

CITIZENS ADVICE THANET

England & Wales · Charity number 1086799

Details

Other names	THANET DISTRICT CITIZENS ADVICE BUREAU
Status	Registered
Legal form	Charitable company
Company number	04176324
Registered	2001-05-30
Register	View on the Charity Commission register

Contact

Address	Citizens Advice Thanet Mill Lane House Mill Lane Margate CT9 1LB
Phone	01843228643
Email	enquiries@canek.org.uk
Website	www.canek.org.uk

Activities

Objects: THE CHARITY'S OBJECTS ARE TO PROMOTE ANY CHARITABLE PURPOSE FOR THE PUBLIC BENEFIT BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS IN PARTICULAR, BUT WITHOUT LIMITATION, FOR THE BENEFIT OF THE COMMUNITY IN THE ISLE OF THANET IN THE COUNTY OF KENT AND SURROUNDING AREAS.

Activities: To deliver the Citizens Advice service to the people of Thanet, ensuring as far as possible that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available to them or through an inability to express their needs effectively. Trading as a partner of Citizens Advice North East Kent from April 2026.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, The General Public/mankind

Geography

- **Area of benefit:** THE ISLE OF THANET IN THE COUNTY OF KENT AND SURROUNDING AREAS
- Kent

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£361,659	£326,865	-	-
2024-03-31	£359,836	£291,724	-	-
2023-03-31	£156,450	£161,600	-	-
2022-03-31	£302,990	£253,061	-	-
2021-03-31	£405,615	£344,683	-	-

Trustees

Name	Role	Appointed
Ann Pamela Kenworthy		2026-03-30
Connor Harney		2023-12-12
Hilary Anne Brighton		2026-03-30
Nicola Dina Parmar		2024-07-18
Sharon Kim Wilding		2023-05-26

CITIZENS ADVICE THANET

England & Wales - Charity number 1086799

Accounts

CITIZENS ADVICE THANET
(A COMPANY LIMITED BY GUARANTEE)

FINANCIAL STATEMENTS AND TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2025

Charity Number 1086799

CONTENTS

	Pages
Trustees' Annual Report	1 - 5
Independent Examiner's Report	6
Statement of Financial Activities	7
Balance Sheet	8
Notes to the Financial Statements	9 - 17

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2025**

The trustees have pleasure in presenting their report and the unaudited financial statements for the year ended 31 March 2025 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006 relating to small companies, 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 Republic of Ireland (FRS 102) (effective 1 January 2019).

REFERENCE AND ADMINISTRATIVE DETAILS**Charity Registration Number**

1086799

Company Registration Number

04176324

Registered Office

Mill Lane House
Mill Lane
Margate
Kent
CT9 1LB

Trustees/Directors

Mr Simon Farrer	
Mrs Danielle Barnes	(resigned 30.6.24)
Mrs Sarah Ellis	
Ms Helen Mitchell	
Ms Sharon Wilding	Chair
Mrs Heidi Coleman	(resigned 30.6.24)
Mr Connor Harney	Treasurer
Ms Bernadette Hawkes	(appointed 17.4.24)
Ms Nicola Parmar	(appointed 18.7.24)

Co-Opted Local Authority Representatives

Cllr Jenny Matterface	
Cllr David Green	(until 18.5.24)
Cllr John Edwards	(from 18.5.24)

Chief Officer and Company Secretary

Mrs Angela Drew-Robinson	(until 31.5.25)
--------------------------	-----------------

Bankers

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

Independent Examiner

Mr S J Wren FCCA
Accountancy Matters (Kent) Limited
The Marlowe Innovation Centre
Marlowe Way
Ramsgate
Kent
CT12 6FA

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2025**

STRUCTURE, GOVERNANCE AND MANAGEMENT**Governing document**

Citizens Advice Thanet is a registered charity and a company limited by guarantee incorporated on 9 March 2001. It was established under a memorandum of association and is governed by its articles of association.

Recruitment and appointment of trustee directors

Trustees Board vacancies are advertised on the national Citizens Advice website and other appropriate media. Applicants for vacancies will be selected by a short listing and interview process which will be based on a published job description and person specification. This process will be carried out by a small group of Trustees especially appointed for this purpose. The Charity aims to have a balanced makeup which reflects the community the Service serves.

Organisational structure

Citizens Advice Thanet is governed by a Board of Trustees who meet at least quarterly. Day to day running of the Charity is supervised by the Chief Officer who reports to the Trustees on a quarterly basis. The Trustees and the Chief Executive are the Key Management Personnel as defined by the Charities SORP FRS102.

Related parties

Citizens Advice Thanet has membership of the national body now called Citizens Advice, which provides a framework for the standards of advice and casework managements as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board in order to fulfil its charitable objects and comply with the national membership requirements.

Risk assessment

The Charity has adopted a policy of regularly reviewing the risks to the operations of the Charity, to ensure that adequate steps are taken to mitigate such risks.

OBJECTIVES AND ACTIVITIES**Objectives**

To deliver the Citizens Advice Service to the people of Thanet, ensuring as far as possible that we provide the advice people need for the problems they face and improve the policies and practices that effect peoples' lives. We will endeavour to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities, whilst valuing diversity, promoting equality and challenging discrimination.

Activities and achievements, performance and factors affecting achievement of objectives

Unfortunately, not much has changed since the previous year; the cost of living is still a factor affecting many of our clients. Ever increasing food costs, high energy costs, acute shortage of affordable housing. The government decision to take away the Winter Fuel Allowance from many of our Pension Age people has an added impact. The demand for our service is consistently high due to the difficulties people are experiencing and advice needed.

We were delivery partners for the Government Household Support Fund scheme. People and families this was aimed at those we identified as not having enough income to afford the basic essentials for living and fitted the eligibility criteria. We were able to offer Food vouchers, School wear vouchers and items for keeping warm and improving energy efficiency. A total of £90,000 was given to 291 local vulnerable households in need. Budgeting and money advice were also part of the delivery to where possible improve the financial capability of these clients.

We were able to secure funding for a part-time telephone adviser for 6 months through the UK Shared Prosperity Scheme, part of the government levelling up programme. This was successful and certainly identified the need of telephone as an advice channel. We are actively seeking further funding to continue this service as a priority.

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2025**

Activities and achievements, performance and factors affecting achievement of objectives

Reaching Communities 'Better Lives Thanet' continues to provide a much-needed Outreach Advice service, working out of foodbanks, libraries, Community locations, Salvation Army. Home visits have also commenced this year for clients. Due to Home Visits being resource heavy, these are limited to those that are not able to get advice via our other channels. This has improved our accessibility as a service.

A successful bid for new IT equipment from National Lottery 'Awards for All' scheme, enabled us to completely replace our old stock of Computers and laptops. This has improved our efficiency as a service. Our advisers are really impressed about the difference this has made to the advice-giving process. As much of the equipment was not compatible for Windows 11, we have future proofed ourselves for the next few years.

We secured £30,000 of funding from Colyer Fergusson Charitable Trust, this provided the money to employ a full-time Supervisor/Adviser for one year. This has enabled us to increase Advice Capacity and take on more trainee volunteer advisers.

Our Service Level Agreement with Thanet District Council, continues to be the backbone for our core costs. We are pleased to say we have been able to secure a further three years funding (from April 2025) from Thanet District Council.

Ramsgate Town Council continued to provide funding to assist with employing a supervisor/adviser 22.5 hours pw to man the Ramsgate Office.

Over the year, due to the training up of new volunteer advisers, we were able to extend the Drop-in Service at our Ramsgate office from one to two drop ins a week.

We advised 3159 clients during 2024-25 regarding 7602 issues, this is an increase of 881 clients from the previous year (2278 clients and 5736 issues).

We have the added value of being able to provide training for new staff and volunteers that wish to improve their future job prospects

A special thank you to an amazing group of dedicated volunteers that continue to give up their free time to provide their services to Citizens Advice Thanet and the local community. Thank you also to our paid staff for their hard work and diligence that have ensured the growth and increased capacity to deliver quality advice to the people of Thanet

FINANCIAL REVIEW**Financial position**

The total income for the year was £361,659 a small increase from the previous year's income of £359,836. The service has been working to rebuild the service following the ending of projects and the disruption caused to the service by the Covid-19 pandemic. Thanet District Council Continue to be a valued supporter of the work of Thanet Citizens Advice. Their funding agreement provides for the core services, with additional funding provided for specific projects. Other significant funders during the year were Ramsgate Town Council, Colyer Fergusson Charitable Trust and The National Lottery.

The number of volunteers again increased, and additional staff employed is a positive step forward. The total resources expended were £326,865.

Total funds held at the end of the financial year, 31 March 2025, were £276,266. This is made up of restricted funds of £6,117, designated funds of £93,216 and unrestricted general funds of £176,893.

Once again, the service has been successful in securing project funding and will continue to seek opportunities of further funding. This enables the service to plan to continue to grow its services in the coming year.

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2025**

Reserves Policy and going concern

Citizens Advice Thanet operates on grant and project funding. Funding for core services is provided through grants by Thanet District Council. A 3-year agreement commencing from April 2025 is in place. Project funding has been secured for the financial year 2025-26 and further funding bids will be made to support the expansion of services.

The Directors consider that Citizens Advice Thanet is able to operate as a going concern over the next twelve months and to run its core services and projects that fit with the charitable objects.

The reserves policy has been prepared with reference to the Charity Commission's publication 'Charities and Reserves'. CC19, 2016.

The trustees believe that Citizens Advice Thanet should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and difficult financial circumstances.

In determining the level of reserves consideration will be given to:

- a) The risk of unforeseen emergency or other unexpected need for funds.
- b) Covering unforeseen day-to-day operational costs.
- c) Funds to provide time for trustees to take action if income falls below expectation.
- d) Planned commitments, or designations, that cannot be met by future income alone.
- e) The need to fund short-term deficits in a cash budget.

The trustees consider that an unrestricted reserve of between 3 and 6 months unrestricted expenditure is sufficient to meet the above requirements. Total reserves have increased to the year end 31 March 2025.

The Trustees have two designated funds. One designated fund is in respect of the net book value of fixed assets. Although these form part of general funds, they cannot be utilised for future expenditure. The second designated fund is to cover the costs of closure of the charity should it be considered that is no longer a going concern. This would enable the charity to meet its financial commitments on closure.

Investment policy and activities

The current policy is to keep reserves in an interest-bearing account and for sufficient funds to be available should they be required in an emergency.

PLANNING OUR FUTURE AND THE TASKS AHEAD

To secure further funding to increase the capacity of our telephone advice service.

To secure further funding to continue the full-time Supervisor/Advisor role.

Further application for funding from Ramsgate Town Council to continue the part-time Supervisor/adviser role

To source other possibilities and opportunities for funding, collaborating with partners and other LCA's to source larger pots of funding to continue and support our growth to advise more people.

To increase the Drop-in service at our Ramsgate Office to three drop ins a week.

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2025**

PUBLIC BENEFIT

The trustees confirm that they have complied with their duty as prescribed by section 4 of the Charities Act 2006 to have due regard to the Charity Commission public benefit guidance.

Signed on behalf of the Board of Trustees by :

Sharon Wilding - Chairman

Date : 24 July 2025

CITIZENS ADVICE THANET

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2025 which are set out on pages 7 to 17.

Responsibilities and basis of report

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

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

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

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

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

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

S J Wren FCCA
Accountancy Matters (Kent) Limited
Chartered Certified Accountants
The Marlowe Innovation Centre
Marlowe Way
Ramsgate
Kent
CT12 6FA

Date : 29 July 2025

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating an Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds £	Restricted funds £	Total funds 2025 £	Total funds 2024 £
INCOME					
Donations and grants	2	304	122,500	122,804	147,834
Charitable activities	3	113,851	119,173	233,024	211,475
Investment income	4	5,831	-	5,831	527
Fundraising income		-	-	-	-
TOTAL INCOME		119,986	241,673	361,659	359,836
EXPENDITURE					
Cost of raising funds	5	7,349	-	7,349	7,439
Charitable activities	5	116,270	203,246	319,516	284,285
TOTAL EXPENDITURE		123,619	203,246	326,865	291,724
NET (EXPENDITURE)/INCOME FOR THE YEAR BEFORE TRANSFERS	6	(3,633)	38,427	34,794	68,112
Transfers between funds	12	61,977	(61,977)	-	-
NET MOVEMENT IN FUNDS FOR THE YEAR		58,344	(23,550)	34,794	68,112
Balance as at 1 April 2024		211,765	29,667	241,432	173,320
BALANCE AS AT 31 MARCH 2025		270,109	6,117	276,226	241,432

**BALANCE SHEET
AS AT 31 MARCH 2025**

	Notes	2025 £	2024 £
FIXED ASSETS			
Tangible assets	8	13,216	6,403
CURRENT ASSETS			
Debtors and prepayments	9	4,556	4,780
Cash at bank and in hand		<u>348,134</u>	<u>284,708</u>
		352,690	289,488
CURRENT LIABILITIES			
Creditors: amounts falling due within one year	10	<u>89,680</u>	<u>54,459</u>
		263,010	235,029
NET ASSETS	11	<u>276,226</u>	<u>241,432</u>
FUNDS OF THE CHARITY	.		
Unrestricted general fund	12	176,893	165,362
Designated funds	12	93,216	46,403
Restricted funds	12	<u>6,117</u>	<u>29,667</u>
TOTAL FUNDS		<u>276,226</u>	<u>241,432</u>

Represented by:

For the financial year ended 31 March 2025 the company was entitled to exemption from audit under s.477 Companies Act 2006 and no members have deposited a notice under s.476 requiring an audit.

The directors acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with s.386 of the Act for preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and in accordance with the Charities SORP FRS 102.

Approved and signed for issue by the trustees on 24 July 2025

Sharon Wilding - Chairman

Connor Harney - Treasurer

Company registration number - 04176324

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

1 ACCOUNTING POLICIES**a) Basis of accounting**

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 the Republic of Ireland FRS 102 (effective 1 January 2019) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland FRS 102 and the Companies Act 2006.

Citizens Advice Thanet meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b) Preparation of the accounts on a going concern basis

Citizens Advice Thanet operates on grant and project funding. Funding for core services is currently funded through grants by Thanet District Council. A 3-year funding agreement was put in place from April 2025. The success with bids for funding, and the review of core costs, all contribute to the charity being able to operate the service within the funds available.

The Trustees consider that Citizens Advice Thanet is able to operate as a going concern for at least the twelve months from the date these accounts are formally approved. Funding is in place and sufficient reserves are held for the service to continue to operate.

c) Income

Grants receivable - grants made to finance the activities of the Charity are credited to the statement of financial activities (SOFA) accounting in the period to which they relate.

Bank interest - bank interest is included in the income and expenditure account on receipt.

Other income - other income, including donations and gifts are included as they were received.

Gifts and intangible income - in addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public. This help and support is not included in the financial statements. However, its value to the charity has been estimated and disclosed in the trustees' report.

Deferred income - grants received in advance of the period in which the funder requires the expenditure to be applied will be reflected within deferred income on the balance sheet.

d) Expenditure

All expenditure is accounted for on an accruals basis and includes VAT where applicable. All expenditure directly related to the provision of the advisory services is included within the charitable expenditure. Other costs incurred have been allocated between activities for generating funds and governance as appropriate. Where such costs relate to more than one functional cost category they have been split on an estimate of time spent.

e) Leases

Rental costs are charged to the Statement of Financial Activities as incurred.

f) Significant judgements and estimates

No significant judgements or estimates have had to be made by the Trustees in preparing these financial statements

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

1 ACCOUNTING POLICIES

g) Depreciation of fixed assets

Tangible fixed assets costing more than £1,000 are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life as follows :

Leasehold improvements	Over the term of the lease
Computers, software and equipment	33% straight line
Furniture and equipment	25% straight line

h) Fund accounting

Unrestricted funds are grants, donations and other incoming resources receivable by the charity without further specified purpose and are available as general funds.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds relates to income to be used for specific purposes as laid down by the donor.

	Unrestricted funds	Restricted funds	2025 Total funds	2024 Total funds
	£	£	£	£
2 DONATIONS AND GRANTS				
Thanet District Council - Household Support	-	100,000	100,000	120,000
Colyer Fergusson Charitable Trust	-	12,500	12,500	-
DWP - Kickstart Scheme	-	-	-	500
Thanet District Council - Community Connect	-	10,000	10,000	19,180
Donations	304	-	304	8,154
	<u>304</u>	<u>122,500</u>	<u>122,804</u>	<u>147,834</u>
3 INCOME FROM CHARITABLE ACTIVITIES				
Thanet District Council	113,851	-	113,851	106,702
Ramsgate Town Council	-	21,500	21,500	20,000
Cit A - Cost of Living	-	-	-	15,000
The National Lottery Community Fund	-	97,673	97,673	55,944
Thanet District Council - Rough Sleeper	-	-	-	13,829
	<u>113,851</u>	<u>119,173</u>	<u>233,024</u>	<u>211,475</u>
4 INVESTMENT INCOME				
Bank interest receivable	5,831	-	5,831	527
	<u>5,831</u>	<u>-</u>	<u>5,831</u>	<u>527</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

5 EXPENDITURE	Unrestricted funds	Restricted funds	2025 Total funds	2024 Total funds
	£	£	£	£
Costs of raising funds :				
Wages and salaries	7,349	-	7,349	7,439
Fundraising costs	-	-	-	-
	<u>7,349</u>	<u>-</u>	<u>7,349</u>	<u>7,439</u>
Charitable activities				
Wages and salaries	20,705	112,129	132,834	98,240
Travel and other staff and volunteer costs	3,745	785	4,530	2,747
Grants - Household support	-	90,000	90,000	108,000
Rent and room hire	12,066	-	12,066	11,040
Light, heat and water	2,777	-	2,777	1,609
Property repairs and cleaning	3,112	-	3,112	5,256
Computer costs and IT support	4,753	75	4,828	3,101
Office equipment repairs	1,244	157	1,401	927
Insurance	4,659	-	4,659	4,480
Telephone	1,934	-	1,934	1,607
Publicity	12	100	112	205
Printing post and stationery	1,445	-	1,445	2,311
Training	480	-	480	5,218
CAB subscription costs	2,028	-	2,028	1,969
Books and publications	2,698	-	2,698	974
Sundries	60	-	60	106
Depreciation	11,763	-	11,763	8,193
Support costs				
Wages and salaries	35,419	-	35,419	21,175
Accountancy fees	1,551	-	1,551	1,566
Payroll costs	864	-	864	965
Governance costs				
Wages and salaries	2,940	-	2,940	2,976
Board and AGM meeting expenses	382	-	382	60
Legal and professional	13	-	13	-
Independent Examiner's fee	1,620	-	1,620	1,560
	<u>116,270</u>	<u>203,246</u>	<u>319,516</u>	<u>284,285</u>
Total expenditure	<u>123,619</u>	<u>203,246</u>	<u>326,865</u>	<u>291,724</u>
6 NET INCOME			2025	2024
			£	£
This is stated after charging:				
Depreciation			11,763	8,193
Loss on disposal of fixed assets			-	-
Independent Examiner's remuneration : Management accounts			1,551	1,566
Payroll fees			864	965
Independent Examiners' fee			1,620	1,560

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

7 INFORMATION REGARDING EMPLOYEES

	2025	2024
	£	£
Wages and salaries	166,851	122,767
Social security costs	13,552	10,008
Pension contributions	3,139	2,055
Employment Allowance	(5,000)	(5,000)
	<u>178,542</u>	<u>129,830</u>

The average monthly head count was 8 staff (2024 - 6 staff).

The average number of employees based on full time equivalents analysed by function was:

	2025	2024
	Number	Number
Advisory services	5	4
Management and administration	<u>2</u>	<u>1</u>
	<u>7</u>	<u>5</u>

No employee received remuneration of more than £60,000 during the year or the preceding year.

No trustees received remuneration or were reimbursed expenses (2024 - no trustee received remuneration, but one trustee reimbursed expenses of £39) in their capacity as a trustee.

The total employee benefits (including employers national insurance) of the key management personnel of the charity were £29,397 (2024 - £29,756)

8 FIXED ASSETS

	Leasehold Imp'ments	Computer Equipment £	Fixtures & fittings	Total £
Cost				
As at 1 April 2024	54,969	53,359	8,229	116,557
Additions	-	18,576	-	18,576
Disposals	<u>-</u>	<u>(48,029)</u>	<u>(827)</u>	<u>(48,856)</u>
As at 31 March 2025	<u>54,969</u>	<u>23,906</u>	<u>7,402</u>	<u>86,277</u>
Depreciation				
As at 1 April 2024	51,300	51,694	7,160	110,154
Charge for the year	3,669	7,025	1,069	11,763
Disposals	<u>-</u>	<u>(48,029)</u>	<u>(827)</u>	<u>(48,856)</u>
As at 31 March 2025	<u>54,969</u>	<u>10,690</u>	<u>7,402</u>	<u>73,061</u>
Net book value				
As at 31 March 2025	<u>-</u>	<u>13,216</u>	<u>-</u>	<u>13,216</u>
As at 31 March 2024	<u>3,669</u>	<u>1,665</u>	<u>1,069</u>	<u>6,403</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

9 DEBTORS

	2025	2024
	£	£
Prepayments	<u>4,556</u>	<u>4,780</u>

10 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Trade creditors	-	807
Other creditors	676	458
Taxation and social security	3,281	2,463
Accruals	3,469	2,914
Deferred income	<u>82,254</u>	<u>47,817</u>
	<u>89,680</u>	<u>54,459</u>

11 ANALYSIS OF NET ASSETS BETWEEN FUND

	General funds	Designated funds	Restricted funds	Total
	£	£	£	£
Fixed assets	-	13,216	-	13,216
Current assets	266,573	80,000	6,117	352,690
Current liabilities	<u>(89,680)</u>	<u>-</u>	<u>-</u>	<u>(89,680)</u>
Net assets as at 31 March 2025	<u>176,893</u>	<u>93,216</u>	<u>6,117</u>	<u>276,226</u>

ANALYSIS OF NET ASSETS BETWEEN FUND - PREVIOUS YEAR

	General funds	Designated funds	Restricted funds	Total
	£	£	£	£
Fixed assets	-	6,403	-	6,403
Current assets	219,821	40,000	29,667	289,488
Current liabilities	<u>(54,459)</u>	<u>-</u>	<u>-</u>	<u>(54,459)</u>
Net assets as at 31 March 2024	<u>165,362</u>	<u>46,403</u>	<u>29,667</u>	<u>241,432</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

12 MOVEMENT IN FUNDS

	As at 1 04 2024 £	Income	Expenditure	Transfers	As at 31 03 2025 £
		£	£	£	
Restricted funds					
TDC - Relocation	3,490	-	-	-	3,490
TNL Community Fund - IT	19,180	-	-	(18,576)	604
TNL Community Fund - Better Lives	6,997	97,673	(73,473)	(30,432)	765
Full Time Supervisor	-	12,500	(11,242)	-	1,258
TDC - Community Connect	-	10,000	(7,568)	(2,432)	-
TDC - Household Support	-	100,000	(90,000)	(10,000)	-
Ramsgate Town Council	-	21,500	(20,963)	(537)	-
Total restricted funds	29,667	241,673	(203,246)	(61,977)	6,117
Designated funds					
Fixed assets	6,403	-	-	6,813	13,216
Charity closure	40,000	-	-	40,000	80,000
Total designated funds	46,403	-	-	46,813	93,216
Unrestricted general funds	165,362	119,986	(123,619)	15,164	176,893
Total funds	241,432	361,659	(326,865)	-	276,226

RESTRICTED FUNDS

Thanet District Council - Relocation

£30,000 was awarded for the move and relocation costs in 2021, for refit to make new smaller office fit for purpose. No further money was spent from this pot in 2024-25

TNL Community Fund - IT

Grant money received from the National Lottery Awards for All scheme spent on replacing old IT equipment for new. The transfer to unrestricted funds represents the cost of IT purchased in the year and is shown within fixed assets on the balance sheet.

TNL Community Fund - Better Lives Thanet

Restricted to project salaries of 2 advisers plus associated costs of admin, supervision, training, travel, IT provision, insurance, memberships, reference materials, stationary. The aim of the project is to make our service more accessible by taking it out into Community Venues around Thanet. The transfer to unrestricted funds represents an agreed contribution towards the charity's overhead costs.

Full Time Supervisor

A grant of £30,000 from Colyer Fergusson Charitable Trust to fund the full time salary of a supervisor/advisor for a one year contract from November 2024. £17,500 has been deferred into next year's budget to match against the salary cost.

TDC - Community Connect

£10,000 received from Thanet District Council (UK Shared Prosperity Scheme) to cover the salary and additional costs for a part-time telephone adviser on a 6-month contract, focusing on the most deprived wards in Thanet. The transfer to unrestricted funds represents the agreed contribution towards the charity's overhead costs.

TDC - Household Support

A total of £100,000 received from Thanet District Council, £90,000 to distribute and £10,000 for admin costs. The aim of the fund to help those unable to pay for essentials during the continuing cost of living crisis.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

RESTRICTED FUNDS - cont'd

Ramsgate Town Council

Funding is restricted to the Ramsgate Office paying for a part-time Supervisor/Adviser to enable a service to function from the Ramsgate Office.

DESIGNATED FUNDS

Fixed assets

A fund created by the Trustees and represents the net book value of the charity's fixed assets at the balance sheet date. The fund was created due to the increase in fixed assets and although they are within general funds the value of the assets cannot be utilised for future expenditure.

Charity closure

A fund created by the Trustees and represents the estimated costs of the charity having to close due to a lack of funding.

UNRESTRICTED GENERAL FUNDS

This (Operational Reserve) provides funding for the service to continue for a period of time should funding be withdrawn. This allows the Directors to seek further alternative funding or to reorganise the service to meet the available funding.

MOVEMENT IN FUNDS - PREVIOUS YEAR

	As at 1 04 2023 £	Income £	Expenditure £	Transfers £	As at 31 03 2024 £
Restricted funds					
TDC - Relocation	3,490	-	-	-	3,490
TNL - Community Fund - IT	-	19,180	-	-	19,180
TNL - Community Fund - Better Lives	-	55,944	(35,522)	(13,425)	6,997
TDC - Rough Sleeper	4,116	13,829	(13,160)	(4,785)	-
TDC - Household Support	-	120,000	(108,000)	(12,000)	-
Ramsgate Town Council	-	20,000	(17,350)	(2,650)	-
KCF - Volunteer Training	4,700	-	(4,250)	(450)	-
Total restricted funds	12,306	228,953	(178,282)	(33,310)	29,667
Designated funds					
Fixed assets	12,098	-	-	(5,695)	6,403
Charity closure	40,000	-	-	-	40,000
Total designated funds	52,098	-	-	(5,695)	46,403
Unrestricted general funds	108,916	130,883	(113,442)	39,005	165,362
Total funds	173,320	359,836	(291,724)	-	241,432

RESTRICTED FUNDS - PREVIOUS YEAR

Thanet District Council - Relocation

In the previous year, £30,000 was awarded for the move and relocation costs. The new smaller office required a complete refit to make it 'fit for purpose'. Further remaining money was spent in 2022/23, and further amounts may be spent in 2024/25.

TNL Community Fund - IT

This was awarded towards the end of the financial year to be spent in 2024-25 on IT as prescribed in the bid.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

RESTRICTED FUNDS - PREVIOUS YEAR - cont'd**TNL Community Fund - Better Lives**

Restricted to project salaries of two Advisors, one 35 hours pw and the other 30 hours pw plus associated on costs of admin, supervision and management and other costs such as training, travel, IT provision, Insurance, memberships, reference materials, stationery. The aims of the project are to bring our advice service to venues in the community such as food banks, children centres, community hubs, libraries where people in need of our help may be.

TDC - Rough Sleeper RISE

This ended 20 September 2023. Restricted to cover of 21 hour part-time adviser within the Rise Team plus a transfer to unrestricted funds to represent a contribution towards office costs.

TDC - Household Support

A total of £120,000 was received from Thanet District Council. £108,000 to distribute and £12,000 to cover administration of the project. The aim of the project was to help those unable to pay for essentials during the cost of living crisis. The £108,000 was distributed via vouchers from platforms Hugg and Charis plus the Schoolwear Centre Shop in Margate.

Ramsgate Town Council

Funding from Ramsgate Town Council restricted to Ramsgate Office for paying for a part time Supervisor/Adviser to enable advice service to function from the Ramsgate Office.

