

# **Citizens Advice Bournemouth, Christchurch and Poole Financial Statements Year Ended 31 March 2025**

Charity registration number: 1074727  
Company registration number: 03537836

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

## **Report and accounts**

**Year Ended 31 March 2025**

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

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

**Year Ended 31 March 2025**

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

<b>Charity registration number</b>	1074727
<b>Company registration number</b>	03537836
<b>Trustees</b>	Jane Burrows – Chair until 15 <sup>th</sup> May 2025 David Sargent  Andrew Karno – Vice Chair until 15 <sup>th</sup> May 2025, Chair from 15 <sup>th</sup> May 2025 Chika Udezue Ann Dimmock Jacqueline Rance Paul Kemp - Treasurer Sarah-Jane Maidens Mike Gibson - Vice Chair from 15 <sup>th</sup> May 2025
<b>Company secretary</b>	Paul Kemp
<b>Senior Management Team</b>	Zoe Bradley (Chief Executive Officer – resigned 28 <sup>th</sup> February 2025) Tom Lund (Chief Officer from 1 <sup>st</sup> March 2025) Dan Stannard (Deputy Chief Officer from 1 <sup>st</sup> March 2025) Jamie White (Operations Manager from 1 <sup>st</sup> April 2025) Kirsty Pemberton (Development and Campaigns Manager from 1 <sup>st</sup> April 2025)
<b>Registered office</b>	The Civic Centre, Bourne Avenue Bournemouth BH2 6DX
<b>Statutory Auditors</b>	Schofields Chartered Accountants and Statutory Auditors Unit 1, St Stephens Court 15-17 St Stephens Road Bournemouth BH2 6LA
<b>Bankers</b>	Lloyds Bank Plc 45 Old Christchurch Road Bournemouth BH1 1ED
<b>Investment Manager</b>	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 2025

The Trustee Directors present their report and the audited financial statements of the charity for the period 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025, 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.

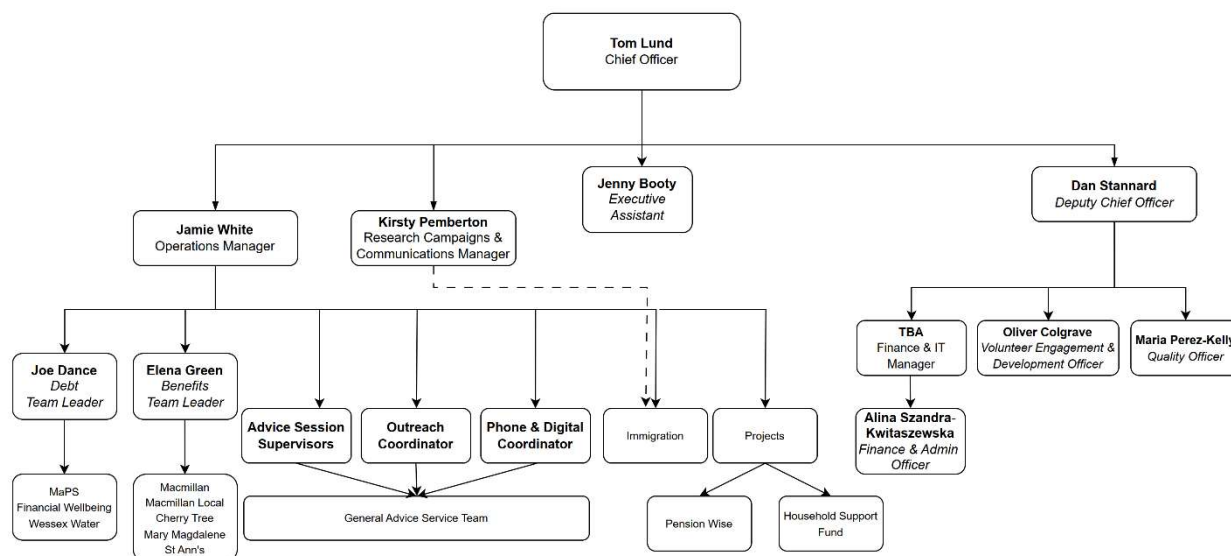
### Governance and Management

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: 1<sup>st</sup> April 2025



### 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, governance, 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 2025**

##### 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 potential 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 continually 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 advice 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 to that public benefit, 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 2025**

The Trustees, working with the Senior Management Team, achieve the above aims by following the National Citizens Advice guidelines through:

- Managing negotiations and securing funding agreements with BCP council, charity sector partners, local and national Citizens Advice organisations, and a range of other public and private sector 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 community outreach provision via our Urban Advice Vehicle.

