schofield FCA (Senior Statutory Auditor)

For and on behalf of Schofields Chartered  
Accountants and Statutory Auditors  
5<sup>th</sup> Floor  
Waverley House  
115-119 Holdenhurst Road  
Bournemouth  
BH8 8DY

4 August 2022

**Citizens Advice Bournemouth, Christchurch and Poole**

**Statement of Financial Activities (Including Income and Expenditure Account)**

**Year Ended 31 March 2022**

Statement of Financial  
Activities:

|                                    |      | 2022               |                  |                  | 2021        |
|------------------------------------|------|--------------------|------------------|------------------|-------------|
|                                    |      | Unrestricted funds |                  |                  |             |
|                                    |      | General funds      | Designated funds | Restricted funds | Total       |
|                                    | Note | £                  | £                | £                | £           |
| <b>Income and endowments from:</b> |      |                    |                  |                  |             |
| Donations and legacies             | 2    | 86,339             | -                | 60               | 86,399      |
| Charitable activities              | 3    | 346,249            | -                | 1,359,527        | 1,705,776   |
| Other trading activities           | 4    | 180                | -                | -                | 180         |
| Investments                        | 5    | 647                | -                | -                | 647         |
| <b>Total income and endowments</b> |      | 433,415            | -                | 1,359,587        | 1,793,002   |
| <b>Expenditure on:</b>             |      |                    |                  |                  |             |
| Charitable activities              | 6    | (319,960)          | -                | (1,384,484)      | (1,704,444) |
| <b>Total expenditure</b>           |      | (319,960)          | -                | (1,384,484)      | (1,704,444) |
| <b>Net income/ (expenditure)</b>   |      | 113,455            | -                | (24,897)         | 88,558      |
| <b>Transfers between funds</b>     |      | (88,518)           | 73,817           | 14,701           | -           |
| <b>Net movement in funds</b>       |      | 24,937             | 73,817           | (10,196)         | 88,558      |
| <b>Reconciliation of funds:</b>    |      |                    |                  |                  |             |
| Total funds brought forward        |      | -                  | 226,183          | 55,149           | 281,332     |
| <b>Total funds carried forward</b> |      | 24,937             | 300,000          | 44,953           | 369,890     |

All income and expenditure derive from continuing activities.

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

Notes 1 to 27 form part of these financial statements.



# Citizens Advice Bournemouth, Christchurch and Poole

## Balance Sheet

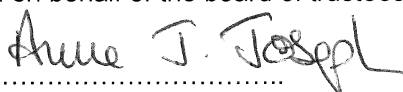
Year Ended 31 March 2022


|   | Note | 2022<br>£ | 2021<br>£ |
|---|------|-----------|-----------|
| <b>Fixed assets</b>                                   |      |           |           |
| Tangible assets                                       | 13   | 47,448    | 45,756    |
|   |      | <hr/>     | <hr/>     |
|   |      | 47,448    | 45,756    |
| <b>Current assets</b>                                 |      |           |           |
| Debtors   | 14   | 55,241    | 78,848    |
| Cash at bank and in hand                              |      | 571,957   | 353,949   |
|   |      | <hr/>     | <hr/>     |
|   |      | 627,198   | 432,797   |
| <b>Creditors: amounts falling due within one year</b> | 16   | (304,756) | (197,221) |
|   |      | <hr/>     | <hr/>     |
| <b>Net current assets</b>                             |      | 322,442   | 235,576   |
|   |      | <hr/>     | <hr/>     |
| <b>Total assets less current liabilities</b>          |      | 369,890   | 281,332   |
|   |      | <hr/>     | <hr/>     |
| <b>Net assets</b>                                     |      | 369,890   | 281,332   |
|   |      | <hr/>     | <hr/>     |
| <b>Charity Funds</b>                                  |      |           |           |
| Restricted funds                                      | 19a  | 44,953    | 55,149    |
| Unrestricted funds                                    | 19b  | 24,937    | -         |
| Designated funds                                      | 19b  | 300,000   | 226,183   |
|   |      | <hr/>     | <hr/>     |
| <b>Total Charity funds</b>                            |      | 369,890   | 281,332   |
|   |      | <hr/>     | <hr/>     |

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006.

The financial statements were approved and authorised for issue by the Board on 4 August 2022

Signed on behalf of the board of trustees

  
 .....  
 Anne Joseph, Trustee

  
 .....  
 David Sargent, Trustee

Date: 4 August 2022

Notes 1 to 27 form part of these financial statements.