KCF - Volunteer training

Funding carried over from 2022/23 to cover training of volunteers, provided by Citizens Advice North West Kent. An amount of £450 remained of the original grant of £6,000. It was agreed with the funder that we could use this to put towards the cost of a desktop. A desktop was purchased and therefore the balance of the fund has been transferred to general funds to contribute towards the cost of the desktop.

DESIGNATED FUNDS - PREVIOUS YEAR**Fixed assets**

A fund created by the Trustees and represents the net book value of the charity's fixed assets at the balance sheet date. The fund was created due to the increase in fixed assets and although they are within general funds the value of the assets cannot be utilised for future expenditure.

Charity closure

A fund created by the Trustees and represents the estimated costs of the charity having to close due to a lack of funding.

UNRESTRICTED GENERAL FUNDS

This (Operational Reserve) provides funding for the service to continue for a period of time should funding be withdrawn. This allows the Directors to seek further alternative funding or to reorganise the service to meet the available funding.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

13 FINANCIAL COMMITMENTS

At 31 March 2025 the charity had future minimum lease payments under non-cancellable operating leases as follows:

	2025 £	2024 £
within one year	27,500	6,440
within two to five years	7,875	-
after five years	-	-
	<u> </u>	<u> </u>

Included in the amount payable within one year is £14,000 in respect of a lease agreement where heads of terms were agreed by the year end but the lease agreement was not actually signed until just after 31 March 2025.

14 OTHER FINANCIAL COMMITMENTS

During the year ended 31 March 2022, the charity moved its offices in Margate and incurred expenditure of £18,875 which has been shown as Leasehold Improvements on the balance sheet and depreciated over the initial lease term. When the charity vacates the property it will be required to put the office back to their original state. The cost of this work cannot be accurately quantified and therefore has not been recognised as a commitment on the balance sheet.

15 MEMBERS LIABILITY

The company is a company limited by guarantee. Every member of the Charity undertakes to contribute such amount as may be required, not exceeding £10, to the Charity's assets if it should be wound up while they are a member or within one year after they ceased to be a member, for the costs of winding up and for the adjustment of the rights of persons who have contributed to the Charity's assets.

16 CORPORATION TAXATION

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

17 RELATED PARTY TRANSACTIONS

The charity did not undertake any transactions with related parties that require disclosure.

CITIZENS ADVICE THANET

England & Wales - Charity number 1086799

Accounts

**CITIZENS ADVICE THANET
(A COMPANY LIMITED BY GUARANTEE)**

**FINANCIAL STATEMENTS AND TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2024**

Charity Number 1086799

CONTENTS

	Pages
Trustees' Annual Report	1 - 5
Independent Examiner's Report	6
Statement of Financial Activities	7
Balance Sheet	8
Notes to the Financial Statements	9 - 17

TRUSTEES ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2024

The trustees have pleasure in presenting their report and the unaudited financial statements for the year ended 31 March 2024 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006 relating to small companies, 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 Republic of Ireland (FRS 102) (effective 1 January 2019).

REFERENCE AND ADMINISTRATIVE DETAILS

Charity Registration Number
1086799

Company Registration Number
04176324

Registered Office

Mill Lane House
Mill Lane
Margate
Kent
CT9 1LB

Trustees/Directors

Dr Geoff Lindley		(resigned 29.11.23)
Mr Simon Farrer	Treasurer	
Mrs Rebecca Kirkpatrick		(resigned 13.7.23)
Mrs Danielle Barnes		(resigned 30.6.24)
Mrs Sarah Ellis		
Mrs Helen Mitchell		
Ms Sharon Wilding	Chair	(appointed 26.5.23)
Mrs Heidi Coleman		(appointed 22.12.23, resigned 30.6.24)
Mr Connor Harney		(appointed 12.12.23)
Ms Bernadette Hawkes		(appointed 17.4.24)
Ms Nicola Parmar		(appointed 18.7.24)

Co-Opted Local Authority Representatives

Cllr Jenny Matterface	
Cllr David Green	(until 18.5.24)
Cllr John Edwards	(from 18.5.24)

Chief Officer and Company Secretary

Mrs Angela Drew-Robinson

Bankers

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

Independent Examiner

Mr S J Wren FCCA
Accountancy Matters (Kent) Limited
The Marlowe Innovation Centre
Marlowe Way
Ramsgate
Kent
CT12 6FA

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2024**

STRUCTURE, GOVERNANCE AND MANAGEMENT**Governing document**

Citizens Advice Thanet is a registered charity and a company limited by guarantee incorporated on 9 March 2001. It was established under a memorandum of association and is governed by its articles of association.

Recruitment and appointment of trustee directors

Trustees Board vacancies are advertised on the national Citizens Advice website and other appropriate media. Applicants for vacancies will be selected by a short listing and interview process which will be based on a published job description and person specification. This process will be carried out by a small group of Trustees especially appointed for this purpose. The Charity aims to have a balanced makeup which reflects the community the Service serves.

Organisational structure

Citizens Advice Thanet is governed by a Board of Trustees who meet at least quarterly. Day to day running of the Charity is supervised by the Chief Officer who reports to the Trustees on a quarterly basis. The Trustees and the Chief Executive are the Key Management Personnel as defined by the Charities SORP FRS102.

Related parties

Citizens Advice Thanet has membership of the national body now called Citizens Advice, which provides a framework for the standards of advice and casework managements as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board in order to fulfil its charitable objects and comply with the national membership requirements.

Risk assessment

The Charity has adopted a policy of regularly reviewing the risks to the operations of the Charity, to ensure that adequate steps are taken to mitigate such risks.

OBJECTIVES AND ACTIVITIES**Objectives**

To deliver the Citizens Advice Service to the people of Thanet, ensuring as far as possible that we provide the advice people need for the problems they face and improve the policies and practices that effect peoples' lives. We will endeavour to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities, whilst valuing diversity, promoting equality and challenging discrimination.

Activities and achievements, performance and factors affecting achievement of objectives

The Cost-of-Living Crisis has become the norm, making ends meet has been come a difficulty for more Thanet residents than ever. Food prices and energy prices remain high, an acute shortage of affordable housing has affected many reliant on the Private rented market. House prices to buy are out of the reach of many in the community. The demand for our service is consistently high.

Due to an increase in capacity of Staff and Volunteers, the start of a 'Drop-in Service' at Ramsgate, has enabled us to increase capacity. Our aim is to continue with this trajectory and prepare our Business Plan to focus on how this will be managed in a way that does not impact our Quality of Advice.

Our Service Level Agreement with Thanet District Council continued and formed the basis for our Core costs.

A National Lottery Award, under their 'Reaching Communities' Funding, enabled us to recruit 2 Generalist Advisers for 3 years (35 hours and 30 hours pw). 'Better Lives Thanet' started operating from September 2023. This has enabled us to build up outreach services in all areas of Thanet, offering drop in advice and appointments. Working with partners to bring our service to people in need.

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2024**

Activities and achievements, performance and factors affecting achievement of objectives

Ramsgate Town Council, continue to provide funding to assist with employing a supervisor/adviser 22.5 hours pw to man the Ramsgate Office.

Thanet District Council funded Rise (Rough Sleeper) Project Adviser ran up to September 2023. No further funding allocated for this project to continue.

Thanet District Council invited us to participate in a further distribution of the Household Support Fund. This is for people not able to afford basic and essential items during the Cost-of-Living Crisis. We were, awarded £120,000, £12,000 of this to cover our admin costs. We assisted 411 Thanet households in need to access Vouchers for food, School Uniforms, home essentials to reduce energy costs such as microwaves, air fryers, slow cookers, white goods such as fridge/freezers, washing machines and cookers.

We have a new web-site, built by one of our volunteers, this also includes a self-help function to advice.

A Social Media Volunteer has been recruited to post matters of interest to the public and to highlight the services that we offer.

A special thank you to an amazing group of dedicated volunteers that continue to give up their free time to provide their services to Citizens Advice Thanet and the local community. Thank you also to our paid staff for their hard work and diligence to ensure Citizens Advice Thanet continues on its upward trajectory.

FINANCIAL REVIEW**Financial position**

The total income for the year was £359,836 an increase from the previous year's income of £144,773. The service has been working to rebuild the service following the ending of projects and the disruption caused to the service by the Covid-19 pandemic. Thanet District Council Continue to be a valued supporter of the work of Thanet Citizens Advice. Their funding agreement provides for the core services, with additional funding provided for specific projects. Other significant funders during the year were Ramsgate Town Council and The National Lottery.

The service continued to rebuild its services. The number of volunteers increased, and additional staff employed to work on new project work. The total resources expended were £291,724.

Total funds held at the end of the financial year, 31 March 2024, were £241,432. This is made up of restricted funds of £29,667, designated funds of £46,403 and unrestricted funds of £165,362.

The service has been successful in securing project funding and will continue to seek opportunities of further funding. This enables the service to plan to continue to grow its services in the coming year.

Reserves Policy and going concern

Citizens Advice Thanet operates on grant and project funding. Funding for core services is provided through grants by Thanet District Council. A 3 year agreement commencing from April 2022 is in place. Negotiations are ongoing with Thanet District council to renew the funding agreement for a further 3 years from April 2025. Project funding has been secured for the financial year 2024-25 and further funding bids will be made to support the expansion of services.

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2024**

Reserves Policy and going concern - cont'd

The Directors consider that Citizens Advice Thanet is able to operate as a going concern over the next twelve months and to run its core services and projects that fit with the charitable objects.

The reserves policy has been prepared with reference to the Charity Commission's publication 'Charities and Reserves'. CC19, 2016.

The trustees believe that Citizens Advice Thanet should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and difficult financial circumstances.

In determining the level of reserves consideration will be given to:

- a) The risk of unforeseen emergency or other unexpected need for funds.
- b) Covering unforeseen day-to-day operational costs.
- c) Funds to provide time for trustees to take action if income falls below expectation.
- d) Planned commitments, or designations, that cannot be met by future income alone.
- e) The need to fund short-term deficits in a cash budget.

The trustees consider that an unrestricted reserve of between 3 and 6 months unrestricted expenditure is sufficient to meet the above requirements. Reserves have increased to the year end 31 March 2024.

The Trustees have two designated funds. One designated fund is in respect of the net book value of fixed assets. Although these form part of general funds, they cannot be utilised for future expenditure. The second designated fund is to cover the costs of closure of the charity should it be considered that is no longer a going concern. This would enable the charity to meet its financial commitments on closure.

Investment policy and activities

The current policy is to keep reserves in an interest-bearing account and for sufficient funds to be available should they be required in an emergency.

PLANNING OUR FUTURE AND THE TASKS AHEAD

National Lottery Awards for All funding bid was successful, this will enable us to buy the much-needed IT equipment, Desktops, Monitors, Laptops and peripherals to replace old stock and future proof for when Windows 10 is no longer supported by Microsoft.

A successful bid for UK Shared Prosperity Scheme, distributed by Thanet District Council, will enable us to recruit a part-time Telephone Adviser for 6 months, this will bring focus to building up a local service to support Thanet residents to complement the National Service in place.

To seek further funding to support growing our Staff base. A bid has been made to Colyer-Fergusson Charitable Trust to fund a full time Supervisor/Adviser post. This is very much needed to maintain and grow our level of service to the community.

Renegotiation of our Service Level Agreement with Thanet District Council, as the current one comes to an end 31 March, 2025.

To continue with Funding Bids to Ramsgate Town Council, in 2025, to support our Ramsgate Office.

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2024**

PUBLIC BENEFIT

The trustees confirm that they have complied with their duty as prescribed by section 4 of the Charities Act 2006 to have due regard to the Charity Commission public benefit guidance.

Signed on behalf of the Board of Trustees by :

Sharon Wilding - Chairman

Date : 25 July 2024

CITIZENS ADVICE THANET

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2024 which are set out on pages 7 to 17.

Responsibilities and basis of report

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

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

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

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

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

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

S J Wren FCCA
Accountancy Matters (Kent) Limited
Chartered Certified Accountants
The Marlowe Innovation Centre
Marlowe Way
Ramsgate
Kent
CT12 6FA

Date : 15 August 2024

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating an Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds £	Restricted funds £	Total funds 2024 £	Total funds 2023 £
INCOME					
Donations and grants	2	8,654	139,180	147,834	22,717
Charitable activities	3	121,702	89,773	211,475	121,772
Investment income	4	527	-	527	284
Fundraising income		-	-	-	-
TOTAL INCOME		130,883	228,953	359,836	144,773
EXPENDITURE					
Cost of raising funds	5	7,439	-	7,439	6,690
Charitable activities	5	106,003	178,282	284,285	143,233
TOTAL EXPENDITURE		113,442	178,282	291,724	149,923
NET (EXPENDITURE)/INCOME FOR THE YEAR BEFORE TRANSFERS	6	17,441	50,671	68,112	(5,150)
Transfers between funds	12	33,310	(33,310)	-	-
NET MOVEMENT IN FUNDS FOR THE YEAR		50,751	17,361	68,112	(5,150)
Balance as at 1 April 2023		161,014	12,306	173,320	178,470
BALANCE AS AT 31 MARCH 2024		211,765	29,667	241,432	173,320

**BALANCE SHEET
AS AT 31 MARCH 2024**

	Notes	2024 £	2023 £
FIXED ASSETS			
Tangible assets	8	6,403	12,098
CURRENT ASSETS			
Debtors and prepayments	9	4,780	4,304
Cash at bank and in hand		<u>284,708</u>	<u>191,372</u>
		289,488	195,676
CURRENT LIABILITIES			
Creditors: amounts falling due within one year	10	<u>54,459</u>	<u>34,454</u>
		235,029	161,222
NET ASSETS	11	<u>241,432</u>	<u>173,320</u>
Represented by:			
FUNDS OF THE CHARITY			
Unrestricted general fund	12	165,362	108,916
Designated funds	12	46,403	52,098
Restricted funds	12	<u>29,667</u>	<u>12,306</u>
TOTAL FUNDS		<u>241,432</u>	<u>173,320</u>

For the financial year ended 31 March 2024 the company was entitled to exemption from audit under s.477 Companies Act 2006 and no members have deposited a notice under s.476 requiring an audit.

The directors acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with s.386 of the Act for preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and in accordance with the Charities SORP FRS 102.

Approved and signed for issue by the trustees on 25 July 2024.

Sharon Wilding - Chairman

Simon Farrer - Treasurer

Company registration number - 04176324

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

1 ACCOUNTING POLICIES**a) Basis of accounting**

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 the Republic of Ireland FRS 102 (effective 1 January 2019) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland FRS 102 and the Companies Act 2006.

Citizens Advice Thanet meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b) Preparation of the accounts on a going concern basis

Citizens Advice Thanet operates on grant and project funding. Funding for core services is currently funded through grants by Thanet District Council. A 3-year funding agreement was put in place from April 2022, and negotiations are in place for this to be renewed. The success with bids for funding, and the review of core costs, all contribute to being able to operate the service within the funds available.

The Trustees consider that Citizens Advice Thanet is able to operate as a going concern for at least the twelve months from the date these accounts are formally approved. Funding is in place and sufficient reserves are held for the service to continue to operate.

c) Income

Grants receivable - grants made to finance the activities of the Charity are credited to the statement of financial activities (SOFA) accounting in the period to which they relate.

Bank interest - bank interest is included in the income and expenditure account on receipt.

Other income - other income, including donations and gifts are included as they were received.

Gifts and intangible income - in addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public. This help and support is not included in the financial statements. However, its value to the charity has been estimated and disclosed in the trustees' report.

Deferred income - grants received in advance of the period in which the funder requires the expenditure to be applied will be reflected within deferred income on the balance sheet.

d) Expenditure

All expenditure is accounted for on an accruals basis and includes VAT where applicable. All expenditure directly related to the provision of the advisory services is included within the charitable expenditure. Other costs incurred have been allocated between activities for generating funds and governance as appropriate. Where such costs relate to more than one functional cost category they have been split on an estimate of time spent.

e) Leases

Rental costs are charged to the Statement of Financial Activities as incurred.

f) Significant judgements and estimates

No significant judgements or estimates have had to be made by the Trustees in preparing these financial statements

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

1 ACCOUNTING POLICIES

g) Depreciation of fixed assets

Tangible fixed assets costing more than £1,000 are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life as follows :

Leasehold improvements	Over the term of the lease
Computers, software and equipment	33% straight line
Furniture and equipment	25% straight line

h) Fund accounting

Unrestricted funds are grants, donations and other incoming resources receivable by the charity without further specified purpose and are available as general funds.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds relates to income to be used for specific purposes as laid down by the donor.

	Unrestricted funds	Restricted funds	2024 Total funds	2023 Total funds
	£	£	£	£
2 DONATIONS AND GRANTS				
Thanet District Council - Household Support	-	120,000	120,000	10,000
Kent Community Foundation	-	-	-	6,000
DWP - Kickstart Scheme	500	-	500	5,740
The National Lottery Community Fund	-	19,180	19,180	-
Donations	8,154	-	8,154	977
	<u>8,654</u>	<u>139,180</u>	<u>147,834</u>	<u>22,717</u>
3 INCOME FROM CHARITABLE ACTIVITIES				
Thanet District Council	106,702	-	106,702	96,914
Ramsgate Town Council	-	20,000	20,000	20,000
Cit A - Help to Claim	-	-	-	(11,677)
Cit A - Cost of Living	15,000	-	15,000	-
The National Lottery Community Fund	-	55,944	55,944	-
Thanet District Council - Rough Sleeper	-	13,829	13,829	14,935
Tunbridge Wells & District CA	-	-	-	1,600
	<u>121,702</u>	<u>89,773</u>	<u>211,475</u>	<u>121,772</u>
4 INVESTMENT INCOME				
Bank interest receivable	527	-	527	284.00

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

5 EXPENDITURE	Unrestricted funds	Restricted funds	2024 Total funds	2023 Total funds
	£	£	£	£
Costs of raising funds :				
Wages and salaries	7,439	-	7,439	6,690
Fundraising costs	-	-	-	-
	<u>7,439</u>	<u>-</u>	<u>7,439</u>	<u>6,690</u>
Charitable activities				
Wages and salaries	32,274	65,966	98,240	56,397
Subcontract labour	-	-	-	1,015
Travel and other staff and volunteer costs	2,681	66	2,747	2,599
Grants - Household support	-	108,000	108,000	9,000
Rent and room hire	11,040	-	11,040	11,040
Relocation costs	-	-	-	1,391
Light, heat and water	1,609	-	1,609	2,827
Property repairs and cleaning	5,256	-	5,256	3,475
Computer costs and IT support	3,101	-	3,101	4,813
Office equipment repairs	927	-	927	177
Insurance	4,480	-	4,480	3,784
Telephone	1,607	-	1,607	1,583
Publicity	205	-	205	105
Printing post and stationery	2,311	-	2,311	1,548
Training	968	4,250	5,218	6,283
CAB subscription costs	1,969	-	1,969	3,910
Books and publications	974	-	974	575
Sundries	106	-	106	72
Depreciation	8,193	-	8,193	8,388
Support costs				
Wages and salaries	21,175	-	21,175	17,588
Accountancy fees	1,566	-	1,566	1,296
Payroll costs	965	-	965	1,104
Governance costs				
Wages and salaries	2,976	-	2,976	2,676
Board and AGM meeting expenses	60	-	60	22
Legal and professional	-	-	-	65
Independent Examiner's fee	<u>1,560</u>	<u>-</u>	<u>1,560</u>	<u>1,500</u>
	<u>106,003</u>	<u>178,282</u>	<u>284,285</u>	<u>143,233</u>
Total expenditure	<u>113,442</u>	<u>178,282</u>	<u>291,724</u>	<u>149,923</u>
6 NET INCOME			2024	2023
			£	£
This is stated after charging:				
Depreciation			8,193	8,388
Loss on disposal of fixed assets			-	-
Independent Examiner's remuneration : Management accounts			1,566	1,296
Payroll fees			965	1,104
Independent Examiners' fee			<u>1,560</u>	<u>1,500</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

7 INFORMATION REGARDING EMPLOYEES

	2024	2023
	£	£
Wages and salaries	122,767	80,602
Social security costs	10,008	6,361
Pension contributions	2,055	1,388
Employment Allowance	(5,000)	(5,000)
	<u>129,830</u>	<u>83,351</u>

The average monthly head count was 6 staff (2023 - 4 staff).

The average number of employees based on full time equivalents analysed by function was:

	2024	2023
	Number	Number
Advisory services	4	3
Management and administration	<u>1</u>	<u>1</u>
	<u>5</u>	<u>4</u>

No employee received remuneration of more than £60,000 during the year or the preceding year.

No trustees received remuneration, but one trustee was reimbursed expenses of £39 (2023 - no trustee received remuneration, but one trustee reimbursed expenses of £26) in their capacity as a trustee.

The total employee benefits (including employers national insurance) of the key management personnel of the charity were £29,756 (2023 - £26,762)

8 FIXED ASSETS

	Leasehold Imp'ments	Computer Equipment £	Fixtures & fittings	Total £
Cost				
As at 1 April 2023	54,969	50,861	14,137	119,967
Additions	-	2,498	-	2,498
Disposals	<u>-</u>	<u>-</u>	<u>(5,908)</u>	<u>(5,908)</u>
As at 31 March 2024	<u>54,969</u>	<u>53,359</u>	<u>8,229</u>	<u>116,557</u>
Depreciation				
As at 1 April 2023	45,008	50,861	12,000	107,869
Charge for the year	6,292	833	1,068	8,193
Disposals	<u>-</u>	<u>-</u>	<u>(5,908)</u>	<u>(5,908)</u>
As at 31 March 2024	<u>51,300</u>	<u>51,694</u>	<u>7,160</u>	<u>110,154</u>
Net book value				
As at 31 March 2024	<u>3,669</u>	<u>1,665</u>	<u>1,069</u>	<u>6,403</u>
As at 31 March 2023	<u>9,961</u>	<u>-</u>	<u>2,137</u>	<u>12,098</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

9 DEBTORS	2024	2023
	£	£

Prepayments	4,780	4,304
-------------	-------	-------

10 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	2023	2022
	£	£

Trade creditors	807	1,205
Other creditors	458	305
Taxation and social security	2,463	1,520
Accruals	2,914	2,095
Deferred income	47,817	29,329
	54,459	34,454

11 ANALYSIS OF NET ASSETS BETWEEN FUND

	General funds	Designated funds	Restricted funds	Total
	£	£	£	£
Fixed assets	-	6,403	-	6,403
Current assets	219,821	40,000	29,667	289,488
Current liabilities	(54,459)	-	-	(54,459)
Net assets as at 31 March 2024	165,362	46,403	29,667	241,432

ANALYSIS OF NET ASSETS BETWEEN FUND - PREVIOUS YEAR

	General funds	Designated funds	Restricted funds	Total
	£	£	£	£
Fixed assets	-	12,098	-	12,098
Current assets	143,370	40,000	12,306	195,676
Current liabilities	(34,454)	-	-	(34,454)
Net assets as at 31 March 2023	108,916	52,098	12,306	173,320

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

12 MOVEMENT IN FUNDS	As at 1 04 2023 £	Income £	Expenditure £	Transfers £	As at 31 03 2024 £
Restricted funds					
TDC - Relocation	3,490	-	-	-	3,490
TNL Community Fund - IT	-	19,180	-	-	19,180
TNL Community Fund - Better Lives	-	55,944	(35,522)	(13,425)	6,997
TDC - Rough Sleeper	4,116	13,829	(13,160)	(4,785)	-
TDC - Household Support	-	120,000	(108,000)	(12,000)	-
Ramsgate Town Council	-	20,000	(17,350)	(2,650)	-
KCF - Volunteer training	4,700	-	(4,250)	(450)	-
Total restricted funds	12,306	228,953	(178,282)	(33,310)	29,667
Designated funds					
Fixed assets	12,098	-	-	(5,695)	6,403
Charity closure	40,000	-	-	-	40,000
Total designated funds	52,098	-	-	(5,695)	46,403
Unrestricted general funds	108,916	130,883	(113,442)	39,005	165,362
Total funds	173,320	359,836	(291,724)	-	241,432

RESTRICTED FUNDS

Thanet District Council - Relocation

In the previous year, £30,000 was awarded for the move and relocation costs. The new smaller office required a complete refit to make it 'fit for purpose'. Further remaining money was spent in 2022/23, and further amounts may be spent in 2024/25.

TNL Community Fund - IT

This was awarded towards the end of the financial year to be spent in 2024-25 on IT as prescribed in bid.

TNL Community Fund - Better Lives

Restricted to project salaries of two Advisers, one 35 hours pw and the other 30 hours pw plus associated on costs of admin, supervision and management and other costs such as training, travel, IT provision, Insurance, memberships, reference materials, stationary. The aims of the project are to bring our advice service to venues in the community, such as foodbanks, children centres, community hubs, libraries where people in need of our help may be.

TDC - Rough Sleeper RISE

This ended 20 September 2023. Restricted to cover salary of 21 hour part-time adviser within the Rise Team plus a transfer to unrestricted funds to represent a contribution towards office costs.

TDC - Household Support

A total of £120,000 was received from Thanet District Council. £108,000 to distribute and £12,000 to cover administration of the project. The aim of the project was to help those unable to pay for essentials during the cost of living crisis. The £108,000 was distributed via vouchers from platforms Huggg and Charis, plus the Schoolwear Centre Shop in Margate.

Ramsgate Town Council

Funding from Ramsgate Town Council restricted to Ramsgate Office for paying for a part-time Supervisor/Adviser to enable advice service to function from the Ramsgate Office.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

RESTRICTED FUNDS - cont'd

KCF - Volunteer training

Funding carried over from 2022/23 to cover training of volunteers, provided by Citizens Advice North West Kent. An amount of £450 remained of the original grant of £6,000. It was agreed with the funder that we could use this to put towards the cost of a desktop. A desktop was purchased and therefore the balance of the fund has been transferred to general funds to contribute towards the cost of the desktop.

DESIGNATED FUNDS

Fixed assets

A fund created by the Trustees and represents the net book value of the charity's fixed assets at the balance sheet date. The fund was created due to the increase in fixed assets and although they are within general funds the value of the assets cannot be utilised for future expenditure.

Charity closure

A fund created by the Trustees and represents the estimated costs of the charity having to close due to a lack of funding.

UNRESTRICTED GENERAL FUNDS

This (Operational Reserve) provides funding for the service to continue for a period of time should funding be withdrawn. This allows the Directors to seek further alternative funding or to reorganise the service to meet the available funding.

MOVEMENT IN FUNDS - PREVIOUS YEAR

	As at 1 04 2022 £	Income £	Expenditure £	Transfers £	As at 31 03 2023 £
Restricted funds					
TDC - Relocation	5,476	-	(1,986)	-	3,490
Cit A - Help to Claim	11,484	(11,677)	-	193	-
KCF - Staff Training	4,885	-	(4,885)	-	-
Cit A - Single Queue	5,000	-	-	(5,000)	-
TDC - Rough Sleeper	-	14,935	(9,739)	(1,080)	4,116
TDC - Household Support	-	10,000	(9,000)	(1,000)	-
KCF - Volunteer Training	-	6,000	(1,300)	-	4,700
Total restricted funds	26,845	19,258	(26,910)	(6,887)	12,306
Designated funds					
Fixed assets	20,486	-	-	(8,388)	12,098
Charity closure	40,000	-	-	-	40,000
Total designated funds	60,486	-	-	(8,388)	52,098
Unrestricted general funds	91,139	125,515	(123,013)	15,275	108,916
Total funds	178,470	144,773	(149,923)	-	173,320

RESTRICTED FUNDS - PREVIOUS YEAR

Thanet District Council - Relocation

In the previous year, £30,000 was awarded for the move and relocation costs. The new smaller office required a complete refit to make it 'fit for purpose'. Further remaining money was spent in 2022/23, and further amounts may be spent in 2023/24.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

RESTRICTED FUNDS - PREVIOUS YEAR - cont'd**Cit A - Help to Claim**

The balance of funds from last year, which was due to a Help to Claim Adviser resigning before the end of the contract. We were unable to recruit to fill this role and therefore we had to return the unspent funds to Cit A.

KCF - Staff training

A grant from Kent Community Foundation (Kent Strategic Recovery Fund) for 1:1 support training of Citizens Advice Thanet Staff. The funds have been paid directly to Social Enterprise Kent, as allocated trainer for upskilling new Chief Officer and Service Co-ordinator in matters of 'Good Grant Applications', Leadership, Management and Finance to assist with rebuild of Citizens Advice Thanet.

