

# WEALDEN CITIZENS ADVICE

England & Wales · Charity number 1090666

## Details

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**Other names** UCKFIELD CITIZENS ADVICE BUREAU

**Status** Registered

**Legal form** Charitable company

**Company number** [04287877](#)

**Registered** 2002-02-18

**Register** [View on the Charity Commission register](#)

## Contact

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**Address** Citizens Advice  
Uckfield Library  
Library Way  
High Street  
Uckfield  
East Sus

**Phone** 01825762807

**Email** [ceo@wealdencitizensadvice.org.uk](mailto:ceo@wealdencitizensadvice.org.uk)

**Website** [www.wealdencitizensadvice.org.uk](http://www.wealdencitizensadvice.org.uk)

## Activities

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**Objects:** THE CHARITY'S OBJECTS ARE TO PROMOTE ANY CHARITABLE PURPOSE FOR THE BENEFIT OF THE COMMUNITY PRIMARILY FROM THE WEALDEN DISTRICT COUNCIL AREA ("THE ARE OF BENEFIT") BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS.

**Activities:** The Charity aims to promote any charitable purpose for the benefit of the community primarily from the Wealden District Council area by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

## Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Disability, The Prevention Or Relief Of Poverty, Accommodation/housing, Economic/community Development/employment
- **Who:** Children/young People, Elderly/old People, People With Disabilities, The General Public/mankind

## Geography

- **Area of benefit:** THE COMMUNITY PRIMARILY FROM THE WEALDEN DISTRICT COUNCIL AREA
- East Sussex

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£390,529	£386,657	-	-
2024-03-31	£401,850	£404,604	-	-
2023-03-31	£302,725	£294,500	-	-
2022-03-31	£355,300	£351,916	-	-
2021-03-31	£319,130	£312,112	-	-

## Trustees

Name	Role	Appointed
Linda Bonner	Chair	2023-01-04
Corrinne Askaroff Ms		2023-11-14
David Rule		2023-12-12
David Whensley		2020-04-27
Graham Shaw		2025-04-22
Hannah Dickinson Ms		2025-01-21
John Perry		2019-11-19
Kristina Watson		2020-11-18
Nick Foskett		2023-01-23
Paul Roche		2024-06-18
Tim Murray		2024-04-23

**WEALDEN CITIZENS ADVICE**

England & Wales - Charity number 1090666

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# Accounts

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**Wealden**

**Financial statements**

**for the year ended 31 March 2025**

**Registered Charity Number 1090666**

**Company Number 04287877**

## **Wealden Citizens Advice**

### **Financial statements for the year ended 31 March 2025**

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## Report of the Directors and Trustees

The Trustees of the Charity (who are also the Directors of the Company for the purpose of Company Law) have pleasure in presenting their annual report and the financial statements for the year ended 31 March 2025. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities.

### 1. REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name: Wealden Citizens Advice

Charity Registration: 1090666

Company Registration: 04287877

Registered Office: Uckfield Library  
Library Way  
High Street  
Uckfield  
TN22 1AR

Chief Executive: Jennifer Jadia

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

Independent Examiner: Andy Fowler

Solicitors: Dawson Hart  
The Old Grammar School  
Church Street  
Uckfield  
East Sussex  
TN22 1BH

Report of the Directors and Trustees continued ...

The following people were directors/trustees of the Charity during this financial year were:

<b>DIRECTORS/ TRUSTEES</b>	<b>ROLE</b>	<b>CHANGE 2025-25</b>
Mr Tom Bell		Resigned on 18 Sept. 2024
Mr Nick Foskett	Chair	
Ms Kristina Watson	Deputy Chair	
Mr John Perry	Treasurer	
Mr Michael Salter		Resigned on 18 Sept. 2024
Mr David Whensley		
Ms Linda Bonner		
Ms Corinne Askaroff		
Mr Steven Harrison		
Mr David Rule		
Ms Hannah Dickinson		Appointed on 21 Jan. 2025
Mr Tim Murray		Appointed on 23 Apr. 2024
Mr Paul Roche		Appointed on 18 Jun. 2024
Ms Doriane Allais-Nalon		Resigned on 23 Apr. 2024

## **2. STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **Governing Document**

Wealden Citizens Advice is a registered charity and company limited by guarantee. The Company was incorporated, under the name of Uckfield Citizens Advice Bureau, as a company limited by guarantee on 14 September 2001. In April 2005, the Company changed its name to Wealden Citizens Advice. At the same time, Crowborough and Hailsham Citizens Advice Bureaux transferred their assets and liabilities to the Company and ceased to exist as independent legal identities. Prior to 31 March 2005, these operated as independent bureaux.

Wealden Citizens Advice is governed by its Memorandum and Articles of Association as amended in January 2011 and January 2018. The maximum liability of each member is

## Report of the Directors and Trustees continued ...

limited to £1. A register of members' interests is maintained at the registered office and is available to the public for inspection.

### **Recruitment, Appointment and Induction of Trustees**

Trustees, who are also Directors of the Company, are elected from the local community. They are appointed by the Board and approved at the AGM or EGM as appropriate. A separate process agreed by the Trustee Board is followed for the election of the Chair and Vice Chair. No other persons or bodies external to the Charity were entitled to appoint persons to the Trustee Board.

Newly appointed Trustees are provided with a comprehensive induction to Wealden Citizens Advice through the provision of training courses and mentoring by established trustees.

### **Organisational Structure**

Wealden Citizens Advice is governed by its Trustee Board, which is responsible for setting the strategic direction and the policies of the Charity. The Trustees carry the ultimate responsibility for the conduct of the Charity and for ensuring that it satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and have delegated the day-to-day operation of its offices to the Chief Executive, who is supported by a manager at each site. The Trustee Board is independent from management.

### **Related Parties**

The Charity is a member of Citizens Advice, the operating name for the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management, as well as monitoring progress against those standards. Operating policies are independently determined by the Trustee Board of the Charity in order to fulfil its charitable objectives and comply with the national membership requirements.

The Charity also co-operates and liaises with a number of other advisory services, local charities and local government departments on behalf of clients. Where any of the trustees holds the position of a trustee/director of another charity, they may be involved in discussions regarding that charity but not in the ultimate decision-making process.

### **Major risks**

The Trustees recognise that any major risks to which the Charity is exposed need to be reviewed and systems established to eliminate, or at least mitigate, the effects of those risks. A risk management strategy and risk register have been agreed by the Trustee Board – the Board's appetite for risk is low. The strategy and register are reviewed continuously, ensuring that action plans are in place to manage the Charity's key risks.

The Charity recognises its responsibility for the personal data of clients. The Charity has adopted the recommended Citizens Advice Information Assurance Policy. The Trustee Board agree an annual information assurance plan, with clear allocation of responsibilities for information assurance along with GDPR compliant policies and procedures. Any information assurance incidents and required actions or lessons learned are reported to the Board at their regular meetings.

## Report of the Directors and Trustees continued ...

The major external risk to the Charity is the loss of funding provided by any of its major funders. The effects of this have been mitigated by the implementation of a fundraising strategy, including actions to investigate and identify additional sources, and to make timely submissions for funds. The Charity also seeks to establish and maintain adequate reserves to address unforeseen circumstances and to mitigate any budget deficits.

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects, and by ensuring consistent quality of delivery of service for all aspects of the Charity. The procedures are periodically reviewed to ensure that they continue to meet the needs of the Charity. At present, the main internal risk to the Charity is its ability to continue to recruit sufficient numbers of volunteers for the offices. In common with many other charities in the sector (and in other sectors) it has become more challenging to secure enough volunteers to service the increasing demand across the range of services provided by Wealden Citizens Advice. The management team and Board of Trustees are developing a strategy to maintain and enhance the number of volunteers at the offices.

