

Citizens Advice Bournemouth, Christchurch and Poole

Report and accounts

Year Ended 31 March 2024



**Citizens Advice Bournemouth, Christchurch and Poole
Financial Statements
Year Ended 31 March 2024**

Charity registration number: 1074727
Company registration number: 03537836

Citizens Advice Bournemouth, Christchurch and Poole

Report and accounts

Year Ended 31 March 2024

Contents

	Page
Charity Reference and Administrative Details	3
Trustees' Annual Report (Including Directors' Report)	4-12
Independent Auditor's Report	13-16
Statement of Financial Activities (Including Income and Expenditure Account)	17
Balance Sheet	18
Statement of Cash Flows	19
Notes to the Financial Statements	20-33

Citizens Advice Bournemouth, Christchurch and Poole

Trustees' Annual Report (Including Directors' Report)

Year Ended 31 March 2024

Charity Reference and Administrative Details

Charity registration number	1074727
Company registration number	03537836
Trustees	Jane Burrows – Chair David Sargent Matthew Moore (resigned 18 th May 2023) Andrew Karno – Vice Chair Chika Udezue Ann Dimmock Jacqueline Rance Paul Kemp Sarah-Jane Maidens (co-opted 14 th April 2023) Mike Gibson (co-opted 5 th April 2023)
Company secretary	Paul Kemp
Senior Management Team	Zoe Bradley (Chief executive officer) Tom Lund Dan Stannard
Registered office	The Civic Centre, Bourne Avenue Bournemouth BH2 6DX
Statutory Auditors	Schofields Chartered Accountants and Statutory Auditors 5 th Floor, Waverley House 115-119 Holdenhurst Road Bournemouth BH8 8DY
Bankers	Lloyds Bank Plc 45 Old Christchurch Road Bournemouth BH1 1ED
Investment Manager	Quilter Cheviot Senator House 85 Queen Victoria Street London EC4V 4AB

Citizens Advice Bournemouth, Christchurch and Poole

Trustees' Annual Report (Including Directors' Report)

Year Ended 31 March 2024

The Trustee Directors present their report and the audited financial statements of the charity for the period 1st April 2023 to 31st March 2024, 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.

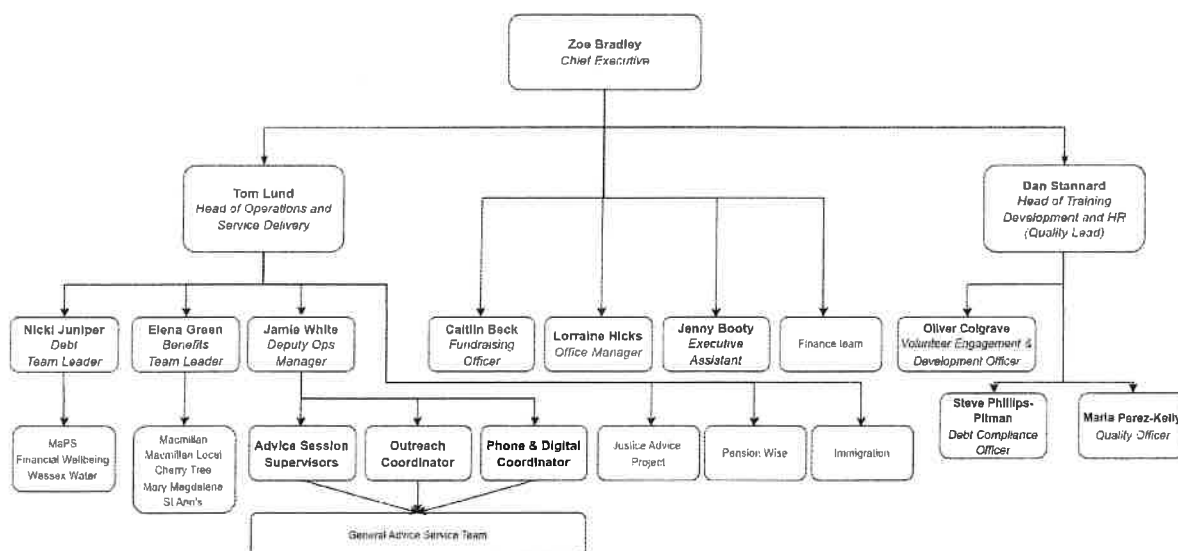
Governance and Management

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 twelve, and the minimum is five. 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 similar 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 2024



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.

