

Citizens Advice Bournemouth Christchurch and Poole Financial Statements Year Ended 31 March 2023

16th August 2023

Charity registration number: 1074727
Company registration number: 03537836

Citizens Advice Bournemouth, Christchurch and Poole

Report and accounts

Year Ended 31 March 2023

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Trustees' Annual Report (Including Directors' Report)

Charity registration number	1074727
Company registration number	03537836
Trustees	<p>Anne Joseph – Chair (resigned from Board 16th February 2023) Jane Burrows – Vice Chair (appointed chair 16th March 2023) David Sargent Matthew Moore (resigned 18th May 2023) Dr Rodney Cooper (resigned 30th May 2022) Andrew Karno - Vice Chair (appointed 16th March 2023) Graham Colls (resigned 13th December 2022) Chika Udezue Ann Dimmock (co-opted 2nd November 2022) Jacqueline Rance (co-opted 2nd November 2022) Paul Kemp – (co-opted 2nd February 2023) Sarah-Jane Maidens (co-opted 14th April 2023) Mike Gibson (co-opted 5th April 2023)</p>
Company secretary	<p>David Sargent (resigned as Company Secretary on 16th March 2023) Paul Kemp (appointed Company Secretary on 16th March 2023)</p>
Senior Management Team	<p>Zoe Bradley (Chief Executive Officer) Tom Lund - H.O. Operations and Service Delivery Dan Stannard - H.O. Training Development and HR</p>
Registered office	<p>The Civic Centre, Bourne Avenue Bournemouth BH2 6DX</p>
Statutory Auditors	<p>Schofields Chartered Accountants and Statutory Auditors 5th Floor, Waverley House 115-119 Holdenhurst Road Bournemouth BH8 8DY</p>
Bankers	<p>Lloyds Bank Plc 45 Old Christchurch Road Bournemouth BH1 1ED</p>

Trustees' Annual Report (Including Directors' Report)

The Trustee Directors present their report and the audited financial statements of the charity for the period 1st April 2022 to 31st March 2023 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.

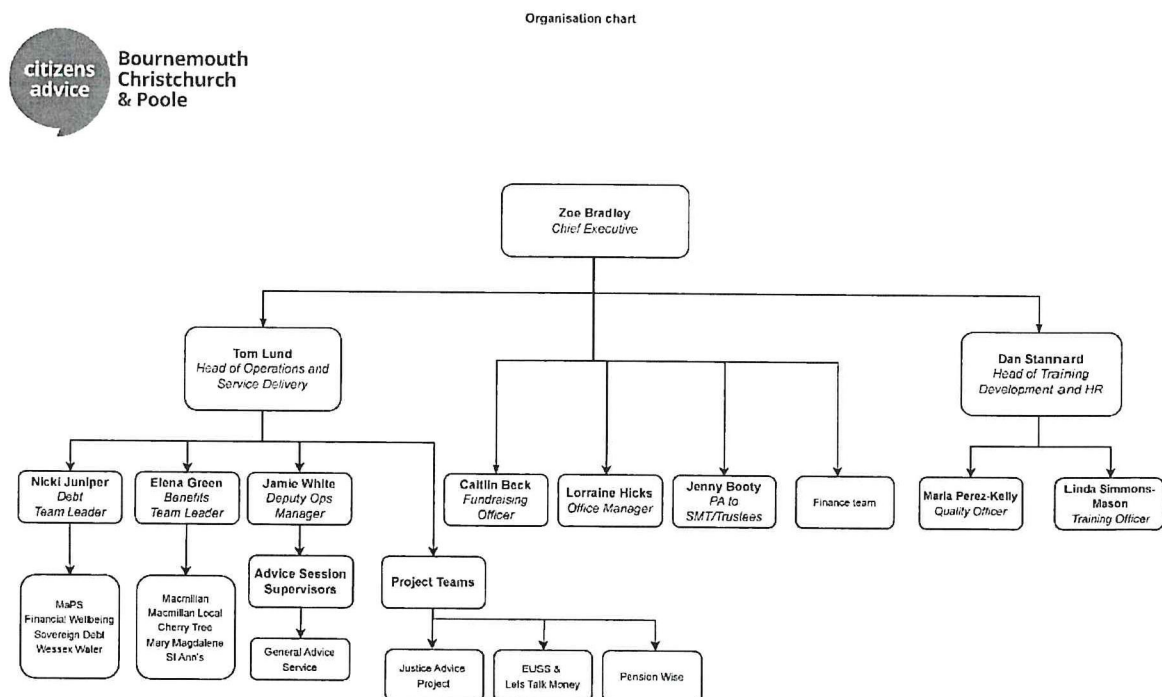
Governance and Management

Citizens Advice Bournemouth Christchurch and Poole is a registered charity and company limited by guarantee. It is governed by its 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 2006. 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, elected at the 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: March 2023