Cit A - Single Queue

Money allocated from Cit A to build up Adviceline. We were able to repurpose the money to extend beyond of the end of the financial year to cover the costs of employing the Service Co-ordinator an extra day a week to focus on the rebuild of the service. The transfer to unrestricted funds represents wage costs and office costs for the period from April 2022 to June 2022.

TDC - Rough Sleeper RISE

A grant from Thanet District Council to cover the cost of one part time adviser on 21 hours per week to work as a Citizens Advise with the RISE team. The balance of these funds will be used in 2023/24. The transfer to unrestricted funds represents a contribution towards office cost.

TDC - Household Support

A grant from Thanet District Council to administer the Household Support fund. This covered items such as food vouchers and vouchers for household essentials to people in need. The transfer to unrestricted funds, was an agreed contribution toward administration costs.

KCF - Volunteer training

A grant from Kent Community Foundation to fund training of volunteer advisers, which took place during 2022/23 and 2023/24.

DESIGNATED FUNDS - PREVIOUS YEAR**Fixed assets**

A fund created by the Trustees and represents the net book value of the charity's fixed assets at the balance sheet date. The fund was created due to the increase in fixed assets and although they are within general funds the value of the assets cannot be utilised for future expenditure.

Charity closure

A fund created by the Trustees and represents the estimated costs of the charity having to close due to a lack of funding.

UNRESTRICTED GENERAL FUNDS

This (Operational Reserve) provides funding for the service to continue for a period of time should funding be withdrawn. This allows the Directors to seek further alternative funding or to reorganise the service to meet the available funding.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

13 FINANCIAL COMMITMENTS

At 31 March 2024 the charity had future minimum lease payments under non-cancellable operating leases as follows:

	2024 £	2023 £
within one year	6,440	6,440
within two to five years	-	-
after five years	-	-
	<u>6,440</u>	<u>6,440</u>

14 OTHER FINANCIAL COMMITMENTS

During the year ended 31 March 2022, the charity moved its offices in Margate and incurred expenditure of £18,875 which has been shown as Leasehold Improvements on the balance sheet and depreciated over the lease term. When the charity vacates the property it will be required to put the office back to their original state. The cost of this work cannot be accurately quantified and therefore has not been recognised as a commitment on the balance sheet.

15 MEMBERS LIABILITY

The company is a company limited by guarantee. Every member of the Charity undertakes to contribute such amount as may be required, not exceeding £10, to the Charity's assets if it should be wound up while they are a member or within one year after they ceased to be a member, for the costs of winding up and for the adjustment of the rights of persons who have contributed to the Charity's assets.

16 CORPORATION TAXATION

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

17 RELATED PARTY TRANSACTIONS

The charity did not undertake any transactions with related parties that require disclosure.

CITIZENS ADVICE THANET

England & Wales - Charity number 1086799

Accounts

Better Barrow Community Project

Annual Report 2022-2023

Community Involvement

Wheelbarrow and Open Garden Event. The 11th Wheelbarrow Weekend was held as usual over the first two days of June and attracted over 70 entries together with 11 open gardens. Weather affected the second day but it was a very successful event nevertheless.

We also held a Plant Sale in the Market Place and raised over £300. The tombola stall at the Rotary Christmas Fair continues to be popular, raising £160.

Other Community Links

The John Harrison Prize was again awarded to two pupils at John Harrison School to enable each pupil and an adult to visit Greenwich to see the Harrison clocks.

Heritage

North Lincolnshire Museums held a 'pop up' exhibition about John Harrison at Baysgarth Museum to which Better Barrow loaned a number of books. The exhibition reproduced the display boards which we created for the 2014 celebration, now in Holy Trinity Church. Negotiations are in hand to secure the loan or gift of the statue maquette for North Lincs Museums.

Development of the village websites

Both the Better Barrow and Barrow-upon-Humber websites continue to be updated. More information about buildings of interest have been added and there are plans to add additional material which would include information about people and events.

There are also plans to add another information board about the local WW2 Fire brigades.

Trevor Millum

Chair, Better Barrow Community Project

**CITIZENS ADVICE THANET
(A COMPANY LIMITED BY GUARANTEE)**

**FINANCIAL STATEMENTS AND TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2023**

Charity Number 1086799

CONTENTS

	Pages
Trustees' Annual Report	1 - 5
Independent Examiner's Report	6
Statement of Financial Activities	7
Balance Sheet	8
Notes to the Financial Statements	9 - 17

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2023**

The trustees have pleasure in presenting their report and the unaudited financial statements for the year ended 31 March 2023 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006 relating to small companies, 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 Republic of Ireland (FRS 102) (effective 1 January 2019).

REFERENCE AND ADMINISTRATIVE DETAILS

Charity Registration Number
1086799

Company Registration Number
04176324

Registered Office

Mill Lane House
Mill Lane
Margate
Kent
CT9 1LB

Trustees/Directors

Dr Geoff Lindley	
Mr Simon Farrer	Treasurer
Mrs Margaret Fairweather	(resigned 13.12.22)
Mrs Rebecca Kirkpatrick	(resigned 13.7.23)
Mrs Danielle Barnes	Chair
Mr Gerald Dineley	(resigned 1.4.22)
Mr Andrew Wallis	(resigned 13.12.22)
Mrs Sarah Ellis	(appointed 1.8.22)
Mrs Helen Mitchell	(appointed 2.8.22)
Mrs Sheila Ramdular	(appointed 13.12.22, resigned 28.3.23)
Ms Sharon Wilding	(appointed 26.5.23)

Co-Opted Local Authority Representatives

Cllr Jenny Matterface
Cllr David Green

Chief Officer and company secretary

Mrs Angela Drew-Robinson

Bankers

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

Independent Examiner

Mr S J Wren FCCA
Accountancy Matters (Kent) Limited
The Marlowe Innovation Centre
Marlowe Way
Ramsgate
Kent
CT12 6FA

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2023**

STRUCTURE, GOVERNANCE AND MANAGEMENT**Governing document**

Citizens Advice Thanet is a registered charity and a company limited by guarantee incorporated on 9 March 2001. It was established under a memorandum of association and is governed by its articles of association.

Recruitment and appointment of trustee directors

Trustees Board vacancies are advertised on the national Citizens Advice website and other appropriate media. Applicants for vacancies will be selected by a short listing and interview process which will be based on a published job description and person specification. This process will be carried out by a small group of Trustees especially appointed for this purpose. The Charity aims to have a balanced makeup which reflects the community the Service serves.

Organisational structure

Citizens Advice Thanet is governed by a Board of Trustees who meet at least quarterly. Day to day running of the Charity is supervised by the Chief Officer who reports to the Trustees on a quarterly basis. The Trustees and the Chief Executive are the Key Management Personnel as defined by the Charities SORP FRS102.

Related parties

Citizens Advice Thanet has membership of the national body now called Citizens Advice, which provides a framework for the standards of advice and casework managements as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board in order to fulfil its charitable objects and comply with the national membership requirements.

Risk assessment

The Charity has adopted a policy of regularly reviewing the risks to the operations of the Charity, to ensure that adequate steps are taken to mitigate such risks.

OBJECTIVES AND ACTIVITIES**Objectives**

To deliver the Citizens Advice Service to the people of Thanet, ensuring as far as possible that we provide the advice people need for the problems they face and improve the policies and practices that effect peoples' lives. We will endeavour to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities, whilst valuing diversity, promoting equality and challenging discrimination.

Activities and achievements, performance and factors affecting achievement of objectives

During this year we have gone from the aftermath of the Pandemic to a Cost-of-Living crisis. Surges in all basic living costs, food, energy and essential goods in general. In addition house prices and rents in the private rental market surged, meaning we were increasingly seeing no fault evictions and lack of affordable accommodation. This is not only affecting those on the lowest income but working households too. Our service has never been more needed.

New funding pots achieved enabled recruitment of much needed staff to enable the service to increase its capacity.

In August we recruited a part-time member of staff (21 hours pw), on a fixed term contract up to the end of March 2023, to train up as an Adviser and Session Supervisor. This was enabled by the funding given by Ramsgate Town Council. The impact of this meant that we have been able to open up the Ramsgate Office more frequently for face-to-face appointments and to restart a drop-in service for the local community.

Our Finance Officer/Help to Claim Adviser accepted redundancy in March 2022. They were then paid on a self-employed consultancy basis to assist with finances until July 2022. A need for some assistance with finances was identified. A Finance Assistant was recruited in August 2022 to assist with finances one day a week.

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2023**

Activities and achievements, performance and factors affecting achievement of objectives

In September we recruited a part-time member of staff (21 hours pw) for the RISE funded project (Rough Sleeper Intervention Support and Empowerment.) This is a fixed one-year contract. This is mainly an outreach project, dealing with the most vulnerable in our community.

New volunteer trainee advisers recruited. Objective was to regrow our volunteer base previously decimated during the Pandemic period. Due to limits of capacity to train up a larger volume of Trainees, funding was sought from Kent Community Foundation to fund NW Kent Citizens Advice to train some of the new trainees remotely. This has helped us to further increase our volunteer base. Unfortunately, some of the trainees had to quit due to external events. However, it has helped in the interim period to provide extra training capacity.

North West Kent Citizens Advice took over our Debt contract with MAPs, this was due to resignation of a previous Debt Adviser at the end of the previous financial adviser. To ensure our community continued to be served regarding Debt matters NW Kent have provided Debt Advisers to specifically advise Thanet clients.

Thanet District Council invited us to participate in the distribution of the Household Support Fund. We were given in total £10,000 to distribute during February and March. This was for people not able to afford basic and essential items during the Cost of living crisis, we focussed on distributing vouchers for food and home essentials to keep warm. A total of 106 Thanet households were assisted by us.

The service is going from strength to strength, increased volunteer base and newly trained up staff have increased our capacity to give the advice.

A special thank you to an amazing group of dedicated volunteers that continue to give up their free time to provide their services to Citizens Advice Thanet and the local community. Thank you also to our paid staff for their hard work and diligence to ensure Citizens Advice Thanet continues on its upward trajectory.

FINANCIAL REVIEW**Financial position**

The total income for the year was £144,773 a reduction from the previous year's income of £302,990. The reduction in funding is due to projects coming to an end. The service is working to rebuild the service following the loss of projects and the disruption caused to the service by the Covid-19 pandemic. Thanet District Council Continue to be a valued supporter of the work of Thanet Citizens Advice. Their funding agreement provides for the core services with additional funding provided for specific projects. Other significant funders during the year were Ramsgate Town Council and Kent Community Foundation.

The service continued to operate and has looked to rebuild and train volunteers and bid for project work. The total resources expended were £149,923. This was slightly higher than the income received, but necessary as part of the rebuilding process. The deficit was covered from operational resources.

Total funds held at the end of the financial year, 31 March 2023, were £173,320. This is made up of restricted funds of £12,306, designated funds of £52,098 and unrestricted funds of £108,916.

The service has been successful in securing project funding. This has enabled the budget for 2023/24 to forecast an in year surplus.

Reserves Policy and going concern

Citizens Advice Thanet operates on grant and project funding. Funding for core services is provided through grants by Thanet District Council. A 3 year agreement commencing from April 2022 is in place. The project funding that has been secured provides further security of funding over the coming year.

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2023**

Reserves Policy and going concern - cont'd

The Directors consider that Citizens Advice Thanet is able to operate as a going concern over the next twelve months and to run its core services and projects that fit with the charitable objects.

The reserves policy has been prepared with reference to the Charity Commission's publication 'Charities and Reserves'. CC19, 2016.

The trustees believe that Citizens Advice Thanet should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and difficult financial circumstances.

In determining the level of reserves consideration will be given to:

- a) The risk of unforeseen emergency or other unexpected need for funds.
- b) Covering unforeseen day-to-day operational costs.
- c) Funds to provide time for trustees to take action if income falls below expectation.
- d) Planned commitments, or designations, that cannot be met by future income alone.
- e) The need to fund short-term deficits in a cash budget.

The trustees consider that an unrestricted reserve of between 3 and 6 months unrestricted expenditure is sufficient to meet the above requirements. Unrestricted reserves have increased during the year under review.

The trustees have two designated funds. One designated fund is in respect of the net book value of fixed assets which although form part of general funds, they cannot be utilised for future expenditure. The second designated fund is to cover the costs of closure of the charity should it be considered that is no longer a going concern. This would enable the charity to meet its financial commitments on closure.

Investment policy and activities

The current policy is to keep reserves in an interest-bearing account and for sufficient funds to be available should they be required in an emergency.

PLANNING OUR FUTURE AND THE TASKS AHEAD

To continue the growth of our Volunteer base, specifically advisers, but also help with IT, Web-site, Social Media, fundraising and Admin. We have a presence on the Kent Coastal Volunteering web-site, an umbrella organisation that serves as a hub for potential volunteers and various volunteering posts for local organisations and charities. We advertise on our local web-site. We are finding a flow of potential advisers communicating with us directly. We have many retired people moving to the area that are keen to serve the local community and fit the requirements of the role.

To restart phone advice.

New web-site.

One of our main challenges is to increase our Session Supervisor base. We are not able to substantially grow without Supervision being in place for advisers during appointments, look for funding opportunities to support this.

To seek more funding for project work and paid advisers. A bid has been put in to the National Lottery Reaching Communities Fund with this purpose.

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2023**

PLANNING OUR FUTURE AND THE TASKS AHEAD - cont'd

To seek funding to replace Computer equipment that is no longer efficient and fit for purpose.

Seek funding for redecoration of Ramsgate.

Thanet District Council and Ramsgate Town Council funding have continued and this has helped us to maintain our Core Service

To continue the growth of our service and reach into the community

PUBLIC BENEFIT

The trustees confirm that they have complied with their duty as prescribed by section 4 of the Charities Act 2006 to have due regard to the Charity Commission public benefit guidance.

Signed on behalf of the Board of Trustees by :

Danielle Barnes - Chairman

Date : 26 October 2023

CITIZENS ADVICE THANET

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2023 which are set out on pages 7 to 17.

Responsibilities and basis of report

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

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

Independent examiner's statement

I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

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

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

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

S J Wren FCCA
Accountancy Matters (Kent) Limited
Chartered Certified Accountants
The Marlowe Innovation Centre
Marlowe Way
Ramsgate
Kent
CT12 6FA

Date : 6 November 2023

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating an Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	Total funds 2023 £	Total funds 2022 £
INCOME					
Donations and grants	2	6,717	16,000	22,717	42,539
Charitable activities	3	118,514	3,258	121,772	260,451
Investment income	4	284	-	284	-
Fundraising income		-	-	-	-
TOTAL INCOME		125,515	19,258	144,773	302,990
EXPENDITURE					
Cost of raising funds	5	6,690	-	6,690	5,961
Charitable activities	5	116,323	26,910	143,233	247,100
TOTAL EXPENDITURE		123,013	26,910	149,923	253,061
NET (EXPENDITURE)/INCOME FOR THE YEAR BEFORE TRANSFERS	6	2,502	(7,652)	(5,150)	49,929
Transfers between funds	12	6,887	(6,887)	-	-
NET MOVEMENT IN FUNDS FOR THE YEAR		9,389	(14,539)	(5,150)	49,929
Balance as at 1 April 2022		151,625	26,845	178,470	128,541
BALANCE AT 31 MARCH 2023		161,014	12,306	173,320	178,470

**BALANCE SHEET
AS AT 31 MARCH 2023**

	Notes	2023 £	2022 £
FIXED ASSETS			
Tangible assets	8	12,098	20,486
CURRENT ASSETS			
Debtors and prepayments	9	4,304	4,792
Cash at bank and in hand		<u>191,372</u>	<u>160,204</u>
		195,676	164,996
CURRENT LIABILITIES			
Creditors: amounts falling due within one year	10	<u>34,454</u>	<u>7,012</u>
		161,222	157,984
NET ASSETS	11	<u>173,320</u>	<u>178,470</u>
Represented by:			
FUNDS OF THE CHARITY			
Unrestricted general fund	12	108,916	91,139
Designated funds	12	52,098	60,486
Restricted funds	12	<u>12,306</u>	<u>26,845</u>
TOTAL FUNDS		<u>173,320</u>	<u>178,470</u>

For the financial year ended 31 March 2023 the company was entitled to exemption from audit under s.477 Companies Act 2006 and no members have deposited a notice under s.476 requiring an audit.

The directors acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with s.386 of the Act for preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and in accordance with the Charities SORP FRS 102.

Approved and signed for issue by the trustees on 26 October 2023.

Danielle Barnes - Chairman

Simon Farrer - Treasurer

Company registration number - 04176324

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

1 ACCOUNTING POLICIES**a) Basis of accounting**

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 the Republic of Ireland FRS 102 (effective 1 January 2019) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland FRS 102 and the Companies Act 2006.

Citizens Advice Thanet meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b) Preparation of the accounts on a going concern basis

Citizens Advice Thanet operates on grant and project funding. Funding for core services is currently funded through grants by Thanet District Council. A 3-year funding agreement was put in place from April 2022. The success with bids for funding, the move to smaller premise in 2022 and the review of core costs all contribute to being able to produce a balanced budget.

The Directors consider that Citizens Advice Thanet is able to operate as a going concern for at least the twelve months from the date these accounts are formally approved. With the funding in place and sufficient reserves the service can continue to operate.

c) Income

Grants receivable - grants made to finance the activities of the Charity are credited to the statement of financial activities (SOFA) accounting in the period to which they relate.

Bank interest - bank interest is included in the income and expenditure account on receipt.

Other income - other income, including donations and gifts are included as they were received.

Gifts and intangible income - in addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public. This help and support is not included in the financial statements. However, its value to the charity has been estimated and disclosed in the trustees' report.

Deferred income - grants received in advance of the period in which the funder requires the expenditure to be applied will be reflected within deferred income on the balance sheet.

d) Expenditure

All expenditure is accounted for on an accruals basis and includes VAT where applicable. All expenditure directly related to the provision of the advisory services is included within the charitable expenditure. Other costs incurred have been allocated between activities for generating funds and governance as appropriate. Where such costs relate to more than one functional cost category they have been split on an estimate of time spent.

e) Leases

Rental costs are charged to the Statement of Financial Activities as incurred.

f) Significant judgements and estimates

No significant judgements or estimates have had to be made by the Trustees in preparing these financial statements

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

1 ACCOUNTING POLICIES

g) Depreciation of fixed assets

Tangible fixed assets costing more than £1,000 are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life as follows :

Leasehold improvements	Over the term of the lease
Computers, software and equipment	33% straight line
Furniture and equipment	25% straight line

h) Fund accounting

Unrestricted funds are grants, donations and other incoming resources receivable by the charity without further specified purpose and are available as general funds.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds relates to income to be used for specific purposes as laid down by the donor.

	Unrestricted funds	Restricted funds	2023 Total funds	2022 Total funds
	£	£	£	£
2 DONATIONS AND GRANTS				
Cit A - Softphones	-	-	-	750
Cit A - CPD	-	-	-	378
Thanet District Council - Relocation	-	-	-	30,000
Thanet District Council - Household Support	-	10,000	10,000	-
Kent Community Foundation	-	6,000	6,000	4,885
DWP - Kickstart Scheme	5,740	-	5,740	1,526
Donations	977	-	977	5,000
	<u>6,717</u>	<u>16,000</u>	<u>22,717</u>	<u>42,539</u>
3 INCOME FROM CHARITABLE ACTIVITIES				
Thanet District Council	96,914	-	96,914	94,000
Ramsgate Town Council	20,000	-	20,000	10,000
Cit A - Single Queue	-	-	-	10,000
Cit A - Money Advice Service	-	-	-	49,063
Cit A - DRO's	-	-	-	-
Cit A - Help to Claim	-	(11,677)	(11,677)	60,378
Thanet District Council - Rough Sleeper	-	14,935	14,935	-
Tunbridge Wells & District CA	1,600	-	1,600	-
Thanet District Council - Covid Winter Grant	-	-	-	3,200
Social Enterprise Kent CIC - Ageless Thanet	-	-	-	33,810
	<u>118,514</u>	<u>3,258</u>	<u>121,772</u>	<u>260,451</u>
4 INVESTMENT INCOME				
Bank interest receivable	284	-	284	-

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

5 EXPENDITURE	Unrestricted funds	Restricted funds	2023 Total funds	2022 Total funds
	£	£	£	£
Costs of raising funds :				
Wages and salaries	6,690	-	6,690	5,961
Fundraising costs	-	-	-	-
	<u>6,690</u>	<u>-</u>	<u>6,690</u>	<u>5,961</u>
Charitable activities				
Wages and salaries	47,061	9,336	56,397	114,563
Subcontract labour	1,015	-	1,015	10,799
Travel and other staff and volunteer costs	2,398	201	2,599	1,936
Grants - Household support	-	9,000	9,000	-
Consultancy	-	-	-	4,050
Rent and room hire	11,040	-	11,040	24,082
Relocation costs	-	1,391	1,391	1,376
Light, heat and water	2,827	-	2,827	3,062
Property repairs and maintenance	3,475	-	3,475	2,848
Computer costs and IT support	4,203	610	4,813	2,093
Office equipment repairs	177	-	177	481
Insurance	3,784	-	3,784	5,380
Telephone	1,455	128	1,583	6,139
Publicity	105	-	105	126
Printing post and stationery	1,548	-	1,548	4,280
Training	98	6,185	6,283	575
CAB subscription costs	3,910	-	3,910	5,773
Books and publications	568	7	575	1,297
Sundries	72	-	72	96
Depreciation	8,388	-	8,388	5,630
Loss on disposal of fixed assets	-	-	-	-
Support costs				
Wages and salaries	17,588	-	17,588	42,660
Accountancy fees	1,296	-	1,296	1,476
Payroll costs	1,104	-	1,104	1,176
Governance costs				
Wages and salaries	2,676	-	2,676	5,667
Board and AGM meeting expenses	22	-	22	-
Legal and professional	13	52	65	35
Independent Examiner's fee	1,500	-	1,500	1,500
	<u>116,323</u>	<u>26,910</u>	<u>143,233</u>	<u>247,100</u>
Total expenditure	<u>123,013</u>	<u>26,910</u>	<u>149,923</u>	<u>253,061</u>
6 NET INCOME			2023	2022
			£	£
This is stated after charging:				
Depreciation			8,388	5,630
Loss on disposal of fixed assets			-	-
Independent Examiner's remuneration : Management accounts			1,296	1,476
Payroll fees			1,104	1,176
Independent Examiners' fee			1,500	1,500

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

7 INFORMATION REGARDING EMPLOYEES

	2023	2022
	£	£
Wages and salaries	80,602	150,746
Social security costs	6,361	12,099
Pension contributions	1,388	2,855
Redundancy costs	-	7,151
Employment Allowance	(5,000)	(4,000)
	<u>83,351</u>	<u>168,851</u>

The average monthly head count was 4 staff (2022 - 7 staff).

The average number of employees based on full time equivalents analysed by function was:

	2023	2022
	Number	Number
Advisory services	3	5
Management and administration	<u>1</u>	<u>1</u>
	<u>4</u>	<u>6</u>

No employee received remuneration of more than £60,000 during the year or the preceding year.

No trustees received remuneration, but one trustee was reimbursed expenses of £26 (2022 - £Nil) in their capacity as a trustee.

The total employee benefits (including employers national insurance) of the key management personnel of the charity were £26,762 (2022 - £23,844)

8 FIXED ASSETS

	Leasehold Imp'ments	Computer Equipment £	Fixtures & fittings	Total £
Cost				
As at 1 April 2022	54,969	57,208	15,435	127,612
Additions	-	-	-	-
Disposals	<u>-</u>	<u>(6,347)</u>	<u>(1,298)</u>	<u>(7,645)</u>
As at 31 March 2023	<u>54,969</u>	<u>50,861</u>	<u>14,137</u>	<u>119,967</u>
Depreciation				
As at 1 April 2022	38,716	56,180	12,230	107,126
Charge for the year	6,292	1,028	1,068	8,388
Disposals	<u>-</u>	<u>(6,347)</u>	<u>(1,298)</u>	<u>(7,645)</u>
As at 31 March 2023	<u>45,008</u>	<u>50,861</u>	<u>12,000</u>	<u>107,869</u>
Net book value				
As at 31 March 2023	<u>9,961</u>	<u>-</u>	<u>2,137</u>	<u>12,098</u>
As at 31 March 2022	<u>16,253</u>	<u>1,028</u>	<u>3,205</u>	<u>20,486</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

9 DEBTORS	2023 £	2022 £		
Other debtors	-	-		
Prepayments	4,304	4,098		
Accrued income	-	694		
	4,304	4,792		
10 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	2023 £	2022 £		
Trade creditors	1,205	1,300		
Other creditors	305	462		
Taxation and social security	1,520	2,618		
Accruals	2,095	2,132		
Deferred income	29,329	500		
	34,454	7,012		
11 ANALYSIS OF NET ASSETS BETWEEN FUND				
	General funds £	Designated funds £	Restricted funds £	Total £
Fixed assets	-	12,098	-	12,098
Current assets	143,370	40,000	12,306	195,676
Current liabilities	(34,454)	-	-	(34,454)
Net assets as at 31 March 2023	108,916	52,098	12,306	173,320
ANALYSIS OF NET ASSETS BETWEEN FUND - PREVIOUS YEAR				
	General funds £	Designated funds £	Restricted funds £	Total £
Fixed assets	-	20,486	-	20,486
Current assets	77,665	40,000	26,845	164,996
Current liabilities	(7,012)	-	-	(7,012)
Net assets as at 31 March 2022	70,653	60,486	26,845	178,470

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

12 MOVEMENT IN FUNDS	As at 1 04 2022 £	Income £	Expenditure £	Transfers £	As at 31 03 2023 £
Restricted funds					
TDC - Relocation	5,476	-	(1,986)	-	3,490
Cit A - Help to Claim	11,484	(11,677)	-	193	-
KCF - Staff training	4,885	-	(4,885)	-	-
Cit A - Single Queue	5,000	-	-	(5,000)	-
TDC - Rough Sleeper	-	14,935	(9,739)	(1,080)	4,116
TDC - Household Support	-	10,000	(9,000)	(1,000)	-
KCF - Volunteer training	-	6,000	(1,300)	-	4,700
Total restricted funds	26,845	19,258	(26,910)	(6,887)	12,306
Designated funds					
Fixed assets	20,486	-	-	(8,388)	12,098
Charity closure	40,000	-	-	-	40,000
Total designated funds	60,486	-	-	(8,388)	52,098
Unrestricted general funds	91,139	125,515	(123,013)	15,275	108,916
Total funds	178,470	144,773	(149,923)	-	173,320

RESTRICTED FUNDS

Thanet District Council - Relocation

In the previous year, £30,000 was awarded for the move and relocation costs. The new smaller office required a complete refit to make it 'fit for purpose'. Further remaining money was spent in 2022/23, and further amounts may be spent in 2023/24.

Cit A - Help to Claim

The balance of funds from last year, which was due to a Help to Claim Adviser resigning before the end of the contract. We were unable to recruit to fill this role and therefore we had to return the unspent funds to Cit A.

KCF - Staff training

A grant from Kent Community Foundation (Kent Strategic Recovery Fund) for 1:1 support training of Citizens Advice Thanet Staff. The funds have been paid directly to Social Enterprise Kent, as allocated trainer for upskilling new Chief Officer and Service Co-ordinator in matters of 'Good Grant Applications', Leadership, Management and Finance to assist with rebuild of Citizens Advice Thanet.

Cit A - Single Queue

Money allocated from Cit A to build up Adviceline. We were able to repurpose the money to extend beyond of the end of the financial year to cover the costs of employing the Service Co-ordinator an extra day a week to focus on the rebuild of the service. The transfer to unrestricted funds represents wage costs and office costs for the period from April 2022 to June 2022.

TDC - Rough Sleeper RISE

A grant from Thanet District Council to cover the cost of one part time adviser on 21 hours per week to work as a Citizens Advise with the RISE team. The balance of these funds will be used in 2023/24. The transfer to unrestricted funds represents a contribution towards office cost.

TDC - Household Support

A grant from Thanet District Council to administer the Household Support fund. This covered items such as food vouchers and vouchers for household essentials to people in need. The transfer to unrestricted funds, was an agreed contribution toward administration costs.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

RESTRICTED FUNDS - cont'd

KCF - Volunteer training

A grant from Kent Community Foundation to fund training of volunteer advisers, which took place during 2022/23 and 2023/24.