#### **Bournemouth Foodbank (Trussell Trust) - Income Maximisation**

Providing income maximisation advice and casework support to users of Bournemouth Foodbank sites, with the aim of reducing their dependency on foodbanks. Additionally, we are training and upskilling Foodbank volunteers to ensure the long-term sustainability and legacy of the project. Project commenced April 2024.

#### **Kinson and West Howe Foodbank (Trussell Trust) - Income Maximisation**

Delivering income maximisation advice and casework to users of the Kinson and West Howe Foodbank at St Andrew's Church, with the goal of reducing ongoing reliance on foodbank services. Project started in May 2024.

#### **Dorset Community Foundation – Community Wellbeing and Mental Health Fund**

Delivering advice services at the Poole Wellbeing Hub to address financial and socio-economic challenges, which are key contributors to poor mental health. The project aims to improve clients' mental wellbeing through the provision of high-quality, targeted advice. Project began in October 2024.

#### **Somerset Citizens Advice – Secondment**

Secondment of an adviser to Somerset Citizens Advice to support the trial of Wyser Artificial Intelligence (AI) software. This initiative aims to enhance adviser efficiency in administration of cases with Somerset's Household Support Fund. Secondment commenced January 2025.

#### **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. Project completed July 31<sup>st</sup> 2023.

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

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

#### **Year Ended 31 March 2025**

##### **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. Providing a 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.

##### **Financial Wellbeing Advice Service & Financial Wellbeing Support Service – Funded by BCP Council Housing Services and BCP Council Adult Commissioning and St Ann's Welfare Benefit Support**

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. Project completed 30 June 2023.

##### **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. Project completed 30 June 2023.

##### **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. Project completed 31 October 2024.

##### **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. Project completed 30 June 2024.

##### **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. Project completed 31 May 2024.

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

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

#### **Year Ended 31 March 2025**

##### **Immigration Advice Project – Funded by The National Lottery Community Fund**

Project established to provide specialist immigration advice to residents across the local area, improving accessibility of obtaining regulated advice. With three years of funding, two full-time caseworkers began training towards Office of the Immigration Services Commissioner (OISC) Level 2 accreditation, enhancing internal capacity. The project also developed a structured Immigration Advice Model for both initial advice and casework.

##### **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. Project completed 31 March 2024.

##### **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. Project completed 30 September 2023.

##### **Immigration Clinic- Funded by 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. Project completed on 31 March 2024.

##### **Immigration Clinic- Funded by Dorset Community Foundation via the Dorset Welcome Fund in 2024/2025**

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. Funding commenced July 2024.

##### **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. Project completed on 6 December 2023.



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

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

#### **Year Ended 31 March 2025**

##### **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 2025, the Charity helped over 15,110 people, conducted 2,184 quick client contacts and dealt with over 47,000 issues. Over 4 in 5 clients supported said the Charity helped them find a way forward with outcomes, including income gain and debts written off for clients totalling over £7,182,608.

Using a Treasury-approved model, the estimated overall financial value of the work undertaken by the Charity for the people they help totalled over £16,100,000 and the estimated overall financial value to the public, through advice and volunteering services totalled over £41,000,000. For every £1 invested in the Charity, the public value of our work is estimated at over £28.

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

<b>Channel</b>	<b>% of total count of cases along channel</b>	<b>Activities</b>
Email	62%	33,312
Telephone	20%	10,443
In person	17%	9,182
Letter	1%	477
Other, inc. Web chat and Video call	0%	189

Throughout the year the Charity saw increases in client issues across 8 of the 18 presenting issue areas it records. The most noticeable increases were recorded against Benefits and Tax Credits, Benefits Universal Credit and GVA and Hate Crime.