Citizens Advice Bournemouth, Christchurch and Poole

Trustees' Annual Report (Including Directors' Report)

Year Ended 31 March 2024

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 associated 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 shortages have been found, these have 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 confer 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 had 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 that impact upon people's lives.

Citizens Advice Bournemouth, Christchurch and Poole

Trustees' Annual Report (Including Directors' Report)

Year Ended 31 March 2024

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 to alleviate 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 increases in demand for its services, due mainly to 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. The funding also enables the delivery of remote advice via our Urban Advice Vehicle.

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.

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.

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.

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.

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.

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.

Citizens Advice Central Dorset in partnership with Kushti Bok and funded by the National Lottery Community Fund - The Dorset Gypsy Roma and Traveller Project

Advocacy project targeted at the Gypsy Roma and Traveller communities across Dorset, to provide information and support to break the down the barriers to which the community may face to access support.

Citizens Advice Bournemouth, Christchurch and Poole

Trustees' Annual Report (Including Directors' Report)

Year Ended 31 March 2024

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.

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.

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). 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.

Independent Age – Targeted support for residents of pensionable age

Specialist benefits advice targeted at those aged 66 years old and older, in response to the rising number of those state pension age facing financial hardship from the cost-of-living crisis.

JP Morgan Increased Capacity – Adapt & Thrive

Funding which enabled an increase in the charity's capacity to support the community in building resilience to navigate the cost-of-living crisis and the associated issues, through the enhancement of debt, specialist benefit advice and general advice provision across the conurbation.

Mediation Dorset – Community Advocacy for the provision of Equity, Diversity and Inclusion

Community Advocacy project to support and represent vulnerable Pan-Dorset communities, providing advice and guidance to communities and individuals who have experienced and may continue to experience social discrimination.

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.

Immigration Advice Project – Funded by The National Lottery Community Fund

Funding for 3-years to train and develop two full-time Immigration Caseworkers to achieve Office of the Immigration Services Commissioner ('OISC') Level 2 accreditation, and to further develop a clear Immigration Advice Model for both Initial Advice and Casework delivered across the service and via monthly drop-in Immigration Clinics.

National Lottery Community Organisations Cost of Living Fund – Let's Talk Renting

A dedicated telephone and email service providing housing advice to those tenants in the Private Rented sector, in collaboration with BCP Homelessness Partnership. The service aims to eliminate risks to tenancies, by providing advice on rent arrears, evictions, and repairs, while also providing income maximisation advice.

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.

Citizens Advice Bournemouth, Christchurch and Poole

Trustees' Annual Report (Including Directors' Report)

Year Ended 31 March 2024

Immigration Clinic – Funded by Dorset Community Foundation and the ASDA Foundation in 2022/2023 and Dorset Community Foundation on behalf of Wessex Water Community Foundation in 2023/2024

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.

Seetec Pluss – Specialist Face-to-Face Advice Services

Funding to provide in-office support for customers of Seetec Pluss in Bournemouth and Poole, to support clients overcoming Financial, Debt and Benefits Advice (FDBA) barriers to employability.

Street Support

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

Specialist Benefit Appeals Project - Funded by Christchurch Magdalen Trust

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

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.

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.

Grant Making Methodology

During the year under review, the Charity had a key role in:

1. the distribution to the residents within the BCP conurbation and for the management and delivery of vouchers to individuals through Winter Warmth, Summer Support and Household Support Fund programmes under policy set by BCP Council.
2. identifying key recipients and adhering to laid down criteria for eligibility and auditing requirements from BCP Council
3. providing support and advice enabling individuals to receive support vouchers and understand the terms and conditions of their support.

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.

Achievements and Performance

During the year ended 31 March 2024, the Charity helped over 15,980 people, conducted 1,825 quick client contacts and dealt with over 50,000 issues. Over 4 in 5 clients supported said the Charity helped them find a way forward with outcomes, including income gain for clients totalling over £6,437,335.

Using a Treasury-approved model, the estimated overall financial value of the work undertaken by the Charity for the people they help totalled over £13,300,000 and the estimated overall financial value to the public, through advice and volunteering services totalled over £42,800,000. For every £1 invested in the Charity, the public value of our work is estimated at over £25.

Citizens Advice Bournemouth, Christchurch and Poole

Trustees' Annual Report (Including Directors' Report)

Year Ended 31 March 2024

During the year under review, the Charity continued to engage with most clients via digital and phone channels.