DESIGNATED FUNDS

Fixed assets

A fund created by the Trustees and represents the net book value of the charity's fixed assets at the balance sheet date. The fund was created due to the increase in fixed assets and although they are within general funds the value of the assets cannot be utilised for future expenditure.

Charity closure

A fund created by the Trustees and represents the estimated costs of the charity having to close due to a lack of funding.

UNRESTRICTED GENERAL FUNDS

This (Operational Reserve) provides funding for the service to continue for a period of time should funding be withdrawn. This allows the Directors to seek further alternative funding or to reorganise the service to meet the available funding.

MOVEMENT IN FUNDS - PREVIOUS YEAR

	As at 1 04 2021 £	Income £	Expenditure £	Transfers £	As at 31 03 2022 £
Restricted funds					
Money Advice Service	-	49,063	(42,795)	(6,268)	-
TDC - Relocation	-	30,000	(1,376)	(23,148)	5,476
Cit A - Help to Claim	39	60,378	(38,283)	(10,650)	11,484
Ageless Thanet	12,190	33,810	(27,552)	(18,448)	-
Kent Community Foundation	-	4,885	-	-	4,885
Cit A - Computers	-	10,000	-	(5,000)	5,000
Total restricted funds	12,229	188,136	(110,006)	(63,514)	26,845
Designated funds					
Fixed assets	2,968	-	-	17,518	20,486
Relocation	50,000	-	-	(50,000)	-
Charity closure	40,000	-	-	-	40,000
Total designated funds	92,968	-	-	(32,482)	60,486
Unrestricted general funds	23,344	114,854	(143,055)	95,996	91,139
Total funds	128,541	302,990	(253,061)	-	178,470

RESTRICTED FUNDS - PREVIOUS YEAR

Money Advice Service

This contract is to provide second tier money advice support to the people of Thanet, which will assist in all debt casework, including Bankruptcy, Insolvency and Debt Relief Orders (DRO's). The contract terminated earlier, due to resignation of the Debt Caseworker on 23 February, 2022. From the 1 March 2022, NW Kent Citizens Advice took over the contract to provide Debt Casework for the people of Thanet until the contract ends in January, 2023. The transfer to unrestricted funds represents a contribution towards the charity's office costs.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

RESTRICTED FUNDS - PREVIOUS YEAR - cont'd**Thanet District Council - Relocation**

£30,000 was awarded for the move and relocation costs. The new smaller office required a complete refit to make it 'fit for purpose'. Further remaining money to be spent in 2022/23 on completing other works, such as reflective window films to lessen effects of office overheating plus other works to make the office a comfortable environment to work and see clients in. Completing IT works due to removal of IT to a new location. The transfer to unrestricted funds represents capital expenditure which has been shown within leasehold improvements and fixtures and fittings.

Cit A - Help to Claim

Funding was received from the DWP (via Cit A) to assist clients on their journey to claim Universal Credit, including technical support to complete their claim on line and assist them through the process until they receive their first payment. The transfer to unrestricted funds represents a contribution towards the charity's office costs.

Ageless Thanet

Citizens Advice was leading on the Planning for Later Life stream up until the end of December, 2021. Initially a 5 year National Lottery funded project, starting in June 2015, it's success resulted in a further 18 months of funding. The transfer to unrestricted funds represents a contribution towards the charity's office costs.

Kent Community Foundation - staff training

Kent Strategic Recovery Fund for 1:1 support training of Citizens Advice Thanet Staff. To be paid directly to Social Enterprise Kent, as allocated trainer for upskilling new Chief Officer and Service Co-ordinator in matters of 'Good Grant Applications', Leadership, Management and Finance to assist with rebuild of Citizens Advice Thanet.

Cit A - Single Queue

Money allocated from Cit A to build up Adviceline. We were able to repurpose the money to extend beyond of the end of the financial year to cover the costs of employing the Service Co-ordinator an extra day a week to focus on the rebuild of the service. The transfer to unrestricted funds represents wage costs and office costs for the period from January 2022 to March 2022.

DESIGNATED FUNDS - PREVIOUS YEAR**Fixed assets**

A fund created by the Trustees and represents the net book value of the charity's fixed assets at the balance sheet date. The fund was created due to the increase in fixed assets and although they are within general funds the value of the assets cannot be utilised for future expenditure.

Relocation

The Trustees had created a designated fund in respect of costs associated with the relocation of the Margate Office. However, costs were lower than expected and these were funded by Thanet District Council, and therefore the balance of this designated fund has been transferred to unrestricted general funds.

Charity closure

A fund created by the Trustees and represents the estimated costs of the charity having to close due to a lack of funding.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

13 FINANCIAL COMMITMENTS

At 31 March 2023 the charity had future minimum lease payments under non-cancellable operating leases as follows:

	2023	2022
	£	£
within one year	5,367	9,903
within two to five years		5,367
after five years	-	-
	<u>5,367</u>	<u>15,270</u>

14 OTHER FINANCIAL COMMITMENTS

During the year ended 31 March 2022, the charity moved its offices in Margate and incurred expenditure of £18,875 which has been shown as Leasehold Improvements on the balance sheet and depreciated over the lease term. When the charity vacates the property it will be required to put the office back to their original state. The cost of this work cannot be accurately quantified and therefore has not been recognised as a commitment on the balance sheet.

15 MEMBERS LIABILITY

The company is a company limited by guarantee. Every member of the Charity undertakes to contribute such amount as may be required, not exceeding £1, to the Charity's assets if it should be wound up while they are a member or within one year after they ceased to be a member, for the costs of winding up and for the adjustment of the rights of persons who have contributed to the Charity's assets.

16 CORPORATION TAXATION

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

17 RELATED PARTY TRANSACTIONS

The charity did not undertake any transactions with related parties that require disclosure.

CITIZENS ADVICE THANET
(A COMPANY LIMITED BY GUARANTEE)

FINANCIAL STATEMENTS AND TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2023

Charity Number 1086799

CONTENTS

	Pages
Trustees' Annual Report	1 - 5
Independent Examiner's Report	6
Statement of Financial Activities	7
Balance Sheet	8
Notes to the Financial Statements	9 - 17

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2023**

The trustees have pleasure in presenting their report and the unaudited financial statements for the year ended 31 March 2023 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006 relating to small companies, 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 Republic of Ireland (FRS 102) (effective 1 January 2019).

REFERENCE AND ADMINISTRATIVE DETAILS

Charity Registration Number
1086799

Company Registration Number
04176324

Registered Office

Mill Lane House
Mill Lane
Margate
Kent
CT9 1LB

Trustees/Directors

Dr Geoff Lindley	
Mr Simon Farrer	Treasurer
Mrs Margaret Fairweather	(resigned 13.12.22)
Mrs Rebecca Kirkpatrick	(resigned 13.7.23)
Mrs Danielle Barnes	Chair
Mr Gerald Dineley	(resigned 1.4.22)
Mr Andrew Wallis	(resigned 13.12.22)
Mrs Sarah Ellis	(appointed 1.8.22)
Mrs Helen Mitchell	(appointed 2.8.22)
Mrs Sheila Ramdular	(appointed 13.12.22, resigned 28.3.23)
Ms Sharon Wilding	(appointed 26.5.23)

Co-Opted Local Authority Representatives

Cllr Jenny Matterface
Cllr David Green

Chief Officer and company secretary

Mrs Angela Drew-Robinson

Bankers

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

Independent Examiner

Mr S J Wren FCCA
Accountancy Matters (Kent) Limited
The Marlowe Innovation Centre
Marlowe Way
Ramsgate
Kent
CT12 6FA

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2023**

STRUCTURE, GOVERNANCE AND MANAGEMENT**Governing document**

Citizens Advice Thanet is a registered charity and a company limited by guarantee incorporated on 9 March 2001. It was established under a memorandum of association and is governed by its articles of association.

Recruitment and appointment of trustee directors

Trustees Board vacancies are advertised on the national Citizens Advice website and other appropriate media. Applicants for vacancies will be selected by a short listing and interview process which will be based on a published job description and person specification. This process will be carried out by a small group of Trustees especially appointed for this purpose. The Charity aims to have a balanced makeup which reflects the community the Service serves.

Organisational structure

Citizens Advice Thanet is governed by a Board of Trustees who meet at least quarterly. Day to day running of the Charity is supervised by the Chief Officer who reports to the Trustees on a quarterly basis. The Trustees and the Chief Executive are the Key Management Personnel as defined by the Charities SORP FRS102.

Related parties

Citizens Advice Thanet has membership of the national body now called Citizens Advice, which provides a framework for the standards of advice and casework managements as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board in order to fulfil its charitable objects and comply with the national membership requirements.

Risk assessment

The Charity has adopted a policy of regularly reviewing the risks to the operations of the Charity, to ensure that adequate steps are taken to mitigate such risks.

OBJECTIVES AND ACTIVITIES**Objectives**

To deliver the Citizens Advice Service to the people of Thanet, ensuring as far as possible that we provide the advice people need for the problems they face and improve the policies and practices that effect peoples' lives. We will endeavour to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities, whilst valuing diversity, promoting equality and challenging discrimination.

Activities and achievements, performance and factors affecting achievement of objectives

During this year we have gone from the aftermath of the Pandemic to a Cost-of-Living crisis. Surges in all basic living costs, food, energy and essential goods in general. In addition house prices and rents in the private rental market surged, meaning we were increasingly seeing no fault evictions and lack of affordable accommodation. This is not only affecting those on the lowest income but working households too. Our service has never been more needed.

New funding pots achieved enabled recruitment of much needed staff to enable the service to increase its capacity.

In August we recruited a part-time member of staff (21 hours pw), on a fixed term contract up to the end of March 2023, to train up as an Adviser and Session Supervisor. This was enabled by the funding given by Ramsgate Town Council. The impact of this meant that we have been able to open up the Ramsgate Office more frequently for face-to-face appointments and to restart a drop-in service for the local community.

Our Finance Officer/Help to Claim Adviser accepted redundancy in March 2022. They were then paid on a self-employed consultancy basis to assist with finances until July 2022. A need for some assistance with finances was identified. A Finance Assistant was recruited in August 2022 to assist with finances one day a week.

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2023**

Activities and achievements, performance and factors affecting achievement of objectives

In September we recruited a part-time member of staff (21 hours pw) for the RISE funded project (Rough Sleeper Intervention Support and Empowerment.) This is a fixed one-year contract. This is mainly an outreach project, dealing with the most vulnerable in our community.

New volunteer trainee advisers recruited. Objective was to regrow our volunteer base previously decimated during the Pandemic period. Due to limits of capacity to train up a larger volume of Trainees, funding was sought from Kent Community Foundation to fund NW Kent Citizens Advice to train some of the new trainees remotely. This has helped us to further increase our volunteer base. Unfortunately, some of the trainees had to quit due to external events. However, it has helped in the interim period to provide extra training capacity.

North West Kent Citizens Advice took over our Debt contract with MAPs, this was due to resignation of a previous Debt Adviser at the end of the previous financial adviser. To ensure our community continued to be served regarding Debt matters NW Kent have provided Debt Advisers to specifically advise Thanet clients.

Thanet District Council invited us to participate in the distribution of the Household Support Fund. We were given in total £10,000 to distribute during February and March. This was for people not able to afford basic and essential items during the Cost of living crisis, we focussed on distributing vouchers for food and home essentials to keep warm. A total of 106 Thanet households were assisted by us.

The service is going from strength to strength, increased volunteer base and newly trained up staff have increased our capacity to give the advice.

A special thank you to an amazing group of dedicated volunteers that continue to give up their free time to provide their services to Citizens Advice Thanet and the local community. Thank you also to our paid staff for their hard work and diligence to ensure Citizens Advice Thanet continues on its upward trajectory.

FINANCIAL REVIEW**Financial position**

The total income for the year was £144,773 a reduction from the previous year's income of £302,990. The reduction in funding is due to projects coming to an end. The service is working to rebuild the service following the loss of projects and the disruption caused to the service by the Covid-19 pandemic. Thanet District Council Continue to be a valued supporter of the work of Thanet Citizens Advice. Their funding agreement provides for the core services with additional funding provided for specific projects. Other significant funders during the year were Ramsgate Town Council and Kent Community Foundation.

The service continued to operate and has looked to rebuild and train volunteers and bid for project work. The total resources expended were £149,923. This was slightly higher than the income received, but necessary as part of the rebuilding process. The deficit was covered from operational resources.

Total funds held at the end of the financial year, 31 March 2023, were £173,320. This is made up of restricted funds of £12,306, designated funds of £52,098 and unrestricted funds of £108,916.

The service has been successful in securing project funding. This has enabled the budget for 2023/24 to forecast an in year surplus.

Reserves Policy and going concern

Citizens Advice Thanet operates on grant and project funding. Funding for core services is provided through grants by Thanet District Council. A 3 year agreement commencing from April 2022 is in place. The project funding that has been secured provides further security of funding over the coming year.

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2023**

Reserves Policy and going concern - cont'd

The Directors consider that Citizens Advice Thanet is able to operate as a going concern over the next twelve months and to run its core services and projects that fit with the charitable objects.

The reserves policy has been prepared with reference to the Charity Commission's publication 'Charities and Reserves'. CC19, 2016.

The trustees believe that Citizens Advice Thanet should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and difficult financial circumstances.

In determining the level of reserves consideration will be given to:

- a) The risk of unforeseen emergency or other unexpected need for funds.
- b) Covering unforeseen day-to-day operational costs.
- c) Funds to provide time for trustees to take action if income falls below expectation.
- d) Planned commitments, or designations, that cannot be met by future income alone.
- e) The need to fund short-term deficits in a cash budget.

The trustees consider that an unrestricted reserve of between 3 and 6 months unrestricted expenditure is sufficient to meet the above requirements. Unrestricted reserves have increased during the year under review.

The trustees have two designated funds. One designated fund is in respect of the net book value of fixed assets which although form part of general funds, they cannot be utilised for future expenditure. The second designated fund is to cover the costs of closure of the charity should it be considered that is no longer a going concern. This would enable the charity to meet its financial commitments on closure.

Investment policy and activities

The current policy is to keep reserves in an interest-bearing account and for sufficient funds to be available should they be required in an emergency.

PLANNING OUR FUTURE AND THE TASKS AHEAD

To continue the growth of our Volunteer base, specifically advisers, but also help with IT, Web-site, Social Media, fundraising and Admin. We have a presence on the Kent Coastal Volunteering web-site, an umbrella organisation that serves as a hub for potential volunteers and various volunteering posts for local organisations and charities. We advertise on our local web-site. We are finding a flow of potential advisers communicating with us directly. We have many retired people moving to the area that are keen to serve the local community and fit the requirements of the role.

To restart phone advice.

New web-site.

One of our main challenges is to increase our Session Supervisor base. We are not able to substantially grow without Supervision being in place for advisers during appointments, look for funding opportunities to support this.

To seek more funding for project work and paid advisers. A bid has been put in to the National Lottery Reaching Communities Fund with this purpose.

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2023**

PLANNING OUR FUTURE AND THE TASKS AHEAD - cont'd

To seek funding to replace Computer equipment that is no longer efficient and fit for purpose.

Seek funding for redecoration of Ramsgate.

Thanet District Council and Ramsgate Town Council funding have continued and this has helped us to maintain our Core Service

To continue the growth of our service and reach into the community

PUBLIC BENEFIT

The trustees confirm that they have complied with their duty as prescribed by section 4 of the Charities Act 2006 to have due regard to the Charity Commission public benefit guidance.

Signed on behalf of the Board of Trustees by :

Danielle Barnes - Chairman

Date : 26 October 2023

CITIZENS ADVICE THANET

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2023 which are set out on pages 7 to 17.

Responsibilities and basis of report

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

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

Independent examiner's statement

I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

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

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

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

S J Wren FCCA
Accountancy Matters (Kent) Limited
Chartered Certified Accountants
The Marlowe Innovation Centre
Marlowe Way
Ramsgate
Kent
CT12 6FA

Date : 6 November 2023

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating an Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	Total funds 2023 £	Total funds 2022 £
INCOME					
Donations and grants	2	6,717	16,000	22,717	42,539
Charitable activities	3	118,514	3,258	121,772	260,451
Investment income	4	284	-	284	-
Fundraising income		-	-	-	-
TOTAL INCOME		125,515	19,258	144,773	302,990
EXPENDITURE					
Cost of raising funds	5	6,690	-	6,690	5,961
Charitable activities	5	116,323	26,910	143,233	247,100
TOTAL EXPENDITURE		123,013	26,910	149,923	253,061
NET (EXPENDITURE)/INCOME FOR THE YEAR BEFORE TRANSFERS	6	2,502	(7,652)	(5,150)	49,929
Transfers between funds	12	6,887	(6,887)	-	-
NET MOVEMENT IN FUNDS FOR THE YEAR		9,389	(14,539)	(5,150)	49,929
Balance as at 1 April 2022		151,625	26,845	178,470	128,541
BALANCE AT 31 MARCH 2023		161,014	12,306	173,320	178,470

**BALANCE SHEET
AS AT 31 MARCH 2023**

	Notes	2023 £	2022 £
FIXED ASSETS			
Tangible assets	8	12,098	20,486
CURRENT ASSETS			
Debtors and prepayments	9	4,304	4,792
Cash at bank and in hand		<u>191,372</u>	<u>160,204</u>
		195,676	164,996
CURRENT LIABILITIES			
Creditors: amounts falling due within one year	10	<u>34,454</u>	<u>7,012</u>
		161,222	157,984
NET ASSETS	11	<u>173,320</u>	<u>178,470</u>
Represented by:			
FUNDS OF THE CHARITY			
Unrestricted general fund	12	108,916	91,139
Designated funds	12	52,098	60,486
Restricted funds	12	<u>12,306</u>	<u>26,845</u>
TOTAL FUNDS		<u>173,320</u>	<u>178,470</u>

For the financial year ended 31 March 2023 the company was entitled to exemption from audit under s.477 Companies Act 2006 and no members have deposited a notice under s.476 requiring an audit.

The directors acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with s.386 of the Act for preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and in accordance with the Charities SORP FRS 102.

Approved and signed for issue by the trustees on 26 October 2023.

Danielle Barnes - Chairman

Simon Farrer - Treasurer

Company registration number - 04176324

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

1 ACCOUNTING POLICIES**a) Basis of accounting**

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 the Republic of Ireland FRS 102 (effective 1 January 2019) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland FRS 102 and the Companies Act 2006.

Citizens Advice Thanet meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b) Preparation of the accounts on a going concern basis

Citizens Advice Thanet operates on grant and project funding. Funding for core services is currently funded through grants by Thanet District Council. A 3-year funding agreement was put in place from April 2022. The success with bids for funding, the move to smaller premise in 2022 and the review of core costs all contribute to being able to produce a balanced budget.

The Directors consider that Citizens Advice Thanet is able to operate as a going concern for at least the twelve months from the date these accounts are formally approved. With the funding in place and sufficient reserves the service can continue to operate.

c) Income

Grants receivable - grants made to finance the activities of the Charity are credited to the statement of financial activities (SOFA) accounting in the period to which they relate.

Bank interest - bank interest is included in the income and expenditure account on receipt.

Other income - other income, including donations and gifts are included as they were received.

Gifts and intangible income - in addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public. This help and support is not included in the financial statements. However, its value to the charity has been estimated and disclosed in the trustees' report.

Deferred income - grants received in advance of the period in which the funder requires the expenditure to be applied will be reflected within deferred income on the balance sheet.

d) Expenditure

All expenditure is accounted for on an accruals basis and includes VAT where applicable. All expenditure directly related to the provision of the advisory services is included within the charitable expenditure. Other costs incurred have been allocated between activities for generating funds and governance as appropriate. Where such costs relate to more than one functional cost category they have been split on an estimate of time spent.

e) Leases

Rental costs are charged to the Statement of Financial Activities as incurred.

f) Significant judgements and estimates

No significant judgements or estimates have had to be made by the Trustees in preparing these financial statements

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

1 ACCOUNTING POLICIES

g) Depreciation of fixed assets

Tangible fixed assets costing more than £1,000 are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life as follows :

Leasehold improvements	Over the term of the lease
Computers, software and equipment	33% straight line
Furniture and equipment	25% straight line

h) Fund accounting

Unrestricted funds are grants, donations and other incoming resources receivable by the charity without further specified purpose and are available as general funds.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds relates to income to be used for specific purposes as laid down by the donor.

	Unrestricted funds	Restricted funds	2023 Total funds	2022 Total funds
	£	£	£	£
2 DONATIONS AND GRANTS				
Cit A - Softphones	-	-	-	750
Cit A - CPD	-	-	-	378
Thanet District Council - Relocation	-	-	-	30,000
Thanet District Council - Household Support	-	10,000	10,000	-
Kent Community Foundation	-	6,000	6,000	4,885
DWP - Kickstart Scheme	5,740	-	5,740	1,526
Donations	977	-	977	5,000
	<u>6,717</u>	<u>16,000</u>	<u>22,717</u>	<u>42,539</u>
3 INCOME FROM CHARITABLE ACTIVITIES				
Thanet District Council	96,914	-	96,914	94,000
Ramsgate Town Council	20,000	-	20,000	10,000
Cit A - Single Queue	-	-	-	10,000
Cit A - Money Advice Service	-	-	-	49,063
Cit A - DRO's	-	-	-	-
Cit A - Help to Claim	-	(11,677)	(11,677)	60,378
Thanet District Council - Rough Sleeper	-	14,935	14,935	-
Tunbridge Wells & District CA	1,600	-	1,600	-
Thanet District Council - Covid Winter Grant	-	-	-	3,200
Social Enterprise Kent CIC - Ageless Thanet	-	-	-	33,810
	<u>118,514</u>	<u>3,258</u>	<u>121,772</u>	<u>260,451</u>
4 INVESTMENT INCOME				
Bank interest receivable	284	-	284	-

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

5 EXPENDITURE	Unrestricted funds	Restricted funds	2023 Total funds	2022 Total funds
	£	£	£	£
Costs of raising funds :				
Wages and salaries	6,690	-	6,690	5,961
Fundraising costs	-	-	-	-
	<u>6,690</u>	<u>-</u>	<u>6,690</u>	<u>5,961</u>
Charitable activities				
Wages and salaries	47,061	9,336	56,397	114,563
Subcontract labour	1,015	-	1,015	10,799
Travel and other staff and volunteer costs	2,398	201	2,599	1,936
Grants - Household support	-	9,000	9,000	-
Consultancy	-	-	-	4,050
Rent and room hire	11,040	-	11,040	24,082
Relocation costs	-	1,391	1,391	1,376
Light, heat and water	2,827	-	2,827	3,062
Property repairs and maintenance	3,475	-	3,475	2,848
Computer costs and IT support	4,203	610	4,813	2,093
Office equipment repairs	177	-	177	481
Insurance	3,784	-	3,784	5,380
Telephone	1,455	128	1,583	6,139
Publicity	105	-	105	126
Printing post and stationery	1,548	-	1,548	4,280
Training	98	6,185	6,283	575
CAB subscription costs	3,910	-	3,910	5,773
Books and publications	568	7	575	1,297
Sundries	72	-	72	96
Depreciation	8,388	-	8,388	5,630
Loss on disposal of fixed assets	-	-	-	-
Support costs				
Wages and salaries	17,588	-	17,588	42,660
Accountancy fees	1,296	-	1,296	1,476
Payroll costs	1,104	-	1,104	1,176
Governance costs				
Wages and salaries	2,676	-	2,676	5,667
Board and AGM meeting expenses	22	-	22	-
Legal and professional	13	52	65	35
Independent Examiner's fee	1,500	-	1,500	1,500
	<u>116,323</u>	<u>26,910</u>	<u>143,233</u>	<u>247,100</u>
Total expenditure	<u>123,013</u>	<u>26,910</u>	<u>149,923</u>	<u>253,061</u>
6 NET INCOME			2023	2022
			£	£
This is stated after charging:				
Depreciation			8,388	5,630
Loss on disposal of fixed assets			-	-
Independent Examiner's remuneration : Management accounts			1,296	1,476
Payroll fees			1,104	1,176
Independent Examiners' fee			1,500	1,500

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

7 INFORMATION REGARDING EMPLOYEES

	2023	2022
	£	£
Wages and salaries	80,602	150,746
Social security costs	6,361	12,099
Pension contributions	1,388	2,855
Redundancy costs	-	7,151
Employment Allowance	(5,000)	(4,000)
	<u>83,351</u>	<u>168,851</u>

The average monthly head count was 4 staff (2022 - 7 staff).

The average number of employees based on full time equivalents analysed by function was:

	2023	2022
	Number	Number
Advisory services	3	5
Management and administration	<u>1</u>	<u>1</u>
	<u>4</u>	<u>6</u>

No employee received remuneration of more than £60,000 during the year or the preceding year.

No trustees received remuneration, but one trustee was reimbursed expenses of £26 (2022 - £Nil) in their capacity as a trustee.

The total employee benefits (including employers national insurance) of the key management personnel of the charity were £26,762 (2022 - £23,844)

8 FIXED ASSETS

	Leasehold Imp'ments	Computer Equipment £	Fixtures & fittings	Total £
Cost				
As at 1 April 2022	54,969	57,208	15,435	127,612
Additions	-	-	-	-
Disposals	<u>-</u>	<u>(6,347)</u>	<u>(1,298)</u>	<u>(7,645)</u>
As at 31 March 2023	<u>54,969</u>	<u>50,861</u>	<u>14,137</u>	<u>119,967</u>
Depreciation				
As at 1 April 2022	38,716	56,180	12,230	107,126
Charge for the year	6,292	1,028	1,068	8,388
Disposals	<u>-</u>	<u>(6,347)</u>	<u>(1,298)</u>	<u>(7,645)</u>
As at 31 March 2023	<u>45,008</u>	<u>50,861</u>	<u>12,000</u>	<u>107,869</u>
Net book value				
As at 31 March 2023	<u>9,961</u>	<u>-</u>	<u>2,137</u>	<u>12,098</u>
As at 31 March 2022	<u>16,253</u>	<u>1,028</u>	<u>3,205</u>	<u>20,486</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

9 DEBTORS		2023	2022	
		£	£	
Other debtors		-	-	
Prepayments		4,304	4,098	
Accrued income		-	694	
		4,304	4,792	
10 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		2023	2022	
		£	£	
Trade creditors		1,205	1,300	
Other creditors		305	462	
Taxation and social security		1,520	2,618	
Accruals		2,095	2,132	
Deferred income		29,329	500	
		34,454	7,012	
11 ANALYSIS OF NET ASSETS BETWEEN FUND				
	General funds	Designated funds	Restricted funds	Total
	£	£	£	£
Fixed assets	-	12,098	-	12,098
Current assets	143,370	40,000	12,306	195,676
Current liabilities	(34,454)	-	-	(34,454)
Net assets as at 31 March 2023	108,916	52,098	12,306	173,320
ANALYSIS OF NET ASSETS BETWEEN FUND - PREVIOUS YEAR				
	General funds	Designated funds	Restricted funds	Total
	£	£	£	£
Fixed assets	-	20,486	-	20,486
Current assets	77,665	40,000	26,845	164,996
Current liabilities	(7,012)	-	-	(7,012)
Net assets as at 31 March 2022	70,653	60,486	26,845	178,470

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

12 MOVEMENT IN FUNDS	As at 1 04 2022 £	Income £	Expenditure £	Transfers £	As at 31 03 2023 £
Restricted funds					
TDC - Relocation	5,476	-	(1,986)	-	3,490
Cit A - Help to Claim	11,484	(11,677)	-	193	-
KCF - Staff training	4,885	-	(4,885)	-	-
Cit A - Single Queue	5,000	-	-	(5,000)	-
TDC - Rough Sleeper	-	14,935	(9,739)	(1,080)	4,116
TDC - Household Support	-	10,000	(9,000)	(1,000)	-
KCF - Volunteer training	-	6,000	(1,300)	-	4,700
Total restricted funds	26,845	19,258	(26,910)	(6,887)	12,306
Designated funds					
Fixed assets	20,486	-	-	(8,388)	12,098
Charity closure	40,000	-	-	-	40,000
Total designated funds	60,486	-	-	(8,388)	52,098
Unrestricted general funds	91,139	125,515	(123,013)	15,275	108,916
Total funds	178,470	144,773	(149,923)	-	173,320

RESTRICTED FUNDS

Thanet District Council - Relocation

In the previous year, £30,000 was awarded for the move and relocation costs. The new smaller office required a complete refit to make it 'fit for purpose'. Further remaining money was spent in 2022/23, and further amounts may be spent in 2023/24.