V.May23

Trustees' Annual Report (Including Directors' Report)

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.

Principal risks and uncertainties

The Trustee Board actively review on a regular basis, the risks to which the charity is exposed. The major risks being strategic, compliance, financial, operational and market/environmental risks. 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 material 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 fulfilled internally or via the assistance of volunteers.

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 objects 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. Another objective of the charity is to improve the policies and practices of people's lives.

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 other private and public 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 also against a 3 year strategic plan.

Activities

The Charity is helped to meet its overall aims of providing advice for the problems people face by operating specific material projects and services. During the year under review all these operations assisted Citizens Advice Bournemouth, Christchurch and Poole to rise to the challenge of meeting continuing increased demand in the current economic environment. Delivery of debt advice within the Charity is authorised and regulated by the Financial Conduct Authority FRN: 617515.

General Advice Service – Funded by BCP Council

General advice support for Bournemouth, Christchurch and Poole residents, providing free advice on a range of issues including, but not limited to debt management, immigration, consumer issues, relationships and benefit claims.

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.

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 Benefit Appeals Project - Funded by Christchurch Magdalen Trust

Funding to deliver specialist benefit advice, support and guidance for Christchurch residents.

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.

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.

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.

Financial Wellbeing Advice Service & Financial Wellbeing Support Service – Funded by BCP Council Housing Services and BCP Council Adult Commissioning

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 and support for adults residing in or who may have been discharged from specialist mental health services, providing guidance and support to enable people to manage current crisis and ongoing financial related issues independently.

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

Trustees' Annual Report (Including Directors' Report)

status). Extended support to enable continued processing of eligible late applications and support for clients who already have pre-settled status and applying for settled status.

Pension Wise - Sub-grant agreement with national Citizens Advice via Citizens Advice Plymouth – Funded by The Money and Pensions Service

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

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.

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.

Debt Advice Project – Sub-grant agreement with national Citizens Advice – Funded by The Money and Pensions Service

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

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.

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 Accessing Legal Support (HALS) - 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.

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.

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.

City Fibre – Funded by CityFibre

Funding was received from CityFibre towards the development of the Let's Talk Money App.

Energy Advice Facilitation – Funded by Citizens Advice East Dorset and Purbeck

The funding provided Energy Advice project hosting fees, provided by Citizens Advice East Dorset and Purbeck on behalf of the Energy Industry Voluntary Redress Scheme.

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.

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

Trustees' Annual Report (Including Directors' Report)

of activities to support unemployed, underemployed and employed residents with skills development and access to specialist services. Funding ended March 2022.

Smart Energy GB in Communities – Funded by The National Energy Action Charity

The project aims to help build awareness and increase confidence in smart meters, enabling those on low incomes to understand how smart meters can benefit them in managing their energy bills.

Digital Access – 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.

Immigration Clinic – Funded by Dorset Community Foundation and the ASDA Foundation

Funding to provide a drop-in immigration service providing 15-minute initial advice sessions and signposting for clients for clients across Dorset requiring immigration advice.

Household Support Fund – Funded by BCP Council

Support service for low-income residents of BCP providing access to grants to enable affordability of energy/utilities and/or access to food.

Winter Crisis Project – Funded by NHS Dorset in partnership with Community Action Network (CAN)

Targeted support to tackle the impact of the winter crisis on the residents of Bournemouth, Christchurch and Poole to ensure those most in need across Bournemouth Christchurch and Poole are supported during the winter months. Providing grants of £200 in either supermarket or energy vouchers to individuals facing hardship.