## Citizens Advice Bournemouth, Christchurch and Poole

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

#### Year Ended 31 March 2025

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	2024-2025	2023-2024	2022-2023	2021-2022	2020-2021
Charitable Support & Food Banks	42.90%	43.40%	41.00%	18.00%	7.20%
Benefits & tax credits	14.80%	13.30%	13.90%	14.00%	14.00%
Financial services & capability	7.90%	9.00%	12.60%	24.00%	26.40%
Housing	7.40%	7.20%	6.70%	6.90%	6.10%
Debt	6.30%	6.50%	6.00%	5.70%	5.20%
Benefits Universal Credit	3.90%	3.20%	3.40%	7.30%	16.60%
Relationships & family	2.40%	2.80%	3.10%	4.40%	3.30%
Legal	3.30%	3.40%	3.00%	4.10%	2.50%
Utilities & communications	1.60%	2.00%	2.30%	1.40%	1.00%
Employment	1.90%	2.30%	2.30%	3.80%	6.70%
Immigration & asylum	2.20%	1.40%	1.60%	4.70%	4.40%
Consumer goods & services	1.30%	1.70%	1.30%	1.80%	2.10%
Travel & transport	0.80%	0.80%	0.60%	0.70%	0.60%
GVA & Hate Crime	1.10%	1.00%	0.60%	0.60%	0.50%
Health & community care	0.80%	0.70%	0.60%	0.60%	0.60%
Other	0.60%	0.50%	0.50%	0.40%	0.90%
Tax	0.50%	0.60%	0.40%	1.40%	1.80%
Education	0.30%	0.20%	0.10%	0.20%	0.10%

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 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 136 volunteers (excluding Trustees) supported the delivery of the Charity's objectives and activities during the year under review, providing over 14,650 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.

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

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

#### **Year Ended 31 March 2025**

#### **Financial review**

The financial statements of the company for the year ended 31 March 2025 are as set out on pages 18 to 34. 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 2025 was £1,446,134 (2024: £1,736,727) and total expenditure was £1,649,417 (2024: £1,652,662), resulting in a deficit for the year of £(199,913) (2024: £99,463 surplus). The reduction in income from changes in local government funding under the new grant and the completion of the J.P. Morgan contract at the end of June 2024 was not matched by a timely equivalent reduction in operating costs and overheads. Management worked to reduce operating costs and overheads, which began to have an effect in the second half of the year and it was decided by the Board that central overheads also required review. The Board undertook a review of the leadership structure of the organisation and, at the end of February 2025, put in place a new Senior Management Team, addressing both effectiveness and central overhead cost issues. The budget for 2025/26 has fully addressed the income/expenditure mismatch suffered in 2024/25 and is projected to show a small surplus for the year.

Operating cash flow for the year was a net outflow of £(340,132) (2024 £195,360 inflow), which was supplemented by inflows of £111,973 from investments (2024 £(334,877) outflow), the investment cash inflow for 2025 primarily relates to the release of £100,000 from Quilter Cheviot investments in September 2024.

Total charity funds on 31 March 2025 were £291,502 (2024: £491,415). The level of free reserves held in general funds as of 31 March 2025 stood at £2,212 (2024: £116,686). The level of free reserves held in the Designated Core Continuity Fund, stood at £275,000 (2024: £350,000) as of 31 March 2025. Restricted funds totalled £14,290 (2024: £24,729) , as at 31 March 2025.

#### 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, as their agent. Other significant funders included J. P. Morgan for the provision of debt management advice, the contract for which completed in June 2024, the National Lottery Community Fund for the provision of immigration advice and MacMillan Cancer Support for the provision of specialist benefits advice. In 2023/24, the pattern of funding was similar to 2024/25, with the largest funders being BCP Council and J. P. Morgan

During the previous financial year, BCP Council announced an open 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 was successful in winning the tender, but as a consequence was subject to a substantial year on year reduction in financial support from its principal funder. This reduction in grant funding was partially alleviated by an increase in the volume of contract work from BCP Council for administering the Household Support Fund on their behalf.

#### 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' budgeted projection for future 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.

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

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

#### **Year Ended 31 March 2025**

##### 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 2024/2025, our research and campaign work continued to be strongly shaped by the ongoing cost of living crisis. This crisis impacted clients across a broad spectrum of ages and backgrounds in complex, intersectional ways. It triggered a wide range of challenges, including difficulties with housing affordability, food insecurity, limited access to justice, mounting debt, and financial instability. These issues, in turn, led to widespread physical and mental health problems, further deepening the struggles our clients faced.

Throughout the year, we carried out a wide range of research and campaign activities to shed light on the challenges faced by residents of Bournemouth, Christchurch, and Poole, and to drive greater awareness and meaningful change wherever possible.