Company registration number: 03537836

**Citizens Advice Bournemouth, Christchurch and Poole**

**Cash Flow Statement**

**Year Ended 31 March 2022**

|   | Note | 2022<br>£ | 2021<br>£ |
|---|------|-----------|-----------|
| <b>Cash flow from operating activities</b>                                | 21   | 281,064   | 254,702   |
| <b>Net cash flow from operating activities</b>                            |      | 281,064   | 254,702   |
| <b>Cash flow from investing activities</b>                                |      |           |           |
| Payments to acquire tangible fixed assets                                 |      | (13,703)  | (36,205)  |
| Interest received   |      | 647       | 356       |
| <b>Net cash flow from investing activities</b>                            |      | (13,056)  | (35,849)  |
| <b>Cash flow from financing activities</b>                                |      | -         | -         |
| Bank loans (repaid) / received  |      | (50,000)  | 50,000    |
| <b>Net cash flow from financing activities</b>                            |      | (50,000)  | 50,000    |
| <b>Net increase in cash and cash equivalents</b>                          |      | 218,008   | 268,853   |
| <b>Cash and cash equivalents at the beginning of the reporting period</b> |      | 353,949   | 85,096    |
| <b>Cash and cash equivalents at end the end of the reporting period</b>   |      | 571,957   | 353,949   |
| <b>Cash and cash equivalents consists of:</b>                             |      |           |           |
| Cash at bank and in hand  |      | 316,840   | 268,481   |
| Short term deposits   |      | 255,117   | 85,468    |
| <b>Total Cash and cash equivalents</b>                                    |      | 571,957   | 353,949   |

Notes 1 to 27 form part of these financial statements.

**Notes to the Financial Statements**

**Year Ended 31 March 2022**

**1 Summary of significant accounting policies**

**(a) General information and basis of preparation**

Citizens Advice Bournemouth, Christchurch and Poole is a private company limited by guarantee in England and Wales. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. The address of the registered office is given in the Charity information on page 3 of these financial statements. The nature of the Charity's operations and principal activities are set out in the Trustees' Annual Report.

The Charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the Charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

**(b) Funds**

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the Trustees' Annual Report.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the Trustees' Annual Report.

**(c) Income recognition**

All incoming resources are included in the Statement of Financial Activities (SoFA) when the Charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the Charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the Charity and it is probable that they will be fulfilled.

Donated facilities are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the Charity has control over the item. Fair value is determined on the basis of the value of the gift to the Charity. For example, the amount the Charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

No amount is included in the financial statements for volunteer time in line with the SORP. Further detail is given in the Trustees' Annual Report.

# **Citizens Advice Bournemouth, Christchurch and Poole**

## **Notes to the Financial Statements**

### **Year Ended 31 March 2022**

#### **(c) Income recognition (continued)**

Income from government and other grants are recognised at fair value when the Charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met, then these amounts are deferred.

#### **(d) Expenditure recognition**

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required, and the amount of the obligation can be measured reliably.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

Grants payable to third parties are within the charitable objectives. Where unconditional grants are offered, this is accrued as soon as the recipient is notified of the grant, as this gives rise to a reasonable expectation that the recipient will receive the grants. Where grants are conditional relating to performance then the grant is only accrued when any unfulfilled conditions are outside of the control of the Charity.

#### **(e) Support costs allocation**

Support costs are those that assist the work of the Charity but do not directly represent charitable activities and include expenditure on governance, general administration, finance, human resources, and information technology. They are incurred directly in support of expenditure on the objects of the Charity and include project management carried out centrally. The support costs are apportioned between activities on a basis consistent with the use of resources.

The analysis of these costs is set out in note 7.

#### **(f) Tangible fixed assets**

Tangible fixed assets costing more than £5,000 are capitalised at cost less accumulated depreciation. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

|                                |                            |
|--------------------------------|----------------------------|
| Computer hardware and software | Straight line over 4 years |
| Fixtures and fittings          | Straight line over 5 years |
| Motor vehicles                 | Straight line over 5 years |
| Assets under construction      | No depreciation charge     |

#### **(g) Debtors and creditors receivable / payable within one year**

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

#### **(h) Cash and cash equivalents**

Cash and cash equivalents include cash in hand, deposits held at call with banks and other short term liquid investments with original maturities of three months or less.

**Notes to the Financial Statements**

**Year Ended 31 March 2022**

**(i) Financial instruments**

The Charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently remeasured at their settlement value except for loans which are subsequently measured at the carrying value plus accrued interest less repayments. The financing charge to expenditure is at a consistent rate using the effective interest method.