Where We Can Call Home – Funded by the Heritage Lottery Fund

Delivery of an awareness raising campaign project, delivered in partnership with DEED, a global education and learning centre in Dorset. Researchers and story gatherers work with local Bournemouth, Christchurch and Poole communities to explore, record and celebrate the contribution of residents from ethnically diverse communities, including Eastern Europe, the Middle East, South America, South East Asia and Africa.

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.

Grant Making Policy

During the year under review, the Charity 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 the 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 2023, the Charity helped over 15,300 people, conducted 886 quick client contacts and dealt with over 47,000 issues. 4 in 5 clients supported said the Charity helped them find a way forward with outcomes, including income gain for clients totalling over £4,400,000.

Using a Treasury-approved model, the estimated overall financial value of the work undertaken by the Charity for the people they help totalled over £11,600,000 and the estimated overall financial value to the public, through advice and volunteering services totalled over £40,400,000. For every £1 invested in the Charity the public value of our work is estimated at over £30.

Trustees' Annual Report (Including Directors' Report)

During the year under review, the Charity continued to engage with most clients via digital and phone channels. Delivery of in-person advice represented a 157% increase when compared to the previous year.

Channel	% of total count of cases along channel	Activities
Email	55%	26,321
Telephone	28%	13,139
In person	14%	6,759
Letter	2%	1,134
Other, inc. Web chat and Video call	1%	390

Throughout the year the Charity saw increases in client issues across 11 of the 18 presenting issue areas it records. The most significant increases were recorded against Charitable Support & Foodbanks, Utilities & Communications, Debt, Benefits & Tax Credits.

The following table highlights the issues dealt with as a percentage of total issues during the year under review. Comparison to the preceding three years has also been included for information and analysis.

Issue	2022-2023	2021-2022	2020-2021	2019-2020
Charitable Support & Food Banks	41.00%	18.00%	7.20%	1.90%
Benefits & Tax Credits	13.90%	14.00%	14.00%	21.60%
Financial Services & Capability	12.60%	24.00%	26.40%	8.50%
Housing	6.70%	6.90%	6.10%	8.10%
Debt	6.00%	5.70%	5.20%	10.90%
Benefits Universal Credit	3.40%	7.30%	16.60%	17.90%
Relationships & Family	3.10%	4.40%	3.30%	5.50%
Legal	3.00%	4.10%	2.50%	4.30%
Utilities & Communications	2.30%	1.40%	1.00%	1.20%
Employment	2.30%	3.80%	6.70%	7.50%
Immigration & Asylum	1.60%	4.70%	4.40%	4.60%
Consumer Goods & Services	1.30%	1.80%	2.10%	3.90%
Travel & Transport	0.60%	0.70%	0.60%	0.90%
GVA & Hate Crime	0.60%	0.60%	0.50%	0.70%
Health & Community Care	0.60%	0.60%	0.60%	1.00%
Other	0.50%	0.40%	0.90%	0.40%
Tax	0.40%	1.40%	1.80%	0.80%
Education	0.10%	0.20%	0.10%	0.30%

The Senior Management Team and Trustees continue to monitor client enquiries and areas of work to ensure Charity 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

Trustees' Annual Report (Including Directors' Report)

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.

A total of 78 volunteers (excluding Trustees) supported delivery of the Charity's objectives and activities during the year under review, providing an estimated public value of volunteering of £423,442.

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 2023 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 2023 was £2,718,081 (2022: £1,793,002) and total expenditure was £2,696,019 (2022: £1,704,444) resulting in a surplus for the year of £22,062 (2022: £88,558). Total charity funds on 31 March 2023 were £391,952 (2022: £369,890). The level of free reserves held in General funds stood at £57,700 (2022: £24,937) as of 31 March 2023. The level of free reserves held in the Designated Core Continuity Fund, excluding fixed assets of £1,682 stood at £298,318 (2022: £296,637) as of 31 March 2023. Restricted funds totalled £34,252 (2022: £44,953) as of 31 March 2023.

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, Bath Building Society, United Trust Bank, Cambridge and Counties Bank and Redwood Bank.

Research, Campaigns and Communications

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.

As one of our core aims, the Trustee Board has a Research, Campaigns and Communications committee, which includes three Trustees with responsibility for Research and Campaigns, and 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 2022/2023 our research and

Trustees' Annual Report (Including Directors' Report)

campaign work continued to be influenced by the emerging cost of living crisis, 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.