##### **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.

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

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

### **Year Ended 31 March 2025**

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:



Andrew Karno, Trustee



Paul Kemp, Trustee

This 21<sup>st</sup> day of August 2025

# **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 2025 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 2025, 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 included within the Trustees' 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 12 and 13, 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 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).

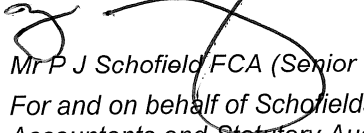
We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



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


## Use of our report

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



*Mr P J Schofield FCA (Senior Statutory Auditor)*

*For and on behalf of Schofields Chartered  
Accountants and Statutory Auditors  
Unit 1, St Stephens Court  
15-17 St Stephens Road  
Bournemouth  
Dorset  
BH2 6LA*

 August 2025

**Citizens Advice Bournemouth, Christchurch and Poole**

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

**Year Ended 31 March 2025**

		2025			2024
		Unrestricted funds			
		General funds	Designated funds	Restricted funds	Total
Note		£	£	£	£
<b>Income and endowments from:</b>					
Donations and legacies	2	92,555	-	-	92,555
Charitable activities	3	213,081	-	1,127,154	1,340,235
Other trading activities	4	1,407	-	-	1,407
Investments	5	11,937	-	-	11,937
<b>Total income and endowments</b>		<b>318,980</b>	<b>-</b>	<b>1,127,154</b>	<b>1,446,134</b>
<b>Expenditure on:</b>					
Charitable activities	6	(313,852)	-	(1,335,565)	(1,649,417)
<b>Total expenditure</b>		<b>(313,852)</b>	<b>-</b>	<b>(1,335,565)</b>	<b>(1,649,417)</b>
Net gain on investments		3,370	-	-	3,370
<b>Net income / (expenditure)</b>		<b>8,498</b>	<b>-</b>	<b>(208,411)</b>	<b>(199,913)</b>
<b>Transfers between funds</b>		<b>(122,972)</b>	<b>(75,000)</b>	<b>197,972</b>	<b>-</b>
<b>Net movement in funds</b>		<b>(114,474)</b>	<b>(75,000)</b>	<b>(10,439)</b>	<b>(199,913)</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		116,686	350,000	24,729	491,415
<b>Total funds carried forward</b>		<b>2,212</b>	<b>275,000</b>	<b>14,290</b>	<b>291,502</b>

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 26 form part of these financial statements.

# Citizens Advice Bournemouth, Christchurch and Poole

## Balance Sheet


Year Ended 31 March 2025

		2025	2024
	Note	£	£
<b>Fixed assets</b>			
Tangible assets	13	14,141	24,122
		14,141	24,122
<b>Investments</b>	14	275,637	365,707
<b>Current assets</b>			
Debtors	15	60,568	61,288
Cash at bank and in hand		51,082	285,837
		111,650	347,125
<b>Creditors: amounts falling due within one year</b>	16	(109,926)	(245,539)
<b>Net current assets</b>		1,724	101,586
<b>Total assets less current liabilities</b>		291,502	491,415
<b>Net assets</b>		291,502	491,415
<b>Charity Funds</b>			
Restricted funds	19a	14,290	24,729
Unrestricted funds	19b	2,212	116,686
Designated funds	19b	275,000	350,000
<b>Total charity funds</b>		291,502	491,415

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 21 August 2025

Signed on behalf of the board of trustees

  
Andrew Karno, Trustee

  
Paul Kemp, Trustee

Date: 21 August 2025

Notes 1 to 26 form part of these financial statements.