### **3. OBJECTIVES AND ACTIVITIES**

#### **Objects**

The Charity's objectives are to promote any charitable purpose for the benefit of the community in Wealden, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

#### **Objectives, Strategies and Activities for the Year**

Wealden Citizens Advice aims to: provide free, confidential, impartial and independent advice and information for the benefit of the local community; exercise a responsible influence on the development of social policies and services; and ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

In addition to the continuing provision of high quality advisory services to the local community, the primary objectives for the year were to: Maximise access to advice and information; maintain a specialist debt advisory service (including for Preventative Support), staffed by appropriately qualified personnel; trial new processes to enhance the efficiency and effectiveness of clients' accessing our services and responding to their enquiries (including Adviceline calls); and to provide disbursements from the UK government's Household Support Fund and a parish council's hardship fund, to pay for goods and services for residents facing particular hardship.

To obtain the necessary funding to provide the additional services, applications were made to various local and national providers of community finance. Advertisements were placed in the local press for volunteers, induction and training being provided to the extent that necessary knowledge and skills were not pre-existing.

## Report of the Directors and Trustees continued ...

### **Public Benefit Required**

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the local Citizens Advice during the year. The Trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

The principal activity of Wealden Citizens Advice remained the provision of free, confidential, independent and impartial advice and information for members of the public. This is provided through local Citizens Advice offices in Crowborough, Hailsham and Uckfield. In addition to generalist advice the following specialist advisory services were provided: expert money advice and preventative support casework; cost of living advice; support for pension credit applications; and resources to support a local foodbank. Advisory services were provided through a telephone advice line and by email, webchat and letter.

### **Contribution of Volunteers**

The Charity receives help and support in the form of voluntary assistance in advising the public and administering the Charity. An average of 72 volunteers supported 3,967 clients with 21,048 issues, delivering 17,946 activities and managing 5,257 cases. We achieved a total of £2,683,973 in income gain for our clients and we supported them with having £1,329,296 in debts written off. We also achieved a total of £100,213 in reimbursements for our clients. The Charity continues to provide essential support to the community, with particular demand in areas such as welfare benefits, debt, housing, and health-related issues.

## **4. ACHIEVEMENTS AND PERFORMANCE**

### **Charitable Activities**

We offer confidential advice over the phone, via email and in person, for free. When we say we're here for everyone, we mean it. People rely on us because we're independent and totally impartial. No one else sees so many Wealden residents with so many different kinds of problems, and that gives us a unique insight into the challenges we are facing today. With this evidence, we can then influence and campaign – from individual companies right up to the government – and work with them to make things better for Wealden. That's why we're here: to give people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.

Wealden Citizens Advice (WCA) staff and volunteers continued to deliver face-to-face, telephone and email advice and casework. Throughout the year we supported 3,967 clients with 21,048 issues. Of these, 803 clients were provided with tailored debt advice on 3,685 issues: As expected, as a result of the effect of recent European conflicts and the consequent cost-of-living challenges, issues with debt continued to be a major challenge that our clients are dealing with.

## Report of the Directors and Trustees continued ...

Benefits, tax credits and universal credit issues continue to be one of the main challenges that face our clients with 1,525 clients with 4,770 issues approaching us for advice on these subject areas. Particular subject areas of advice include support for Personal Independence Payments, general benefit entitlement, initial claims, Attendance Allowance, Employment Support Allowance, Pension Credit and Housing benefits.

Research and Campaigns (R&C) - We have been actively involved in addressing issues that our community are facing and have made representations to the appropriate organisations. Campaigns include – digital exclusion; Post Office account closures; access to GP surgeries and cost of living.

Volunteers, Trustees and Staff – WCA currently have on average 72 dedicated and highly professional volunteers who are the backbone of our service. They are supported by a small but highly experienced team of hard working staff. The service was led by Chief Executive Mrs Jennifer Jadia. The Chair of the Board was Mr Nick Foskett and the Deputy-Chair was Ms Kristina Watson.

### **Fundraising Activities**

Total income for 2024/25 was £390,529, a decrease of £11,321 on 2023/24. The main reason was the approximately £37,500 reduction in the Cost of Living fund received from Wealden District Council. The sum received from the Household Support Fund for disbursement to clients also fell by about £8,500 (but this was mostly offset by a new 'Preventative Support' grant). The sum received from East Sussex County Council for money advice was also slightly reduced, and the previous £15,000 CitA Adviceline fund was discontinued. As partial offsets, a grant of £5,000 was received again from the Chalk Cliff Trust, a new award of £20,000 was made by the National Lottery fund, £7,200 was received to support Hailsham Food Bank, and £10,000 was provided by Sussex Community Foundation.

The charity continues to have a proactive fundraising strategy in place. No separate expenditure was incurred in fundraising activities outside of staff/volunteer time incidental to main duties.

### **Investment Activities**

The Charity does not currently hold material investments.

### **Factors Affecting the Achievement of Objectives**

In addition to the funding pressures outlined above, the Charity continues to find it difficult to secure sufficient volunteers able to offer the time commitment required.

## **5. FINANCIAL REVIEW**

### **Financial Position**

Incoming resources in the year were £390,529 (2023-24: £401,850). Of this £88,839 (2023-24: £148,176) related to project restricted activities.

## Report of the Directors and Trustees continued ...

A surplus of £3,872 was made in the year (2023-24: deficit £2,754). At 31 March 2025 total reserves were £116,496 which represented unrestricted funds (2024: £112,624).

### **Reserves Policy**

The Charity is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The Charity will maintain a projection of income, and will ensure that this continues to be derived from as wide a variety of resources as possible.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, the Trustees aim to maintain reserves equivalent to three months normal operating expenditure.

The reserves included Unrestricted Funds of £116,496 of which £20,000 (2023-24, £20,000) are Designated Funds for potential dilapidations claims, and £50,000 (2023-24, £50,000) for costs arising in the event of funding being withdrawn at any time in the future. The reasons for holding particular reserves are outlined in note 14.

### **Principal Funding Sources**

The Trustees express their gratitude to: Wealden District Council; the Town and Parish Councils in Wealden; East Sussex County Council; the Sussex Community Foundation; Hailsham Foodbank; the Chalk Cliff Trust; the National Lottery Community Fund; the Friends of Crowborough CAB and local partners, businesses and individual donors, without whom the Charity could not have operated.

The Charity did not have any borrowings from any source at the balance sheet date.

### **Investment Policy**

As required in its Memorandum, in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

### **Going Concern**

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

## **6. FUTURE PLANS**

Wealden Citizens Advice aims to continually improve access to its services. Its strategic plan to 2026 focuses on: maintaining access to its services (including its expert money advice caseworker services), supporting claimants applying for Universal Credit and Pension Credit, and extending advice out into the local community.

Report of the Directors and Trustees continued ...

**7. DIRECTORS' RESPONSIBILITIES**

The directors are responsible for preparing the Report of the Directors and Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the directors are required to:


- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity 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 charitable company will continue in business.

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

In accordance with company law, as the company's directors, we certify that:

- so far as we are aware, there is no relevant independent examination information of which the company's examiners are unaware; and
- as the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant independent examination information and to establish that the Charity's independent examiners are aware of that information.

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities and in accordance with the provisions applicable to companies subject to the small companies regime.

Signed: .....  .....

Chair of Trustees: Nick Foskett

Date: ..... 21/10/2025 .....

## **Independent examiner's report to the trustees of Wealden Citizens Advice**

I report to the charity trustees on my examination of the accounts of Wealden Citizens Advice for the year ended 31 March 2025.

### **Responsibilities and basis of report**

As the Charity's trustees, and also the directors of the Company 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 CIMA, 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 these records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement 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 Republic of Ireland (FRS102)].

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.