**(j) Leases**

Rentals payable under operating leases are charged to the SoFA on a straight line basis over the period of the lease.

**(k) Employee benefits**

Other than those arising from the Covid-19 pandemic the cost of any untaken holiday entitlement is not recognised.

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

**(l) Retirement benefits**

The Charity operates a defined contribution scheme for the benefit of its employees. Contributions are expensed as they become payable.

**(m) Tax**

The Charity is an exempt Charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

**(n) Going concern**

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure are sufficient with the level of reserves for the Charity to be able to continue as a going concern.

**(o) Judgements and key sources of estimation uncertainty**

In preparing the financial statements, the trustees are required to make estimates and assumptions which affect reported income, expenses, assets and liabilities together with the disclosure of contingent assets and liabilities. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis.

In the view of the Trustees, there are no significant areas of key judgement or estimation uncertainty that are likely to result in a material adjustment in the next financial year.

# Citizens Advice Bournemouth, Christchurch and Poole

## Notes to the Financial Statements

### Year Ended 31 March 2022

#### 2 Income from donations and legacies

|                     | 2022<br>£     | 2021<br>£      |
|---------------------|---------------|----------------|
| Voluntary donations | 1,399         | 3,405          |
| Donated facilities  | 85,000        | 85,000         |
| Government grants   | -             | 49,291         |
|                     | <u>86,399</u> | <u>137,696</u> |

Donated facilities comprise office accommodation provided by Bournemouth, Christchurch and Poole Council

Income from donations and legacies totalled £86,399 (2021: £137,696), of which £86,339 (2021: £114,598) was attributable to unrestricted funds and £60 (2021: £23,098) was attributable to restricted funds.

Government grants comprise Coronavirus Job Retention Scheme furlough claims.

#### 3 Income from charitable activities

|  | 2022<br>£        | 2021<br>£        |
|--|------------------|------------------|
| Grants – Core service delivery             | 346,249          | 327,897          |
| Grants and contracts – Restricted projects | 1,359,527        | 990,753          |
|  | <u>1,705,776</u> | <u>1,318,650</u> |

Income from charitable activities was £1,705,776 (2021: £1,318,650), of which £346,249 (2021: £327,897) was attributable to unrestricted funds and £1,359,527 (2021: £990,753) was attributable to restricted funds.

Government grants included within income from charitable activities totalled £1,062,703 (2021: £585,221)

#### 4 Income from other trading activities

|                            | 2022<br>£ | 2021<br>£ |
|----------------------------|-----------|-----------|
| Other miscellaneous income | 180       | 63        |

All miscellaneous income for the years ended 31 March 2022 and 31 March 2021 was unrestricted.

#### 5 Income from investments

|                          | 2022<br>£ | 2021<br>£ |
|--------------------------|-----------|-----------|
| Interest – bank deposits | 647       | 356       |

All income from investments for the years ended 31 March 2022 and 31 March 2021 was unrestricted.

Notes to the Financial Statements

Year Ended 31 March 2022

6 Analysis of expenditure on charitable activities

| Charitable activities 2022 | Activities undertaken directly<br>2022<br>£ | Grant funding of activities<br>2022<br>£ | Support costs<br>2022<br>£ | Total<br>2022<br>£ |
|----------------------------|---|--|----------------------------|--------------------|
| Core service delivery      | 164,327                                     | -  | 155,633                    | 319,960            |
| Restricted projects        | 823,849                                     | 310,000                                  | 250,635                    | 1,384,484          |
|                            | 988,176                                     | 310,000                                  | 406,268                    | 1,704,444          |

---

| Charitable activities 2021 | Activities undertaken directly<br>2021<br>£ | Grant funding of activities<br>2021<br>£ | Support costs<br>2021<br>£ | Total<br>2021<br>£ |
|----------------------------|---|--|----------------------------|--------------------|
| Core service delivery      | 196,301                                     | -  | 21,674                     | 217,975            |
| Restricted projects        | 606,392                                     | -  | 417,230                    | 1,023,622          |
|                            | 802,693                                     | -  | 438,904                    | 1,241,597          |

Charitable activity costs totalled £1,704,444 (2021: £1,241,597) of which £319,960 (2021: £217,975) were attributable to unrestricted funds and £1,384,484 (2021: £1,023,622) were attributable to restricted funds.