Funding

The charity receives funding from a variety of public and private bodies, usually to cover the Charity's delivery costs for commitments to provide specific advice services to the public locally. The largest funding body during the financial year was the Bournemouth, Christchurch and Poole (BCP) local authority, for the provision of general advice to the public on diverse matters, including money management and employment matters. The Charity also administered distribution of central government cost of living support funding on behalf of BCP Council. Other significant funders included J. P. Morgan for the provision of debt management advice. In 2021/22, the pattern of funding was similar to 2022/23, with the largest funders being BCP Council and J. P. Morgan

Post the closure of the 2022/23 financial year, BCP Council announced that it intended to openly tender for the provision of general and financial wellbeing advice services, effective from September 2023 and running until April 2028. Part of the conditions of the tender required a material discount on current funding levels. The Charity has participated in the tender and is hopeful of success. Management is developing operating plans for both success or failure in winning the tender and the Board is confident that either outcome can be absorbed by the Charity. Also post closure of the 2022/23 financial year, the charity agreed a material tranche of additional funding from J.P. Morgan for the provision of debt advice.

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.

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.

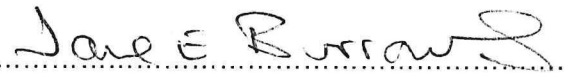
As far as the Trustees are aware:


- 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.

Trustees' Annual Report (Including Directors' Report)

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:


Jane Burrows, Trustee


Paul Kemp, Trustee

This 22 day of August 2023

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 2023 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 2023, 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 in the course of 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

In our opinion, 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;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of Directors' remuneration specified by law are not made;
- we have not received all the information and explanations we require for our audit
- 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 page 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 mis-statement when it exists. Mis-statements 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 on the basis of 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 are capable of detecting 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, and employment law.
- We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks related to the fraudulent financial reporting, in particular of grant funding received and allocation of central costs to restricted funds.

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 confirmed;
 - 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, due to the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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).

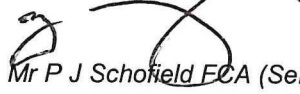
We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of

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

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
5th Floor
Waverley House
115-119 Holdenhurst Road
Bournemouth
BH8 8DY*

at August 2013

Citizens Advice Bournemouth, Christchurch and Poole

Statement of Financial Activities (Including Income and Expenditure Account)

Year Ended 31 March 2023

	Note	2023			2022	
		Unrestricted funds		Restricted funds	Total	Total
		General funds	Designated funds			
		£	£	£	£	£
Income and endowments from:						
Donations and legacies	2	85,702	-	1,820	87,522	86,399
Charitable activities	3	301,643	-	2,319,966	2,621,609	1,705,776
Other trading activities	4	3,500	-	-	3,500	180
Investments	5	5,450	-	-	5,450	647
Total income and endowments		396,295	-	2,321,786	2,718,081	1,793,002
Expenditure on:						
Charitable activities	6	(335,782)	-	(2,360,237)	(2,696,019)	(1,704,444)
Total expenditure		(335,782)	-	(2,360,237)	(2,696,019)	(1,704,444)
Net income/ (expenditure)		60,513	-	(38,451)	22,062	88,558
Transfers between funds		(27,750)	-	27,750	-	-
Net movement in funds		32,763	-	(10,701)	22,062	88,558
Reconciliation of funds:						
Total funds brought forward		24,937	300,000	44,953	369,890	281,332
Total funds carried forward		57,700	300,000	34,252	391,952	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 25 form part of these financial statements.

Citizens Advice Bournemouth, Christchurch and Poole

Balance Sheet


Year Ended 31 March 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	13	35,785	47,448
		<hr/>	<hr/>
		35,785	47,448
Current assets			
Debtors	14	69,948	55,241
Cash at bank and in hand		627,663	571,957
		<hr/>	<hr/>
Creditors: amounts falling due within one year	15	697,611 (341,444)	627,198 (304,756)
		<hr/>	<hr/>
Net current assets		356,167	322,442
		<hr/>	<hr/>
Total assets less current liabilities		391,952	369,890
		<hr/>	<hr/>
Net assets		391,952	369,890
Charity Funds			
Restricted funds	18a	34,252	44,953
Unrestricted funds	18b	57,700	24,937
Designated funds	18b	300,000	300,000
		<hr/>	<hr/>
Total charity funds		391,952	369,890
		<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 17th August 2023

Signed on behalf of the board of trustees:


.....
Jane Burrows (Chair of Trustee Board)


.....
Paul Kemp (Treasurer)

Date: 17th August 2023

Notes 1 to 25 form part of these financial statements.