Company registration number: 03537836

**Citizens Advice Bournemouth, Christchurch and Poole**

**Cash Flow Statement**

**Year Ended 31 March 2025**

	2025	2024
	£	£
<b>Net cash flow from operating activities (see note below)</b>	(340,132)	195,360
<b>Cash flow from investing activities</b>		
Purchase of investments	-	(350,000)
Proceeds from sale of investments	100,000	-
Investment income	11,937	15,123
<b>Net cash flow from investing activities</b>	111,937	(334,877)
<b>Net decrease in cash and cash equivalents</b>	(228,195)	(139,517)
<b>Cash and cash equivalents at the beginning of the reporting period</b>	286,146	425,663
<b>Cash and cash equivalents at end the end of the reporting period</b>	57,951	286,146
<b>Reconciliation of net income to net cash flow from operating activities</b>		
Net (expenditure) / income for the year	(199,913)	99,463
Investment income	(11,937)	(15,123)
Gain on investments	(3,370)	(15,398)
Depreciation of tangible fixed assets	9,981	11,663
Decrease in debtors	720	8,660
(Decrease) / increase in creditors	(135,613)	106,095
<b>Net cash flow from operating activities</b>	(340,132)	195,360
<b>Cash and cash equivalents consists of:</b>		
Cash at bank and in hand	51,082	285,837
Short term deposits held within investment portfolio	6,869	309
<b>Total Cash and cash equivalents</b>	57,951	286,146

Notes 1 to 26 form part of these financial statements.

**Notes to the Financial Statements**

**Year Ended 31 March 2025**

**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.

**Notes to the Financial Statements**

**Year Ended 31 March 2025**

**(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 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) 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.

**Notes to the Financial Statements**

**Year Ended 31 March 2025**

**(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.

**Notes to the Financial Statements**

**Year Ended 31 March 2025**

**2 Income from donations and legacies**

	2025 £	2024 £
Voluntary donations	768	2,802
Legacies	6,787	26,000
Donated facilities	85,000	85,000
	<u>92,555</u>	<u>113,802</u>

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

Income from donations and legacies totalled £92,555 (2024: £113,802), of which £92,555 (2024: £113,102) was attributable to unrestricted funds and £nil (2024: £700) was attributable to restricted funds.

**3 Income from charitable activities**

	2025 £	2024 £
Grants – Core service delivery	213,081	292,053
Grants and contracts – Restricted projects	1,127,154	1,315,490
	<u>1,340,235</u>	<u>1,607,543</u>

Income from charitable activities was £1,340,235 (2024: £1,607,543), of which £213,081 (2024: £292,053) was attributable to unrestricted funds and £1,127,154 (2024: £1,315,490) was attributable to restricted funds.

Government grants included within income from charitable activities totalled £580,562 (2024: £564,080)

**4 Income from other trading activities**

	2025 £	2024 £
Other miscellaneous income	1,407	259
	<u>1,407</u>	<u>259</u>

All miscellaneous income for the years ended 31 March 2025 and 31 March 2024 was unrestricted.

**5 Income from investments**

	2025 £	2024 £
Interest – bank deposits	5,377	15,123
Investment income (note 14)	6,560	-
	<u>11,937</u>	<u>15,123</u>

All income from investments for the years ended 31 March 2025 and 31 March 2024 was unrestricted.



# Citizens Advice Bournemouth, Christchurch and Poole

## Notes to the Financial Statements

### Year Ended 31 March 2025

#### 6 Analysis of expenditure on charitable activities

Charitable activities 2025	Activities undertaken directly 2025 £	Grant funding of activities 2025 £	Support costs 2025 £	Total 2025 £
Core service delivery	303,714	-	10,138	313,852
Restricted projects	828,398	21,348	485,819	1,335,565
	1,132,112	21,348	495,957	1,649,417

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 activity costs totalled £1,649,417 (2024: £1,652,662) of which £313,852 (2024: £204,814) were attributable to unrestricted funds and £1,335,565 (2024: £1,447,848) 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 as follows:

	Core service delivery 2025 £	Restricted projects 2025 £	Total 2025 £	Core service delivery 2024 £	Restricted projects 2024 £	Total 2024 £
Salaries	5,342	256,030	261,372	20,898	134,438	155,336
Staff and volunteer	166	7,932	8,098	1,179	7,587	8,766
Office	2,899	138,913	141,812	16,513	106,236	122,749
Premises	1,567	75,095	76,662	10,953	70,462	81,415
Governance	154	7,372	7,526	1,151	7,407	8,558
Other	10	477	487	23	147	170
Total	10,138	485,819	495,957	50,717	326,277	376,994

# Citizens Advice Bournemouth, Christchurch and Poole

## Notes to the Financial Statements

### Year Ended 31 March 2025

#### 8 Grants paid

	2025	2024
	£	£
Restricted projects: Where we can call home – grants paid to institutions – DEED, Dorset	21,348	25,476
	<u>21,348</u>	<u>25,476</u>

#### 9 Governance costs

	2025	2024
	£	£
Trustee expenses	-	-
Fees payable to the charity's auditor for the audit of the charity's annual accounts	5,520	5,160
Legal fees	720	1,310
AGM and other compliance	1,285	2,089
	<u>7,525</u>	<u>8,559</u>

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

Net income / (expenditure) is stated after charging:

	2025	2024
	£	£
Depreciation of tangible fixed assets	9,981	11,663
Operating lease rentals	1,922	3,643
	<u></u>	<u></u>

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

The Trustees neither received nor waived any remuneration or expenses during the year (2024: £nil).