7 Allocation of support costs

Support costs representing expenditure on governance, general administration, finance, human resources and information technology have been allocated on the basis of time expended as follows:

|                     | Core service delivery<br>2022<br>£ | Restricted projects<br>2022<br>£ | Total<br>2022<br>£ | Core service delivery<br>2021<br>£ | Restricted projects<br>2021<br>£ | Total<br>2021<br>£ |
|---------------------|------------------------------------|----------------------------------|--------------------|------------------------------------|----------------------------------|--------------------|
| Salaries            | 75,627                             | 121,793                          | 197,420            | 12,405                             | 238,807                          | 251,212            |
| Staff and volunteer | 2,585                              | 4,162                            | 6,747              | 283                                | 5,448                            | 5,731              |
| Office              | 41,140                             | 66,253                           | 107,393            | 4,296                              | 82,698                           | 86,994             |
| Premises            | 32,760                             | 52,758                           | 85,518             | 4,231                              | 81,447                           | 85,678             |
| Governance          | 2,505                              | 4,033                            | 6,538              | 406                                | 7,813                            | 8,219              |
| Other               | 1,016                              | 1,636                            | 2,652              | 53                                 | 1,017                            | 1,070              |
| Total               | 155,633                            | 250,635                          | 406,268            | 21,674                             | 417,230                          | 438,904            |

# Citizens Advice Bournemouth, Christchurch and Poole

## Notes to the Financial Statements

### Year Ended 31 March 2022

#### 8 Grants paid

|  | 2022<br>£      | 2021<br>£ |
|--|----------------|-----------|
| Restricted projects:   |                |           |
| Summer Support - grants paid to individuals                      | 100,000        | -         |
| Summer Support - grants paid to institutions – Faithworks Wessex | 10,000         | -         |
| Household Support – grants paid to individuals                   | 200,000        | -         |
|  | <u>310,000</u> | <u>-</u>  |

#### 9 Governance costs

|  | 2022<br>£    | 2021<br>£    |
|--|--------------|--------------|
| Trustee expenses   | 13           | 190          |
| Fees payable to the Charity's auditor for the audit of the Charity's annual accounts | 5,988        | 6,494        |
| Legal fees   | -            | 1,535        |
| Trustee meetings and other compliance  | 537          | -            |
|  | <u>6,538</u> | <u>8,219</u> |

#### 10 Net income / (expenditure) for the year

Net income / (expenditure) is stated after charging:

|                                       | 2022<br>£ | 2021<br>£ |
|---------------------------------------|-----------|-----------|
| Depreciation of tangible fixed assets | 12,011    | 6,266     |
| Operating lease rentals               | 3,052     | 2,520     |
|                                       | <u></u>   | <u></u>   |

#### 11 Trustees' and key management personnel remuneration and expenses

The trustees neither received nor waived any remuneration during the year (2021: £nil).

The senior management team (SMT) including the chief executive are regarded as the Charity's key management personnel under FRS102. The total amount of employee benefits received by the SMT is £144,658 (2021: £148,632). Employee benefits comprise salaries, employer pension costs and employer NI costs.

The reimbursement of trustees' expenses was as follows:

|          | 2022<br>Number | 2021<br>Number | 2022<br>£ | 2021<br>£  |
|----------|----------------|----------------|-----------|------------|
| Travel   | 1              | -              | 13        | -          |
| IT       | -              | 1              | -         | 180        |
| Training | -              | 2              | -         | 10         |
|          | <u>1</u>       | <u>3</u>       | <u>13</u> | <u>190</u> |

#### 12 Staff costs and employee benefits

The average monthly number of employees and full time equivalent (FTE) during the year was as follows:

|                       | 2022<br>Number | 2022<br>FTE | 2021<br>Number | 2021<br>FTE |
|-----------------------|----------------|-------------|----------------|-------------|
| Charitable activities | 54             | 37          | 53             | 34          |



Notes to the Financial Statements

Year Ended 31 March 2022

12 Staff costs and employee benefits (continued)

The total staff costs and employee benefits were as follows:

|                                    | 2022<br>£        | 2021<br>£      |
|------------------------------------|------------------|----------------|
| Wages and salaries                 | 956,693          | 916,625        |
| Social security                    | 67,193           | 56,385         |
| Defined contribution pension costs | 20,240           | 18,508         |
| Severance pay                      | -                | 5,297          |
|                                    | <u>1,044,126</u> | <u>996,815</u> |