Channel	% of total count of cases along channel	Activities
Email	60%	32,517
Telephone	22%	12,312
In person	16%	8,664
Letter	1%	532
Other, inc. Web chat and Video call	1%	471

Throughout the year the Charity saw increases in client issues across 12 of the 18 presenting issue areas it records. The most significant increases were recorded against Charitable Support & Foodbanks, Debt, Employment and GVA and Hate Crime.

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	2023-2024	2022-2023	2021-2022	2020-2021	2019-2020
Charitable Support & Food Banks	43.40%	41.00%	18.00%	7.20%	1.90%
Benefits & tax credits	13.30%	13.90%	14.00%	14.00%	21.60%
Financial services & capability	9.00%	12.60%	24.00%	26.40%	8.50%
Housing	7.20%	6.70%	6.90%	6.10%	8.10%
Debt	6.50%	6.00%	5.70%	5.20%	10.90%
Benefits Universal Credit	3.20%	3.40%	7.30%	16.60%	17.90%
Relationships & family	2.80%	3.10%	4.40%	3.30%	5.50%
Legal	3.40%	3.00%	4.10%	2.50%	4.30%
Utilities & communications	2.00%	2.30%	1.40%	1.00%	1.20%
Employment	2.30%	2.30%	3.80%	6.70%	7.50%
Immigration & asylum	1.40%	1.60%	4.70%	4.40%	4.60%
Consumer goods & services	1.70%	1.30%	1.80%	2.10%	3.90%
Travel & transport	0.80%	0.60%	0.70%	0.60%	0.90%
GVA & Hate Crime	1.00%	0.60%	0.60%	0.50%	0.70%
Health & community care	0.70%	0.60%	0.60%	0.60%	1.00%
Other	0.50%	0.50%	0.40%	0.90%	0.40%
Tax	0.60%	0.40%	1.40%	1.80%	0.80%
Education	0.20%	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.

Citizens Advice Bournemouth, Christchurch and Poole

Trustees' Annual Report (Including Directors' Report)

Year Ended 31 March 2024

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.

A total of 125 volunteers (excluding Trustees) supported the delivery of the Charity's objectives and activities during the year under review, providing over 14,980 hours of service to the charity.

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 2024 are as set out on pages 17 to 33. 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.

During the year, the contractual nature of the charity's responsibilities with respect to the administration of Household Support Fund grants was clarified and it was determined that the charity was acting as an agent to BCP Council in this matter, not as principal. As a result, accounting for this activity has been changed for the year 2023/24 and the comparator year of 2022/23 has been restated (see Note 2 to the accounts for details).

Total income for the year ended 31 March 2024 was £1,736,727 (2023 Restated: £1,509,337) and total expenditure was £1,652,662 (2023 Restated: £1,487,275), resulting in a surplus for the year of £99,463 (2023: £22,062). Total charity funds on 31 March 2024 were £491,415 (2023: £391,952). The level of free reserves held in general funds as of 31 March 2024 stood at £116,686 (2023: £57,700). The level of free reserves held in the Designated Core Continuity Fund, stood at £350,000 (2023: £298,318) as of 31 March 2024. Restricted funds totalled £24,729 (2023: £34,252) as of 31 March 2024.

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, the contract for which completed in June 2024. In 2022/23, the pattern of funding was similar to 2023/24, with the largest funders being BCP Council and J. P. Morgan.

At the beginning of the current 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 the acceptance of a material discount on current funding levels. The Charity has participated in the tender and was successful in all of its bids. Operating plans have been put in place to enable the work of the charity to go forward, adjusting for the substantial reduction in financial support from its principal funder. During 2023/24 the charity was successful in achieving material tranches of new funding from both J.P. Morgan and the National Lottery.

Citizens Advice Bournemouth, Christchurch and Poole

Trustees' Annual Report (Including Directors' Report)

Year Ended 31 March 2024

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 to fund 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' charitable 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

In order to achieve a real return over the medium term, the Trustees have approved the investment of designated funds in a pooled investment fund managed by Quilter Cheviot. In selecting Quilter Cheviot as the investment manager, the Trustees took into account that, whilst the fund selected is not specifically restricted as an "ethical investment" fund, it is specifically designed and maintained as a portfolio suitable for charities and avoids direct investment in potentially controversial market sectors such as tobacco or weapons production. The trustees consider this an appropriate balance between the need for optimising return on invested funds and the risk of adverse exposure to investment in controversial market sectors.