Cit A - Help to Claim

The balance of funds from last year, which was due to a Help to Claim Adviser resigning before the end of the contract. We were unable to recruit to fill this role and therefore we had to return the unspent funds to Cit A.

KCF - Staff training

A grant from Kent Community Foundation (Kent Strategic Recovery Fund) for 1:1 support training of Citizens Advice Thanet Staff. The funds have been paid directly to Social Enterprise Kent, as allocated trainer for upskilling new Chief Officer and Service Co-ordinator in matters of 'Good Grant Applications', Leadership, Management and Finance to assist with rebuild of Citizens Advice Thanet.

Cit A - Single Queue

Money allocated from Cit A to build up Adviceline. We were able to repurpose the money to extend beyond of the end of the financial year to cover the costs of employing the Service Co-ordinator an extra day a week to focus on the rebuild of the service. The transfer to unrestricted funds represents wage costs and office costs for the period from April 2022 to June 2022.

TDC - Rough Sleeper RISE

A grant from Thanet District Council to cover the cost of one part time adviser on 21 hours per week to work as a Citizens Advice with the RISE team. The balance of these funds will be used in 2023/24. The transfer to unrestricted funds represents a contribution towards office cost.

TDC - Household Support

A grant from Thanet District Council to administer the Household Support fund. This covered items such as food vouchers and vouchers for household essentials to people in need. The transfer to unrestricted funds, was an agreed contribution toward administration costs.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

RESTRICTED FUNDS - cont'd

KCF - Volunteer training

A grant from Kent Community Foundation to fund training of volunteer advisers, which took place during 2022/23 and 2023/24.

DESIGNATED FUNDS

Fixed assets

A fund created by the Trustees and represents the net book value of the charity's fixed assets at the balance sheet date. The fund was created due to the increase in fixed assets and although they are within general funds the value of the assets cannot be utilised for future expenditure.

Charity closure

A fund created by the Trustees and represents the estimated costs of the charity having to close due to a lack of funding.

UNRESTRICTED GENERAL FUNDS

This (Operational Reserve) provides funding for the service to continue for a period of time should funding be withdrawn. This allows the Directors to seek further alternative funding or to reorganise the service to meet the available funding.

MOVEMENT IN FUNDS - PREVIOUS YEAR

	As at 1 04 2021 £	Income £	Expenditure £	Transfers £	As at 31 03 2022 £
Restricted funds					
Money Advice Service	-	49,063	(42,795)	(6,268)	-
TDC - Relocation	-	30,000	(1,376)	(23,148)	5,476
Cit A - Help to Claim	39	60,378	(38,283)	(10,650)	11,484
Ageless Thanet	12,190	33,810	(27,552)	(18,448)	-
Kent Community Foundation	-	4,885	-	-	4,885
Cit A - Computers	-	10,000	-	(5,000)	5,000
Total restricted funds	12,229	188,136	(110,006)	(63,514)	26,845
Designated funds					
Fixed assets	2,968	-	-	17,518	20,486
Relocation	50,000	-	-	(50,000)	-
Charity closure	40,000	-	-	-	40,000
Total designated funds	92,968	-	-	(32,482)	60,486
Unrestricted general funds	23,344	114,854	(143,055)	95,996	91,139
Total funds	128,541	302,990	(253,061)	-	178,470

RESTRICTED FUNDS - PREVIOUS YEAR

Money Advice Service

This contract is to provide second tier money advice support to the people of Thanet, which will assist in all debt casework, including Bankruptcy, Insolvency and Debt Relief Orders (DRO's). The contract terminated earlier, due to resignation of the Debt Caseworker on 23 February, 2022. From the 1 March 2022, NW Kent Citizens Advice took over the contract to provide Debt Casework for the people of Thanet until the contract ends in January, 2023. The transfer to unrestricted funds represents a contribution towards the charity's office costs.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

RESTRICTED FUNDS - PREVIOUS YEAR - cont'd**Thanet District Council - Relocation**

£30,000 was awarded for the move and relocation costs. The new smaller office required a complete refit to make it 'fit for purpose'. Further remaining money to be spent in 2022/23 on completing other works, such as reflective window films to lessen effects of office overheating plus other works to make the office a comfortable environment to work and see clients in. Completing IT works due to removal of IT to a new location. The transfer to unrestricted funds represents capital expenditure which has been shown within leasehold improvements and fixtures and fittings.

Cit A - Help to Claim

Funding was received from the DWP (via Cit A) to assist clients on their journey to claim Universal Credit, including technical support to complete their claim on line and assist them through the process until they receive their first payment. The transfer to unrestricted funds represents a contribution towards the charity's office costs.

Ageless Thanet

Citizens Advice was leading on the Planning for Later Life stream up until the end of December, 2021. Initially a 5 year National Lottery funded project, starting in June 2015, it's success resulted in a further 18 months of funding. The transfer to unrestricted funds represents a contribution towards the charity's office costs.

Kent Community Foundation - staff training

Kent Strategic Recovery Fund for 1:1 support training of Citizens Advice Thanet Staff. To be paid directly to Social Enterprise Kent, as allocated trainer for upskilling new Chief Officer and Service Co-ordinator in matters of 'Good Grant Applications', Leadership, Management and Finance to assist with rebuild of Citizens Advice Thanet.

Cit A - Single Queue

Money allocated from Cit A to build up Adviceline. We were able to repurpose the money to extend beyond of the end of the financial year to cover the costs of employing the Service Co-ordinator an extra day a week to focus on the rebuild of the service. The transfer to unrestricted funds represents wage costs and office costs for the period from January 2022 to March 2022.

DESIGNATED FUNDS - PREVIOUS YEAR**Fixed assets**

A fund created by the Trustees and represents the net book value of the charity's fixed assets at the balance sheet date. The fund was created due to the increase in fixed assets and although they are within general funds the value of the assets cannot be utilised for future expenditure.

Relocation

The Trustees had created a designated fund in respect of costs associated with the relocation of the Margate Office. However, costs were lower than expected and these were funded by Thanet District Council, and therefore the balance of this designated fund has been transferred to unrestricted general funds.

Charity closure

A fund created by the Trustees and represents the estimated costs of the charity having to close due to a lack of funding.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

13 FINANCIAL COMMITMENTS

At 31 March 2023 the charity had future minimum lease payments under non-cancellable operating leases as follows:

	2023	2022
	£	£
within one year	5,367	9,903
within two to five years		5,367
after five years	-	-
	<u>5,367</u>	<u>15,270</u>

14 OTHER FINANCIAL COMMITMENTS

During the year ended 31 March 2022, the charity moved its offices in Margate and incurred expenditure of £18,875 which has been shown as Leasehold Improvements on the balance sheet and depreciated over the lease term. When the charity vacates the property it will be required to put the office back to their original state. The cost of this work cannot be accurately quantified and therefore has not been recognised as a commitment on the balance sheet.

15 MEMBERS LIABILITY

The company is a company limited by guarantee. Every member of the Charity undertakes to contribute such amount as may be required, not exceeding £1, to the Charity's assets if it should be wound up while they are a member or within one year after they ceased to be a member, for the costs of winding up and for the adjustment of the rights of persons who have contributed to the Charity's assets.

16 CORPORATION TAXATION

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

17 RELATED PARTY TRANSACTIONS

The charity did not undertake any transactions with related parties that require disclosure.

CITIZENS ADVICE THANET

England & Wales - Charity number 1086799

Accounts

CITIZENS ADVICE THANET
(A COMPANY LIMITED BY GUARANTEE)

FINANCIAL STATEMENTS AND TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2022

Charity Number 1086799

CONTENTS

	Pages
Trustees' Annual Report	1 - 4
Independent Examiner's Report	5
Statement of Financial Activities	6
Balance Sheet	7
Notes to the Financial Statements	8 - 16

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2022**

The trustees have pleasure in presenting their report and the unaudited financial statements for the year ended 31 March 2022 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006 relating to small companies, 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 Republic of Ireland (FRS 102) (effective 1 January 2019).

REFERENCE AND ADMINISTRATIVE DETAILS

Charity Registration Number
1086799

Company Registration Number
04176324

Registered Office

Mill Lane House
Mill Lane
Margate
Kent
CT9 1LB

Trustees/Directors

Dr Geoff Lindley	Chairman - to Jan 2022
Mr Simon Farrer	Treasurer
Mrs Margaret Fairweather	
Mrs Rebecca Kirkpatrick	
Mrs Danielle Barnes	Chair - from Jan 2022
Mr Gerald Dineley	(resigned 1.4.22)
Mr John Quinlan	(resigned 29.4.21)
Mr Andrew Wallis	
Miss K Kundu	(resigned 5.8.21)

Co-Opted Local Authority Representatives

Cllr Heather Keen
Cllr Aram Rawf

Chief Officer and company secretary

Mrs Jan Stewart	(resigned 31.8.21)
Mrs Angela Drew-Robinson	(appointed 1.11.21)

Bankers

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

Independent Examiner

Mr S J Wren FCCA
Accountancy Matters (Kent) Limited
The Marlowe Innovation Centre
Marlowe Way
Ramsgate
Kent
CT12 6FA

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2022**

STRUCTURE, GOVERNANCE AND MANAGEMENT**Governing document**

Citizens Advice Thanet is a registered charity and a company limited by guarantee incorporated on 9 March 2001. It was established under a memorandum of association and is governed by its articles of association.

Recruitment and appointment of trustee directors

Trustees Board vacancies are advertised on the national Citizens Advice website and other appropriate media. Applicants for vacancies will be selected by a short listing and interview process which will be based on a published job description and person specification. This process will be carried out by a small group of Trustees especially appointed for this purpose. The Charity aims to have a balanced makeup which reflects the community the Service serves.

Organisational structure

Citizens Advice Thanet is governed by a Board of Trustees who meet at least quarterly. Day to day running of the Charity is supervised by the Chief Officer who reports to the Trustees on a quarterly basis. The Trustees and the Chief Executive are the Key Management Personnel as defined by the Charities SORP FRS102.

Related parties

Citizens Advice Thanet has membership of the national body now called Citizens Advice, which provides a framework for the standards of advice and casework managements as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board in order to fulfil its charitable objects and comply with the national membership requirements.

Risk assessment

The Charity has adopted a policy of regularly reviewing the risks to the operations of the Charity, to ensure that adequate steps are taken to mitigate such risks.

OBJECTIVES AND ACTIVITIES**Objectives**

To deliver the Citizens Advice Service to the people of Thanet, ensuring as far as possible that we provide the advice people need for the problems they face and improve the policies and practices that effect peoples' lives. We will endeavour to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities, whilst valuing diversity, promoting equality and challenging discrimination.

Activities and achievements, performance and factors affecting achievement of objectives

Another challenging year at Citizens Advice Thanet due to ongoing Pandemic. We were able to keep operating via phone, email and webchat during the lockdown period.

Our previous Chief Officer worked hard to put precautions in place to enable a slow opening up of the service as safely as possible. This enabled the most vulnerable to be seen face to face. Initially this was in our Margate Office, followed by our Ramsgate Office. Thanks to the volunteers and staff who were prepared to brave the unknown, physically prepared to come into the office to start seeing clients on an appointment only basis.

August to November, 2021, saw our most challenging period. Staff resignations and redundancies, including our Chief Officer and Service Manager. Many of our Volunteer advisers also left leading up to this time. The Pandemic had a strong effect.

A strategic Consultant was swiftly put in place to guide Citizens Advice Thanet through this period. A temporary CEO and management team were put in place. This ensured the continuation of delivery of service.

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2022**

Activities and achievements, performance and factors affecting achievement of objectives

A new part-time Chief Officer was appointed beginning of November 2021. Followed by a new Service Co-ordinator in December. We are pleased to say with the new management team, we are now heading in an upward direction. Some of the volunteers that had previously left the service came back and new trainee volunteer advisers have been recruited.

A strategic Consultant was swiftly put in place to guide Citizens Advice Thanet through this period. A temporary CEO and management team were put in place. This ensured the continuation of delivery of service.

New affordable premises in Margate were secured. The move took place in November. There was a period of disruption while alterations were made to make the new office a suitable space. Fortunately, during this period we managed to continue seeing clients.

Our Ageless Thanet Funding ended 31 December 2021. A very successful project that ran for over 6 years.

Funding continued from Thanet District Council, Ramsgate Town Council, Help to Claim and MaPs. Towards the end of the year, we took on our first Kickstart employee, funded by the DWP for young unemployed people

During this period of decline and rebuild we managed to carry on with our purpose of advising the local community. Thanks especially owed to an amazing group of volunteers willing to continue in difficult circumstances.

Welfare Benefits, housing and debt were the main issues identified.

FINANCIAL REVIEW**Financial position**

The total income for the year was £302,990 a reduction from the previous year's income of £405,615. The reduction in funding is due to projects coming to an end. Thanet District Council Continue to be a valued supporter of the work of Thanet Citizens Advice. Their funding agreement provides for the core services with additional funding provided for specific projects. Other significant funders during the year were Ramsgate Town Council, Cit A (funding for several projects) and Social Enterprise Kent CIC (Ageless Thanet).

Disruption to the service continued due to the Covid -19 pandemic that required changes in the way the service operated and total resources expended were £253,061.

Total funds held at the end of the financial year, 31 March 2022, were £178,470. This is made up of restricted funds of £26,845, designated funds of £60,486 (fixed assets of £20,486 and charity closure costs of £40,000) and unrestricted funds of £91,139.

The budget set for 2022/23, forecasts an in year deficit. It is expected that further funding will be obtained during the year leading to a reduction in the deficit and any remaining deficit will be taken from reserves.

Reserves Policy and going concern

Citizens Advice Thanet operates on grant and project funding. Funding for core services is provided through grants by Thanet District Council. The Council has agreed to a new 3 year agreement commencing from April 2022.

The Directors consider that Citizens Advice Thanet is able to operate as a going concern over the next twelve months and to run its core services and projects that fit with the charitable objects.

The reserves policy has been prepared with reference to the Charity Commission's publication 'Charities and Reserves'. CC19, 2016.

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2022**

Reserves Policy and going concern - cont'd

The trustees believe that Citizens Advice Thanet should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and difficult financial circumstances.

In determining the level of reserves consideration will be given to:

- a) The risk of unforeseen emergency or other unexpected need for funds.
- b) Covering unforeseen day-to-day operational costs.
- c) Funds to provide time for trustees to take action if income falls below expectation.
- d) Planned commitments, or designations, that cannot be met by future income alone.
- e) The need to fund short-term deficits in a cash budget.

The trustees consider that an unrestricted reserve of between 3 and 6 months unrestricted expenditure is sufficient to meet the above requirements. Reserves have increased during the year under review, but these are budgeted to fall in the current year due to an expected in year deficit.

The trustees have two designated funds. One designated fund is in respect of the net book value of fixed assets which although form part of general funds, they cannot be utilised for future expenditure. The second designated fund is to cover the costs of closure of the charity should it be considered that is no longer a going concern. This would enable the charity to meet its financial commitments on closure.

Investment policy and activities

The current policy is to keep reserves in an interest-bearing account and for sufficient funds to be available should they be required in an emergency.

PLANNING OUR FUTURE AND THE TASKS AHEAD

To complete office renovations in Margate, still some work needed to make a comfortable working environment.

Our Ramsgate Office continues to be provided by Ramsgate Town Council.

Our main challenge is to recruit, train and retain more Volunteer Advisers. The first aim is to regain previous numbers. When we have sufficient Volunteers, to restart a 'Drop in Service' at both our Ramsgate and Margate Offices.

We recognise that the Pandemic led to other channels of communication for advice, these have made our service more accessible and will continue.

Thanet District Council and Ramsgate Town Council funding have continued, this has helped us to maintain our Core Service.

Due to the resignation of our Debt Caseworker, our Money Advice Service is being provided by another Local Citizens Advice, in order that we can keep the service open for the people of Thanet until we can retrain our own advisers to take on this role.

To grow the service, seek further funding for project work and paid advisers.

PUBLIC BENEFIT

The trustees confirm that they have complied with their duty as prescribed by section 4 of the Charities Act 2006 to have due regard to the Charity Commission public benefit guidance.

Signed on behalf of the Board of Trustees by :

CITIZENS ADVICE THANET

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2022 which are set out on pages 6 to 16.

Responsibilities and basis of report

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

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

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

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

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

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

S J Wren FCCA
Accountancy Matters (Kent) Limited
Chartered Certified Accountants
The Marlowe Innovation Centre
Marlowe Way
Ramsgate
Kent CT12 6FA

Date : 9 December 2022

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating an Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	Total funds 2022 £	Total funds 2021 £
INCOME					
Donations and grants	2	7,654	34,885	42,539	30,345
Charitable activities	3	107,200	153,251	260,451	375,270
Investment income	4	-	-	-	-
Fundraising income		-	-	-	-
TOTAL INCOME		114,854	188,136	302,990	405,615
EXPENDITURE					
Cost of raising funds	5	5,961	-	5,961	5,671
Charitable activities	5	137,094	110,006	247,100	339,012
TOTAL EXPENDITURE		143,055	110,006	253,061	344,683
NET (EXPENDITURE)/INCOME FOR THE YEAR BEFORE TRANSFERS	6	(28,201)	78,130	49,929	60,932
Transfers between funds	12	63,514	(63,514)	-	-
NET MOVEMENT IN FUNDS FOR THE YEAR		35,313	14,616	49,929	60,932
Balance as at 1 April 2021		116,312	12,229	128,541	67,609
BALANCE AT 31 MARCH 2022		151,625	26,845	178,470	128,541

**BALANCE SHEET
AS AT 31 MARCH 2022**

	Notes	2022 £	2021 £
FIXED ASSETS			
Tangible assets	8	20,486	2,968
CURRENT ASSETS			
Debtors and prepayments	9	4,792	13,529
Cash at bank and in hand		<u>160,204</u>	<u>153,166</u>
		164,996	166,695
CURRENT LIABILITIES			
Creditors: amounts falling due within one year	10	<u>7,012</u>	<u>41,122</u>
		157,984	125,573
NET ASSETS	11	<u><u>178,470</u></u>	<u><u>128,541</u></u>
Represented by:			
FUNDS OF THE CHARITY			
Unrestricted general fund	12	91,139	23,344
Designated funds	12	60,486	92,968
Restricted funds	12	<u>26,845</u>	<u>12,229</u>
TOTAL FUNDS		<u><u>178,470</u></u>	<u><u>128,541</u></u>

For the financial year ended 31 March 2022 the company was entitled to exemption from audit under s.477 Companies Act 2006 and no members have deposited a notice under s.476 requiring an audit.

The directors acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with s.386 of the Act for preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and in accordance with the Charities SORP FRS 102.

Approved and signed for issue by the trustees on 1 November 2022.

Danielle Barnes - Chairman

Simon Farrer - Treasurer

Company registration number - 04176324

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

1 ACCOUNTING POLICIES**a) Basis of accounting**

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 the Republic of Ireland FRS 102 (effective 1 January 2019) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland FRS 102 and the Companies Act 2006.

Citizens Advice Thanet meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b) Preparation of the accounts on a going concern basis

Citizens Advice Thanet operates on grant and project funding. Funding for core services is currently funded through grants by Thanet District Council. A 3-year funding agreement was put in place from April 2019 and a new 3-year funding agreement put in place from April 2022. The services premises at Mill Lane, Margate are leased and funded through the services grant and project funding. Due to reductions in overall funding the service moved during 2022/22 within Mill Lane to smaller, less costly premises.

The Directors consider that Citizens Advice Thanet is able to operate as a going concern for at least the twelve months from the date these accounts are formally approved. With the new funding agreement with Thanet District Council and sufficient reserves in place the service can continue to operate.

c) Income

Grants receivable - grants made to finance the activities of the Charity are credited to the statement of financial activities (SOFA) accounting in the period to which they relate.

Bank interest - bank interest is included in the income and expenditure account on receipt.

Other income - other income, including donations and gifts are included as they were received.

Gifts and intangible income - in addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public. This help and support is not included in the financial statements. However, its value to the charity has been estimated and disclosed in the trustees' report.

Deferred income - grants received in advance of the period in which the funder requires the expenditure to be applied will be reflected within deferred income on the balance sheet.

d) Expenditure

All expenditure is accounted for on an accruals basis and includes VAT where applicable. All expenditure directly related to the provision of the advisory services is included within the charitable expenditure. Other costs incurred have been allocated between activities for generating funds and governance as appropriate. Where such costs relate to more than one functional cost category they have been split on an estimate of time spent.

e) Leases

Rental costs are charged to the Statement of Financial Activities as incurred.

f) Significant judgements and estimates

No significant judgements or estimates have had to be made by the Trustees in preparing these financial statements

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

1 ACCOUNTING POLICIES

g) Depreciation of fixed assets

Tangible fixed assets costing more than £1,000 are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life as follows :

Leasehold improvements	Over the term of the lease
Computers, software and equipment	33% straight line
Furniture and equipment	25% straight line

h) Fund accounting

Unrestricted funds are grants, donations and other incoming resources receivable by the charity without further specified purpose and are available as general funds.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds relates to income to be used for specific purposes as laid down by the donor.

	Unrestricted funds	Restricted funds	2022 Total funds	2021 Total funds
	£	£	£	£
2 DONATIONS AND GRANTS				
Cit A - Broadband	-	-	-	500
Cit A - Computers	-	-	-	3,270
Cit A - Softphones	750	-	750	1,300
Cit A - CPD	378	-	378	-
Broadstairs Town Council	-	-	-	1,000
Thanet District Council - Relocation	-	30,000	30,000	-
Thanet District Council - Small Business Grant	-	-	-	10,000
Thanet District Council - Covid 19	-	-	-	9,000
Kent Community Foundation	-	4,885	4,885	-
DWP - Kickstart Scheme	1,526	-	1,526	-
Donations	5,000	-	5,000	5,275
	<u>7,654</u>	<u>34,885</u>	<u>42,539</u>	<u>30,345</u>
3 INCOME FROM CHARITABLE ACTIVITIES				
Thanet District Council	94,000	-	94,000	121,000
Ramsgate Town Council	10,000	-	10,000	20,000
We Are Digital Training Limited	-	-	-	(1,995)
Cit A - Single Queue	-	10,000	10,000	-
Cit A - Money Advice Service	-	49,063	49,063	53,169
Cit A - DRO's	-	-	-	87
Cit A - Help to Claim	-	60,378	60,378	55,203
Cit A - HMPT	-	-	-	10,000
Thanet District Council - Rough Sleeper Navigators	-	-	-	26,752
Thanet District Council - Covid Winter Grant	3,200	-	3,200	11,800
Southern Water	-	-	-	386
Citizens Advice Maidstone - Room hire	-	-	-	5,000
Social Enterprise Kent CIC - Ageless Thanet	-	33,810	33,810	73,868
	<u>107,200</u>	<u>153,251</u>	<u>260,451</u>	<u>375,270</u>
4 INVESTMENT INCOME				
Bank interest receivable	-	-	-	-

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

5 EXPENDITURE	Unrestricted funds	Restricted funds	2022 Total funds	2021 Total funds
	£	£	£	£
Costs of raising funds :				
Wages and salaries	5,961	-	5,961	5,671
Fundraising costs	-	-	-	-
	<u>5,961</u>	<u>-</u>	<u>5,961</u>	<u>5,671</u>
Charitable activities				
Wages and salaries	35,011	79,552	114,563	212,798
Subcontract labour	4,939	5,860	10,799	2,123
Travel and other staff and volunteer costs	1,936	-	1,936	2,117
Consultancy	-	4,050	4,050	2,850
Rent and room hire	24,082	-	24,082	29,714
Relocation costs	-	1,376	1,376	-
Light, heat and water	3,062	-	3,062	3,086
Property repairs and maintenance	2,848	-	2,848	3,730
Computer costs and IT support	2,093	-	2,093	714
Office equipment repairs	481	-	481	108
Insurance	5,380	-	5,380	6,669
Telephone	6,139	-	6,139	8,168
Publicity	126	-	126	-
Printing post and stationery	4,280	-	4,280	4,983
Training	290	285	575	265
CAB subscription costs	5,773	-	5,773	5,999
Books and publications	789	508	1,297	868
Sundries	96	-	96	79
Depreciation	5,630	-	5,630	6,617
Loss on disposal of fixed assets	-	-	-	-
Support costs				
Wages and salaries	24,285	18,375	42,660	38,793
Accountancy fees	1,476	-	1,476	1,464
Payroll costs	1,176	-	1,176	1,139
Governance costs				
Wages and salaries	5,667	-	5,667	5,193
Board and AGM meeting expenses	-	-	-	-
Legal and professional	35	-	35	35
Independent Examiner's fee	1,500	-	1,500	1,500
	<u>137,094</u>	<u>110,006</u>	<u>247,100</u>	<u>339,012</u>
Total expenditure	<u>143,055</u>	<u>110,006</u>	<u>253,061</u>	<u>344,683</u>
6 NET INCOME			2022	2021
			£	£
This is stated after charging:				
Depreciation			5,630	-
Loss on disposal of fixed assets			-	-
Independent Examiner's remuneration : Management accounts			1,476	1,464
Payroll fees			1,176	984
Independent Examiners' fee			1,500	1,500
			<u>4,782</u>	<u>3,952</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

7 INFORMATION REGARDING EMPLOYEES

	2022	2021
	£	£
Wages and salaries	150,746	230,399
Social security costs	12,099	18,120
Pension contributions	2,855	3,677
Redundancy costs	7,151	14,259
Employment Allowance	(4,000)	(4,000)
	<u>168,851</u>	<u>262,455</u>

The average monthly head count was 7 staff (2021 - 11 staff).

The average number of employees based on full time equivalents analysed by function was:

	2022	2021
	Number	Number
Advisory services	5	9
Management and administration	<u>1</u>	<u>1</u>
	<u>6</u>	<u>10</u>

No employee received remuneration of more than £60,000 during the year or the preceding year.

No trustees received remuneration or were reimbursed expenses (2021 - £Nil) in their capacity as a trustee, but please refer to Note 17 regarding payments to a trustee for other services provided.

The total employee benefits (including employers national insurance) of the key management personnel of the charity were £23,844 (2021 - £22,685)

8 FIXED ASSETS

	Leasehold Imp'ments	Computer Equipment	Fixtures & fittings	Total
	£	£		£
Cost				
As at 1 April 2021	56,494	58,042	13,070	127,606
Additions	18,875	-	4,273	23,148
Disposals	<u>(20,400)</u>	<u>(834)</u>	<u>(1,908)</u>	<u>(23,142)</u>
As at 31 March 2022	<u>54,969</u>	<u>57,208</u>	<u>15,435</u>	<u>127,612</u>
Depreciation				
As at 1 April 2021	56,494	55,074	13,070	124,638
Charge for the year	2,622	1,940	1,068	5,630
Disposals	<u>(20,400)</u>	<u>(834)</u>	<u>(1,908)</u>	<u>(23,142)</u>
As at 31 March 2022	<u>38,716</u>	<u>56,180</u>	<u>12,230</u>	<u>107,126</u>
Net book value				
As at 31 March 2022	<u>16,253</u>	<u>1,028</u>	<u>3,205</u>	<u>20,486</u>
As at 31 March 2021	<u>-</u>	<u>2,968</u>	<u>-</u>	<u>2,968</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

9 DEBTORS	2022 £	2021 £		
Other debtors	-	-		
Prepayments	4,098	9,374		
Accrued income	694	4,155		
	4,792	13,529		
10 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	2022 £	2021 £		
Trade creditors	1,300	1,300		
Other creditors	462	15,938		
Taxation and social security	2,618	7,811		
Accruals	2,132	2,873		
Deferred income	500	13,200		
	7,012	41,122		
11 ANALYSIS OF NET ASSETS BETWEEN FUND				
	General funds £	Designated funds £	Restricted funds £	Total £
Fixed assets	20,486	-	-	20,486
Current assets	77,665	60,486	26,845	164,996
Current liabilities	(7,012)	-	-	(7,012)
Net assets as at 31 March 2022	91,139	60,486	26,845	178,470
ANALYSIS OF NET ASSETS BETWEEN FUND - PREVIOUS YEAR				
	General funds £	Designated funds £	Restricted funds £	Total £
Fixed assets	2,968	-	-	2,968
Current assets	61,498	92,968	12,229	166,695
Current liabilities	(41,122)	-	-	(41,122)
Net assets as at 31 March 2021	23,344	92,968	12,229	128,541

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

12 MOVEMENT IN FUNDS	As at 1 04 2021 £	Income £	Expenditure £	Transfers £	As at 31 03 2022 £
Restricted funds					
Money Advice Service	-	49,063	(42,795)	(6,268)	-
TDC - Relocation	-	30,000	(1,376)	(23,148)	5,476
Cit A - Help to Claim	39	60,378	(38,283)	(10,650)	11,484
Ageless Thanet	12,190	33,810	(27,552)	(18,448)	-
Kent Community Foundation	-	4,885	-	-	4,885
Cit A - Single Queue	-	10,000	-	(5,000)	5,000
Total restricted funds	12,229	188,136	(110,006)	(63,514)	26,845
Designated funds					
Fixed assets	2,968	-	-	17,518	20,486
Relocation	50,000	-	-	(50,000)	-
Charity closure	40,000	-	-	-	40,000
Total designated funds	92,968	-	-	(32,482)	60,486
Unrestricted general funds	23,344	114,854	(143,055)	95,996	91,139
Total funds	128,541	302,990	(253,061)	-	178,470

RESTRICTED FUNDS

Money Advice Service

This contract is to provide second tier money advice support to the people of Thanet, which will assist in all debt casework, including Bankruptcy, Insolvency and Debt Relief Orders (DRO's). The contract terminated earlier, due to resignation of the Debt Caseworker on 23 February, 2022. From the 1 March 2022, NW Kent Citizens Advice took over the contract to provide Debt Casework for the people of Thanet until the contract ends in January, 2023. The transfer to unrestricted funds represents a contribution towards the charity's office costs.

