

Charity registration number 1090600

Company registration number 04344100 (England and Wales)

**SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	J K Cushion G P Robinson P Whittle D Barnes N Milner Mr E Nabi Mr D J Bacon	(Appointed 29 August 2023) (Appointed 1 April 2024)
Secretary	D Barnes	
Charity number	1090600	
Company number	04344100	
Registered office	1 Church Road Southend-On-Sea Essex United Kingdom SS1 2AL	
Auditor	Azets Audit Services 7 - 8 Britannia Business Park Comet Way Southend-On-Sea Essex United Kingdom SS2 6GE	
Bankers	Lloyds Bank Plc 77 High Street Southend-On-Sea Essex United Kingdom SS1 1HT	
	Metro Bank PLC G19 - G521, Victoria Business Centre 208 London Road Southend-On-Sea Essex United Kingdom SS1 2NG	

SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

LEGAL AND ADMINISTRATIVE INFORMATION

Barclays Bank Plc
127 High Street
Southend-On-Sea
Essex
United Kingdom
SS1 1LH

Charities Aid Foundation
25 Kings Hill Avenue
West Malling
Kent
ME14 4TA

SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

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SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

The Trustees present their report and financial statements for the year ended 31 March 2024.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016)

Constitution

Southend on Sea Guild of Help and Citizens Advice Bureau is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to one pound. Southend on Sea Guild of Help and Citizens Advice Bureau is governed by its Memorandum and Articles of Association.

Southend on Sea Guild of Help and Citizens Advice Bureau was incorporated as a company limited by guarantee on 21 December 2001. The incorporated charity commenced operations on 1 April 2002 at which date the assets and liabilities of the unincorporated Southend on Sea Citizens Advice Bureau were acquired. Its objects and powers and other constitutional matters are set out in its Memorandum and Articles of Association.

Trustees

The trustees, who are also directors for the purpose of the Companies Act 2006, who served during the year, were:

- J K Cushion
- G P Robinson
- P Whittle
- D Barnes
- S Abrahams (resigned 8 June 2023)
- N Milner
- E Nabi (Appointed 29 August 2023)
- D Bacon (Appointed 1 April 2024)

No trustees had any contract or arrangement of a material nature with the company during the year under review.

The Charity is required to have a minimum of four and maximum of eighteen trustees being either:

- Elected at the annual general meeting, and who shall hold office from the conclusion of that meeting, or
- Nominated by member organisations, or
- Co-opted by the Trustee Board.

providing that the total number of co-opted and nominated Trustees does not exceed one third of the total number of Trustees.

SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Objectives and activities

Objectives and activities for the benefit of the public

Public benefit

The Trustees confirm that they have referred to the guidelines contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in the planning of future activities.

Objects

The charity's objects are to promote any charitable purpose for the benefit of the community in Southend on Sea and elsewhere by advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. The principal activity of the charity is the provision of free, confidential, independent and impartial advice, information and counsel for members of the public, ensuring that individuals do not suffer through a lack of knowledge or an inability to express their needs effectively. Citizens Advice Southend aims to exercise a responsible influence on the development of social policies and services.

Voluntary Help

The charity receives help and support in the form of voluntary assistance in advising the public. We estimate the value of help at over £425,000 in respect of the current year.

Employee Involvement

An extensive range of communication and consultative arrangements are in place to help ensure that employees/volunteers are kept fully informed about developments within the organisation.

Achievements and performance

New clients assisted are 18,074 and the numbers of issues dealt with are 45,624 and contacts made on behalf of clients 41,119.

2023/2024 was our second year for the contract Southend City Council in association with the Royal Association for the Deaf, with a further 3 years agreement in place with an option of a further five years. We continue to support outreach services across Southend, Westcliff, Eastwood, Shoebury and other services within Southend such as Macmillan at Southend Hospital and at the Civic Centre, which is incorporated within our new contract with Southend City Council.

Our objectives set out for the financial year ending 2025 take account of local needs to ensure our quality assurance for the general and specialist advice is met by the relevant regulatory body.

SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Financial review

Due to the significant expansion of existing projects ,particularly in work carried out for the financial services sector,a surplus of £454,729 has been achieved compared to £147,295 for the previous financial year. Net Assets now amount to £1,438,362. All main areas of activity showed a surplus for the year after salary and overhead costs other than in respect of work carried out by our Immigration team for which new funding is being sourced. The Legal Services department continued to show a surplus largely as a result of Lottery funding.

The Lloyds and Natwest contracts were significantly extended during the year and made a significant contribution to the surplus. The staffing levels involved on these projects has involved the renting of additional temporary office space. During the year significant improvements have been made to the the Church Street premises as part of an ongoing project to improve facilities and in due course to provide additional office space.