Company registration number: 03537836

Citizens Advice Bournemouth, Christchurch and Poole

Cash Flow Statement

Year Ended 31 March 2023

	Note	2023 £	2022 £
Cash flow from operating activities	20	50,256	281,064
Net cash flow from operating activities		50,256	281,064
Cash flow from investing activities			
Payments to acquire tangible fixed assets		-	(13,703)
Interest received		5,450	647
Net cash flow from investing activities		5,450	(13,056)
Cash flow from financing activities		-	-
Bank loans repaid		-	(50,000)
Net cash flow from financing activities		-	(50,000)
Net increase in cash and cash equivalents		55,706	218,008
Cash and cash equivalents at the beginning of the reporting period		571,957	353,949
Cash and cash equivalents at end the end of the reporting period		627,663	571,957
Cash and cash equivalents consist of:			
Cash at bank and in hand		371,595	316,840
Short term deposits		256,068	255,117
Total Cash and cash equivalents		627,663	571,957

Notes 1 to 25 (below) form part of these financial statements.

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2023

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 2023

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

(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 one month or less.

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2023

(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 with the exception of 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 2023

2 Income from donations and legacies

	2023 £	2022 £
Voluntary donations	2,522	1,399
Donated facilities	85,000	85,000
	<u>87,522</u>	<u>86,399</u>

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

Income from donations and legacies totalled £87,522 (2022: £86,399), of which £85,702 (2022: £86,339) was attributable to unrestricted funds and £1,820 (2022: £60) was attributable to restricted funds.

3 Income from charitable activities

	2023 £	2022 £
Grants – Core service delivery	301,643	346,249
Grants and contracts – Restricted projects	2,319,966	1,359,527
	<u>2,621,609</u>	<u>1,705,776</u>

Income from charitable activities was £2,621,609 (2022: £1,705,776), of which £301,643 (2022: £346,249) was attributable to unrestricted funds and £2,319,966 (2022: £1,359,527) was attributable to restricted funds.

Government grants included within income from charitable activities totalled £1,934,113 (2022: £1,062,703)

4 Income from other trading activities

	2023 £	2022 £
Other miscellaneous income	3,500	180

All miscellaneous income for the years ended 31 March 2023 and 31 March 2022 was unrestricted.

5 Income from investments

	2023 £	2022 £
Interest – bank deposits	5,450	647

All income from investments for the years ended 31 March 2023 and 31 March 2022 was unrestricted.

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2023

6 Analysis of expenditure on charitable activities

Charitable activities 2023	Activities undertaken directly 2023 £	Grant funding of activities 2023 £	Support costs 2023 £	Total 2023 £
Core service delivery	213,774	-	122,008	335,782
Restricted projects	781,496	1,342,422	236,319	2,360,237
	995,270	1,342,422	358,327	2,696,019

Charitable activities 2022	Activities undertaken directly 2022 £	Grant funding of activities 2022 £	Support costs 2022 £	Total 2022 £
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 activity costs totalled £2,696,019 (2022: £1,704,444) of which £335,782 (2022: £319,960) were attributable to unrestricted funds and £2,360,237 (2022: £1,384,484) 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:

	CoreService delivery 2023 £	Restricted projects 2023 £	Total 2023 £	Core service delivery 2022 £	Restricted projects 2022 £	Total 2022 £
Salaries	48,879	94,674	143,553	75,627	121,793	197,420
Staff and volunteer	1,377	2,697	4,074	2,585	4,162	6,747
Office	40,073	77,620	117,693	41,140	66,253	107,393
Premises	29,672	57,472	87,144	32,760	52,758	85,518
Governance	1,838	3,529	5,367	2,505	4,033	6,538
Other	169	327	496	1,016	1,636	2,652
Total	122,008	236,319	358,327	155,633	250,635	406,268