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 £193,069 (2024: £155,246). Employee benefits comprise salaries, severance pay, employer pension costs and employer NI costs.

# Citizens Advice Bournemouth, Christchurch and Poole

## Notes to the Financial Statements

### Year Ended 31 March 2025

#### 12 Staff costs and employee benefits

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

	2025 Number	2025 FTE	2024 Number	2024 FTE
Charitable activities	57	44	60	48

The total staff costs and employee benefits were as follows:

	2025 £	2024 £
Wages and salaries	1,185,137	1,186,460
Social security	67,607	77,386
Defined contribution pension costs	26,749	25,029
Severance pay	40,667	-
	<u>1,320,160</u>	<u>1,288,875</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:

	2025 Number	2024 Number
£60,001 - £70,000	-	1
£90,000 - £100,000	1	-
	<u>1</u>	<u>1</u>

#### 13 Tangible fixed assets

	Computer equipment £	Fixtures and fittings £	Motor vehicles £	Total £
Cost or valuation: At 1 April 2024	35,220	22,061	49,908	107,189
Additions At 31 March 2025	-	-	-	-
	<u>35,220</u>	<u>22,061</u>	<u>49,908</u>	<u>107,189</u>
Depreciation: At 1 April 2024	35,220	22,061	25,786	83,067
Charge for the year	-	-	9,981	9,981
At 31 March 2025	<u>35,220</u>	<u>22,061</u>	<u>35,767</u>	<u>93,048</u>
Net book value: At 31 March 2025	-	-	14,141	14,141
At 31 March 2024	-	-	24,122	24,122

# Citizens Advice Bournemouth, Christchurch and Poole

## Notes to the Financial Statements

### Year Ended 31 March 2025

#### 14 Investments

	General Funds 2025 £	General Funds 2024 £
<b>a) Investment assets</b>		
Equities	268,768	365,398
Cash within investment portfolio	6,869	309
Market value at 31 March 2025	<u>275,637</u>	<u>365,707</u>
<b>b) Analysis of movement</b>		
Market value at 1 April 2024	365,707	-
Additions	-	350,000
Disposals	(100,000)	-
Gain on investments	3,370	15,398
Income received	6,560	309
Market value at 31 March 2025	<u>275,637</u>	<u>365,707</u>
Original cost	<u>250,000</u>	<u>350,000</u>

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

#### 15 Debtors

	2025 £	2024 £
Prepayments and accrued income	<u>60,568</u>	<u>61,288</u>

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

	2025 £	2024 £
Other tax and social security	15,488	21,409
Pension creditor	5,359	4,914
Accruals	20,635	22,968
Deferred income (note 18)	<u>68,444</u>	<u>196,248</u>
	<u>109,926</u>	<u>245,539</u>

**Notes to the Financial Statements**

**Year Ended 31 March 2025**

**17 Leases**

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

	2025 £	2024 £
Not later than one year	1,922	1,922
Later than one and not later than five years	4,779	6,701
	<hr/> 6,701	<hr/> 8,623

**18 Deferred income**

	2025 £	2024 £
At 1 April 2024	196,248	107,360
(Released) / additions during the year	(127,804)	88,888
	<hr/> 68,444	<hr/> 196,248