Andy Fowler  
Associate Chartered Management Accountant  
33, Station Road  
Newhaven  
East Sussex  
BN9 0NL



Date: 11 October 2025

**Statement of financial activities for the year ending 31 March 2025**  
**Incorporating the Income and Expenditure Account**

	Note	Unrestricted funds £	Restricted funds £	Total funds 2025 £	Total funds 2024 £
<b>Income from:</b>	1b				
Donations and legacies	2	19,820	-	19,820	4,327
Charitable activities	3	276,789	88,839	365,628	393,234
Other (including fundraising)	4	5,081	-	5,081	4,289
<b>Total Income</b>		<b>301,690</b>	<b>88,839</b>	<b>390,529</b>	<b>401,850</b>
<b>Expenditure on:</b>					
Charitable activities	5	297,818	88,839	386,657	404,604
Other	5	-	-	-	-
<b>Total Expenditure</b>		<b>297,818</b>	<b>88,839</b>	<b>386,657</b>	<b>404,604</b>
<b>Net income/(expenditure) before transfers</b>	6	<b>3,872</b>	<b>-</b>	<b>3,872</b>	<b>(2,754)</b>
<b>Transfers between funds</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
Transfers between funds		-	-	-	-
<b>Net movement in funds for the year</b>		<b>3,872</b>	<b>-</b>	<b>3,872</b>	<b>(2,754)</b>
<b>Reconciliation of funds:</b>					
Balances brought forward	12	112,624	-	112,624	115,378
<b>Balances carried forward</b>	12	<b>116,496</b>	<b>-</b>	<b>116,496</b>	<b>112,624</b>

There are no recognised gains or losses in the year other than those included in the statement of financial activities.

All activities derive from continuing operations.

**Balance Sheet as at 31 March 2025**

		Unrestricted	Restricted	Total	Total
	Note	Funds	Funds	2025	2024
		£	£	£	£
<b>Fixed Assets</b>					
Tangible Fixed Assts		-	-	-	-
Non-current assets	8	4,550	-	4,550	4,550
<b>Current Assets</b>					
Debtors	9	2,960	-	2,960	3,716
Short term deposits		-	-	-	-
Cash at bank and in hand		138,065	-	138,065	145,255
		141,025	-	14,025	148,971
Creditors - amounts falling due within one year	10	29,079	-	29,079	40,897
<b>Net Current Assets</b>		111,946	-	111,946	108,074
Creditors - amounts falling due after one year	10	-	-	-	-
<b>Net assets</b>	11	116,496	-	116,496	112,624
Represented by:					
<b>Funds of the Charity</b>					
Unrestricted funds					
General funds	12	46,496	-	46,496	42,624
Designated funds	12	70,000	-	70,000	70,000
Restricted Funds	12	-	-	-	-
		116,496	-	116,496	112,624

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 relating to subsidiary charitable companies for the year ended 31 March 2018. The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for:

- ensuring that the charitable company keeps accounting records that comply with Sections 386 of the Companies Act 2006; and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each 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 financial statements, so far as applicable to the charitable company.

Wealden Citizens Advice

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 Board on 21 October 2015 and are signed on their behalf by

Chair ..... NH Foskett .....  
Nick Foskett - Chair

Treasurer ..... John R Perry .....  
John Perry - Treasurer

Company Registration No: 04287877

Charity Registration No: 1090666

## Notes to the financial statements for the year ended 31 March 2025

### 1. Accounting policies

#### a) Accounting basis

The financial statements of the charitable company have been prepared in accordance with the Charities SORP (FRSSE) 'Accounting and Reporting by Charities: Statement of Recommended Practice' applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities (the FRSSE) (effective 1 January 2015)', the Financial Reporting Standard for Smaller Entities (effective January 2015) and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

#### b) Incoming resources

##### i) Grants receivable

Grants made to finance the activities of the local Citizens Advice are credited to the income and expenditure account in the period to which they relate.

##### ii) Bank interest

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

##### iii) Other income

Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included as they were received.

##### iv) 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 Report of the Directors and Trustees.

##### v) Deferred income

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

#### c) Resources expended

All expenditure is accounted for on an accruals basis. All expenditure directly related to the provision of advice services is included within charitable expenditure. Other costs incurred have been allocated between fundraising and publicity and management and administration as appropriate. Where such costs relate to more than one functional cost category they have been allocated on an estimate of time or floor space basis, as appropriate.

## Notes to the financial statements for the year ended 31 March 2025

### 1. Accounting policies (continued)

#### d) Fixed assets and depreciation

Fixed assets (excluding investments) are stated at cost less accumulated depreciation. The costs of minor additions or those costing below £1000 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, as follows:

Computer equipment	- Straight line over 4 years
Fixtures, fittings and equipment	- Straight line over 5 years

No depreciation is charged in the year of acquisition, but a full year's depreciation is charged in the year of disposal.

#### e) Restricted funds

Income received for restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

#### f) Designated funds

Designated funds are allocated out of unrestricted funds by the trustees for specific purposes. The use of such funds is at the Trustees' discretion.

#### g) Leases

Rental costs under an operating lease are charged to the Statement of Financial Activities in equal amounts over the period of the lease.

#### h) Warranties

Extended product warranties are charged to the statement of financial activities in equal amounts over the period of the warranty. Warranties costing less than £500 are charged to the statement of financial activities in the year of purchase.

#### i) Irrecoverable VAT

Wealden Citizens Advice is not able to recover VAT.

## Notes to the financial statements for the year ended 31 March 2025

**2 Donations and legacies**

	Unrestricted £	Restricted £	2025 Total £	2024 Total £
<b>Voluntary income</b>				
Donations	19,820	-	19,820	4,327
	<u>19,820</u>	<u>-</u>	<u>19,820</u>	<u>4,327</u>

**3 Income from Charitable Activities**

	Unrestricted £	Restricted £	2025 Total £	2024 Total £
Fees	-	-	-	-
Government and public authority grants	240,700	52,762	293,462	322,350
Other Grants	36,089	36,077	72,166	70,884
	<u>276,789</u>	<u>88,839</u>	<u>365,628</u>	<u>393,234</u>

**4 Other Income**

	Unrestricted £	Restricted £	2025 Total £	2024 Total £
<b>Activities for generating funds</b>				
Fundraising events	-	-	-	-
	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>Investment income</b>				
Bank Interest received	5,081	-	5,081	4,289
Other income	-	-	-	-
	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>Total Other Income</b>	<u>5,081</u>	<u>-</u>	<u>5,081</u>	<u>4,289</u>

## Notes to the financial statements for the year ended 31 March 2025

## 5. Analysis of expenditure on charitable activities

	Unrestricted £	Restricted £	2025 Total £	2024 Total £
<b>Charitable Activities</b>				
Staff costs	224,573	41,548	266,121	277,951
Other direct costs	4,466	2,556	7,022	5,401
	<u>229,039</u>	<u>44,104</u>	<u>273,143</u>	<u>283,352</u>
<b>Support costs</b>				
Office, IT, Communications	11,573	7,464	19,037	26,251
Premises	51,817	8,436	60,253	50,766
Other	537	28,835	29,372	38,220
			-	-
Governance	4,851	-	4,851	6,015
	<u>68,778</u>	<u>44,735</u>	<u>113,513</u>	<u>121,252</u>
<b>Total Resources Expended</b>	<u><u>297,817</u></u>	<u><u>88,839</u></u>	<u><u>386,656</u></u>	<u><u>404,604</u></u>

## 6. Net income/ (expenditure) for the year

	2025 £	2024 £
Net income / (expenditure) is stated after charging:		
Independent examiners' remuneration	550	550
	<u><u>550</u></u>	<u><u>550</u></u>

## 7. Information regarding Trustees, Directors and Employees

	2025 £	2024 £
Salaries and Employer Pension contributions inc redundancy	252,971	264,268
Social security costs including rebate 2025 £5,000	13,150	13,683
	<u><u>266,121</u></u>	<u><u>277,951</u></u>

The average number of employees, analysed by function was:

	2025	2024
Charitable purposes	11	14
Management and administration of charity	4	3
	<u><u>15</u></u>	<u><u>17</u></u>

**Notes to the financial statements for the year ended 31 March 2025**

No Trustee was remunerated for any services.

Travel costs amounting to £Nil were reimbursed to members of the Trustee Board. Trustee indemnity insurance was purchased as part of Wealden Citizens Advice's general office liability policy. The total cost for the full policy including Trustee indemnity insurance was £2,407.