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2023

8. Grants paid

	2023 £	2022 £
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	1,208,744	200,000
Household Support - grants paid to institutions - Hope Housing	28,600	-
Household Support - grants paid to institutions - Age UK	23,000	-
Household Support - grants paid to institutions - EDP Citizens Advice	76,000	-
Where we can call home – grants paid to institutions – DEED, Dorset	6,078	-
	<u>1,342,422</u>	<u>310,000</u>

9 Governance costs

	2023 £	2022 £
Trustee expenses	15	13
Fees payable to the charity's auditor for the audit of the charity's annual accounts	4,980	5,988
Trustee meetings and other compliance	372	537
	<u>5,367</u>	<u>6,538</u>

10 Net income / (expenditure) for the year

Net income / (expenditure) is stated after charging:

	2023 £	2022 £
Depreciation of tangible fixed assets	11,663	12,011
Operating lease rentals	2,706	3,052

11 Trustees' and key management personnel remuneration and expenses

The Trustees neither received nor waived any remuneration during the year (2022: £nil). The reimbursement of Trustees' expenses was as follows:

	2023 Number	2022 Number	2023 £	2022 £
Travel	2	1	15	13
	<u>2</u>	<u>1</u>	<u>15</u>	<u>13</u>

The Senior Management Team (SMT) including the Chief Executive Officer are regarded as the charity's key management personnel under FRS102. The total amount of employee benefits received by the SMT is £148,552 (2022: £144,658). Employee benefits comprise salaries, employer pension costs and employer NI costs.

12 Staff costs and employee benefits

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

	2023 Number	2023 FTE	2022 Number	2022 FTE
Charitable activities	52	42	54	41

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2023

Staff costs and employee benefits (continued)

The total staff costs and employee benefits were as follows:

	2023 £	2022 £
Wages and salaries	983,805	956,693
Social security	67,949	67,193
Defined contribution pension costs	21,686	20,240
	<u>1,073,440</u>	<u>1,044,126</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:

	2023 Number	2022 Number
£60,001 - £70,000	<u>1</u>	<u>1</u>
	<u>1</u>	<u>1</u>

13 Tangible fixed assets

	Computer equipment £	Fixtures and fittings £	Motor vehicles £	Total £
Cost or valuation: At 1 April 2022	35,220	22,061	49,908	107,189
Additions At 31 March 2023	-	-	-	-
	<u>35,220</u>	<u>22,061</u>	<u>49,908</u>	<u>107,189</u>
Depreciation: At 1 April 2022	35,220	18,698	5,823	59,741
Charge for the year	-	1,681	9,982	11,663
At 31 March 2023	<u>35,220</u>	<u>20,379</u>	<u>15,805</u>	<u>71,404</u>
Net book value: At 31 March 2023	-	1,682	34,103	35,785
At 31 March 2022	-	3,363	44,085	47,448

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2023

14 Debtors

	2023 £	2022 £
Prepayments and accrued income	69,948	55,241

15 Creditors: amounts falling due within one year

	2023 £	2022 £
Other tax and social security	18,536	15,519
Pension creditor	3,721	3,545
Accruals for grants payable	92,344	-
Accruals	9,827	27,715
Payments received on account for programme related grants	217,016	257,977
	341,444	304,756

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 £nil (2022: £18,340).

16 Leases

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

	2023 £	2022 £
Not later than one year	2,333	3,052
Later than one and not later than five years	-	2,333
	2,333	5,385

17 Deferred income

	2023 £	2022 £
At 1 April 2022	257,977	60,308
Additions / (released) during the year	(40,961)	197,669
	217,016	257,977

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 2023

18 Fund reconciliation

(a) Restricted funds

	Opening balance 2023 £	Income £	Expenditure £	Transfers £	Closing balance 2023 £
Cherry Tree Nursery	-	10,034	(10,034)	-	-
Macmillan Care Locally	-	25,200	(25,200)	-	-
Christchurch Magdalen Trust	-	7,251	(7,251)	-	-
Sovereign Housing	-	12,000	(17,852)	5,852	-
St Ann's Benefits	-	15,000	(15,000)	-	-
Financial wellbeing Poole	-	39,838	(39,838)	-	-
EUSS	-	100,441	(100,441)	-	-
Pension Wise	-	101,723	(101,723)	-	-
Macmillan welfare	-	81,134	(81,134)	-	-
Help to claim	-	645	(645)	-	-
MAPS	-	81,127	(81,127)	-	-
Water Guru	-	26,786	(26,786)	-	-
Justice advice	-	33,300	(48,457)	15,157	-
JP Morgan Let's talk money/Money Talks	-	209,305	(209,305)	-	-
R3 Welfare	-	8,240	(10,283)	2,043	-
Smart Meters	-	9,882	(9,882)	-	-
Immigration Support	-	9,500	(9,500)	-	-
Household Support Fund	-	1,536,344	(1,536,344)	-	-
Where We Can Call Home	-	14,036	(14,036)	-	-
Urban Advice van	44,804	-	(15,399)	4,698	34,103
Street support	149	-	-	-	149
	44,953	2,321,786	(2,360,237)	27,750	34,252