The number of employees who received total employee benefits (excluding employer NI and employer pension costs) of more than £60,000 is as follows:

|                   | 2022<br>Number | 2021<br>Number |
|-------------------|----------------|----------------|
| £60,001 - £70,000 | <u>1</u>       | <u>1</u>       |
|                   | <u>1</u>       | <u>1</u>       |

13 Tangible fixed assets

|                     | Computer<br>equipment<br>£ | Fixtures<br>and fittings<br>£ | Motor<br>vehicles<br>£ | Assets under<br>construction<br>£ | Total<br>£     |
|---------------------|----------------------------|-------------------------------|------------------------|-----------------------------------|----------------|
| Cost or valuation:  |                            |                               |                        |                                   |                |
| At 1 April 2021     | 35,220                     | 22,061                        | -                      | 36,205                            | 93,486         |
| Additions           | -                          | -                             | -                      | 13,703                            | 13,703         |
| Transfers           | -                          | -                             | 49,908                 | (49,908)                          | -              |
| At 31 March 2022    | <u>35,220</u>              | <u>22,061</u>                 | <u>49,908</u>          | <u>-</u>                          | <u>107,189</u> |
| Depreciation:       |                            |                               |                        |                                   |                |
| At 1 April 2021     | 30,714                     | 17,016                        | -                      | -                                 | 47,730         |
| Charge for the year | 4,506                      | 1,682                         | 5,823                  | -                                 | 12,011         |
| At 31 March 2022    | <u>35,220</u>              | <u>18,698</u>                 | <u>5,823</u>           | <u>-</u>                          | <u>59,741</u>  |
| Net book value:     |                            |                               |                        |                                   |                |
| At 31 March 2022    | <u>-</u>                   | <u>3,363</u>                  | <u>44,085</u>          | <u>-</u>                          | <u>47,448</u>  |
| At 31 March 2021    | <u>4,506</u>               | <u>5,045</u>                  | <u>-</u>               | <u>36,205</u>                     | <u>45,756</u>  |

**Citizens Advice Bournemouth, Christchurch and Poole**

**Notes to the Financial Statements**

**Year Ended 31 March 2022**

**14 Debtors**

|                                | 2022<br>£ | 2021<br>£ |
|--------------------------------|-----------|-----------|
| Prepayments and accrued income | 55,241    | 78,848    |

**15 Funds received as agent**

During the year the Charity received funds of £nil acting as agent in respect of Winter Warmth Support Fund (2021: £155,000), of which £nil (2021: £155,000) was paid out to the participating Citizens Advice office. £nil (2021: £nil) was held as agent at the reporting date.

**16 Creditors: amounts falling due within one year**

|   | 2022<br>£ | 2021<br>£ |
|---|-----------|-----------|
| Bank loans and overdrafts                                 | -         | 50,000    |
| Other tax and social security                             | 15,519    | 16,996    |
| Pension creditor  | 3,545     | 3,458     |
| Accruals  | 27,715    | 66,459    |
| Payments received on account for programme related grants | 257,977   | 60,308    |
|   | 304,756   | 197,221   |

Bank loans and overdrafts reflect a Bounce Back Loan facility, accruing an interest rate of 2.5% per annum with the first twelve months interest and repayment free. The Bounce Back loan was repaid in full on 17 May 2021.

Accruals include an estimate of the cost of holiday pay arising from the carrying forward of untaken holiday during the Covid-19 pandemic, amounting to £18,340 (2021: £36,826).

**17 Leases**

Total future minimum lease payments under non-cancellable operating leases are as follows:

|  | 2022<br>£ | 2021<br>£ |
|--|-----------|-----------|
| Not later than one year                      | 3,052     | 2,520     |
| Later than one and not later than five years | 2,333     | 4,410     |
|  | 5,385     | 6,930     |

**18 Deferred income**

|  | 2022<br>£ | 2021<br>£ |
|--|-----------|-----------|
| At 1 April 2021                        | 60,308    | 78,684    |
| Additions / (released) during the year | 197,669   | (18,376)  |
|  | 257,977   | 60,308    |

Deferred income represents grants that have either been prepaid or are returnable (if performance criteria is not achieved).