**8 Fixed assets**

	Leasehold land and buildings £	Computer Equipment £	Fixtures, fittings and equipment £	Total £
Cost				
At 1 April 2024	-	-	-	-
Additions	-	-	-	-
Disposals	-	-	-	-
At 31 March 2025	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Depreciation				
At 1 April 2024	-	-	-	-
Charge for the year	-	-	-	-
Disposals	-	-	-	-
At 31 March 2025	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Net book value 2025	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Non-current Ass'ts (Rent deposits) Net book value 2025	4,550	-	-	4,550
	<u>4,550</u>	<u>-</u>	<u>-</u>	<u>4,550</u>

**9 Debtors**

	2025 £	2024 £
Prepayments	2,961	3,036
Accrued Income	-	680
	<u>2,961</u>	<u>3,716</u>

**10 Creditors - amounts falling due within one year**

	2025 £	2024 £
Accruals	550	2,250
PAYE	5,367	5,375
Deferred income (e.g. grants in advance)	23,162	33,272
	<u>29,079</u>	<u>40,897</u>

**Notes to the financial statements for the year ended  
31 March 2025**

**Creditors - amounts falling due after one year**

	2025 £	2024 £
Long term liabilities	-	-
	<u>-</u>	<u>-</u>

**11 Analysis of net assets between funds**

	General Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Fixed Assets (rent security deposits)	4,550	-	-	4,550
Current Assets	78,971	70,000	-	148,971
Current + Long Term Liabilities	<u>(40,897)</u>	<u>-</u>	<u>-</u>	<u>(40,897)</u>
Net Assets	<u>46,496</u>	<u>70,000</u>	<u>-</u>	<u>116,496</u>

**12 Movement in funds**

	At 1 April 2024 £	Income £	Expenditure £	Transfers £	At 31 March 2025 £
<u>Restricted Funds</u>					
ESCC Money Advice	-	33,578	33,578	-	-
ESCC Pension Credit	-	1,000	1,000	-	-
Hailsham Foodbank Household Support Fund (HSF)	-	7,242	7,242	-	-
Willingdon PC Hardship HSF Prevent'ive Support	-	32,238	32,238	-	-
	-	597	597	-	-
	-	8,250	8,250	-	-
WDC Cost of Living Fund	-	5,934	5,934	-	-
Total Restricted Funds	<u>-</u>	<u>88,839</u>	<u>88,839</u>	<u>-</u>	<u>-</u>
<u>Unrestricted Funds</u>					
Designated redundancy fund	50,000	-	-	-	50,000
Designated property fund	20,000	-	-	-	20,000
General funds	42,624	301,690	297,818	-	46,496
Total Unrestricted funds	<u>112,624</u>	<u>301,690</u>	<u>297,818</u>	<u>-</u>	<u>116,496</u>
Total funds	<u>112,624</u>	<u>390,529</u>	<u>386,657</u>	<u>-</u>	<u>116,496</u>

## Notes to the financial statements for the year ended 31 March 2025

### 13. Purposes of funds

#### Restricted Funds

<b>WDC Cost of Living fund</b>	To provide cost of living advice
<b>ESCC Household Support Fund (HSF)</b>	To provide emergency funding for utility and similar debts (and for Preventative Support services)
<b>ESCC Money Advice</b>	To provide generalist money advice (and for Pension Credit Applications support)
<b>Hailsham Foodbank</b>	To provide staff support to Hailsham Foodbank
<b>Willingdon &amp; Jevington PC Hardship fund</b>	To provide hardship relief to W&J parishioners

### 14. Designated funds

**Redundancy reserve** – the reserve has been designated by the Trustees for the purpose of covering potential redundancy costs totalling £50,000.

**Premises fund** – the fund has been designated by the Trustees for the purpose of refurbishment at the end of the leases totalling £20,000.

### 15. Financial commitments

#### Capital

The Company has no capital expenditure commitments.

#### Property Leases

In 2020 the Company entered into a lease for the Uckfield premises, which expires in March 2030. The annual rent was subject to an increase in line with RPI in September 2024 and changed from £16,072 to £21,169. The management team started discussions with East Sussex County Council during 2024, to vacate part of the space currently rented by the Company (but now little used), with the objective of reducing the overall rental charge. There is an 3 year break clause which can be operated by either party in 2027. The property must be returned in the same condition as at the start of the lease.

In September 2023 the Company transferred its Crowborough operations to recently constructed serviced offices in the centre of town. The rent was increased in October 2024 by 3% and was approximately £28,900 thereafter. The new facility provides an enhanced working environment for staff and a more pleasant experience for visitors.

The Company continued to provide its Hailsham operations from an office leased from Hailsham Town Council at a rent of £7,500 p.a..

**Notes to the financial statements for the year ended 31 March 2025**

**Operating lease commitments**

The company has no annual commitments under non-cancellable operating leases.

**16. Related party transactions**

During the year, Citizens Advice, of which the Charity is a member, provided insurance and information services at a total cost £3,144. Individual costs were as follows: Membership fee £2,362; Insurance £672; AdviserNet fee £110.

**17. 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.

**18. Pension costs**

The Charity operates a pension plan for its employees with the National Employment Savings Trust (NEST). The Charity's responsibilities under auto-enrolment commenced in August 2016.

**WEALDEN CITIZENS ADVICE**

England & Wales - Charity number 1090666

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# Accounts

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**Wealden**

**Financial statements**

**for the year ended 31 March 2024**

**Registered Charity Number 1090666**

**Company Number 04287877**

**Wealden Citizens Advice**

**Financial statements  
for the year ended 31 March 2024**

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## Report of the Directors and Trustees

The Trustees of the Charity (who are also the Directors of the Company for the purpose of Company Law) have pleasure in presenting their annual report and the financial statements for the year ended 31 March 2024. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities.

### 1. REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name: Wealden Citizens Advice

Charity Registration: 1090666

Company Registration: 04287877

Registered Office: Uckfield Library  
Library Way  
High Street  
Uckfield  
TN22 1AR

Chief Executive: Jennifer Jadia

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

Independent Examiner: Andy Fowler

Solicitors: Dawson Hart  
The Old Grammar School  
Church Street  
Uckfield  
East Sussex  
TN22 1BH

Report of the Directors and Trustees continued ...

The following people were directors/trustees of the Charity during this financial year were:

DIRECTORS/ TRUSTEES	ROLE	CHANGE 2023-24
Mr Tom Bell		
Mr Nick Foskett	Chair	
Mr John Perry	Treasurer	
Mr Michael Salter		
Ms Kristina Watson	Vice Chair	
Mr David Whensley		
Mr Peter Baker		Resigned on 14 Nov. 2023
Ms Linda Bonner		
Mr Andrew Corroll		Resigned on 18 Jul. 2023
Ms Corinne Askaroff		Appointed on 14 Nov. 2023
Mr Steven Harrison		Appointed on 23 Jan. 2024
Mr David Rule		Appointed on 12 Dec. 2023

## 2. STRUCTURE, GOVERNANCE AND MANAGEMENT

### Governing Document

Wealden Citizens Advice is a registered charity and company limited by guarantee. The Company was incorporated, under the name of Uckfield Citizens Advice Bureau, as a company limited by guarantee on 14 September 2001. In April 2005, the Company changed its name to Wealden Citizens Advice. At the same time, Crowborough and Hailsham Citizens Advice Bureaux transferred their assets and liabilities to the Company and ceased to exist as independent legal identities. Prior to 31 March 2005, these operated as independent bureaux.

Wealden Citizens Advice is governed by its Memorandum and Articles of Association as amended in January 2011 and January 2018. The maximum liability of each member is limited to £1. A register of members' interests is maintained at the registered office and is available to the public for inspection.

Report of the Directors and Trustees continued ...

## **Recruitment, Appointment and Induction of Trustees**

Trustees, who are also Directors of the Company, are elected from the local community. They are appointed by the Board and approved at the AGM or EGM as appropriate. A separate process agreed by the Trustee Board is followed for the election of the Chair and Vice Chair. No other persons or bodies external to the Charity were entitled to appoint persons to the Trustee Board.

Newly appointed Trustees are provided with a comprehensive induction to Wealden Citizens Advice through the provision of training courses and mentoring by established trustees.

## **Organisational Structure**

Wealden Citizens Advice is governed by its Trustee Board, which is responsible for setting the strategic direction and the policies of the Charity. The Trustees carry the ultimate responsibility for the conduct of the Charity and for ensuring that it satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and have delegated the day-to-day operation of its offices to the Chief Executive, who is supported by a manager at each site. The Trustee Board is independent from management.