Thanet District Council - Relocation

£30,000 was awarded for the move and relocation costs. The new smaller office required a complete refit to make it 'fit for purpose'. Further remaining money to be spent in 2022/23 on completing other works, such as reflective window films to lessen effects of office overheating plus other works to make the office a comfortable environment to work and see clients in. Completing IT works due to removal of IT to a new location. The transfer to unrestricted funds represents capital expenditure which has been shown within leasehold improvements and fixtures and fittings.

Cit A - Help to Claim

Funding was received from the DWP (via Cit A) to assist clients on their journey to claim Universal Credit, including technical support to complete their claim on line and assist them through the process until they receive their first payment. The transfer to unrestricted funds represents a contribution towards the charity's office costs.

Ageless Thanet

Citizens Advice was leading on the Planning for Later Life stream up until the end of December, 2021. Initially a 5 year National Lottery funded project, starting in June 2015, it's success resulted in a further 18 months of funding. The transfer to unrestricted funds represents a contribution towards the charity's office costs.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

RESTRICTED FUNDS - cont'd

Kent Community Foundation - staff training

Kent Strategic Recovery Fund for 1:1 support training of Citizens Advice Thanet Staff. To be paid directly to Social Enterprise Kent, as allocated trainer for upskilling new Chief Officer and Service Co-ordinator in matters of 'Good Grant Applications', Leadership, Management and Finance to assist with rebuild of Citizens Advice Thanet.

Cit A - Single Queue

Money allocated from Cit A to build up Adviceline. We were able to repurpose the money to extend beyond of the end of the financial year to cover the costs of employing the Service Co-ordinator an extra day a week to focus on the rebuild of the service. The transfer to unrestricted funds represents wage costs and office costs for the period from January 2022 to March 2022.

DESIGNATED FUNDS

Fixed assets

A fund created by the Trustees and represents the net book value of the charity's fixed assets at the balance sheet date. The fund was created due to the increase in fixed assets and although they are within general funds the value of the assets cannot be utilised for future expenditure.

Relocation

The Trustees had created a designated fund in respect of costs associated with the relocation of the Margate Office. However, costs were lower than expected and these were funded by Thanet District Council, and therefore the balance of this designated fund has been transferred to unrestricted general funds.

Charity closure

A fund created by the Trustees and represents the estimated costs of the charity having to close due to a lack of funding.

MOVEMENT IN FUNDS - PREVIOUS YEAR

	As at 1 04 2020 £	Income £	Expenditure £	Transfers £	As at 31 03 2021 £
Restricted funds					
Money Advice Service	-	53,169	(47,428)	(5,741)	-
Rough Sleeper Navigators	3,907	26,752	(24,681)	(5,978)	-
Cit A - Help to Claim	-	55,203	(47,463)	(7,701)	39
Ageless Thanet	9,396	73,868	(59,160)	(11,914)	12,190
Cit A - Computers	-	3,270		(3,270)	-
Total restricted funds	13,303	212,262	(178,732)	(34,604)	12,229
Designated funds					
Fixed assets	6,498	-	-	(3,530)	2,968
Relocation	-	-	-	50,000	50,000
Charity closure	40,000	-	-	-	40,000
Total designated funds	46,498	-	-	46,470	92,968
Unrestricted general funds	7,808	193,353	(165,951)	(11,866)	23,344
Total funds	67,609	405,615	(344,683)	-	128,541

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

RESTRICTED FUNDS - PREVIOUS YEAR

Money Advice Service

This contract is to provide second tier money advice support to the people of Thanet, which will assist in all debt casework, including Bankruptcy, Insolvency and Debt Relief Orders (DRO's). The end date of this contract is 31 March 2021. The transfer from unrestricted funds represents a small overspend on the service. funds represents a contribution towards rent and other accommodation costs.

Rough Sleeper Navigators

Funding has been received from Thanet District Council to provide support to homeless people who are being housed to help them with behavioural change to adapt to a new life. This project is now in its second year.

Cit A - Help to Claim

Funding has been received from the DWP (via Cit A) to assist clients on their journey to claim Universal Credit, including technical support to complete their claim on line and assist them through the process until they receive their first full payment. The transfer from unrestricted funds represents a small overspend on the service.

Ageless Thanet

Citizens Advice is leading on the Planning for Later Life stream of this 5 year Big Lottery funded project. Social Enterprise Kent CIC are the lead partners. It began in April 2015..

Cit A - Computers

This Grant was awarded by Citizens Advice to be used for computers for home working caused by the Covid Pandemic, all of the grant was spent on acquiring 8 Laptops that have been used by volunteers. The transfer to unrestricted funds represent the cost of the laptops which are shown as fixed assets on the balance sheet.

DESIGNATED FUNDS - PREVIOUS YEAR

Fixed assets

A fund created by the Trustees and represents the net book value of the charity's fixed assets at the balance sheet date. The fund was created due to the increase in fixed assets and although they are within general funds the value of the assets cannot be utilised for future expenditure.

Charity closure

A fund created by the Trustees and represents the estimated costs of the charity having to close due to a lack of funding.

13 FINANCIAL COMMITMENTS

At 31 March 2022 the charity had future minimum lease payments under non-cancellable operating leases as follows:

	2022 £	2021 £
within one year	9,903	23,436
within two to five years	5,367	703
after five years	-	-

14 OTHER FINANCIAL COMMITMENTS

During the year the charity moved its offices in Margate and incurred expenditure of £18,875 which has been shown as Leasehold Improvements on the balance sheet and depreciated over the lease term. When the charity vacates the property it will be required to put the office back to their original state. The cost of this work cannot be accurately quantified and therefore has not been recognised as a commitment on the balance sheet.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

15 MEMBERS LIABILITY

The company is a company limited by guarantee. Every member of the Charity undertakes to contribute such amount as may be required, not exceeding £1, to the Charity's assets if it should be wound up while they are a member or within one year after they ceased to be a member, for the costs of winding up and for the adjustment of the rights of persons who have contributed to the Charity's assets.

16 CORPORATION TAXATION

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

17 RELATED PARTY TRANSACTIONS

The MAS debt advice project requires a specialist Technical Supervisor. This is a role that requires a few hours each month from a suitably qualified debt adviser, which is a role that is not easily filled. The Technical Supervision work for Citizens Advice Thanet is carried out by Kani Kandu. When appointed as a Trustee Kani Kandu continued as Technical Supervisor. The Trustees were in the process of seeking to amend the Articles to allow the payment of Trustees as a consultant, where this is appropriate. Kani Kandu resigned as a Trustee before the change in the Articles could be made. Payments totalling £4,050 (2021 - £2,250) were paid to Kani Kandu during the year.

The charity did not undertake any other transactions with related parties that require disclosure.

CITIZENS ADVICE THANET

England & Wales - Charity number 1086799

Accounts

Annual Report Citizens Advice Thanet 2020-2021



**citizens
advice**

FROM THE CHAIR

**citizens
advice**

From the Chair



This has been the most challenging year that we have had to face at Citizens Advice Thanet. The pandemic meant that we had to close the office and stop doing face to face consultations. Fortunately, our Chief Officer, Jan Stewart, was able to establish a phone and email service run from the homes of staff and volunteers so that we could continue to offer a service to the people of Thanet. Several volunteers were not comfortable with running the service from their homes and as a result left the Service. The Board would like to thank them for the valuable contribution they made to Citizens Advice as without their contribution many people in Thanet would not have been helped.

The staff and volunteers who were left demonstrated their commitment and enthusiasm in serving the needs of our clients and without them we would not have been able to maintain the service. The Board would like to thank them all.

One of the highlights of the year was the result of our Leadership Self-Assessment. This is an external measurement of how the bureau is operating. It is carried out by an external assessor and is required to see that we are maintaining our Advice Quality Standard. Due to the hard work carried out particularly by Jan, Amanda, and the Board we were able to pass the assessment with flying colours.

The big challenges for the Bureau continue to be finance and attracting sufficient volunteers. Without the volunteers who give the advice we would have no service and I would encourage everyone reading this to consider joining us in this rewarding venture.

Finally I would personally like to thank all our staff and volunteers for their service and wish them all a healthy and stress free future.

Geoff

Our Board of Trustee

Geoff Lindley (Chair)
Danni Barnes (Vice Chair)
Simon Farrer (Treasurer)
Maggie Fairweather
Rebecca Kirkpatrick
Andy Wallis
Gerald Dineley
Kani Kundu

Staff Rep: Angela Drew Robinson
Volunteer Rep: Jan Robinson
TDC Council Rep: Cllr Heather Keen

FROM THE CHIEF OFFICER

**citizens
advice**

Clearly 2020/21 will go down in history as a unique year for so many reasons.

Few of us will be able to remember a time like this and certainly few of us will ever forget .

When the pandemic hit our service, we rallied round and managed to get a service up and running within a few days. I had all the phone numbers directed to my home and we managed to get laptops out quickly to all who opted to work from home.

Thanks to a mammoth effort by everyone on the team we were ready to take calls very quickly indeed and were able to help clients through this unknown future we were all facing.

Clients have been extremely grateful that we were there for them, which of course is what Citizens Advice is all about.

You will see on later pages just how many clients we helped through this year. This is even more remarkable when you realise that we were functioning with only about 6 advisers.

I cant thank everyone enough for their efforts and sheer dedication to this service.

We even have one of our newsletters in the national archive for future generations to see what we all went through.

I came to Thanet as a temporary stand in for six months nearly two years ago.

During that time I have met and worked with some great people.

It has not always been easy, but it has been a challenge which is why I agreed to come in the first place.

Leaving is tinged with some sadness but I know that the current team of advisers will take this service forward with strength and dedication.

Thank you so much to those who supported me throughout my time in Thanet.

SPECIAL THANKS TO THANET DISTRICT COUNCIL

We would like to thank both Thanet District Council and Ramsgate Town Council for the support and confidence in the service we offer at Citi-zens Advice Thanet. The funding for both Mill Lane and Plains of Waterloo as well as our core grant helps us to deliver our vital services to the community of Thanet. We along with the thousands of people we are able to help, are so very grateful to the Councils for their continued support.

Central Government is certainly squeezing our local Councils but they have recognised the significant and fundamental support we are giving to the people of Thanet.



Key Statistics

Thanet District (member)

01/04/2020 31/03/2021

citizens
advice

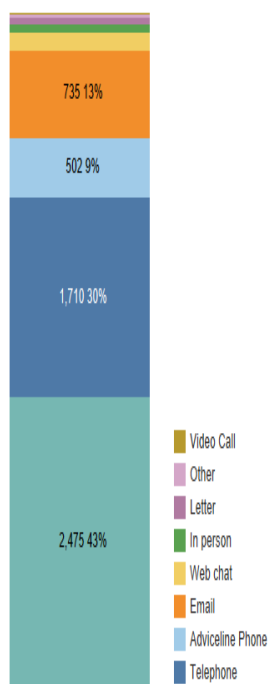
Summary

Clients	1,308
Quick client contacts	1,740
Issues	6,769
Activities	5,742
Cases	1,151

Outcomes

Income gain	£458,136
Re-imbursements, services, loans	£6,311
Debts written off	£554
Other	£11,656

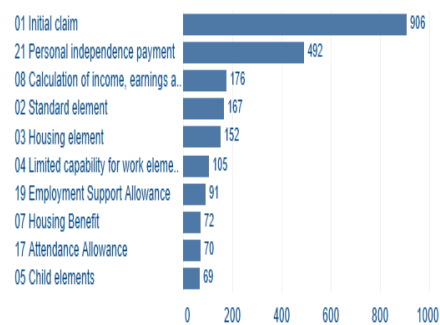
Channel



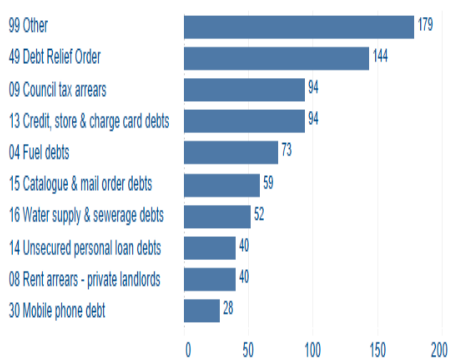
Issues

Issues	Clients
Benefits & tax credits	335
Benefits Universal Credit	473
Consumer goods & services	25
Debt	239
Discrimination & Hate & GVA	13
Education	5
Employment	133
Financial services & capability	96
Health & community care	54
Housing	146
Immigration & asylum	15
Legal	28
Other	46
Relationships & family	60
Tax	24
Travel & transport	10
Utilities & communications	34
Grand Total	6,769

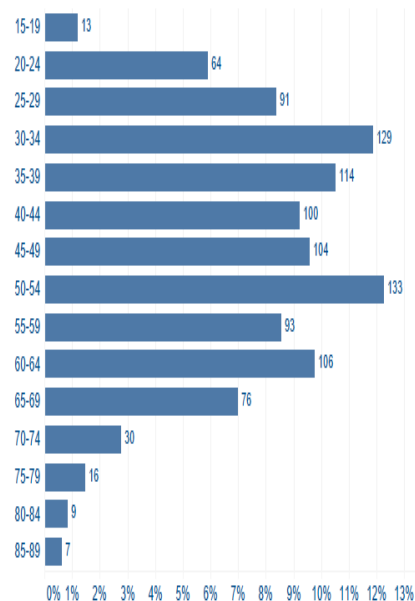
Top benefit issues



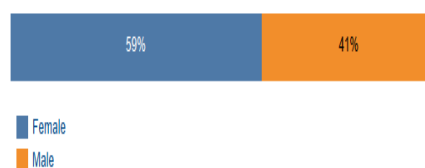
Top debt issues



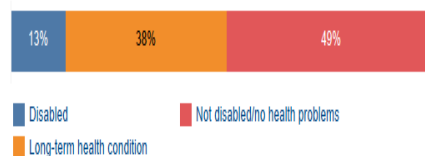
Age



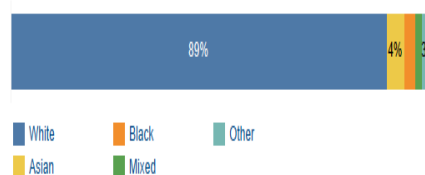
Gender



Disability / Long-term health



Ethnicity



Ageless Thanet Life Planning

Funded by the National Lottery, Ageless Thanet has now completed its 6th year.

Life Planning is a 3 month service for the 50+ age group in Thanet, who are facing difficulty due to life changing circumstances. Life Planners advise, help, support and build confidence to adapt to things proving challenging. The aim to improve wellbeing and avoid the risk of becoming socially isolated.

This is funded as a test and learn project. An important part has been the evaluation through baseline and follow up questionnaires regarding wellbeing and social isolation. Our report for the first five years regarding learning and outcomes can be found on www.agelessthanet.org.uk under 'Learning Reports' - Planning for Later Life.

Staff

At the beginning of lockdown admin Anne Harvey went on 'Furlough' for a period.

Nicola Parmar left Life Planning in October, 2020 to take up a post with Thanet District Council. The service continued with one Life Planner Angela Drew-Robinson and admin Anne Harvey.

An extension of funding from National Lottery for one Life Planner was granted to continue the service from January 2021 up until December 2021. Anne Harvey continued to work for the project in a reduced capacity of 2 days a week.

Covid 19

We had to modify from lockdown in March 2020 from a face to face service (which previously included home visits for more vulnerable clients unable to get to the office) to a telephone service.

We worked remotely from home. One of the main challenges was accessing paperwork of digitally excluded clients. We found ways around this, by arranging for clients to post to Ramsgate Office, and at later times, picking up from the household where this was too difficult.

We managed referrals, by keeping in touch with our various partners and being able to take on referrals from Core service. We are pleased to say we continued to meet our targets and satisfy our funders.

Here are a couple of testimonials from our partners with regards to our working relationship with them

Ageless Thanet Life Planning Service has been amazing at helping the patients I have referred from NHS Ramsgate Primary Care Network. Their support has been invaluable to those needing support with benefits, debts, grants and housing. Encouraging people to move forward with their lives in a positive way. They have been generous to us within the NHS sharing their knowledge, providing information and guidance to help us with our patients.

Sue Lewis, Ramsgate PCN Focused Care Co-ordinator, East Cliff Practice.

Stroke Association

Our client group are Stroke Survivors. We have referred to the Life Planning Service on many occasions. The service has been faultless from our point of view as a referrer organisation. We see the interest and professionalism with regard to the cases every time we refer a client. Clients have been called straightaway and clients have reported being "happy and feeling unburdened" once the Life Planning have acted upon their need.

We value the Life Planning service very highly, as we know the service is always available to our clients. During the Pandemic the service continued remotely, this showed the adaptability of the project keeping the focus on client's needs. Strokes did not stop during the Pandemic and this service has been of incredible value

Maria Clayton – Stroke Support Co-ordinator Thanet

Partnership Working

A key part of the project has been partnership working. We engage continuously with other Ageless Thanet workstreams. Lunchtime Teams catch ups every Wednesday. Monthly workstream meetings to assess what we are all doing and how we can all get the best for our client groups. We work with various GP Surgeries connecting mainly through their 'Focused Care Co-ordinators, Stroke Association, Social Services, DWP, AGE UK, Porchlight, Connect Well Community Care Navigator, Crossroads, MIND, Community Wardens.

Evaluation

National Lottery decided we should not continue with the baseline/follow up questionnaire during this period. Due to the fact the statistics could not be compared to early times and would not be appropriate.

We continued to collect testimonials and gather our own feedback during this time. This was very positive and on the whole 'wellbeing' improved for majority of our clients.

Examples

Client 67 years old trigger eviction/financial

"Earlier this year we found ourselves having to find somewhere to live and as I and my husband are both disabled pensioners, it seemed a daunting task. I was fortunate enough to find Ageless Thanet and have been advised by Angela regarding benefit entitlements. Angela kept in touch over the a few months, advised us and kept us positive.

Having this support has helped in so many ways, it has meant our stress levels decreased, we are actually getting some sleep and we find ourselves in a new home with all our finances and rights sorted out.

This service is an invaluable lifeline for those with issues that need a resolution. I have learnt so much and hope to volunteer myself when the lockdown is over."

Client 76 trigger – worsening health/ entitlement to other benefits, concern over future care options

Angela was so kind and understanding, she guided and advised me on a number of issues, enabling me to approach old age with greater confidence."

Cl 68 – trigger – separation/ financial

"It has really helped to take check of my situation, the Life Planner was so helpful, reassuring and supportive. She helped me with my finances. Life Planning is a real asset to Thanet, we really need people like this to guide us during difficult times."

Targets

Number of clients seen between 1st April 2020 until March 2021 = 114, original target set was 160 clients, however this was adjusted from September 2020 to reflect one Life Planner working on project to 114 clients for this year.

Target met

Test and learn

During the Pandemic period this mainly related to the disadvantage and marginalisation of people without digital skills or access to IT. This affected not only for a smooth running of advice but also social isolation of those living e.g. on own and not able to communicate on platforms such as 'Zoom', face time, Whats App etc.

Maximising Income

Life Planners have maximised income by **£294,225.10** during period April 2020 to March 2021.

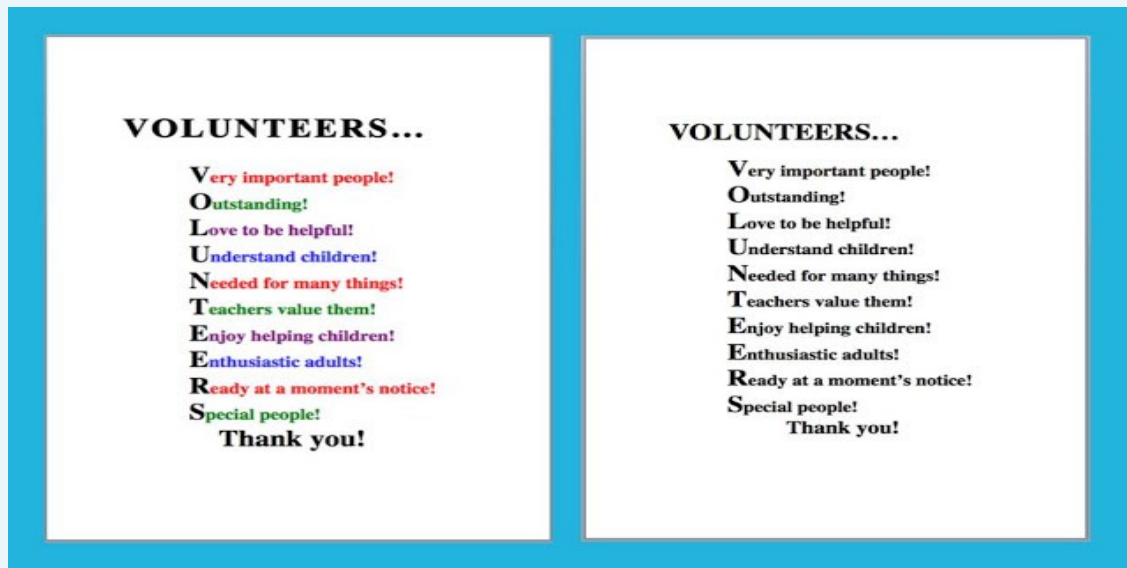
The running total over the duration of the project up to the end of March 2021 is **£1,877,501.02**. Maximisation achieved mainly through successful benefit claims, benefit appeals and charitable awards.

Forward Planning

To keep on target with numbers of clients seen. This has been increased from 7 to 8 new clients per month.

Baseline and follow up questionnaires to restart in May 2021.

VOLUNTEERING



Volunteering for Citizen Advice

Volunteering can make a real difference to your own life and the lives of those around you. There are loads of ways to get involved

So how do you go about finding the right volunteering role for you? Here are three steps to follow:

1. **Think about what interests or excites you.** This could be something you enjoyed doing before, or something completely new.

Think about what time or skills you can give. With so many opportunities to choose from, it's a great idea to narrow down the choices by deciding what you're willing to give.

To Be a Volunteer

To be a volunteer, it takes...

Generosity, a willingness to give your time to others

Understanding, because their lives might be very different from your own

Empathy, an ability to put yourself in someone else's shoes and feel what they must feel

Compassion, to truly care about making someone else's life better

Patience, because the process doesn't always go as smoothly as it might

Dedication, to stick with the project and see it through.

If you are interested in Volunteering with at Citizens Advice
 Thanet then please contact us by emailing
volunteers@thanetcitizensadvice.org.uk

General overview of Thanet deprivation figures

The Index of Multiple Deprivation (IMD2019) is the official measure of relative deprivation in England and is part of a

suite of outputs that form the English Indices of Deprivation 2019 (IoD2019). • There are 901 Lower Super Output Areas (LSOAs) in Kent. A total of 555 remained within the same decile for IMD2019 as they were in

IMD2015. This accounts for 62% of all Kent LSOAs.

- The number of Kent LSOAs that are within the 10% most deprived LSOAs in England between the IMD2019 and the previous IMD2015 remains at 51.
- The level of deprivation in nine out of 12 Kent local authority districts has increased since IMD2015 relative to other areas in England.
- Thanet continues to rank as the most deprived local authority in Kent.

Deprivation in many parts of the county is getting worse, according to shock government figures.

And the gap between the most affluent parts of the county in the west and its poorest areas in the east is growing.

The data, published by the Department for Communities and Local Government, shows that deprivation in eight Kent districts has worsened since 2007 and fallen in just four.

Thanet, already the county's key unemployment blackspot, emerges as Kent's most deprived area and has seen its ranking nationally drop even further since 2007.

It now ranks as the country's 49th most deprived area out of 326 authorities - a fall of eleven places compared to similar data published in 2007. That places it as among the top 20 per cent most deprived areas nationally.

There is no single definitive measure of child poverty. Using the Children in Low income Families Local Measure 14.7% of children (44,710 children) in Kent are living in absolute low income families. This is above the South East average of 12.0% but below the England average of 15.3%.

This has increased by 13.4% in Kent over the last 5 years (+5,273 children) • 16.8% of children (51,145 children) in Kent are living in relative low income families. This is above the South East average of 13.7% but below the England average of 18.4%. This has increased in Kent by 32.8% over the last 5 years (+12,622 children). • 11.9% of children aged under 18 in Kent live in out of work benefit households. • 5.1% of households in Kent have no adult working and dependent children • All of the top 20 most deprived areas in Kent according to the Income Deprivation Affecting Children Index are in coastal areas. • One area in Thanet is the 5th most deprived in the country for the IMD 2019 indicator measuring children & young people's education, skills and training (IMD2019)

Even more reasons why our service is essential in Thanet.

Round up of Citizens Advice services and actions 2020/21

Citizens advice debt helpline

Our debt helpline helps people all over England deal with their debts, maximise their income and improve their overall budgeting skills. Since the launch of the national helpline in February, we've already answered thousands of calls. Often our advisers support people through extremely challenging times in their lives. Their work is vital. So it's important we take time to reflect on some of their stories and successes. We asked members of the team to tell us how they helped and what being an adviser on the helpline is really like...

Lyn, a Money Advice Caseworker

When I first joined Citizens Advice 22 years ago, I started as an Advice Service Manager. Now I work on the Debt Helpline. On a typical shift I'll take a call as soon as I log in. I introduce myself and briefly explain what our service provides. I tell them: *"We're here to help people who have taken that brave first step of seeking debt advice. Our service is free, impartial, and confidential."*

I recently advised a client who owed over £2000 in Council Tax arrears. She'd also never paid any Council Tax at her current address. She has depression and anxiety and feared enforcement agents attending her home. We identified that she'd never claimed the 25% single adult Council Tax discount. I advised her how to do so, and how to backdate this to when she first moved in, reducing her debt by £642.17 straightaway. We prepared a budget for her which would enable her to clear her full remaining Council Tax debt in under 6 months. This was 3 months sooner than under the repayment plan her local authority had put in place. We reassured her no enforcement agents could attend her property until after her liability hearing. As this was over a month away, it would give her time to claim the 25% single adult Council Tax discount. She'd also be able to tell the Council Tax Unit about her circumstances and that she could make payments soon. Sometimes all a client wants is to receive the advice needed to self-assist, and at other times, to be supported through the process from start to finish, but on every call, I do my very best to ensure that all clients are better equipped to deal with their debt situation by having contacted us.

Why did the Green Homes Grant fail?

If the government is to meet [its new, ambitious target to cut carbon emissions by 78% by 2035](#), it's a critical question.

The challenge of improving the energy efficiency of our homes will be key to reducing carbon emissions and, ultimately, reaching net zero. We know people are willing to make these changes, but we also know they need help and support to do it. With [MPs set to debate the future of the Green Homes Grant scheme on Thursday](#), it's vital the government understands why the scheme failed — or risk failing to meet its climate targets.

What's the Green Homes Grant?