We are as ever extremely grateful to Southend City Council for their ongoing funding of our core advice service. As stated last year this contract has been extended to March 2027 which gives comfort in being able to carry out our most essential core work for the foreseeable future.

On the basis of the current situation and our Budget for the year to 31st March 2025 the Trustees consider there are no going concern issues.

Reserves policy

The level of reserves at 31st March 2024 is set out in Note 14. Net current assets total £1,088,362 and are sufficient to cover 109% of annual operating expenditure.

SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Plans for future periods

Our objectives for the future are the big 5 changes by 2025, these are:-

- Strengthen the delivery of Advice and Support through face to face and on various digital platforms;
- Advocacy to increase the organisation's influence on policy, public awareness, and community support to drive systemic change;
- Sustainability and Resource Management to develop strategies that ensure long term effectiveness and growth while managing resources.
- Culture Review & Technology integration by fostering a forward-thinking internal culture that embraces technological advancements and continuous improvement.
- Equality, diversity and inclusion by evolving needs of local communities to create a more inclusive and equitable organisation.

How to meet these objectives:-

Advice

- Expand digital outreach by leveraging social media, websites, and mobile apps.
- Train staff in digital communication tools to ensure they can deliver advice effectively online.
- Regularly gather feedback from users to continually refine both face-to-face and digital services.

Advocacy

- Build stronger relationships with stakeholders, including policymakers, community leaders, and the media.
- Create campaigns that highlight key issues and mobilize community support.
- Utilise data and case studies from your services to inform and support advocacy efforts.
- Ensure that advocacy efforts are aligned with the needs and experiences of the communities we serve.

Sustainability

- Conduct a comprehensive review of current resources to identify areas for optimisation.
- Explore new funding sources and partnerships to diversify income streams.
- Implement green initiatives to reduce the environmental footprint of your operations.
- Invest in staff development to build capacity and ensure that resources are used efficiently.

Culture

- Conduct an internal culture audit to identify areas needing change.
- Introduce new technologies that streamline operations and improve communication.
- Encourage a culture of innovation where staff are empowered to suggest and implement new ideas.

EDI

- Develop targeted strategies to recruit, retain, and support a diverse workforce.
- Regularly assess the effectiveness of EDI initiatives and make necessary adjustments.

Structure, governance and management

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes an incorporated charity.

Organisational structure

The charity is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. These policies are implemented by the Chief Executive Officer. The Trustees carry the ultimate responsibility for the conduct of the charity and of ensuring that the charity satisfies its legal and contractual obligations. Trustees meet, at a minimum, four times a year and delegate the day-to-day operation of the organisation to senior management. A register of Trustees' interest is maintained at the registered office and is available to the public.

The charity is a member of Citizens Advice nationally, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. We also co-operate and liaise with a number of other advisory services, local charities and Council departments on behalf of clients.

Our operating name is Citizens Advice Southend.

SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Information Assurance - Statement of internal control

The Trustee Board has reviewed the approved information assurance strategy, having identified the risk presented by the significant amounts of client data held by the charity. An information assurance management team exists to ensure the confidentiality, integrity and availability of all our sensitive data assets is maintained to a level which is consistent with the requirements of our clients, our funders and our strategic partners. We aim to achieve an appropriate level of compliance to the Data Protection Act, the Cabinet Office's Security Policy Framework and to industry best practice, as defined by the ISDO 27000 series of standards.

Induction and training of new trustees

New Trustees are briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision making processes, the Business Plan and recent financial performance of the charity. Prior to joining the board they are invited to attend a board meeting. New Trustees are encouraged to attend the induction training event provided by Citizens Advice to inform them about the national service. All Trustees are encouraged to attend appropriate training events where these would facilitate the undertaking of their role and are encouraged to sit in on client interviews to familiarise themselves with the issues concerning the day-to-day activities of the organisation.

Auditor

In accordance with the company's articles, a resolution proposing that Azets Audit Services be reappointed as auditor of the company will be put at a General Meeting.

Risk management

The Trustees have examined the major risks which the charity faces and confirm that systems are being established so that the necessary steps can be taken to manage those risks. The Information Assurance Accounting Officer monitors the thorough risk assessment undertaken regularly to enable us to provide a safe and secure environment for staff, volunteers and clients and to protect the charity's assets. A report on this review and any issues identified is made at each meeting of the Trustee Board.

The risk assessment is contained within the Office Manual and reviewed as stated and as and when required by events or proposed service departments.

Should an emergency situation occur we would seek immediate relief, e.g. the use of alternative premises, from Southend Association of Voluntary Services and Southend on Sea Borough Council. We have a close working relationship with both Organisations. A Business Continuity Plan is in place.