## **Related Parties**

The Charity is a member of Citizens Advice, the operating name for the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management, as well as monitoring progress against those standards. Operating policies are independently determined by the Trustee Board of the Charity in order to fulfil its charitable objectives and comply with the national membership requirements.

The Charity also co-operates and liaises with a number of other advisory services, local charities and local government departments on behalf of clients. Where any of the trustees holds the position of a trustee/director of another charity, they may be involved in discussions regarding that charity but not in the ultimate decision-making process.

## **Major risks**

The Trustees recognise that any major risks to which the Charity is exposed need to be reviewed and systems established to eliminate, or at least mitigate, the effects of those risks. A risk management strategy and risk register have been agreed by the Trustee Board – the Board's appetite for risk is low. The strategy and register are reviewed continuously, ensuring that action plans are in place to manage the Charity's key risks.

The Charity recognises its responsibility for the personal data of clients. The Charity has adopted the recommended Citizens Advice Information Assurance Policy. The Trustee Board agree an annual information assurance plan, with clear allocation of responsibilities for information assurance along with GDPR compliant policies and procedures. Any information assurance incidents and required actions or lessons learned are reported to the Board at their regular meetings.

The major external risk to the Charity is the loss of funding provided by any of its major funders. The effects of this have been mitigated by the implementation of a fundraising strategy, including actions to investigate and identify additional sources, and to make timely submissions for funds. The Charity also seeks to establish and maintain adequate reserves to address unforeseen circumstances and to mitigate any budget deficits.

## Report of the Directors and Trustees continued ...

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects, and by ensuring consistent quality of delivery of service for all aspects of the Charity. The procedures are periodically reviewed to ensure that they continue to meet the needs of the Charity. At present, the main internal risk to the Charity is its ability to continue to recruit sufficient numbers of volunteers for the offices. In common with many other charities in the sector (and in other sectors) it has become more challenging to secure enough volunteers to service the increasing demand across the range of services provided by Wealden Citizens Advice. The management team and Board of Trustees are developing a strategy to maintain and enhance the number of volunteers at the offices.

### **3. OBJECTIVES AND ACTIVITIES**

#### **Objects**

The Charity's objectives are to promote any charitable purpose for the benefit of the community in Wealden, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

#### **Objectives, Strategies and Activities for the Year**

Wealden Citizens Advice aims to: provide free, confidential, impartial and independent advice and information for the benefit of the local community; exercise a responsible influence on the development of social policies and services; and ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

In addition to the continuing provision of high quality advisory services to the local community, the primary objectives for the year were to: Maximise access to advice and information; Maintain a specialist debt advisory service staffed by appropriately qualified personnel; trial new processes to enhance the efficiency and effectiveness of clients' accessing our services and responding to their enquiries (including Adviceline calls); and to provide disbursements from the UK government's Household Support Fund and a parish council's hardship fund, to pay for goods and services for residents facing particular hardship.

To obtain the necessary funding to provide the additional services, applications were made to various local and national providers of community finance. Advertisements were placed in the local press for volunteers, induction and training being provided to the extent that necessary knowledge and skills were not pre-existing.

In September 2023 the Crowborough team relocated to a new serviced office, maintaining client accessibility via the new location in the centre of town and providing a higher environmental standard for staff and for face-to-face meetings with clients.

#### **Public Benefit Required**

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the local Citizens Advice during the year. The Trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

The principal activity of Wealden Citizens Advice remained the provision of free, confidential, independent and impartial advice and information for members of the public. This is provided through local Citizens Advice offices in Crowborough, Hailsham and Uckfield. In addition to generalist advice the following specialist advisory services were provided: expert money advice casework and fuel poverty advice. Advisory services were provided through a telephone adviceline and by email, webchat and letter.

## Report of the Directors and Trustees continued ...

### **Contribution of Volunteers**

The Charity receives help and support in the form of voluntary assistance in advising the public and administering the Charity. An average of 70 volunteers contributed over 22,000 hours of time to the Charity during 2023/24. We achieved a total of £1,739,079 in income gain for our clients and we supported them with having £723,077 of debts written off. We also achieved a total of £107,588 in reimbursements for our clients.

## **4. ACHIEVEMENTS AND PERFORMANCE**

### **Charitable Activities**

We offer confidential advice over the phone, via email and in person, for free. When we say we're here for everyone, we mean it. People rely on us because we're independent and totally impartial. No one else sees so many Wealden residents with so many different kinds of problems, and that gives us a unique insight into the challenges we are facing today. With this evidence, we can then influence and campaign – from individual companies right up to the government – and work with them to make things better for Wealden. That's why we're here: to give people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.

Wealden Citizens Advice (WCA) staff and volunteers continued to deliver face-to-face, telephone and email advice and casework. Throughout the year we supported 3,344 clients with 17,649 issues. Over 3,500 calls were answered immediately by staff and volunteers and 655 clients were provided with tailored debt advice on 2,784 issues.

Benefits, tax credits and universal credit issues continue to be one of the main challenges that face our clients with 1,793 clients with 5,642 issues approaching us for advice on these subject areas. Particular subject areas of advice include support for Personal Independence Payments, general benefit entitlement, initial claims, Attendance Allowance, Disability Living Allowance, Employment Support Allowance, Pension Credit and Housing benefits. As expected, as a result of the effect of recent European conflicts and the consequent cost-of-living challenges, issues with debt continued to be a major challenge that our clients are dealing with, and we supported over 3,344 Wealden residents to improve their financial resilience.

Research and Campaigns (R&C) - We have been actively involved in addressing issues that our community are facing and have made representations to the appropriate organisations. Campaigns include – digital exclusion; Post Office account closures; access to GP surgeries and cost of living.

Volunteers, Trustees and Staff – WCA currently have on average 70 dedicated and highly professional volunteers who are the backbone of our service. They are supported by a small but highly experienced team of hard working staff. The service was led by Chief Executive Mrs Jennifer Jadia. The Chair of the Board was Mr Nick Foskett and the Vice-Chair was Ms Kristina Watson.

Report of the Directors and Trustees continued ...

## **Fundraising Activities**

Total income for 2023/24 was £401,850, an increase of £99,126 on 2022/23. The main reason was the award of a Cost of Living fund of £43,400 from Wealden District Council. A larger sum was also received from the Household Support Fund for disbursement to clients: This had stood at nearly £31,178 in 2022-23 and was £40,675 in 2023-24. The sum received from East Sussex County Council for money advice was maintained at £37,000. A CitA Adviceline fund of £15,000 was received, as was a grant of £5,000 from the Chalk Cliff Trust, £7,243 from Hailsham Foodbank, and a fund of £4,858 from Willington & Jevington Parish Council for disbursement to its parishioners.

The charity continues to have a proactive fundraising strategy in place. No separate expenditure was incurred in fundraising activities outside of staff/volunteer time incidental to main duties.

## **Investment Activities**

The Charity does not currently hold material investments.

## **Factors Affecting the Achievement of Objectives**

In addition to the funding pressures outlined above, the Charity continues to find it difficult to secure sufficient volunteers able to offer the time commitment required.

## **5. FINANCIAL REVIEW**

### **Financial Position**

Incoming resources in the year were £401,850 (2022-23: £302,724). Of this £148,176 (2022-23: £73,678) related to project restricted activities.

A deficit of £2,754 was made in the year (2022-23: surplus £8,224). At 31 March 2024 total reserves were £112,624 which represented unrestricted funds (2023: £115,378).

### **Reserves Policy**

The Charity is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The Charity will maintain a projection of income, and will ensure that this continues to be derived from as wide a variety of resources as possible.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, the Trustees aim to maintain reserves equivalent to three months normal operating expenditure.

The reserves included Unrestricted Funds of £112,624 of which £20,000 (2022-23, £20,000) are Designated Funds for potential dilapidations claims, and £50,000 (2022-23, £50,000) for costs arising in the event of funding being withdrawn at any time in the future. The reasons for holding particular reserves are outlined in note 14.