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 help 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 help to improve lives.

In order to facilitate the achievement of this core aim, 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 2023/2024 our research and 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.

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.

Citizens Advice Bournemouth, Christchurch and Poole

Trustees' Annual Report (Including Directors' Report)

Year Ended 31 March 2024

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.

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 (Trustee Board Chair)



Paul Kemp, Trustee (Treasurer)

This 15 day of August 2024

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 2024 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 2024, 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 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 11 and 12, 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 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

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

related to the fraudulent financial reporting, in particular of grant funding received and allocation of central costs to restricted funds.

- 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).

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

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 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)

Signed For and on behalf of Schofields Chartered

Accountants and Statutory Auditors
5th Floor
Waverley House
115-119 Holdenhurst Road
Bournemouth
BH8 8DY

16th August 2024

Citizens Advice Bournemouth, Christchurch and Poole

Statement of Financial Activities (Including Income and Expenditure Account)

Year Ended 31 March 2024

		2024			2023 As Restated
		Unrestricted funds			
		General funds	Designated funds	Restricted funds	
Note	£	£	£	Total £	Total £
Income and endowments from:					
Donations and legacies	3	113,102	-	700	113,802
Charitable activities	4	292,053	-	1,315,490	1,607,543
Other trading activities	5	259	-	-	259
Investments	6	15,123	-	-	15,123
Total income and endowments		420,537	-	1,316,190	1,736,727
Expenditure on:					
Charitable activities	7	(204,814)	-	(1,447,848)	(1,652,662)
Total expenditure		(204,814)	-	(1,447,848)	(1,652,662)
Net gain on investments		15,398	-	-	15,398
Net income/ (expenditure)		231,121	-	(131,658)	99,463
Transfers between funds		(172,135)	50,000	122,135	-
Net movement in funds		58,986	50,000	(9,523)	99,463
Reconciliation of funds:					
Total funds brought forward		57,700	300,000	34,252	391,952
Total funds carried forward		116,686	350,000	24,729	491,415

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 2024

		2024	2023 As Restated £
	Note	£	
Fixed assets			
Tangible assets	14	24,122	35,785
		24,122	35,785
Investments	15	365,707	-
Current assets			
Debtors	16	61,288	69,948
Cash at bank and in hand		285,837	425,663
		347,125	495,611
Creditors: amounts falling due within one year	17	(245,539)	(139,444)
Net current assets		101,586	356,167
Total assets less current liabilities		491,415	391,952
Net assets		491,415	391,952
Charity Funds			
Restricted funds	20a	24,729	34,252
Unrestricted funds	20b	116,686	57,700
Designated funds	20b	350,000	300,000
Total charity funds		491,415	391,952

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 15 August 2024

Signed on behalf of the board of trustees:

Jane E Burrows

Jane Burrows, Trustee (Trustee Board Chair)

Paul Kemp

Paul Kemp, Trustee (Treasurer)

Date: 15 August 2024

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 2024

	2024	2023 As Restated
	£	£
Net cash flow from operating activities (see note below)	195,360	(151,744)
Cash flow from investing activities		
Purchase of investments	(350,000)	-
Interest received	15,123	5,450
Net cash flow from investing activities	(334,877)	5,450
Net decrease in cash and cash equivalents	(139,517)	(146,294)
Cash and cash equivalents at the beginning of the reporting period	425,663	571,957
Cash and cash equivalents at end the end of the reporting period	286,146	425,663
Reconciliation of net income to net cash flow from operating activities		
Net income for the year	99,463	22,062
Interest receivable	(15,123)	(5,450)
Gain on investments	(15,398)	-
Depreciation of tangible fixed assets	11,663	11,663
Decrease / (increase) in debtors	8,660	(14,707)
Increase / (decrease) in creditors	106,095	(165,312)
Net cash flow from operating activities	195,360	(151,744)
Cash and cash equivalents consists of:		
Cash at bank and in hand	285,837	169,595
Short term deposits	309	256,068
Total Cash and cash equivalents	286,146	425,663

Notes 1 to 27 form part of these financial statements.

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2024

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.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2024

(c) Income recognition (continued)

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.

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 8.