# Citizens Advice Bournemouth, Christchurch and Poole

## Notes to the Financial Statements

### Year Ended 31 March 2022

#### 19 Fund reconciliation

##### (a) Restricted funds

|   | Opening<br>balance<br>2022<br>£ | Income<br>£ | Expenditure<br>£ | Transfers<br>£ | Closing<br>balance<br>2022<br>£ |
|---|---------------------------------|-------------|------------------|----------------|---------------------------------|
| Cherry Tree Nursery                       | -                               | 10,034      | (10,034)         | -              | -                               |
| Macmillan Care Locally                    | -                               | 7,818       | (7,818)          | -              | -                               |
| Sovereign Housing                         | -                               | 12,000      | (14,352)         | 2,352          | -                               |
| St Ann's Benefits                         | -                               | 15,150      | (15,150)         | -              | -                               |
| EDAS                                      | -                               | 2,275       | (2,275)          | -              | -                               |
| Financial wellbeing Poole                 | -                               | 42,838      | (42,838)         | -              | -                               |
| EUSS                                      | -                               | 129,937     | (129,937)        | -              | -                               |
| Pension Wise                              | -                               | 99,839      | (99,839)         | -              | -                               |
| Macmillan welfare                         | -                               | 77,343      | (77,343)         | -              | -                               |
| Help to claim                             | -                               | 106,911     | (106,911)        | -              | -                               |
| MAPS                                      | -                               | 92,037      | (92,037)         | -              | -                               |
| Water Guru                                | -                               | 25,379      | (25,379)         | -              | -                               |
| Census project                            | -                               | 20,485      | (20,485)         | -              | -                               |
| Justice advice                            | -                               | 38,031      | (47,190)         | 9,159          | -                               |
| JP Morgan Let's talk<br>money/Money Talks | -                               | 98,781      | (98,781)         | -              | -                               |
| Financial Resilience                      | -                               | 2,000       | (5,190)          | 3,190          | -                               |
| City Fibre                                | -                               | 2,640       | (2,640)          | -              | -                               |
| Energy Redress                            | -                               | 5,499       | (5,499)          | -              | -                               |
| Summer Support                            | -                               | 180,878     | (180,878)        | -              | -                               |
| R3 Welfare                                | -                               | 81,760      | (81,760)         | -              | -                               |
| Smart Meters                              | -                               | 24,702      | (24,702)         | -              | -                               |
| Digital Access                            | -                               | 13,250      | (13,250)         | -              | -                               |
| Household Support Fund                    | -                               | 270,000     | (270,000)        | -              | -                               |
| Urban Advice van                          | 55,000                          | -           | (10,196)         | -              | 44,804                          |
| Street support                            | 149                             | -           | -                | -              | 149                             |
|   | 55,149                          | 1,359,587   | (1,384,484)      | 14,701         | 44,953                          |

##### Fund descriptions

The purpose of each fund is set out in the Trustees' Annual Report.

##### Fund transfers

All transfers to restricted funds represent transfers from unrestricted funds to cover the deficits arising on the restricted fund activities during the year.

# Citizens Advice Bournemouth, Christchurch and Poole

## Notes to the Financial Statements

### Year Ended 31 March 2022

#### 19 Fund reconciliation

##### (a) Restricted funds (continued)

|                              | Opening<br>balance<br>2021<br>£ | Income<br>£ | Expenditure<br>£ | Transfers<br>£ | Closing<br>balance<br>2021<br>£ |
|------------------------------|---------------------------------|-------------|------------------|----------------|---------------------------------|
| Cherry Tree Nursery          | -                               | 9,518       | (14,104)         | 4,586          | -                               |
| Macmillan Care Locally       | -                               | 6,568       | (6,568)          | -              | -                               |
| Sovereign Housing            | -                               | 15,608      | (18,741)         | 3,133          | -                               |
| Mary Magdalene               | -                               | 1,552       | (4,818)          | 3,266          | -                               |
| St Ann's Benefits            | -                               | 19,223      | (19,223)         | -              | -                               |
| EDAS                         | -                               | 2,925       | (4,235)          | 1,310          | -                               |
| Financial wellbeing Poole    | -                               | 34,768      | (44,502)         | 9,734          | -                               |
| Hate crimes                  | -                               | 16,618      | (35,286)         | 18,668         | -                               |
| EUSS                         | -                               | 115,548     | (115,548)        | -              | -                               |
| Pension Wise                 | -                               | 116,526     | (133,169)        | 16,643         | -                               |
| Macmillan welfare            | -                               | 84,928      | (90,036)         | 5,108          | -                               |
| Help to claim                | -                               | 121,768     | (121,768)        | -              | -                               |
| MAPS                         | -                               | 112,305     | (112,305)        | -              | -                               |
| Water Guru                   | -                               | 32,038      | (32,038)         | -              | -                               |
| JP Morgan Money Talks        | -                               | 101,135     | (101,135)        | -              | -                               |
| Financial Resilience         | -                               | 33,951      | (33,951)         | -              | -                               |
| BEIS                         | -                               | 9,666       | (9,666)          | -              | -                               |
| Covid 19                     | -                               | 49,223      | (49,223)         | -              | -                               |
| Justice advice               | -                               | 16,845      | (19,168)         | 2,323          | -                               |
| Winter Warmth Support Fund   | -                               | 58,138      | (58,138)         | -              | -                               |
| Urban Advice van             | -                               | 55,000      | -                | -              | 55,000                          |
| Street support               | 149                             | -           | -                | -              | 149                             |
| Restricted capital equipment | 4                               | -           | -                | (4)            | -                               |
|                              | 153                             | 1,013,851   | (1,023,622)      | 64,767         | 55,149                          |