## **Principal Funding Sources**

The Trustees express their gratitude to: Wealden District Council; the Town and Parish Councils in Wealden; East Sussex County Council; the Sussex Community Foundation; Citizens Advice; Hailsham Foodbank; the Chalk Cliff Trust; the Friends of Crowborough CAB and local partners, businesses and individual donors, without whom the Charity could not have operated.

The Charity did not have any borrowings from any source at the balance sheet date.

## **Investment Policy**

As required in its Memorandum, in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

## **Going Concern**

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

## **6. FUTURE PLANS**

Wealden Citizens Advice aims to continually improve access to its services. Its strategic plan to 2025 focuses on: maintaining access to its services (including its expert money advice caseworker services), supporting claimants transitioning to Universal Credit and extending advice out into the local community.

## **7. DIRECTORS' RESPONSIBILITIES**

The directors are responsible for preparing the Report of the Directors and Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity 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 charitable company will continue in business.

Report of the Directors and Trustees continued ...

Wealden Citizens Advice

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

In accordance with company law, as the company's directors, we certify that:

- so far as we are aware, there is no relevant independent examination information of which the company's examiners are unaware; and
- as the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant independent examination information and to establish that the Charity's independent examiners are aware of that information.

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities and in accordance with the provisions applicable to companies subject to the small companies regime.

Signed: ..... NFoskett .....

Chair of Trustees: Nick Foskett

Date: ..... 10/12/2024, .....

## **Independent examiner's report to the trustees of Wealden Citizens Advice**

I report to the charity trustees on my examination of the accounts of Wealden Citizens Advice for the year ended 31 March 2024.

### **Responsibilities and basis of report**

As the Charity's trustees, and also the directors of the Company 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 CIMA, 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 these records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement 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 Republic of Ireland (FRS102)].

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.

Andy Fowler  
Associate Chartered Management Accountant  
33, Station Road  
Newhaven  
East Sussex  
BN9 0NL



Date: 31 December 2024

**Statement of financial activities for the year ending 31 March 2024**  
**Incorporating the Income and Expenditure Account**

	Note	Unrestricted funds £	Restricted funds £	Total funds 2024 £	Total funds 2023 £
<b>Income from:</b>	1b				
Donations and legacies	2	4,327	-	4,327	1,538
Charitable activities	3	245,059	148,175	393,234	299,173
Other (including fundraising)	4	4,289	-	4,289	2,014
<b>Total Income</b>		<b>253,675</b>	<b>148,175</b>	<b>401,850</b>	<b>302,725</b>
<b>Expenditure on:</b>					
Charitable activities	5	255,928	148,676	404,604	294,500
Other	5	-	-	-	-
<b>Total Expenditure</b>		<b>255,928</b>	<b>148,676</b>	<b>404,604</b>	<b>294,500</b>
<b>Net income/(expenditure) before transfers</b>	6	<b>(2,254)</b>	<b>(500)</b>	<b>(2,754)</b>	<b>8,224</b>
<b>Transfers between funds</b>		-	-	-	-
Transfers between funds		-	-	-	-
<b>Net movement in funds for the year</b>		<b>(2,254)</b>	<b>(500)</b>	<b>(2,754)</b>	<b>8,224</b>
<b>Reconciliation of funds:</b>					
Balances brought forward	12	115,378	-	115,378	107,154
<b>Balances carried forward</b>	12	<b>113,124</b>	<b>(500)</b>	<b>112,624</b>	<b>115,378</b>

There are no recognised gains or losses in the year other than those included in the statement of financial activities.

All activities derive from continuing operations.

**Balance Sheet as at 31 March 2024**

	Note	Unrestricted Funds £	Restricted Funds £	Total 2024 £	2023 £
<b>Fixed Assets</b>					
Tangible Fixed Assts		-	-	-	-
Non-current assets	8	4,550	-	4,550	-
<b>Current Assets</b>					
Debtors	9	3,716	-	3,716	1,686
Short term deposits		-	-	-	-
Cash at bank and in hand		145,255	-	145,255	227,871
		148,971	-	148,971	229,557
Creditors - amounts falling due within one year	10	40,897	-	40,897	114,179
<b>Net Current Assets</b>		108,074	-	108,074	115,378
Creditors - amounts falling due after one year	10	-	-	-	-
<b>Net assets</b>	11	112,624	-	112,624	115,378
Represented by:					
<b>Funds of the Charity</b>					
Unrestricted funds					
General funds	12	42,624	-	42,624	44,878
Designated funds	12	70,000	-	70,000	70,000
Restricted Funds	12	-	-	-	-
		112,624	-	112,624	115,378

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 relating to subsidiary charitable companies for the year ended 31 March 2018. The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for:

- ensuring that the charitable company keeps accounting records that comply with Sections 386 of the Companies Act 2006; and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each 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 financial statements, so far as applicable to the charitable company.

Wealden Citizens Advice

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 Board on 10/12/24 and are signed on their behalf by

Chair ..... NH Foskett .....

Treasurer ..... John R. Pugh .....

Company Registration No: 04287877

Charity Registration No: 1090666

## Notes to the financial statements for the year ended 31 March 2024

### 1. Accounting policies

#### a) Accounting basis

The financial statements of the charitable company have been prepared in accordance with the Charities SORP (FRSSE) 'Accounting and Reporting by Charities: Statement of Recommended Practice' applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities (the FRSSE) (effective 1 January 2015)', the Financial Reporting Standard for Smaller Entities (effective January 2015) and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

#### b) Incoming resources

##### i) Grants receivable

Grants made to finance the activities of the local Citizens Advice are credited to the income and expenditure account in the period to which they relate.

##### ii) Bank interest

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

##### iii) Other income

Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included as they were received.

##### iv) 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 Report of the Directors and Trustees.

##### v) Deferred income

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

#### c) Resources expended

All expenditure is accounted for on an accruals basis. All expenditure directly related to the provision of advice services is included within charitable expenditure. Other costs incurred have been allocated between fundraising and publicity and management and administration as appropriate. Where such costs relate to more than one functional cost category they have been allocated on an estimate of time or floor space basis, as appropriate.

**Notes to the financial statements for the year ended 31 March 2024**

**1. Accounting policies (continued)**

**d) Fixed assets and depreciation**

Fixed assets (excluding investments) are stated at cost less accumulated depreciation. The costs of minor additions or those costing below £1000 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, as follows:

Computer equipment	- Straight line over 4 years
Fixtures, fittings and equipment	- Straight line over 5 years

No depreciation is charged in the year of acquisition, but a full year's depreciation is charged in the year of disposal.

**e) Restricted funds**

Income received for restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

**f) Designated funds**

Designated funds are allocated out of unrestricted funds by the trustees for specific purposes. The use of such funds is at the Trustees' discretion.

**g) Leases**

Rental costs under an operating lease are charged to the Statement of Financial Activities in equal amounts over the period of the lease.

**h) Warranties**

Extended product warranties are charged to the statement of financial activities in equal amounts over the period of the warranty. Warranties costing less than £500 are charged to the statement of financial activities in the year of purchase.

**i) Irrecoverable VAT**

Wealden Citizens Advice is not able to recover VAT.