(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) Investments

Investments are recognised initially at fair value which is normally the transaction price excluding transaction costs. Subsequently, they are measured at fair value with changes recognised in 'net gains / (losses) on investments' in the SoFA. The fair value of listed investments is determined by reference to the closing quoted market price at the balance sheet date.

(h) 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.

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2024

(i) 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.

(j) 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.

(k) Leases

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

(l) Employee benefits

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.

(m) Retirement benefits

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

(n) 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.

(o) 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.

(p) 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 2024

2 Prior Year Adjustment

The financial statements for the comparative period have been restated following clarification from the funder that the charity has been acting as agent for Bournemouth, Christchurch and Poole Council in distributing Government Household Support Fund grants to eligible individuals.

The impact on the Statement of Financial Activities has been to reduce charitable income on restricted projects by £1,208,744 and charitable expenditure on restricted projects by an equivalent amount. Net income for 2023 remains unchanged at £22,062.

The impact on the Balance Sheet at 31 March 2023 has been to exclude £202,000 of cash and bank balances held by the charity as custodian, de-recognise accruals for grants payable of £92,344 and reduce deferred income by £109,656. Charity funds and net assets at 31 March 2023 remain unchanged at £391,952.

3 Income from donations and legacies

	2024 £	2023 £
Voluntary donations	2,802	2,522
Legacies	26,000	-
Donated facilities	85,000	85,000
	<u>113,802</u>	<u>87,522</u>

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

Income from donations and legacies totalled £113,802 (2023: £87,522), of which £113,102 (2023: £85,702) was attributable to unrestricted funds and £700 (2023: £1,820) was attributable to restricted funds.

4 Income from charitable activities

	2024 £	2023 Restated £
Grants – Core service delivery	292,053	301,643
Grants and contracts – Restricted projects	1,315,490	1,111,222
	<u>1,607,543</u>	<u>1,412,865</u>

Income from charitable activities was £1,607,543 (2023: £1,412,865), of which £292,053 (2023: £301,643) was attributable to unrestricted funds and £1,315,490 (2023: £1,111,222) was attributable to restricted funds.

Government grants included within income from charitable activities totalled £564,080 (2023: £725,369)

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2024

5 Income from other trading activities

	2024	2023
	£	£
Other miscellaneous income	259	3,500

All miscellaneous income for the years ended 31 March 2024 and 31 March 2023 was unrestricted.

6 Income from investments

	2024	2023
	£	£
Interest – bank deposits	15,123	5,450

All income from investments for the years ended 31 March 2024 and 31 March 2023 was unrestricted.

7 Analysis of expenditure on charitable activities

Charitable activities 2024	Activities undertaken directly 2024 £	Grant funding of activities 2024 £	Support costs 2024 £	Total 2024 £
Core service delivery	154,097	-	50,717	204,814
Restricted projects	1,096,095	25,476	326,277	1,447,848
	1,250,192	25,476	376,994	1,652,662
Charitable activities 2023	Activities undertaken directly 2023 Restated £	Grant funding of activities 2023 Restated £	Support costs 2023 Restated £	Total 2023 Restated £
Core service delivery	213,774	-	122,008	335,782
Restricted projects	781,496	133,678	236,319	1,151,493
	995,270	133,678	358,327	1,487,275

Charitable activity costs totalled £1,652,662 (2023: £1,487,275) of which £204,814 (2023: £335,782) were attributable to unrestricted funds and £1,447,848 (2023: £1,151,493) were attributable to restricted funds.

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2024

8 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 2024 £	Restricted projects 2024 £	Total 2024 £	Core service delivery 2023 £	Restricted projects 2023 £	Total 2023 £
Salaries	20,898	134,438	155,336	48,879	94,674	143,553
Staff and volunteer	1,179	7,587	8,766	1,377	2,697	4,074
Office	16,513	106,236	122,749	40,073	77,620	117,693
Premises	10,953	70,462	81,415	29,672	57,472	87,144
Governance	1,151	7,407	8,558	1,838	3,529	5,367
Other	23	147	170	169	327	496
Total	50,717	326,277	376,994	122,008	236,319	358,327

9 Grants paid

	2024 £	2023 Restated £
Restricted projects:		
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	25,476	6,078
	25,476	133,678

10 Governance costs

	2024 £	2023 £
Trustee expenses	-	15
Fees payable to the charity's auditor for the audit of the charity's annual accounts	5,160	4,980
Legal fees	1,310	-
AGM, trustee meetings and other compliance	2,089	372
	8,559	5,367

11 Net income / (expenditure) for the year

Net income / (expenditure) is stated after charging:

	2024 £	2023 £
Depreciation of tangible fixed assets	11,663	11,663
Operating lease rentals	3,643	2,706

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2024

12 Trustees' and key management personnel remuneration and expenses

The Trustees neither received nor waived any remuneration during the year (2023: £nil). The reimbursement of Trustees' expenses was as follows:

	2024 Number	2023 Number	2024 £	2023 £
Travel	-	2	-	15
	-	2	-	15

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 was £155,246 (2023: £148,552). Employee benefits comprise salaries, employer pension costs and employer NI costs.