Health and Safety matters are dealt with through the Office Services Manager. An annual audit of health and safety is undertaken. With the high level of IT use particular attention is given to workstations to ensure statutory requirements continue to be met.

Disclosure of information to auditor

Each of the Trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The Trustees report was approved by the Board of Trustees.


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G P Robinson

Trustee

Dated: 16/09/2024

SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

STATEMENT OF TRUSTEES RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2024

The Trustees, who are also the directors of Southend on Sea Guild of Help and Citizens Advice Bureau for the purpose of company law, are responsible for preparing the Trustees Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

Opinion

We have audited the financial statements of Southend on Sea Guild of Help and Citizens Advice Bureau (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

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

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Trustees report; or
 - sufficient accounting records have not been kept; or
 - the financial statements are not in agreement with the accounting records; or
 - we have not received all the information and explanations we require for our audit.
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SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

Responsibilities of Trustees

As explained more fully in the statement of Trustees responsibilities, the Trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the Trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the entity through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Azets Audit Services
Azets Audit Services

3 / 10 / 2024
.....

Chartered Accountants
Statutory Auditor

7 - 8 Britannia Business Park
Comet Way
Southend-On-Sea
Essex
United Kingdom
SS2 6GE

Azets Audit Services is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Income from:							
Voluntary income	3	309,030	-	309,030	338,723	1,120	339,843
Other trading activities	5	1,127,599	-	1,127,599	530,734	-	530,734
Investment income	4	10,191	-	10,191	1,249	-	1,249
Total income		1,446,820	-	1,446,820	870,706	1,120	871,826
Expenditure on:							
Raising funds	6	847,281	-	847,281	572,279	-	572,279
Charitable activities		144,740	70	144,810	151,758	494	152,252
Total expenditure		992,021	70	992,091	724,037	494	724,531
Net incoming/(outgoing) resources before transfers		454,799	(70)	454,729	146,669	626	147,295
Net income/(expenditure) for the year/							
Net movement in funds		454,799	(70)	454,729	146,669	626	147,295
Fund balances at 1 April 2023		973,831	9,802	983,633	827,162	9,176	836,338
Fund balances at 31 March 2024		1,428,630	9,732	1,438,362	973,831	9,802	983,633

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

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Fixed assets					
Tangible assets	10		350,000		350,000
Current assets					
Debtors	11	67,063		80,076	
Cash at bank and in hand		1,199,487		740,758	
		<u>1,266,550</u>		<u>820,834</u>	
Creditors: amounts falling due within one year	12	<u>(178,188)</u>		<u>(187,201)</u>	
Net current assets			1,088,362		633,633
Total assets less current liabilities			<u>1,438,362</u>		<u>983,633</u>
Income funds					
Restricted funds	13		9,732		9,802
<u>Unrestricted funds</u>					
General unrestricted funds		1,378,630		923,831	
Revaluation reserve		<u>50,000</u>		<u>50,000</u>	
			1,428,630		973,831
			<u>1,438,362</u>		<u>983,633</u>

SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2024

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2024, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 16/09/2024


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G P Robinson
Trustee

Company Registration No. 04344100

SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Cash flows from operating activities					
Cash generated from operations	15		448,538		188,134
Investing activities					
Investment income received		10,191		1,249	
Net cash generated from investing activities			10,191		1,249
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			458,729		189,383
Cash and cash equivalents at beginning of year			740,758		551,375
Cash and cash equivalents at end of year			1,199,487		740,758

SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

Charity information

Southend on Sea Guild of Help and Citizens Advice Bureau is a private company limited by guarantee incorporated in England and Wales. The registered office is 1 Church Road, Southend-On-Sea, Essex, SS1 2AL, United Kingdom.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

1.5 Resources expended

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category.

- Costs of generating funds are those costs incurred in attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those incurred in the governance of the charity and are primarily associated with constitutional and statutory requirements.

1.6 Tangible fixed assets

The freehold property was revalued on 15 January 2020 and the revised value will not be depreciated.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

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

1.9 Financial instruments

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

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

SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

1.11 Pensions

From 1st April 2010 the charity contributed to a money purchase pension scheme.