The [Green Homes Grant](#) was the first new scheme to help people pay for energy efficiency changes to their homes since the introduction of the 2050 net zero target. Homeowners and residential landlords could apply to the scheme to get a voucher covering up to two-thirds of the cost of installing energy efficient improvements in their homes.

However, the scheme was closed to new applications on 31 March this year, and at the time of writing only 14,500 households were able to use the scheme to make energy efficiency improvements.

As the statutory watchdog for energy consumers across Great Britain, we have extensive experience monitoring previous energy schemes and infrastructure projects on behalf of consumers.

Here's what we've heard from consumers who engaged with the scheme and came to Citizens Advice for support.

It's an opportunity for scammers

Advice about scams was the single biggest issue people contacted us about. We heard from people when they felt unsure about whether an installer (or what an installer told them) was legitimate. Many people who contacted us said they don't have access to the internet, are older or in other, potentially vulnerable circumstances which made it harder to make decisions about costly changes to their homes.

Mental health work

in the last 12 months, Citizens Advice helped 100,000 clients with mental health problems. We know that the cognitive and behavioural symptoms of poor mental health can make it much more difficult to cope with everyday tasks, like paying bills on time or switching suppliers at the end of your contract. In March, we [published research](#) which showed people with mental health problems can end up paying between £1,100 and £1,550 each year as a result of inaccessible services and inadequate support. To calculate this, we surveyed 1,706 people with diagnosed mental health conditions. We focused on the costs experienced by those who said their mental health reduced their ability to carry out activities by either 'a little' or 'a lot' (1,527 in total). To find out more about that survey, you can read our [detailed research methodology](#). We gathered way more evidence than we could use in one report. And we couldn't always quantify the cost. Here's some data on the other costs consumers with mental health problems face.

1. Healthcare costs

Of those whose mental health impacted them 'a little' or 'a lot', 1 in 2 had paid for prescriptions related to their mental health in the past year. And 2 in 5 had paid for private psychological therapy.

2. Benefits-related costs

In the past year, nearly 1 in 10 respondents had paid for medical evidence as part of a claim for Personal Independence Payments (PIP) or Employment Support Allowance (ESA). And 1 in 2 had paid transport costs for journeys made to medical appointments, benefits assessment appointments or trips to their local jobcentre.

3. Getting insurance, and making a claim 2 in 5 people with mental health problems couldn't make an insurance claim because they struggled with the process, found the thought of making a claim overwhelming, or didn't feel able to speak to customer service staff. Among those whose mental health problem impacts their life a lot, this rises to 1 in 2.

4. Hidden consumer costs Mental health problems can make it more difficult to understand, and act on, complex information, making hidden costs and unfair terms difficult to avoid.

Citizens Advice Thanet

**The 2021 AGM is being held
Video Link
on the 16th November 2021 at 2pm.**
This is an open meeting so members of the
public are welcome
Please email
AGM@thanetcitizensadvice.org.uk
For joining instructions



We held the 2020 AGM remotely

The meeting was presented by Jan Stewart the Chief Officer and Dr Geoff Lindley the chair.

After the usual reports were delivered the meeting had the opportunity to listen to some impact stories that our staff had been involved with over the year.

A huge Thank You to all those who attended.

Aims

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

The service aims are:

To provide the advice people need for the problems they face.

To improve the policies and practices that affect people's lives.

We value diversity, promote equality and challenge discrimination.

Established in 1939 as an emergency war service, the Citizens Advice Service has developed into the UK's largest independent advice provider.

Current Opening Times

Our drop in sessions are currently suspended to Covid, however you can access our service by contacting us by phone and email. We are operating Monday to Friday 9-5pm

**CAB Website Advice:
www.citizensadvice.org.uk
Citizens Advice National HELPLINE**

03444111444

**Citizens Advice Ramsgate
38/40 Plains of Waterloo
Ramsgate
CT11 8HX**

**Citizens Advice Margate
2nd Floor,
Mill Lane House
Mill Lane
Margate
CT9 1LB**

Editor Jan Stewart & Amanda Cook: With thanks to all staff and volunteers who contributed to the compilation and proof reading of this Annual Report and apologies for any omissions or errors in the text.

Citizens Advice Thanet, Mill Lane House, Mill Lane, Margate, CT9 1LB

CITIZENS ADVICE THANET
(A COMPANY LIMITED BY GUARANTEE)

FINANCIAL STATEMENTS AND TRUSTEES ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2021

Charity Number 1086799

CONTENTS

	Pages
Trustees' Annual Report	1 - 4
Independent Examiner's Report	5
Statement of Financial Activities	6
Balance Sheet	7
Notes to the Financial Statements	8 - 15

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2021**

The trustees have pleasure in presenting their report and the unaudited financial statements for the year ended 31 March 2021 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006 relating to small companies, 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 Republic of Ireland (FRS 102) (effective 1 January 2019).

REFERENCE AND ADMINISTRATIVE DETAILS

Charity Registration Number
1086799

Company Registration Number
04176324

Registered Office

2nd Floor Wing
Mill Lane House
Mill Lane
Margate
Kent
CT9 1LB

Trustees/Directors

Dr Geoff Lindley	Chairman
Mr Simon Farrer	Treasurer as from 20.7.20
Mrs Margaret Fairweather	
Mrs Rebecca Kirkpatrick	
Mrs Danielle Barnes	Vice Chair
Mr Gerald Dineley	
Mr John Quinlan	(resigned 29.4.21)
Mr Andrew Wallis	
Miss K Kundu	(appointed 3.12.20, resigned 5.8.21)

Co-Opted Local Authority Representatives

Cllr Heather Keen
Cllr Aram Rawf

Chief Officer and company secretary

Mrs Jan Stewart	(resigned 31.8.21)
Mrs Angela Drew-Robinson	(appointed 1.11.21)

Bankers

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

Independent Examiner

Mr S J Wren FCCA
Accountancy Matters (Kent) Limited
31 Queen Street
Ramsgate
Kent
CT11 9DZ

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2021**

STRUCTURE, GOVERNANCE AND MANAGEMENT**Governing document**

Citizens Advice Thanet is a registered charity and a company limited by guarantee incorporated on 9 March 2001. It was established under a memorandum of association and is governed by its articles of association.

Recruitment and appointment of trustee directors

Trustees Board vacancies are advertised on the national Citizens Advice website and other appropriate media. Applicants for vacancies will be selected by a short listing and interview process which will be based on a published job description and person specification. This process will be carried out by a small group of Trustees especially appointed for this purpose. The Charity aims to have a balanced makeup which reflects the community the Service serves.

Organisational structure

Citizens Advice Thanet is governed by a Board of Trustees who meet at least quarterly. Day to day running of the Charity is supervised by the Chief Officer who reports to the Trustees on a quarterly basis. The Trustees and the Chief Executive are the Key Management Personnel as defined by the Charities SORP FRS102.

Related parties

Citizens Advice Thanet has membership of the national body now called Citizens Advice, which provides a framework for the standards of advice and casework managements as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board in order to fulfil its charitable objects and comply with the national membership requirements.

Risk assessment

The Charity has adopted a policy of regularly reviewing the risks to the operations of the Charity, to ensure that adequate steps are taken to mitigate such risks.

OBJECTIVES AND ACTIVITIES**Objectives**

To deliver the Citizens Advice Service to the people of Thanet, ensuring as far as possible that we provide the advice people need for the problems they face and improve the policies and practices that effect peoples' lives. We will endeavour to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities, whilst valuing diversity, promoting equality and challenging discrimination.

Activities and achievements, performance and factors affecting achievement of objectives

This year has been the most challenging year that Citizens Advice Thanet have had to face due to the Corona Virus pandemic. As a result of the pandemic, we had to close the office and stop doing face to face consultations. Our Chief Officer quickly established a phone and email service run from the homes of staff and volunteers so that we could continue to operate a service for the people of Thanet. Whilst some volunteers did not feel comfortable offering the service in this way, many continued to provide this essential service. It is only with the commitment of these staff and volunteers that we were able to meet our client's needs. Fortunately, our funding from Thanet District Council, the Money Advice Service, Ageless Thanet and Help to Claim continued throughout the year allowing us to keep Citizens Advice Thanet open. The ongoing problems of debt, benefits and employment were highlighted by the pandemic and presented many new challenges for our staff and volunteers to deal with.

National Citizens Advice once again carried out their annual Leadership Assessment of the Bureau and we were pleased that as a result of the high standards achieved, we will not be subjected to an external audit in the year 2021/22.

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2021**

FINANCIAL REVIEW**Financial position**

The total income for the year was £405,615, a slight reduction from the previous year's income of £411,264. Thanet District Council Continue to be a valued supporter of the work of Thanet Citizens Advice. Their funding agreement provides for the core services with additional funding provided for specific projects, Rough Sleeper Navigators and Winter Project during the last year. Other significant funders during the year were Ramsgate Town Council, Cit A (funding for several projects) and Social Enterprise Kent CIC (Ageless Thanet).

The year was disrupted due to the Covid -19 pandemic that required changes in the way the service operated and total resources expended were £344,683. Staffing costs represent 76% of total expenditure.

Total funds held at the end of the financial year, 31 March 2021, were £128,541. This is made up of restricted funds of £12,229, designated funds of £92,968 (fixed assets of £2,968, charity closure costs of £40,000 and relocation £50,000) and unrestricted funds of £23,344.

Reserves Policy and going concern

Citizens Advice Thanet operates on grant and project funding. Funding for core services is provided through grants by Thanet District Council. The Council traditionally has given a 3-year funding agreement. The current agreement commenced in April 2019.

The Directors consider that Citizens Advice Thanet is able to operate as a going concern over the next twelve months and to run its existing core services and projects that fit with the charitable objects.

The reserves policy has been prepared with reference to the Charity Commission's publication 'Charities and Reserves'. CC19, 2016.

The trustees believe that Citizens Advice Thanet should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and difficult financial circumstances.

In determining the level of reserves consideration will be given to:

- a) The risk of unforeseen emergency or other unexpected need for funds.
- b) Covering unforeseen day-to-day operational costs.
- c) Funds to provide time for trustees to take action if income falls below expectation.
- d) Planned commitments, or designations, that cannot be met by future income alone.
- e) The need to fund short-term deficits in a cash budget.

The trustees have three designated funds. One designated fund is in respect of the net book value of fixed assets which although form part of general funds, they cannot be utilised for future expenditure. The second designated fund is to cover the costs of closure of the charity were this to occur due to a lack of funding. This would enable the charity to meet its financial commitments on closure. The third fund is for the potential relocation from the current offices in Margate.

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2021**

Investment policy and activities

The current policy is to keep reserves in an interest-bearing account and for sufficient funds to be available should they be required in an emergency.

PLANNING OUR FUTURE AND THE TASKS AHEAD

The coming year will once again be governed by the progress of the pandemic. It will be our aim to continue with our support via email and phone but to start to return to an office-based service as soon as the pandemic allows.

Unfortunately, we will have lost a number of volunteers over the period of the pandemic and the challenge will be to attract and train new volunteers so that we can continue to grow the service that we offer

It has become clear that we cannot afford to remain in our current office space in Margate so a major challenge for the next year will be to find new offices that will allow us to continue a service in Margate. Fortunately, our Ramsgate office is still provided by the Ramsgate Council and for this we are very grateful. We are pleased that our funding from Thanet Council is secured for this year allowing us to maintain our core service.

We will continue to offer our Money Advice debt service based in Ramsgate for this year but the Ageless Thanet funding will come to an end in December having reached the end of this very successful project

PUBLIC BENEFIT

The trustees confirm that they have complied with their duty as prescribed by section 4 of the Charities Act 2006 to have due regard to the Charity Commission public benefit guidance.

Signed on behalf of the Board of Trustees by :

Geoff Lindley - Chairman

Date : 3 November 2021

CITIZENS ADVICE THANET

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2021 which are set out on pages 6 to 15.

Responsibilities and basis of report

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

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

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

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

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

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

S J Wren FCCA
Accountancy Matters (Kent) Limited
Chartered Certified Accountants
31 Queen Street
Ramsgate
Kent CT11 9DZ

Date : 23 November 2021

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating an Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	Total funds 2020 £	Total funds 2019 £
INCOME					
Donations and grants	2	27,075	3,270	30,345	1,748
Charitable activities	3	166,278	208,992	375,270	409,516
Investment income	4	-	-	-	-
Fundraising income		-	-	-	-
TOTAL INCOME		193,353	212,262	405,615	411,264
EXPENDITURE					
Cost of raising funds	5	5,671	-	5,671	8,187
Charitable activities	5	160,280	178,732	339,012	400,311
TOTAL EXPENDITURE		165,951	178,732	344,683	408,498
NET (EXPENDITURE)/INCOME FOR THE YEAR BEFORE TRANSFERS	6	27,402	33,530	60,932	2,766
Transfers between funds	12	34,604	(34,604)	-	-
NET MOVEMENT IN FUNDS FOR THE YEAR		62,006	(1,074)	60,932	2,766
Balance as at 1 April 2020		54,306	13,303	67,609	64,843
BALANCE AT 31 MARCH 2021		116,312	12,229	128,541	67,609

**BALANCE SHEET
AS AT 31 MARCH 2021**

	Notes	2021 £	2020 £
FIXED ASSETS			
Tangible assets	8	2,968	6,498
CURRENT ASSETS			
Debtors and prepayments	9	13,529	16,783
Cash at bank and in hand		<u>153,166</u>	<u>78,922</u>
		166,695	95,705
CURRENT LIABILITIES			
Creditors: amounts falling due within one year	10	<u>41,122</u>	<u>34,594</u>
		125,573	61,111
NET ASSETS	11	<u>128,541</u>	<u>67,609</u>
Represented by:			
FUNDS OF THE CHARITY			
Unrestricted general fund	12	23,344	7,808
Designated funds	12	92,968	46,498
Restricted funds	12	<u>12,229</u>	<u>13,303</u>
TOTAL FUNDS		<u>128,541</u>	<u>67,609</u>

For the financial year ended 31 March 2021 the company was entitled to exemption from audit under s.477 Companies Act 2006 and no members have deposited a notice under s.476 requiring an audit.

The directors acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with s.386 of the Act for preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and in accordance with the Charities SORP FRS 102.

Approved and signed for issue by the trustees on 3 November 2021.

Geoff Lindley - Chairman

Simon Farrer - Treasurer

Company registration number - 04176324

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

1 ACCOUNTING POLICIES**a) Basis of accounting**

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 the Republic of Ireland FRS 102 (effective 1 January 2019) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland FRS 102 and the Companies Act 2006.

Citizens Advice Thanet meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b) Preparation of the accounts on a going concern basis

Citizens Advice Thanet operates on grant and project funding. Funding for core services is currently funded through grants by Thanet District Council. A 3-year funding agreement is in place from April 2019. The premises in Mill lane are leased. Funding for the lease was generously provided by Thanet District Council for the year 2020/21, but this funding will not continue into the year 2021/22.

The Directors consider that Citizens Advice Thanet is able to operate as a going concern for at least the twelve months from the date these accounts are formally approved. It is anticipated the funding agreement with Thanet District Council will be renewed and sufficient reserves are in place for the service to continue to operate. Without additional continued funding towards the rental costs for the Mill Lane premises alternative, less costly, premises will need to be secured from April 2022. It is expected that the current plans will enable the adopting of an affordable budget for the year 2022/23.

c) Income

Grants receivable - grants made to finance the activities of the Charity are credited to the statement of financial activities (SOFA) accounting in the period to which they relate.

Bank interest - bank interest is included in the income and expenditure account on receipt.

Other income - other income, including donations and gifts are included as they were received.

Gifts and intangible income - in addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public. This help and support is not included in the financial statements. However, its value to the charity has been estimated and disclosed in the trustees' report.

Deferred income - grants received in advance of the period in which the funder requires the expenditure to be applied will be reflected within deferred income on the balance sheet.

d) Expenditure

All expenditure is accounted for on an accruals basis and includes VAT where applicable. All expenditure directly related to the provision of the advisory services is included within the charitable expenditure. Other costs incurred have been allocated between activities for generating funds and governance as appropriate. Where such costs relate to more than one functional cost category they have been split on an estimate of time spent.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

1 ACCOUNTING POLICIES

e) Depreciation of fixed assets

Tangible fixed assets costing more than £1,000 are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life as follows :

Leasehold improvements	Over the term of the lease
Computers, software and equipment	33% straight line
Furniture and equipment	25% straight line

f) Fund accounting

Unrestricted funds are grants, donations and other incoming resources receivable by the charity without further specified purpose and are available as general funds.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds relates to income to be used for specific purposes as laid down by the donor.

g) Leases

Rental costs are charged to the Statement of Financial Activities as incurred.

h) Significant judgements and estimates

No significant judgements or estimates have had to be made by the Trustees in preparing these financial statements

	Unrestricted funds	Restricted funds	2021 Total funds	2020 Total funds
	£	£	£	£
2 DONATIONS AND GRANTS				
Cit A - Broadband	500	-	500	-
Cit A - Computers	-	3,270	3,270	-
Cit A - Softphones	1,300	-	1,300	-
Broadstairs Town Council	1,000	-	1,000	-
Thanet District Council - Small Business Grant	10,000	-	10,000	-
Thanet District Council - Covid 19	9,000	-	9,000	-
Donations	5,275	-	5,275	1,748
	<u>27,075</u>	<u>3,270</u>	<u>30,345</u>	<u>1,748</u>
3 INCOME FROM CHARITABLE ACTIVITIES				
Thanet District Council	121,000	-	121,000	121,000
Ramsgate Town Council	20,000	-	20,000	12,000
We Are Digital Training Limited	(1,995)	-	(1,995)	19,388
Cit A - Money Advice Service	-	53,169	53,169	52,416
Cit A - DRO's	87	-	87	611
Cit A - Help to Claim	-	55,203	55,203	37,474
Cit A - HMPT	10,000	-	10,000	-
Thanet District Council - Rough Sleeper Navigators	-	26,752	26,752	64,734
Thanet District Council - Covid Winter Grant	11,800	-	11,800	-
Southern Water	386	-	386	-
Citizens Advice Maidstone - Room hire	5,000	-	5,000	5,000
Social Enterprise Kent CIC - Ageless Thanet	-	73,868	73,868	96,893
	<u>166,278</u>	<u>208,992</u>	<u>375,270</u>	<u>409,516</u>
4 INVESTMENT INCOME				
Bank interest receivable	-	-	-	-

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

5 EXPENDITURE	Unrestricted funds	Restricted funds	2021 Total funds	2020 Total funds
	£	£	£	£
Costs of raising funds :				
Wages and salaries	5,671	-	5,671	8,187
Fundraising costs	-	-	-	-
	<u>5,671</u>	<u>-</u>	<u>5,671</u>	<u>8,187</u>
Charitable activities				
Wages and salaries	56,938	155,860	212,798	246,392
Subcontract labour	-	2,123	2,123	-
Travel and other staff and volunteer costs	1,048	1,069	2,117	12,450
Consultancy	-	2,850	2,850	300
Rent and room hire	29,714	-	29,714	27,986
Light, heat and water	3,086	-	3,086	5,822
Property repairs and maintenance	3,730	-	3,730	4,252
Computer costs and IT support	714	-	714	3,413
Office equipment repairs	108	-	108	281
Insurance	6,669	-	6,669	7,026
Telephone	8,168	-	8,168	9,430
Publicity	-	-	-	1,168
Printing post and stationery	4,983	-	4,983	6,114
Training	265	-	265	2,717
CAB subscription costs	5,999	-	5,999	7,352
Books and publications	868	-	868	1,697
Sundries	79	-	79	60
Depreciation	6,617	-	6,617	8,401
Loss on disposal of fixed assets	-	-	-	-
Support costs				
Wages and salaries	21,963	16,830	38,793	44,493
Accountancy fees	1,464	-	1,464	1,728
Payroll costs	1,139	-	1,139	1,222
Governance costs				
Wages and salaries	5,193	-	5,193	6,217
Board and AGM meeting expenses	-	-	-	255
Legal and professional	35	-	35	35
Independent Examiner's fee	1,500	-	1,500	1,500
	<u>160,280</u>	<u>178,732</u>	<u>339,012</u>	<u>400,311</u>
Total expenditure	<u>165,951</u>	<u>178,732</u>	<u>344,683</u>	<u>408,498</u>

6 NET INCOME	2021	2020
	£	£
This is stated after charging:		
Depreciation	6,617	8,401
Loss on disposal of fixed assets	-	-
Independent Examiner's remuneration : Management accounts	1,464	1,728
Payroll fees	984	-
Independent Examiners' fee	1,500	1,500
	<u>6,617</u>	<u>8,401</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

7 INFORMATION REGARDING EMPLOYEES

	2021	2020
	£	£
Wages and salaries	230,399	288,697
Social security costs	18,120	23,381
Pension contributions	3,677	4,540
Redundancy costs	14,259	1,308
DWP reimbursements	-	(9,637)
Employment Allowance	(4,000)	(3,000)
	<u>262,455</u>	<u>305,289</u>

The average monthly head count was 11 staff (2020 - 14 staff).

The average number of employees based on full time equivalents analysed by function was:

	2021	2020
	Number	Number
Advisory services	8	9
Management and administration	<u>1</u>	<u>1</u>
	<u>9</u>	<u>10</u>

No employee received remuneration of more than £60,000 during the year or the preceding year.

No trustees received remuneration or were reimbursed expenses. (2020 - £Nil).

The total employee benefits (including employers national insurance) of the key management personnel of the charity were £22,685 (2020 - £32,751)

8 FIXED ASSETS

	Leasehold Imp'ments	Computer Equipment £	Fixtures & fittings	Total £
Cost				
As at 1 April 2020	56,494	54,956	13,070	124,520
Additions	-	3,086	-	3,086
Disposals	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
As at 31 March 2021	<u>56,494</u>	<u>58,042</u>	<u>13,070</u>	<u>127,606</u>
Depreciation				
As at 1 April 2020	56,494	48,593	12,935	118,022
Charge for the year	-	6,481	135	6,616
Disposals	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
As at 31 March 2021	<u>56,494</u>	<u>55,074</u>	<u>13,070</u>	<u>124,638</u>
Net book value				
As at 31 March 2021	<u>-</u>	<u>2,968</u>	<u>-</u>	<u>2,968</u>
As at 31 March 2020	<u>-</u>	<u>6,363</u>	<u>135</u>	<u>6,498</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

9 DEBTORS	2021	2020
	£	£
Other debtors	-	2,000
Prepayments	9,374	8,633
Accrued income	4,155	6,150
	<u>13,529</u>	<u>16,783</u>

10 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	2021	2020
	£	£
Trade creditors	1,300	2,207
Other creditors	15,938	3,231
Taxation and social security	7,811	5,219
Accruals	2,873	2,228
Deferred income	13,200	21,709
	<u>41,122</u>	<u>34,594</u>

11 ANALYSIS OF NET ASSETS BETWEEN FUND

	General funds	Designated funds	Restricted funds	Total
	£	£	£	£
Fixed assets	2,968	-	-	2,968
Current assets	61,498	92,968	12,229	166,695
Current liabilities	<u>(41,122)</u>	<u>-</u>	<u>-</u>	<u>(41,122)</u>
Net assets as at 31 March 2021	<u>23,344</u>	<u>92,968</u>	<u>12,229</u>	<u>128,541</u>

ANALYSIS OF NET ASSETS BETWEEN FUND - PREVIOUS YEAR

	General funds	Designated funds	Restricted funds	Total
	£	£	£	£
Fixed assets	-	6,498	-	6,498
Current assets	42,402	40,000	13,303	95,705
Current liabilities	<u>(34,594)</u>	<u>-</u>	<u>-</u>	<u>(34,594)</u>
Net assets as at 31 March 2020	<u>7,808</u>	<u>46,498</u>	<u>13,303</u>	<u>67,609</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

12 MOVEMENT IN FUNDS	As at 1 04 2020	Income	Expenditure	Transfers	As at 31 03 2021
	£	£	£	£	£
Restricted funds					
Money Advice Service	-	53,169	(47,428)	(5,741)	-
Rough Sleeper Navigators	3,907	26,752	(24,681)	(5,978)	-
Cit A - Help to Claim	-	55,203	(47,463)	(7,701)	39
Ageless Thanet	9,396	73,868	(59,160)	(11,914)	12,190
Cit A - Computers	-	3,270	-	(3,270)	-
Total restricted funds	13,303	212,262	(178,732)	(34,604)	12,229
Designated funds					
Fixed assets	6,498	-	-	(3,530)	2,968
Relocation	-	-	-	50,000	50,000
Charity closure	40,000	-	-	-	40,000
Total designated funds	46,498	-	-	46,470	92,968
Unrestricted general funds	7,808	193,353	(165,951)	(11,866)	23,344
Total funds	67,609	405,615	(344,683)	-	128,541

RESTRICTED FUNDS

Money Advice Service

This contract is to provide second tier money advice support to the people of Thanet, which will assist in all debt casework, including Bankruptcy, Insolvency and Debt Relief Orders (DRO's). The end date of this contract is 31 March 2022. The transfer to unrestricted funds represents a contribution towards the charity's office costs.

Rough Sleeper Navigators

Funding has been received from Thanet District Council to provide support to homeless people who are being housed to help them with behavioural change to adapt to a new life. This project ended in November 2020. The transfer to unrestricted funds represents a contribution towards the charity's office costs.

Cit A - Help to Claim

Funding has been received from the DWP (via Cit A) to assist clients on their journey to claim Universal Credit, including technical support to complete their claim on line and assist them through the process until they receive their first full payment. The transfer to unrestricted funds represents a contribution towards the charity's office costs.

Ageless Thanet

Citizens Advice is leading on the Planning for Later Life stream of this 5 year Big Lottery funded project. Social Enterprise Kent CIC are the lead partners. It began in April 2015..and will conclude in December 2021 as we secured funding for an extra 9 months. The transfer to unrestricted funds represents a contribution towards the charity's office costs.

Cit A - Computers

This Grant was awarded by Citizens Advice to be used for computers for home working caused by the Covid Pandemic, all of the grant was spent on acquiring 8 Laptops that have been used by volunteers. The transfer to unrestricted funds represent the cost of the laptops which are shown as fixed assets on the balance sheet.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

DESIGNATED FUNDS

Fixed assets

A fund created by the Trustees and represents the net book value of the charity's fixed assets at the balance sheet date. The fund was created due to the increase in fixed assets and although they are within general funds the value of the assets cannot be utilised for future expenditure.

Relocation

The Trustees consider the current premises in Mill Lane to be unaffordable and are seeking to secure alternative premises at a greatly reduced rental. The fund has been created to fund dilapidations at Mill Lane required by the landlord, the adaption of alternative premises to meet the needs of Citizens Advice Thanet, the costs of removal from Mill Lane to new premises and to provide funds to the charity closure fund to cover rental liabilities.

Charity closure

A fund created by the Trustees and represents the estimated costs of the charity having to close due to a lack of funding.

MOVEMENT IN FUNDS - PREVIOUS YEAR

	As at 1 04 2019 £	Income	Expenditure £	Transfers £	As at 31 03 2020 £
Restricted funds					
Money Advice Service	52	52,416	(53,657)	1,189	-
Rough Sleeper Navigators	924	64,734	(61,751)	-	3,907
Cit A - Help to Claim	-	37,474	(38,052)	578	-
Ageless Thanet	-	96,893	(87,497)	-	9,396
Total restricted funds	976	251,517	(240,957)	1,767	13,303
Designated funds					
Fixed assets	12,168	-	-	(5,670)	6,498
Charity closure	40,000	-	-	-	40,000
Total designated funds	52,168	-	-	(5,670)	46,498
Unrestricted general funds	11,699	159,747	(167,541)	3,903	7,808
Total funds	64,843	411,264	(408,498)	-	67,609

RESTRICTED FUNDS - PREVIOUS YEAR

Money Advice Service

This contract is to provide second tier money advice support to the people of Thanet, which will assist in all debt casework, including Bankruptcy, Insolvency and Debt Relief Orders (DRO's). The end date of this contract is 31 March 2021. The transfer from unrestricted funds represents a small overspend on the service. funds represents a contribution towards rent and other accommodation costs.