13 Staff costs and employee benefits

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

	2024 Number	2024 FTE	2023 Number	2023 FTE
Charitable activities	60	48	52	42

The total staff costs and employee benefits were as follows:

	2024 £	2023 £
Wages and salaries	1,186,460	983,805
Social security	77,386	67,949
Defined contribution pension costs	25,029	21,686
	1,288,875	1,073,440

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

	2024 Number	2023 Number
£60,001 - £70,000	1	1
	1	1

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2024

14 Tangible fixed assets

	Computer equipment £	Fixtures and fittings £	Motor vehicles £	Total £
Cost or valuation:				
At 1 April 2023	35,220	22,061	49,908	107,189
Additions	-	-	-	-
At 31 March 2024	35,220	22,061	49,908	107,189
Depreciation:				
At 1 April 2023	35,220	20,379	15,805	71,404
Charge for the year	-	1,682	9,981	11,663
At 31 March 2024	35,220	22,061	25,786	83,067
Net book value:				
At 31 March 2024	-	-	24,122	24,122
At 31 March 2023	-	1,682	34,103	35,785

15 Investments

	General Funds 2024 £	2023 £
a) Investment assets		
Equities	365,398	-
Cash within investment portfolio	309	-
Market value at 31 March 2024	365,707	-
b) Analysis of movement		
Market value at 1 April 2023	-	-
Additions	350,000	-
Gain on investments	15,398	-
Interest received	309	-
Market value at 31 March 2024	365,707	-
Original cost	350,000	-

The fair value of listed investments is determined by reference to the closing quoted market price at the balance sheet date.

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2024

16 Debtors

	2024 £	2023 £
Prepayments and accrued income	61,288	69,948

17 Creditors: amounts falling due within one year

	2024 £	2023 Restated £
Other tax and social security	21,409	18,536
Pension creditor	4,914	3,721
Accruals	22,968	9,827
Deferred income (note 19)	196,248	107,360
	245,539	139,444

18 Leases

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

	2024 £	2023 £
Not later than one year	1,922	2,333
Later than one and not later than five years	6,701	-
	8,623	2,333

19 Deferred income

	2024 £	2023 Restated £
At 1 April 2023	107,360	257,977
Additions / (released) during the year	88,888	(150,617)
At 31 March 2024	196,248	107,360

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 2024

20 Fund reconciliation

(a) Restricted funds

	Opening balance 2024 £	Income £	Expenditure £	Transfers £	Closing balance 2024 £
Cherry Tree Nursery	-	10,034	(13,822)	3,788	-
Macmillan Care Locally	-	27,300	(27,300)	-	-
Christchurch Magdalen Trust	-	8,199	(9,311)	1,112	-
Sovereign Housing	-	6,000	(16,615)	10,615	-
St Ann's Benefits	-	15,150	(15,150)	-	-
Financial wellbeing Poole	-	39,688	(47,135)	7,447	-
EUSS	-	14,991	(30,491)	15,500	-
Pension Wise	-	108,144	(108,144)	-	-
Macmillan welfare	-	85,803	(85,803)	-	-
MAPS	-	72,877	(74,491)	1,614	-
Water Guru	-	32,416	(35,760)	3,344	-
Justice advice	-	8,245	(33,143)	24,898	-
JP Morgan Let's talk money	-	68,229	(93,088)	24,859	-
Smart Meters	-	24,871	(24,871)	-	-
Immigration Support	-	2,000	(13,792)	11,792	-
Household Support Fund	-	210,000	(210,000)	-	-
Where We Can Call Home	-	80,591	(80,591)	-	-
JP Morgan Increased Capacity	-	375,000	(385,724)	10,724	-
Mediation Dorset	-	11,546	(11,546)	-	-
Independent Age	-	10,000	(10,000)	-	-
NLF Let's Talk Renting	-	75,000	(74,542)	-	458
NLF Immigration Advice	-	30,106	(34,045)	3,939	-
Urban Advice van	34,103	-	(12,484)	2,503	24,122
Street support	149	-	-	-	149
	34,252	1,316,190	(1,447,848)	122,135	24,729