## Notes to the financial statements for the year ended 31 March 2024

## 2 Donations and legacies

	Unrestricted £	Restricted £	2024 Total £	2023 Total £
<b>Voluntary income</b>				
Donations	4,327	-	4,327	1,538
	<u>4,327</u>	<u>-</u>	<u>4,327</u>	<u>1,538</u>

## 3 Income from Charitable Activities

	Unrestricted £	Restricted £	2024 Total £	2023 Total £
Fees	-	-	-	-
Government and public authority grants	233,550	88,800	322,350	294,004
Other Grants	11,509	59,375	70,884	-
	<u>245,059</u>	<u>148,175</u>	<u>393,234</u>	<u>294,004</u>

## 4 Other Income

	Unrestricted £	Restricted £	2024 Total £	2023 Total £
<b>Activities for generating funds</b>				
Fundraising events	-	-	-	808
	<u>-</u>	<u>-</u>	<u>-</u>	<u>808</u>
<b>Investment income</b>				
Bank Interest received	4,289	-	4,289	1,206
Other income	-	-	-	-
	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>Total Other Income</b>	<u>4,289</u>	<u>-</u>	<u>4,289</u>	<u>2,014</u>

## Notes to the financial statements for the year ended 31 March 2024

## Analysis of expenditure on charitable activities

	Unrestricted £	Restricted £	2024 Total £	2023 Total £
<b>Charitable Activities</b>				
Staff costs	193,978	83,973	277,951	207,925
Other direct costs	2,931	2,470	5,401	4,911
	<u>196,909</u>	<u>86,443</u>	<u>283,352</u>	<u>212,836</u>
<b>Support costs</b>				
Office, IT, Communications	14,551	11,700	26,251	16,536
Premises	37,866	12,900	50,766	33,573
Other	587	37,633	38,220	26,819
	-	-	-	-
Governance	6,015	-	6,015	4,736
	<u>59,019</u>	<u>62,233</u>	<u>121,252</u>	<u>81,664</u>
<b>Total Resources Expended</b>	<u>255,928</u>	<u>148,676</u>	<u>404,604</u>	<u>294,500</u>

## 6. Net income/ (expenditure) for the year

	2024 £	2023 £
Net income / (expenditure) is stated after charging:		
Independent examiners' remuneration	550	550
	<u>550</u>	<u>550</u>

## 7. Information regarding Trustees, Directors and Employees

	2024 £	2023 £
Salaries and Employer Pension contributions inc redundancy	264,268	199,703
Social security costs including rebate 2024 £5,000	13,683	8,222
	<u>277,951</u>	<u>207,925</u>

The average number of employees, analysed by function was:

	2024	2023
Charitable purposes	14	13
Management and administration of charity	3	3
	<u>17</u>	<u>16</u>

**Notes to the financial statements for the year ended 31 March 2024**

No Trustee was remunerated for any services.

Travel costs amounting to £Nil were reimbursed to members of the Trustee Board. Trustee indemnity insurance was purchased as part of Wealden Citizens Advice's general office liability policy. The total cost for the full policy including Trustee indemnity insurance was £2,407.

**8 Fixed assets**

	Leasehold land and buildings £	Computer Equipment £	Fixtures, fittings and equipment £	Total £
Cost				
At 1 April 2023	-	-	-	-
Additions	-	-	-	-
Disposals	-	-	-	-
At 31 March 2024	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Depreciation				
At 1 April 2023	-	-	-	-
Charge for the year	-	-	-	-
Disposals	-	-	-	-
At 31 March 2024	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Net book value 2024	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Non-current Ass'ts (Rent deposits) Net book value 2024	<u>4,550</u>	<u>-</u>	<u>-</u>	<u>4,550</u>

**9 Debtors**

	2024 £	2023 £
Prepayments	3,036	1,686
Accrued Income	680	-
	<u>3,716</u>	<u>1,686</u>

**10 Creditors - amounts falling due within one year**

	2024 £	2023 £
Accruals	2,250	8,550
PAYE	5,375	4,217
Deferred income (e.g. grants in advance)	33,272	101,412
	<u>40,897</u>	<u>114,179</u>

## Notes to the financial statements for the year ended March 2024

### Creditors - amounts falling due after one year

	2024 £	2023 £
Long term liabilities	-	-
	<u>-</u>	<u>-</u>

### 11 Analysis of net assets between funds

	General Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Fixed Assets (rent security deposits)	4,550	-	-	4,550
Current Assets	78,971	70,000	-	148,971
Current + Long Term Liabilities	<u>(40,897)</u>	<u>-</u>	<u>-</u>	<u>(40,897)</u>
Net Assets	<u>42,624</u>	<u>70,000</u>	<u>-</u>	<u>112,624</u>

### 12 Movement in funds

	At 1 April 2023 £	Income £	Expenditure £	Transfers £	At 31 March 2024 £
Restricted Funds					
Small Projects DRO Fund	500	-	500	-	-
Hailsham Foodbank	-	7,243	7,243	-	-
ESCC Household Support Fund	-	40,675	40,675	-	-
ESCC Money Advice	-	37,000	37,000	-	-
Willingdon PC Hardship Fund	-	4,858	4,858	-	-
CitA Adviceline fund	-	15,000	15,000	-	-
WDC Cost of Living Fund	-	43,400	43,400	-	-
Total Restricted Funds	<u>500</u>	<u>148,176</u>	<u>148,676</u>	<u>-</u>	<u>-</u>
Unrestricted Funds					
Designated redundancy fund	50,000	-	-	-	50,000
Designated property fund	20,000	-	-	-	20,000
General funds	45,378	401,850	404,604	-	42,624
Total Unrestricted funds	<u>115,378</u>	<u>401,850</u>	<u>404,604</u>	<u>-</u>	<u>112,624</u>
Total funds	<u>115,378</u>	<u>401,850</u>	<u>404,604</u>	<u>-</u>	<u>112,624</u>

**Notes to the financial statements for the year ended 31 March 2024**

**13. Purposes of funds**

**Restricted Funds**

<b>Small Projects DRO Fund</b>	To pay for DRO applications
<b>ESCC Household Support Fund</b>	To provide emergency funding for utility and similar debts
<b>ESCC Money Advice</b>	To provide generalist money advice
<b>Hailsham Foodbank</b>	To provide staff support to Hailsham Foodbank
<b>CitA Adviceline fund</b>	To provide staff support for for answering clients' Adviceline calls
<b>Willingdon &amp; Jevington PC Hardship fund</b>	To provide hardship relief to W&J parishioners

**14. Designated funds**

**Redundancy reserve** – the reserve has been designated by the Trustees for the purpose of covering potential redundancy costs totalling £50,000.

**Premises fund** – the fund has been designated by the Trustees for the purpose of refurbishment at the end of the leases totalling £20,000.

**15. Financial commitments**

**Capital**

The Company has no capital expenditure commitments.

**Property Leases**

The Company entered into a lease for the Uckfield premises, which expires in March 2030. The annual rent is £16,072.00, which will be subject to review in 2024 and increase in line with RPI. There is an 3 year break clause which can be operated by either party. The property must be returned in the same condition as at the start of the lease.

At the Crowborough bureau, a new lease was signed in September 2022 at a rent of £10,200 and with a six-month break clause. In Spring 2023 the trustees agreed to terminate the lease and to move operations to recently constructed serviced offices, still in the centre of town. The move was completed in September 2023 and an early repayment charge was made to the landlords of the vacated office. The new facility provides an enhanced working environment for staff and a more pleasant experience for visitors.

**Notes to the financial statements for the year ended 31 March 2024**

At Hailsham, a peppercorn lease has been agreed, which was up for review in March 2023 (*in April 2023, the annual rent reverted to its earlier value of £7,500 but the annual Town Council grant was increased proportionately to maintain a net annual award of £5,800*).

**Operating lease commitments**

The company has no annual commitments under non-cancellable operating leases.

**16. Related party transactions**

During the year, Citizens Advice, of which the Charity is a member, provided insurance and information services at a total cost £4,855. Individual costs were as follows: Membership fee £3,686; Insurance £1,062; AdviserNet fee £107.

**17. 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.

**18. Pension costs**

The Charity operates a pension plan for its employees with the National Employment Savings Trust (NEST). The Charity's responsibilities under auto-enrolment commenced in August 2016.

**WEALDEN CITIZENS ADVICE**

England & Wales - Charity number 1090666

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# Accounts

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**Wealden**

**Financial statements**

**for the year ended 31 March 2023**

**Registered Charity Number 1090666**

**Company Number 04287877**

**Wealden Citizens Advice**

**Financial statements  
for the year ended 31 March 2023**

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## Report of the Directors and Trustees

The Trustees of the Charity (who are also the Directors of the Company for the purpose of Company Law) have pleasure in presenting their annual report and the financial statements for the year ended 31 March 2023. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities.

### 1. REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name: Wealden Citizens Advice

Charity Registration: 1090666

Company Registration: 04287877

Registered Office: Uckfield Library  
Library Way  
High Street  
Uckfield  
TN22 1AR

Chief Executive: Jennifer Jadia

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

Independent Examiner: Andy Fowler

Solicitors: Dawson Hart  
The Old Grammar School  
Church Street  
Uckfield  
East Sussex  
TN22 1BH

Report of the Directors and Trustees continued ...