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 2025

#### 19 Fund reconciliation

##### (a) Restricted funds

	Opening balance 2025 £	Income £	Expenditure £	Transfers £	Closing balance 2025 £
Cherry Tree Nursery	-	10,034	(15,318)	5,284	-
Macmillan Care Locally	-	27,300	(27,300)	-	-
Christchurch Magdalen Trust	-	14,461	(24,209)	9,748	-
St Ann's Benefits	-	15,605	(15,605)	-	-
Financial wellbeing Poole	-	42,524	(65,964)	23,440	-
Pension Wise	-	88,591	(88,591)	-	-
Macmillan welfare	-	106,174	(106,174)	-	-
MAPS	-	57,365	(76,149)	18,784	-
Water Guru	-	38,350	(45,494)	7,144	-
Justice advice	-	-	(28,871)	28,871	-
Immigration Support	-	5,000	(5,000)	-	-
Household Support Fund	-	323,183	(323,183)	-	-
Where We Can Call Home	-	55,373	(56,226)	853	-
JP Morgan Increased Capacity	-	125,000	(208,783)	83,783	-
Mediation Dorset	-	3,190	(3,190)	-	-
Independent Age	-	30,000	(30,000)	-	-
NLF Let's Talk Renting	458	-	(1,394)	936	-
NLF Immigration Advice	-	111,841	(111,841)	-	-
GRT project	-	18,383	(18,383)	-	-
Trussell Trust foodbanks	-	44,780	(58,326)	13,546	-
Wellbeing & mental health	-	10,000	(10,000)	-	-
Urban Advice van	24,122	-	(15,564)	5,583	14,141
Street support	149	-	-	-	149
	24,729	1,127,154	(1,335,565)	197,972	14,290

##### 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 2025**

**19 Fund reconciliation**

**(a) Restricted funds (continued)**

	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

# Citizens Advice Bournemouth, Christchurch and Poole

## Notes to the Financial Statements

### Year Ended 31 March 2025

#### 19 Fund reconciliation

##### (b) Unrestricted funds

	Opening balance 2025 £	Income £	Expenditure £	Investment gains £	Transfers £	Closing balance 2025 £
General funds	116,686	318,980	(313,852)	3,370	(122,972)	2,212
Designated Core Continuity Fund	350,000	-	-	-	(75,000)	275,000
	466,686	318,980	(313,852)	3,370	(197,972)	277,212

	Opening balance 2024 £	Income £	Expenditure £	Investment gains £	Transfers £	Closing balance 2024 £
General funds	57,700	420,537	(204,814)	15,398	(172,135)	116,686
Designated Core Continuity Fund	300,000	-	-	-	50,000	350,000
	357,700	420,537	(204,814)	15,398	(122,135)	466,686

#### 20 Analysis of net assets between funds

	General funds 2025 £	Designated funds 2025 £	Restricted funds 2025 £	Total 2025 £
Fixed assets	-	-	14,141	14,141
Investments	637	275,000	-	275,637
Cash at bank and in hand	50,933	-	149	51,082
Other current (liabilities)	(49,358)	-	-	(49,358)
Total	2,212	275,000	14,290	291,502

	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 (liabilities)	(9,209)	-	(175,042)	(184,251)
Total	116,686	350,000	24,729	491,415



# Citizens Advice Bournemouth, Christchurch and Poole

## Notes to the Financial Statements

### Year Ended 31 March 2025

#### 21 Analysis of changes in net cash

	1 April 2024 £	Cash flows £	31 March 2025 £
Cash	285,837	(234,755)	51,082
Cash equivalents	309	6,560	6,869
Total	<u>286,146</u>	<u>(228,195)</u>	<u>57,951</u>

#### 22 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 £1,527,500 and distributed funds of £1,890,280. At the balance sheet date £61,402 (2024: £424,182) was held in a segregated bank account pending dispersal of grants.

#### 23 Financial instruments

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

	2025 £	2024 £
<i>Financial assets</i>		
Debt instruments measured at amortised cost:		
- Prepayments and accrued income (note 15)	<u>60,568</u>	<u>61,288</u>
<i>Financial liabilities</i>		
Measured at amortised cost		
- Other tax and social security (note 16)	15,488	21,409
- Pension creditor (note 16)	5,359	4,914
- Accruals (note 16)	20,635	22,968
- Payments received on account for programme related grants (note 16)	<u>68,444</u>	<u>196,248</u>
	<u>109,926</u>	<u>245,539</u>

#### 24 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 £26,749 (2024: £25,029).

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

#### 25 Related party transactions

Jennifer Karno received £90 (2024: £60) reimbursement of travel expenses in her capacity as a volunteer. Jennifer is the spouse of Trustee Andrew Karno.

**Citizens Advice Bournemouth, Christchurch and Poole**

**Notes to the Financial Statements**

**Year Ended 31 March 2025**

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

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