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 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 2024

20 Fund reconciliation

(a) Restricted funds (continued)

	Opening balance 2023 £	Income Restated £	Expenditure Restated £	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	-	327,600	(327,600)	-	-
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	1,113,042	(1,151,493)	27,750	34,252

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2024

20 Fund reconciliation

(b) Unrestricted funds

	Opening balance 2024 £	Income and Investment Gains £	Expenditure £	Transfers £	Closing balance 2024 £
General funds	57,700	435,935	(204,814)	(172,135)	116,686
Designated Core Continuity Fund	300,000	-	-	50,000	350,000
	357,700	435,935	(204,814)	(122,135)	466,686

	Opening balance 2023 £	Income £	Expenditure £	Transfers £	Closing balance 2023 £
General funds	24,937	396,295	(335,782)	(27,750)	57,700
Designated Core Continuity Fund	300,000	-	-	-	300,000
	324,937	396,295	(335,782)	(27,750)	357,700

21 Analysis of net assets between funds

	General funds 2024 £	Designated funds 2024 £	Restricted funds 2024 £	Total 2024 £
Fixed assets	-	-	24,122	24,122
Investments	15,707	350,000	-	365,707
Cash and cash equivalents	110,188	-	175,649	285,837
Other current assets / (liabilities)	(9,209)	-	(175,042)	(184,251)
Total	116,686	350,000	24,729	491,415

	General funds 2023 £	Designated funds 2023 £	Restricted funds 2023 £	Total 2023 £
Fixed assets	-	1,682	34,103	35,785
Cash and cash equivalents	57,700	304,911	63,052	425,663
Other current assets / (liabilities)	-	(6,593)	(62,903)	(69,496)
Total	57,700	300,000	34,252	391,952

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2024

22 Analysis of changes in net cash

	1 April 2023 £	Cash flows £	31 March 2024 £
Cash	169,595	116,242	285,837
Cash equivalents	256,068	(255,759)	309
Total	425,663	(139,517)	286,146

23 Bank balances held by the charity as custodian

The charity has been acting as agent for BCP Council in distributing Government Household Support Fund grants to eligible individuals. During the year under the review, the charity received funds of £1,400,000 and distributed funds of £1,177,818. At the balance sheet date £424,182 (2023: £202,000) was held in a segregated bank account pending dispersal of grants.

24 Financial instruments

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

	2024 £	2023 Restated £
<i>Financial assets</i>		
Debt instruments measured at amortised cost:		
- Prepayments and accrued income (note 16)	61,288	69,948
<i>Financial liabilities</i>		
Measured at amortised cost		
- Other tax and social security (note 17)	21,409	18,536
- Pension creditor (note 17)	4,914	3,721
- Accruals (note 17)	22,968	9,827
- Payments received on account for programme related grants (note 17)	196,248	107,360
	245,539	139,444

25 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 £25,029 (2023: £21,686).

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

26 Related party transactions

Jennifer Karno received £60 reimbursement of travel expenses in her capacity as a volunteer. Jennifer is the spouse of Trustee Andrew Karno. (2023: £nil).

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2024

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

	2023 As Restated			
	Unrestricted funds		Restricted funds	Total
	General funds	Designated funds		
	£	£	£	£
Income and endowments from:				
Donations and legacies	85,702	-	1,820	87,522
Charitable activities	301,643	-	1,111,222	1,412,865
Other trading activities	3,500	-	-	3,500
Investments	5,450	-	-	5,450
Total income and endowments	396,295	-	1,113,042	1,509,337
Expenditure on:				
Charitable activities	(335,782)	-	(1,151,493)	(1,487,275)
Total expenditure	(335,782)	-	(1,151,493)	(1,487,275)
Net income / (expenditure)	60,513	-	(38,451)	22,062
Transfers between funds	(27,750)	-	27,750	-
Net movement in funds	32,763	-	(10,701)	22,062
Reconciliation of funds:				
Total funds brought forward	24,937	300,000	44,953	369,890
Total funds carried forward	57,700	300,000	34,252	391,952