1.12 Legal status

Southend on Sea Guild of Help and Citizens Advice Bureau is a company limited by guarantee and has no share capital. The liability of each member in the event of a winding up is limited to £1.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Voluntary income

	Unrestricted funds	Restricted funds	Total	Total
	2024	2024	2024	2023
	£	£	£	£
Donations/Fund raising	4,771	-	4,771	11,447
Grants from Southend Borough Council	230,450	-	230,450	236,179
Money Advice Service	73,809	-	73,809	92,217
	<u>309,030</u>	<u>-</u>	<u>309,030</u>	<u>339,843</u>
For the year ended 31 March 2023	<u>338,723</u>	<u>1,120</u>		<u>339,843</u>

4 Investment income

	Unrestricted funds	Unrestricted funds
	2024	2023
	£	£
Interest receivable	<u>10,191</u>	<u>1,249</u>

SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

5 Other trading activities

	2024 £	2023 £
Legal aid agency	120,201	151,780
Immigration advice	16,923	43,952
NatWest/Lloyds	744,036	249,871
Advice Bureau contributions	2,771	2,526
Energy redress	38,829	-
Other fee earning activities	204,839	82,605
	<u>1,127,599</u>	<u>530,734</u>

6 Raising funds

	Unrestricted funds	Unrestricted funds
	2024 £	2023 £
<u>Fundraising and publicity</u>		
Staff costs	847,281	572,279
	<u>847,281</u>	<u>572,279</u>

7 Support costs

	Support costs £	Governance costs £	2024 £	2023 £
Auditors' remuneration	-	4,500	4,500	3,500
Annual General Meeting costs	-	816	816	278
	<u>-</u>	<u>5,316</u>	<u>5,316</u>	<u>3,778</u>
Analysed between				
Charitable activities	-	5,316	5,316	3,778
	<u>-</u>	<u>5,316</u>	<u>5,316</u>	<u>3,778</u>

Governance costs includes payments to the auditors of £4,500 (2023- £3,500) for audit fees.

SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

8 Trustees

There were no Trustees' expenses paid for the year ended 31st March 2024 nor for the year ended 31st March 2023.

Trustees' remuneration and benefits

There were no trustees' remuneration or other benefits for the year ended 31st March 2024 nor for the year ended 31st March 2023.

9 Employees

The average monthly number of employees during the year was:

	2024 Number	2023 Number
Management / Administration	37	29
Employment costs	2024 £	2023 £
Wages and salaries	780,381	525,214
Social security costs	57,805	39,267
Other pension costs	9,095	7,798
	847,281	572,279

There were no employees whose annual remuneration was more than £60,000.

10 Tangible fixed assets

	Land and buildings £
Cost or valuation	
At 1 April 2023	350,000
At 31 March 2024	350,000
Carrying amount	
At 31 March 2024	350,000
At 31 March 2023	350,000

Land and buildings with a carrying amount of £350,000 were revalued at 15 January 2020 by Sorrell Chartered Surveyors, independent valuers not connected with the charity on the basis of market value. The valuation conforms to International Valuation Standards and was based on recent market transactions on arm's length terms for similar properties. The building will be revalued at the end of 2024 after significant alterations may have taken place.

SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

11 Debtors

	2024	2023
	£	£
Amounts falling due within one year:		
Other debtors	53,883	72,276
Prepayments and accrued income	13,180	7,800
	<u>67,063</u>	<u>80,076</u>

12 Creditors: amounts falling due within one year

	2024	2023
	£	£
Other creditors	18,533	22,199
Accruals and deferred income	159,655	165,002
	<u>178,188</u>	<u>187,201</u>

13 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds				
	Balance at 1 April 2022	Incoming resources	Resources expended	Balance at 1 April 2023	Resources expended 31 March 2024
	£	£	£	£	£
Restricted funds	9,176	1,120	(494)	9,802	(70)
	<u>9,176</u>	<u>1,120</u>	<u>(494)</u>	<u>9,802</u>	<u>(70)</u>

14 Reserve position

	Current Year £	Previous Year £	% Increase (Decrease) %
Unrestricted funds (excluding property)	1,078,630	623,831	73.0%
Restricted funds	9,732	9,802	-0.7%
Total funds (excluding property)	1,088,362	633,633	71.8%
% Reserve to annual operating expenditure	109.7%	87.5%	

The level of reserves the Charity needs is estimated to be 50% of annual operating expenditure. This takes account of the costs of redundancy should it be necessary to dispose of the business, the level of reserves needed to satisfy contractual commitments, and the estimated cash flow needs of the charity.

SOUTHEND ON SEA GUILD OF HELP AND CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

15	Cash generated from operations	2024 £	2023 £
	Surplus for the year	454,729	147,295
	Adjustments for:		
	Investment income recognised in statement of financial activities	(10,191)	(1,249)
	Movements in working capital:		
	Decrease/(increase) in debtors	13,013	(41,034)
	(Decrease)/increase in creditors	(9,013)	83,122
	Cash generated from operations	448,538	188,134
16	Analysis of changes in net funds		
	The charity had no debt during the year.		