Rough Sleeper Navigators

Funding has been received from Thanet District Council to provide support to homeless people who are being housed to help them with behavioural change to adapt to a new life. This project is now in its

Cit A - Help to Claim

Funding has been received from the DWP (via Cit A) to assist clients on their journey to claim Universal Credit, including technical support to complete their claim on line and assist them through the process until they receive their first full payment. The transfer from unrestricted funds represents a small

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

RESTRICTED FUNDS - PREVIOUS YEAR

Ageless Thanet

Citizens Advice is leading on the Planning for Later Life stream of this 5 year Big Lottery funded project. Social Enterprise Kent CIC are the lead partners. It began in April 2015..

DESIGNATED FUNDS - PREVIOUS YEAR

Fixed assets

A fund created by the Trustees and represents the net book value of the charity's fixed assets at the balance sheet date. The fund was created due to the increase in fixed assets and although they are within general funds the value of the assets cannot be utilised for future expenditure.

Charity closure

A fund created by the Trustees and represents the estimated costs of the charity having to close due to a lack of funding.

13 FINANCIAL COMMITMENTS

At 31 March 2021 the charity had future minimum lease payments under non-cancellable operating leases as follows:

	2021 £	2020 £
within one year	23,436	23,436
within two to five years	703	1,406
after five years	-	-
	<u>23,436</u>	<u>1,406</u>

14 MEMBERS LIABILITY

The company is a company limited by guarantee. Every member of the Charity undertakes to contribute such amount as may be required, not exceeding £1, to the Charity's assets if it should be wound up while they are a member or within one year after they ceased to be a member, for the costs of winding up and for the adjustment of the rights of persons who have contributed to the Charity's assets.

15 CORPORATION TAXATION

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

16 RELATED PARTY TRANSACTIONS

The MAS debt advice project requires a specialist Technical Supervisor. This is a role that requires a few hours each month from a suitably qualified debt adviser, which is a role that is not easily filled. The Technical Supervision work for Citizens Advice Thanet is carried out by Kani Kandu. When appointed as a Trustee Kani Kandu continued as Technical Supervisor. The Trustees were in the process of seeking to amend the Articles to allow the payment of Trustees as a consultant, where this is appropriate. Kani Kandu resigned as a Trustee before the change in the Articles could be made. Payments totalling £2,250 were paid to Kani Kandu for the period from the date she was appointed as a Trustee until 31 March 2021.

Other than the above, the charity did not undertake any other transactions with related parties that require disclosure.

**CITIZENS ADVICE THANET
(A COMPANY LIMITED BY GUARANTEE)**

**FINANCIAL STATEMENTS AND TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2021**

Charity Number 1086799

CONTENTS

	Pages
Trustees' Annual Report	1 - 4
Independent Examiner's Report	5
Statement of Financial Activities	6
Balance Sheet	7
Notes to the Financial Statements	8 - 15

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2021**

The trustees have pleasure in presenting their report and the unaudited financial statements for the year ended 31 March 2021 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006 relating to small companies, 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 Republic of Ireland (FRS 102) (effective 1 January 2019).

REFERENCE AND ADMINISTRATIVE DETAILS

Charity Registration Number
1086799

Company Registration Number
04176324

Registered Office

2nd Floor Wing
Mill Lane House
Mill Lane
Margate
Kent
CT9 1LB

Trustees/Directors

Dr Geoff Lindley	Chairman
Mr Simon Farrer	Treasurer as from 20.7.20
Mrs Margaret Fairweather	
Mrs Rebecca Kirkpatrick	
Mrs Danielle Barnes	Vice Chair
Mr Gerald Dineley	
Mr John Quinlan	(resigned 29.4.21)
Mr Andrew Wallis	
Miss K Kundu	(appointed 3.12.20, resigned 5.8.21)

Co-Opted Local Authority Representatives

Cllr Heather Keen
Cllr Aram Rawf

Chief Officer and company secretary

Mrs Jan Stewart	(resigned 31.8.21)
Mrs Angela Drew-Robinson	(appointed 1.11.21)

Bankers

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

Independent Examiner

Mr S J Wren FCCA
Accountancy Matters (Kent) Limited
31 Queen Street
Ramsgate
Kent
CT11 9DZ

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2021**

STRUCTURE, GOVERNANCE AND MANAGEMENT**Governing document**

Citizens Advice Thanet is a registered charity and a company limited by guarantee incorporated on 9 March 2001. It was established under a memorandum of association and is governed by its articles of association.

Recruitment and appointment of trustee directors

Trustees Board vacancies are advertised on the national Citizens Advice website and other appropriate media. Applicants for vacancies will be selected by a short listing and interview process which will be based on a published job description and person specification. This process will be carried out by a small group of Trustees especially appointed for this purpose. The Charity aims to have a balanced makeup which reflects the community the Service serves.

Organisational structure

Citizens Advice Thanet is governed by a Board of Trustees who meet at least quarterly. Day to day running of the Charity is supervised by the Chief Officer who reports to the Trustees on a quarterly basis. The Trustees and the Chief Executive are the Key Management Personnel as defined by the Charities SORP FRS102.

Related parties

Citizens Advice Thanet has membership of the national body now called Citizens Advice, which provides a framework for the standards of advice and casework managements as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board in order to fulfil its charitable objects and comply with the national membership requirements.

Risk assessment

The Charity has adopted a policy of regularly reviewing the risks to the operations of the Charity, to ensure that adequate steps are taken to mitigate such risks.

OBJECTIVES AND ACTIVITIES**Objectives**

To deliver the Citizens Advice Service to the people of Thanet, ensuring as far as possible that we provide the advice people need for the problems they face and improve the policies and practices that effect peoples' lives. We will endeavour to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities, whilst valuing diversity, promoting equality and challenging discrimination.

Activities and achievements, performance and factors affecting achievement of objectives

This year has been the most challenging year that Citizens Advice Thanet have had to face due to the Corona Virus pandemic. As a result of the pandemic, we had to close the office and stop doing face to face consultations. Our Chief Officer quickly established a phone and email service run from the homes of staff and volunteers so that we could continue to operate a service for the people of Thanet. Whilst some volunteers did not feel comfortable offering the service in this way, many continued to provide this essential service. It is only with the commitment of these staff and volunteers that we were able to meet our client's needs. Fortunately, our funding from Thanet District Council, the Money Advice Service, Ageless Thanet and Help to Claim continued throughout the year allowing us to keep Citizens Advice Thanet open. The ongoing problems of debt, benefits and employment were highlighted by the pandemic and presented many new challenges for our staff and volunteers to deal with.

National Citizens Advice once again carried out their annual Leadership Assessment of the Bureau and we were pleased that as a result of the high standards achieved, we will not be subjected to an external audit in the year 2021/22.

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2021**

FINANCIAL REVIEW**Financial position**

The total income for the year was £405,615, a slight reduction from the previous year's income of £411,264. Thanet District Council Continue to be a valued supporter of the work of Thanet Citizens Advice. Their funding agreement provides for the core services with additional funding provided for specific projects, Rough Sleeper Navigators and Winter Project during the last year. Other significant funders during the year were Ramsgate Town Council, Cit A (funding for several projects) and Social Enterprise Kent CIC (Ageless Thanet).

The year was disrupted due to the Covid -19 pandemic that required changes in the way the service operated and total resources expended were £344,683. Staffing costs represent 76% of total expenditure.

Total funds held at the end of the financial year, 31 March 2021, were £128,541. This is made up of restricted funds of £12,229, designated funds of £92,968 (fixed assets of £2,968, charity closure costs of £40,000 and relocation £50,000) and unrestricted funds of £23,344.

Reserves Policy and going concern

Citizens Advice Thanet operates on grant and project funding. Funding for core services is provided through grants by Thanet District Council. The Council traditionally has given a 3-year funding agreement. The current agreement commenced in April 2019.

The Directors consider that Citizens Advice Thanet is able to operate as a going concern over the next twelve months and to run its existing core services and projects that fit with the charitable objects.

The reserves policy has been prepared with reference to the Charity Commission's publication 'Charities and Reserves'. CC19, 2016.

The trustees believe that Citizens Advice Thanet should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and difficult financial circumstances.

In determining the level of reserves consideration will be given to:

- a) The risk of unforeseen emergency or other unexpected need for funds.
- b) Covering unforeseen day-to-day operational costs.
- c) Funds to provide time for trustees to take action if income falls below expectation.
- d) Planned commitments, or designations, that cannot be met by future income alone.
- e) The need to fund short-term deficits in a cash budget.

The trustees have three designated funds. One designated fund is in respect of the net book value of fixed assets which although form part of general funds, they cannot be utilised for future expenditure. The second designated fund is to cover the costs of closure of the charity were this to occur due to a lack of funding. This would enable the charity to meet its financial commitments on closure. The third fund is for the potential relocation from the current offices in Margate.

**TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2021**

Investment policy and activities

The current policy is to keep reserves in an interest-bearing account and for sufficient funds to be available should they be required in an emergency.

PLANNING OUR FUTURE AND THE TASKS AHEAD

The coming year will once again be governed by the progress of the pandemic. It will be our aim to continue with our support via email and phone but to start to return to an office-based service as soon as the pandemic allows.

Unfortunately, we will have lost a number of volunteers over the period of the pandemic and the challenge will be to attract and train new volunteers so that we can continue to grow the service that we offer

It has become clear that we cannot afford to remain in our current office space in Margate so a major challenge for the next year will be to find new offices that will allow us to continue a service in Margate. Fortunately, our Ramsgate office is still provided by the Ramsgate Council and for this we are very grateful. We are pleased that our funding from Thanet Council is secured for this year allowing us to maintain our core service.

We will continue to offer our Money Advice debt service based in Ramsgate for this year but the Ageless Thanet funding will come to an end in December having reached the end of this very successful project

PUBLIC BENEFIT

The trustees confirm that they have complied with their duty as prescribed by section 4 of the Charities Act 2006 to have due regard to the Charity Commission public benefit guidance.

Signed on behalf of the Board of Trustees by :

Geoff Lindley - Chairman

Date : 3 November 2021

CITIZENS ADVICE THANET

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2021 which are set out on pages 6 to 15.

Responsibilities and basis of report

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

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

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

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

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

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

S J Wren FCCA
Accountancy Matters (Kent) Limited
Chartered Certified Accountants
31 Queen Street
Ramsgate
Kent CT11 9DZ

Date : 23 November 2021

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating an Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	Total funds 2020 £	Total funds 2019 £
INCOME					
Donations and grants	2	27,075	3,270	30,345	1,748
Charitable activities	3	166,278	208,992	375,270	409,516
Investment income	4	-	-	-	-
Fundraising income		-	-	-	-
TOTAL INCOME		193,353	212,262	405,615	411,264
EXPENDITURE					
Cost of raising funds	5	5,671	-	5,671	8,187
Charitable activities	5	160,280	178,732	339,012	400,311
TOTAL EXPENDITURE		165,951	178,732	344,683	408,498
NET (EXPENDITURE)/INCOME FOR THE YEAR BEFORE TRANSFERS	6	27,402	33,530	60,932	2,766
Transfers between funds	12	34,604	(34,604)	-	-
NET MOVEMENT IN FUNDS FOR THE YEAR		62,006	(1,074)	60,932	2,766
Balance as at 1 April 2020		54,306	13,303	67,609	64,843
BALANCE AT 31 MARCH 2021		116,312	12,229	128,541	67,609

**BALANCE SHEET
AS AT 31 MARCH 2021**

	Notes	2021 £	2020 £
FIXED ASSETS			
Tangible assets	8	2,968	6,498
CURRENT ASSETS			
Debtors and prepayments	9	13,529	16,783
Cash at bank and in hand		<u>153,166</u>	<u>78,922</u>
		166,695	95,705
CURRENT LIABILITIES			
Creditors: amounts falling due within one year	10	<u>41,122</u>	<u>34,594</u>
		125,573	61,111
NET ASSETS	11	<u>128,541</u>	<u>67,609</u>
Represented by:			
FUNDS OF THE CHARITY			
Unrestricted general fund	12	23,344	7,808
Designated funds	12	92,968	46,498
Restricted funds	12	<u>12,229</u>	<u>13,303</u>
TOTAL FUNDS		<u>128,541</u>	<u>67,609</u>

For the financial year ended 31 March 2021 the company was entitled to exemption from audit under s.477 Companies Act 2006 and no members have deposited a notice under s.476 requiring an audit.

The directors acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with s.386 of the Act for preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and in accordance with the Charities SORP FRS 102.

Approved and signed for issue by the trustees on 3 November 2021.

Geoff Lindley - Chairman

Simon Farrer - Treasurer

Company registration number - 04176324

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

1 ACCOUNTING POLICIES**a) Basis of accounting**

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 the Republic of Ireland FRS 102 (effective 1 January 2019) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland FRS 102 and the Companies Act 2006.

Citizens Advice Thanet meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b) Preparation of the accounts on a going concern basis

Citizens Advice Thanet operates on grant and project funding. Funding for core services is currently funded through grants by Thanet District Council. A 3-year funding agreement is in place from April 2019. The premises in Mill lane are leased. Funding for the lease was generously provided by Thanet District Council for the year 2020/21, but this funding will not continue into the year 2021/22.

The Directors consider that Citizens Advice Thanet is able to operate as a going concern for at least the twelve months from the date these accounts are formally approved. It is anticipated the funding agreement with Thanet District Council will be renewed and sufficient reserves are in place for the service to continue to operate. Without additional continued funding towards the rental costs for the Mill Lane premises alternative, less costly, premises will need to be secured from April 2022. It is expected that the current plans will enable the adopting of an affordable budget for the year 2022/23.

c) Income

Grants receivable - grants made to finance the activities of the Charity are credited to the statement of financial activities (SOFA) accounting in the period to which they relate.

Bank interest - bank interest is included in the income and expenditure account on receipt.

Other income - other income, including donations and gifts are included as they were received.

Gifts and intangible income - in addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public. This help and support is not included in the financial statements. However, its value to the charity has been estimated and disclosed in the trustees' report.

Deferred income - grants received in advance of the period in which the funder requires the expenditure to be applied will be reflected within deferred income on the balance sheet.

d) Expenditure

All expenditure is accounted for on an accruals basis and includes VAT where applicable. All expenditure directly related to the provision of the advisory services is included within the charitable expenditure. Other costs incurred have been allocated between activities for generating funds and governance as appropriate. Where such costs relate to more than one functional cost category they have been split on an estimate of time spent.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

1 ACCOUNTING POLICIES

e) Depreciation of fixed assets

Tangible fixed assets costing more than £1,000 are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life as follows :

Leasehold improvements	Over the term of the lease
Computers, software and equipment	33% straight line
Furniture and equipment	25% straight line

f) Fund accounting

Unrestricted funds are grants, donations and other incoming resources receivable by the charity without further specified purpose and are available as general funds.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds relates to income to be used for specific purposes as laid down by the donor.

g) Leases

Rental costs are charged to the Statement of Financial Activities as incurred.

h) Significant judgements and estimates

No significant judgements or estimates have had to be made by the Trustees in preparing these financial statements

	Unrestricted funds	Restricted funds	2021 Total funds	2020 Total funds
	£	£	£	£
2 DONATIONS AND GRANTS				
Cit A - Broadband	500	-	500	-
Cit A - Computers	-	3,270	3,270	-
Cit A - Softphones	1,300	-	1,300	-
Broadstairs Town Council	1,000	-	1,000	-
Thanet District Council - Small Business Grant	10,000	-	10,000	-
Thanet District Council - Covid 19	9,000	-	9,000	-
Donations	5,275	-	5,275	1,748
	<u>27,075</u>	<u>3,270</u>	<u>30,345</u>	<u>1,748</u>
3 INCOME FROM CHARITABLE ACTIVITIES				
Thanet District Council	121,000	-	121,000	121,000
Ramsgate Town Council	20,000	-	20,000	12,000
We Are Digital Training Limited	(1,995)	-	(1,995)	19,388
Cit A - Money Advice Service	-	53,169	53,169	52,416
Cit A - DRO's	87	-	87	611
Cit A - Help to Claim	-	55,203	55,203	37,474
Cit A - HMPT	10,000	-	10,000	-
Thanet District Council - Rough Sleeper Navigators	-	26,752	26,752	64,734
Thanet District Council - Covid Winter Grant	11,800	-	11,800	-
Southern Water	386	-	386	-
Citizens Advice Maidstone - Room hire	5,000	-	5,000	5,000
Social Enterprise Kent CIC - Ageless Thanet	-	73,868	73,868	96,893
	<u>166,278</u>	<u>208,992</u>	<u>375,270</u>	<u>409,516</u>
4 INVESTMENT INCOME				
Bank interest receivable	-	-	-	-

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

5 EXPENDITURE	Unrestricted funds	Restricted funds	2021 Total funds	2020 Total funds
	£	£	£	£
Costs of raising funds :				
Wages and salaries	5,671	-	5,671	8,187
Fundraising costs	-	-	-	-
	<u>5,671</u>	<u>-</u>	<u>5,671</u>	<u>8,187</u>
Charitable activities				
Wages and salaries	56,938	155,860	212,798	246,392
Subcontract labour	-	2,123	2,123	-
Travel and other staff and volunteer costs	1,048	1,069	2,117	12,450
Consultancy	-	2,850	2,850	300
Rent and room hire	29,714	-	29,714	27,986
Light, heat and water	3,086	-	3,086	5,822
Property repairs and maintenance	3,730	-	3,730	4,252
Computer costs and IT support	714	-	714	3,413
Office equipment repairs	108	-	108	281
Insurance	6,669	-	6,669	7,026
Telephone	8,168	-	8,168	9,430
Publicity	-	-	-	1,168
Printing post and stationery	4,983	-	4,983	6,114
Training	265	-	265	2,717
CAB subscription costs	5,999	-	5,999	7,352
Books and publications	868	-	868	1,697
Sundries	79	-	79	60
Depreciation	6,617	-	6,617	8,401
Loss on disposal of fixed assets	-	-	-	-
Support costs				
Wages and salaries	21,963	16,830	38,793	44,493
Accountancy fees	1,464	-	1,464	1,728
Payroll costs	1,139	-	1,139	1,222
Governance costs				
Wages and salaries	5,193	-	5,193	6,217
Board and AGM meeting expenses	-	-	-	255
Legal and professional	35	-	35	35
Independent Examiner's fee	1,500	-	1,500	1,500
	<u>160,280</u>	<u>178,732</u>	<u>339,012</u>	<u>400,311</u>
Total expenditure	<u>165,951</u>	<u>178,732</u>	<u>344,683</u>	<u>408,498</u>

6 NET INCOME	2021	2020
	£	£
This is stated after charging:		
Depreciation	6,617	8,401
Loss on disposal of fixed assets	-	-
Independent Examiner's remuneration : Management accounts	1,464	1,728
Payroll fees	984	-
Independent Examiners' fee	1,500	1,500

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

7 INFORMATION REGARDING EMPLOYEES

	2021	2020
	£	£
Wages and salaries	230,399	288,697
Social security costs	18,120	23,381
Pension contributions	3,677	4,540
Redundancy costs	14,259	1,308
DWP reimbursements	-	(9,637)
Employment Allowance	(4,000)	(3,000)
	<u>262,455</u>	<u>305,289</u>

The average monthly head count was 11 staff (2020 - 14 staff).

The average number of employees based on full time equivalents analysed by function was:

	2021	2020
	Number	Number
Advisory services	8	9
Management and administration	<u>1</u>	<u>1</u>
	<u>9</u>	<u>10</u>

No employee received remuneration of more than £60,000 during the year or the preceding year.

No trustees received remuneration or were reimbursed expenses. (2020 - £Nil).

The total employee benefits (including employers national insurance) of the key management personnel of the charity were £22,685 (2020 - £32,751)

8 FIXED ASSETS

	Leasehold Imp'ments	Computer Equipment £	Fixtures & fittings	Total £
Cost				
As at 1 April 2020	56,494	54,956	13,070	124,520
Additions	-	3,086	-	3,086
Disposals	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
As at 31 March 2021	<u>56,494</u>	<u>58,042</u>	<u>13,070</u>	<u>127,606</u>
Depreciation				
As at 1 April 2020	56,494	48,593	12,935	118,022
Charge for the year	-	6,481	135	6,616
Disposals	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
As at 31 March 2021	<u>56,494</u>	<u>55,074</u>	<u>13,070</u>	<u>124,638</u>
Net book value				
As at 31 March 2021	<u>-</u>	<u>2,968</u>	<u>-</u>	<u>2,968</u>
As at 31 March 2020	<u>-</u>	<u>6,363</u>	<u>135</u>	<u>6,498</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

9 DEBTORS	2021	2020
	£	£
Other debtors	-	2,000
Prepayments	9,374	8,633
Accrued income	4,155	6,150
	<u>13,529</u>	<u>16,783</u>

10 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	2021	2020
	£	£
Trade creditors	1,300	2,207
Other creditors	15,938	3,231
Taxation and social security	7,811	5,219
Accruals	2,873	2,228
Deferred income	13,200	21,709
	<u>41,122</u>	<u>34,594</u>

11 ANALYSIS OF NET ASSETS BETWEEN FUND

	General funds	Designated funds	Restricted funds	Total
	£	£	£	£
Fixed assets	2,968	-	-	2,968
Current assets	61,498	92,968	12,229	166,695
Current liabilities	<u>(41,122)</u>	<u>-</u>	<u>-</u>	<u>(41,122)</u>
Net assets as at 31 March 2021	<u>23,344</u>	<u>92,968</u>	<u>12,229</u>	<u>128,541</u>

ANALYSIS OF NET ASSETS BETWEEN FUND - PREVIOUS YEAR

	General funds	Designated funds	Restricted funds	Total
	£	£	£	£
Fixed assets	-	6,498	-	6,498
Current assets	42,402	40,000	13,303	95,705
Current liabilities	<u>(34,594)</u>	<u>-</u>	<u>-</u>	<u>(34,594)</u>
Net assets as at 31 March 2020	<u>7,808</u>	<u>46,498</u>	<u>13,303</u>	<u>67,609</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

12 MOVEMENT IN FUNDS	As at 1 04 2020	Income	Expenditure	Transfers	As at 31 03 2021
	£	£	£	£	£
Restricted funds					
Money Advice Service	-	53,169	(47,428)	(5,741)	-
Rough Sleeper Navigators	3,907	26,752	(24,681)	(5,978)	-
Cit A - Help to Claim	-	55,203	(47,463)	(7,701)	39
Ageless Thanet	9,396	73,868	(59,160)	(11,914)	12,190
Cit A - Computers	-	3,270	-	(3,270)	-
Total restricted funds	13,303	212,262	(178,732)	(34,604)	12,229
Designated funds					
Fixed assets	6,498	-	-	(3,530)	2,968
Relocation	-	-	-	50,000	50,000
Charity closure	40,000	-	-	-	40,000
Total designated funds	46,498	-	-	46,470	92,968
Unrestricted general funds	7,808	193,353	(165,951)	(11,866)	23,344
Total funds	67,609	405,615	(344,683)	-	128,541

RESTRICTED FUNDS

Money Advice Service

This contract is to provide second tier money advice support to the people of Thanet, which will assist in all debt casework, including Bankruptcy, Insolvency and Debt Relief Orders (DRO's). The end date of this contract is 31 March 2022. The transfer to unrestricted funds represents a contribution towards the charity's office costs.

Rough Sleeper Navigators

Funding has been received from Thanet District Council to provide support to homeless people who are being housed to help them with behavioural change to adapt to a new life. This project ended in November 2020. The transfer to unrestricted funds represents a contribution towards the charity's office costs.

Cit A - Help to Claim

Funding has been received from the DWP (via Cit A) to assist clients on their journey to claim Universal Credit, including technical support to complete their claim on line and assist them through the process until they receive their first full payment. The transfer to unrestricted funds represents a contribution towards the charity's office costs.

Ageless Thanet

Citizens Advice is leading on the Planning for Later Life stream of this 5 year Big Lottery funded project. Social Enterprise Kent CIC are the lead partners. It began in April 2015..and will conclude in December 2021 as we secured funding for an extra 9 months. The transfer to unrestricted funds represents a contribution towards the charity's office costs.

Cit A - Computers

This Grant was awarded by Citizens Advice to be used for computers for home working caused by the Covid Pandemic, all of the grant was spent on acquiring 8 Laptops that have been used by volunteers. The transfer to unrestricted funds represent the cost of the laptops which are shown as fixed assets on the balance sheet.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

DESIGNATED FUNDS

Fixed assets

A fund created by the Trustees and represents the net book value of the charity's fixed assets at the balance sheet date. The fund was created due to the increase in fixed assets and although they are within general funds the value of the assets cannot be utilised for future expenditure.

Relocation

The Trustees consider the current premises in Mill Lane to be unaffordable and are seeking to secure alternative premises at a greatly reduced rental. The fund has been created to fund dilapidations at Mill Lane required by the landlord, the adaption of alternative premises to meet the needs of Citizens Advice Thanet, the costs of removal from Mill Lane to new premises and to provide funds to the charity closure fund to cover rental liabilities.

Charity closure

A fund created by the Trustees and represents the estimated costs of the charity having to close due to a lack of funding.

MOVEMENT IN FUNDS - PREVIOUS YEAR

	As at 1 04 2019 £	Income £	Expenditure £	Transfers £	As at 31 03 2020 £
Restricted funds					
Money Advice Service	52	52,416	(53,657)	1,189	-
Rough Sleeper Navigators	924	64,734	(61,751)	-	3,907
Cit A - Help to Claim	-	37,474	(38,052)	578	-
Ageless Thanet	-	96,893	(87,497)	-	9,396
Total restricted funds	976	251,517	(240,957)	1,767	13,303
Designated funds					
Fixed assets	12,168	-	-	(5,670)	6,498
Charity closure	40,000	-	-	-	40,000
Total designated funds	52,168	-	-	(5,670)	46,498
Unrestricted general funds	11,699	159,747	(167,541)	3,903	7,808
Total funds	64,843	411,264	(408,498)	-	67,609

RESTRICTED FUNDS - PREVIOUS YEAR

Money Advice Service

This contract is to provide second tier money advice support to the people of Thanet, which will assist in all debt casework, including Bankruptcy, Insolvency and Debt Relief Orders (DRO's). The end date of this contract is 31 March 2021. The transfer from unrestricted funds represents a small overspend on the service. funds represents a contribution towards rent and other accommodation costs.

Rough Sleeper Navigators

Funding has been received from Thanet District Council to provide support to homeless people who are being housed to help them with behavioural change to adapt to a new life. This project is now in its

Cit A - Help to Claim

Funding has been received from the DWP (via Cit A) to assist clients on their journey to claim Universal Credit, including technical support to complete their claim on line and assist them through the process until they receive their first full payment. The transfer from unrestricted funds represents a small

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

RESTRICTED FUNDS - PREVIOUS YEAR

Ageless Thanet

Citizens Advice is leading on the Planning for Later Life stream of this 5 year Big Lottery funded project. Social Enterprise Kent CIC are the lead partners. It began in April 2015..

DESIGNATED FUNDS - PREVIOUS YEAR

Fixed assets

A fund created by the Trustees and represents the net book value of the charity's fixed assets at the balance sheet date. The fund was created due to the increase in fixed assets and although they are within general funds the value of the assets cannot be utilised for future expenditure.

Charity closure

A fund created by the Trustees and represents the estimated costs of the charity having to close due to a lack of funding.

13 FINANCIAL COMMITMENTS

At 31 March 2021 the charity had future minimum lease payments under non-cancellable operating leases as follows:

	2021 £	2020 £
within one year	23,436	23,436
within two to five years	703	1,406
after five years	-	-

14 MEMBERS LIABILITY

The company is a company limited by guarantee. Every member of the Charity undertakes to contribute such amount as may be required, not exceeding £1, to the Charity's assets if it should be wound up while they are a member or within one year after they ceased to be a member, for the costs of winding up and for the adjustment of the rights of persons who have contributed to the Charity's assets.

15 CORPORATION TAXATION

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

16 RELATED PARTY TRANSACTIONS

The MAS debt advice project requires a specialist Technical Supervisor. This is a role that requires a few hours each month from a suitably qualified debt adviser, which is a role that is not easily filled. The Technical Supervision work for Citizens Advice Thanet is carried out by Kani Kandu. When appointed as a Trustee Kani Kandu continued as Technical Supervisor. The Trustees were in the process of seeking to amend the Articles to allow the payment of Trustees as a consultant, where this is appropriate. Kani Kandu resigned as a Trustee before the change in the Articles could be made. Payments totalling £2,250 were paid to Kani Kandu for the period from the date she was appointed as a Trustee until 31 March 2021.

Other than the above, the charity did not undertake any other transactions with related parties that require disclosure.