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 2023

18 Fund reconciliation

(a) Restricted funds (continued)

	Opening balance 2022 £	Income £	Expenditure £	Transfers £	Closing balance 2022 £
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	-				
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

18 Fund reconciliation

(b) Unrestricted funds

	Opening balance 2023 £	Income £	Expenditure £	Transfers £	Closing balance 2023 £
General funds	24,937	396,295	(335,782)	(27,750)	57,700

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2023

Designated Core Continuity Fund	300,000	-	-	-	300,000
	324,937	396,295	(335,782)	(27,750)	357,700
	Opening balance 2022	Income	Expenditure	Transfers	Closing balance 2022
	£	£	£	£	£
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

19 Analysis of net assets between funds

	General funds	Designated funds	Restricted funds	Total
	2023	2023	2023	2023
	£	£	£	£
Fixed assets	-	1,682	34,103	35,785
Cash and cash equivalents	57,700	304,911	265,052	627,663
Other current assets / (liabilities)	-	(6,593)	(264,903)	(271,496)
Total	57,700	300,000	34,252	391,952

	General funds	Designated funds	Restricted funds	Total
	2022	2022	2022	2022
	£	£	£	£
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

20 Reconciliation of net income to net cash flow from operating activities

	2023	2022
	£	£
Net income for the year	22,062	88,558
Interest receivable	(5,450)	(647)
Depreciation of tangible fixed assets	11,663	12,011
(Increase)/decrease in debtors	(14,707)	23,607

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2023

Increase in creditors	36,688	157,535
Net cash flow from operating activities	50,256	281,064

21 Analysis of changes in net cash

	1 April 2022 £	Cash flows £	31 March 2023 £
Cash	316,840	54,755	371,595
Cash equivalents	255,117	951	256,068
Total	571,957	55,706	627,663

22 Financial instruments

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

	2023 £	2022 £
<i>Financial assets</i>		
Debt instruments measured at amortised cost:		
- Prepayments and accrued income (note 14)	69,948	55,241
<i>Financial liabilities</i>		
Measured at amortised cost		
- Other tax and social security (note 15)	18,536	15,519
- Pension creditor (note 15)	3,721	3,545
- Accruals for grants payable (note 15)	92,344	-
- Accruals (note 15)	9,827	27,715
- Payments received on account for programme related grants (note 15)	217,016	257,977
	341,444	304,756

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 £21,686 (2022: £20,240).

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

24 Related party transactions

There were no related party transactions during the year (2022: £nil).

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2023

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

	2022			2021	
	Unrestricted funds				
	General funds	Designated funds	Restricted funds	Total	Total
	£	£	£	£	£
Income and endowments from:					
Donations and legacies	86,339	-	60	86,399	137,696
Charitable activities	346,249	-	1,359,527	1,705,776	1,318,650
Other trading activities	180	-	-	180	63
Investments	647	-	-	647	356
Total income and endowments	433,415	-	1,359,587	1,793,002	1,456,765
Expenditure on:					
Charitable activities	(319,960)	-	(1,384,484)	(1,704,444)	(1,241,597)
Total expenditure	(319,960)	-	(1,384,484)	(1,704,444)	(1,241,597)
Net income / (expenditure)	113,455	-	(24,897)	88,558	215,168
Transfers between funds	(88,518)	73,817	14,701	-	-
Net movement in funds	24,937	73,817	(10,196)	88,558	215,168
Reconciliation of funds:					
Total funds brought forward	-	226,183	55,149	281,332	66,164
Total funds carried forward	24,937	300,000	44,953	369,890	281,332