##### (b) Unrestricted funds

|                                 | Opening<br>balance<br>2022<br>£ | Income<br>£ | Expenditure<br>£ | Transfers<br>£ | Closing<br>balance<br>2022<br>£ |
|---------------------------------|---------------------------------|-------------|------------------|----------------|---------------------------------|
| General funds                   | -                               | 433,415     | (319,960)        | (88,518)       | 24,937                          |
| Designated Core Continuity Fund | 226,176                         | -           | -                | 73,824         | 300,000                         |
| Designated Capital equipment    | 7                               | -           | -                | (7)            | -                               |
|                                 | 226,183                         | 433,415     | (319,960)        | (14,701)       | 324,937                         |

Notes to the Financial Statements

Year Ended 31 March 2022

19 Fund reconciliation

(b) Unrestricted funds (continued)

|                                 | Opening<br>balance<br>2021<br>£ | Income<br>£ | Expenditure<br>£ | Transfers<br>£ | Closing<br>balance<br>2021<br>£ |
|---------------------------------|---------------------------------|-------------|------------------|----------------|---------------------------------|
| General funds                   | -                               | 442,914     | (217,975)        | (224,939)      | -                               |
| Designated Core Continuity Fund | 66,004                          | -           | -                | 160,172        | 226,176                         |
| Designated Capital equipment    | 7                               | -           | -                | -              | 7                               |
|                                 | 66,011                          | 442,914     | (217,975)        | (64,767)       | 226,183                         |

20 Analysis of net assets between funds

|                                      | General funds<br>2022<br>£ | Designated<br>funds<br>2022<br>£ | Restricted<br>funds<br>2022<br>£ | Total<br>2022<br>£ |
|--------------------------------------|----------------------------|----------------------------------|----------------------------------|--------------------|
| Fixed assets                         | -                          | 3,363                            | 44,085                           | 47,448             |
| Cash and cash equivalents            | 24,937                     | 325,150                          | 221,870                          | 571,957            |
| Other current assets / (liabilities) | -                          | (28,513)                         | (221,002)                        | (249,515)          |
| Total                                | 24,937                     | 300,000                          | 44,953                           | 369,890            |

|                                      | General funds<br>2021<br>£ | Designated<br>funds<br>2021<br>£ | Restricted<br>funds<br>2021<br>£ | Total<br>2021<br>£ |
|--------------------------------------|----------------------------|----------------------------------|----------------------------------|--------------------|
| Fixed assets                         | -                          | 9,551                            | 36,205                           | 45,756             |
| Cash and current investments         | -                          | 320,937                          | 33,012                           | 353,949            |
| Other current assets / (liabilities) | -                          | (104,305)                        | (14,068)                         | (118,373)          |
| Total                                | -                          | 226,183                          | 55,149                           | 281,332            |

**Citizens Advice Bournemouth, Christchurch and Poole**

**Notes to the Financial Statements**

**Year Ended 31 March 2022**

**21 Reconciliation of net income to net cash flow from operating activities**

|   | 2022<br>£ | 2021<br>£ |
|---|-----------|-----------|
| Net income for the year                 | 88,558    | 215,168   |
| Interest receivable                     | (647)     | (356)     |
| Depreciation of tangible fixed assets   | 12,011    | 6,266     |
| Decrease in debtors                     | 23,607    | 21        |
| Increase in creditors                   | 157,535   | 33,603    |
| Net cash flow from operating activities | 281,064   | 254,702   |

**22 Analysis of changes in net cash/(debt)**

|                                      | 1 April<br>2021<br>£ | Cash<br>flows<br>£ | 31 March<br>2022<br>£ |
|--------------------------------------|----------------------|--------------------|-----------------------|
| Cash                                 | 268,481              | 48,359             | 316,840               |
| Cash equivalents                     | 85,468               | 169,649            | 255,117               |
|                                      | 353,949              | 218,008            | 571,957               |
| Loans falling due<br>within one year | (50,000)             | 50,000             | -                     |
| Total                                | 303,949              | 268,008            | 571,957               |

**23 Pensions and other post-retirement benefits**

The Charity operates a defined contribution pension scheme for its employees. The amount recognised as an expense in the year was £20,240 (2021: £18,508).

The defined contribution pension expense is allocated to charitable expenditure in accordance with the related salary cost.

Notes to the Financial Statements

Year Ended 31 March 2022

**24 Financial commitments**

Contractual commitments for the acquisition of tangible fixed assets contracted for but not provided in the financial statements amounted to £nil (2021: £10,991).

**25 Related party transactions**

During the year legal fees, charged at market rate, totalling £nil (2021: £1,535) were paid to Gales Solicitors in connection with employment law advice. Matthew Moore, Trustee, is a joint partner at Gales Solicitors.

**26 Financial instruments**

The carrying amounts of the Charity's financial instruments are as follows:

|   | 2022<br>£      | 2021<br>£      |
|---|----------------|----------------|
| <i>Financial assets</i>   |                |                |
| Debt instruments measured at amortised cost:                          |                |                |
| - Prepayments and accrued income (note 14)                            | <u>55,241</u>  | <u>78,848</u>  |
| <i>Financial liabilities</i>  |                |                |
| Measured at amortised cost  |                |                |
| - Bank loans and overdraft (note 16)                                  | -              | 50,000         |
| - Other tax and social security (note 16)                             | 15,519         | 16,996         |
| - Pension creditor (note 16)  | 3,545          | 3,458          |
| - Accruals (note 16)  | 27,715         | 66,459         |
| - Payments received on account for programme related grants (note 16) | <u>257,977</u> | <u>60,308</u>  |
|   | <u>304,756</u> | <u>197,221</u> |

**Citizens Advice Bournemouth, Christchurch and Poole**

**Notes to the Financial Statements**

**Year Ended 31 March 2022**

**27 Prior year Statement of Financial Activities (including Income and Expenditure Account)**

|                                    | 2021               |                  |                    | 2020               |                    |
|------------------------------------|--------------------|------------------|--------------------|--------------------|--------------------|
|                                    | Unrestricted funds |                  |                    |                    |                    |
|                                    | General funds      | Designated funds | Restricted funds   | Total              | Total              |
|                                    | £                  | £                | £                  | £                  | £                  |
| <b>Income and endowments from:</b> |                    |                  |                    |                    |                    |
| Donations and legacies             | 114,598            | -                | 23,098             | 137,696            | 92,937             |
| Charitable activities              | 327,897            | -                | 990,753            | 1,318,650          | 1,088,123          |
| Other trading activities           | 63                 | -                | -                  | 63                 | 5,371              |
| Investments                        | 356                | -                | -                  | 356                | 604                |
| <b>Total income and endowments</b> | <b>442,914</b>     | <b>-</b>         | <b>1,013,851</b>   | <b>1,456,765</b>   | <b>1,187,035</b>   |
| <b>Expenditure on:</b>             |                    |                  |                    |                    |                    |
| Charitable activities              | (217,975)          | -                | (1,023,622)        | (1,241,597)        | (1,214,955)        |
| <b>Total expenditure</b>           | <b>(217,975)</b>   | <b>-</b>         | <b>(1,023,622)</b> | <b>(1,241,597)</b> | <b>(1,214,955)</b> |
| <b>Net income / (expenditure)</b>  | <b>224,939</b>     | <b>-</b>         | <b>(9,771)</b>     | <b>215,168</b>     | <b>(27,920)</b>    |
| <b>Transfers between funds</b>     | <b>(224,939)</b>   | <b>160,172</b>   | <b>64,767</b>      | <b>-</b>           | <b>-</b>           |
| <b>Net movement in funds</b>       | <b>-</b>           | <b>160,172</b>   | <b>54,996</b>      | <b>215,168</b>     | <b>(27,920)</b>    |
| <b>Reconciliation of funds:</b>    |                    |                  |                    |                    |                    |
| Total funds brought forward        | -                  | 66,011           | 153                | 66,164             | 94,084             |
| <b>Total funds carried forward</b> | <b>-</b>           | <b>226,183</b>   | <b>55,149</b>      | <b>281,332</b>     | <b>66,164</b>      |