The following people were directors/trustees of the Charity during this financial year were:

<b>DIRECTORS/ TRUSTEES</b>	<b>ROLE</b>	<b>CHANGE 2022-23</b>
Mr Michael David	Chair	Resigned on 16 Nov. 2022
Mr Tom Bell		
Ms Barbara Cifer		Resigned on 5 Aug. 2022
Mr Andrew Corroll		
Mr Nick Foskett	Chair	Appointed on 23 Jan. 2023
Mr John Perry	Treasurer	
Mr Michael Salter		
Ms Kristina Watson	Vice Chair	Appointed on 23 Jan. 2023
Mr David Whensley		
Mr Peter Baker		Appointed on 23 Jan. 2023
Ms Linda Bonner		Appointed on 23 Jan. 2023

## **2. STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **Governing Document**

Wealden Citizens Advice is a registered charity and company limited by guarantee. The Company was incorporated, under the name of Uckfield Citizens Advice Bureau, as a company limited by guarantee on 14 September 2001. In April 2005, the Company changed its name to Wealden Citizens Advice. At the same time, Crowborough and Hailsham Citizens Advice Bureaux transferred their assets and liabilities to the Company and ceased to exist as independent legal identities. Prior to 31 March 2005, these operated as independent bureaux.

Wealden Citizens Advice is governed by its Memorandum and Articles of Association as amended in January 2011 and January 2018. The maximum liability of each member is limited to £1. A register of members' interests is maintained at the registered office and is available to the public for inspection.

Report of the Directors and Trustees continued ...

## **Recruitment, Appointment and Induction of Trustees**

Trustees, who are also Directors of the Company, are elected from the local community. They are appointed by the Board and approved at the AGM or EGM as appropriate. A separate process agreed by the Trustee Board is followed for the election of the Chair and Deputy Chair. No other persons or bodies external to the Charity were entitled to appoint persons to the Trustee Board.

Newly appointed Trustees are provided with a comprehensive induction to Wealden Citizens Advice through the provision of training courses and mentoring by established trustees.

## **Organisational Structure**

Wealden Citizens Advice is governed by its Trustee Board, which is responsible for setting the strategic direction and the policies of the Charity. The Trustees carry the ultimate responsibility for the conduct of the Charity and for ensuring that it satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and have delegated the day-to-day operation of its offices to the Chief Executive, who is supported by a manager at each site. The Trustee Board is independent from management.

## **Related Parties**

The Charity is a member of Citizens Advice, the operating name for the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management, as well as monitoring progress against those standards. Operating policies are independently determined by the Trustee Board of the Charity in order to fulfil its charitable objectives and comply with the national membership requirements.

The Charity also co-operates and liaises with a number of other advisory services, local charities and local government departments on behalf of clients. Where any of the trustees holds the position of a trustee/director of another charity, they may be involved in discussions regarding that charity but not in the ultimate decision-making process.

## **Major risks**

The Trustees recognise that any major risks to which the Charity is exposed need to be reviewed and systems established to eliminate, or at least mitigate, the effects of those risks. A risk management strategy and risk register have been agreed by the Trustee Board – the Board's appetite for risk is low. The strategy and register are reviewed continuously, ensuring that action plans are in place to manage the Charity's key risks.

The Charity recognises its responsibility for the personal data of clients. The Charity has adopted the recommended Citizens Advice Information Assurance Policy. The Trustee Board agree an annual information assurance plan, with clear allocation of responsibilities for information assurance along with GDPR compliant policies and procedures. Any information assurance incidents and required actions or lessons learned are reported to the Board at their regular meetings.

The major external risk to the Charity is the loss of funding provided by any of its major funders. The effects of this have been mitigated by the implementation of a fundraising strategy, including actions to investigate and identify additional sources, and to make timely submissions for funds. The Charity also seeks to establish and maintain adequate reserves to address unforeseen circumstances and to mitigate any budget deficits.

Report of the Directors and Trustees continued ...

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects, and by ensuring consistent quality of delivery of service for all aspects of the Charity. The procedures are periodically reviewed to ensure that they continue to meet the needs of the Charity. At present, the main internal risk to the Charity is its ability to continue to recruit sufficient numbers of volunteers for the offices. In common with many other charities in the sector (and in other sectors) it has become more challenging to secure enough volunteers to service the increasing demand across the range of services provided by Wealden Citizens Advice. The management team and Board of Trustees are developing a strategy to maintain and enhance the number of volunteers at the offices.

### **3. OBJECTIVES AND ACTIVITIES**

#### **Objects**

The Charity's objectives are to promote any charitable purpose for the benefit of the community in Wealden, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

#### **Objectives, Strategies and Activities for the Year**

Wealden Citizens Advice aims to: provide free, confidential, impartial and independent advice and information for the benefit of the local community; exercise a responsible influence on the development of social policies and services; and ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

In addition to the continuing provision of high quality advisory services to the local community, the primary objectives for the year were to: Continue the management of a phased transition back to some office-working, following the relaxation of pandemic 'lockdowns'; Maximise access to advice and information; Maintain a specialist debt advisory service staffed by appropriately qualified personnel, and to provide disbursements from the UK government's Household Support Fund to pay for goods and services for residents facing particular hardship.

To obtain the necessary funding to provide the additional services, applications were made to various local and national providers of community finance. Advertisements were placed in the local press for volunteers, induction and training being provided to the extent that necessary knowledge and skills were not pre-existing.

#### **Public Benefit Required**

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the local Citizens Advice during the year. The Trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

The principal activity of Wealden Citizens Advice remained the provision of free, confidential, independent and impartial advice and information for members of the public. This is provided through local Citizens Advice offices in Crowborough, Hailsham and Uckfield. In addition to generalist advice the following specialist advisory services were provided: expert money advice casework and fuel poverty advice. Advisory services were provided through a telephone adviceline and by email, webchat and letter.

Report of the Directors and Trustees continued ...

#### **Contribution of Volunteers**

The Charity receives help and support in the form of voluntary assistance in advising the public and administering the Charity. An average of 75 volunteers contributed over 22,000 hours of time to the Charity during 2022/23. We achieved a total of £1,085,235 in income gain for our clients and we supported them with having £736,173 of debts written off. We also achieved a total of £166,440 in reimbursements for our clients.

#### **4. ACHIEVEMENTS AND PERFORMANCE**

##### **Charitable Activities**

We offer confidential advice over the phone, via email and in person, for free. When we say we're here for everyone, we mean it. People rely on us because we're independent and totally impartial. No one else sees so many Wealden residents with so many different kinds of problems, and that gives us a unique insight into the challenges we are facing today. With this evidence, we can then influence and campaign – from individual companies right up to the government – and work with them to make things better for Wealden. That's why we're here: to give people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.

Wealden Citizens Advice (WCA) staff and volunteers continued to deliver telephone and email advice and casework from home. Throughout the year we supported 3,542 clients with 16,624 issues. Over 2,000 calls were answered immediately by staff and volunteers and over 750 calls were returned. 633 Clients were provided with tailored debt advice.

Benefits, tax credits and universal credit issues continue to be one of the main challenges that face our clients with 1,748 clients with 5,190 issues approaching us for advice on these subject areas. Particular subject areas of advice include support for Personal Independence Payments, Employment Support and Housing benefits. As expected, as a result of the effect of the aftermath of the Covid pandemic, issues with debt continued to be a major challenge that our clients are dealing with, and we supported over 1,200 Wealden residents to improve their financial resilience.

Research and Campaigns (R&C) - We have been actively involved in addressing issues that our community are facing and have made representations to the appropriate organisations. Campaigns include – digital exclusion; Post Office account closures; access to GP surgeries and cost of living.

Volunteers, Trustees and Staff – WCA currently have 75 dedicated and highly professional volunteers who are the backbone of our service. They are supported by a small but highly experienced team of hard working staff. The service was led by Chief Executive Kate Davidson until September 2022 and by Mrs Jennifer Jadia thereafter. The Chair of the board was Mr Michael David until November 2022 and was Mr Nick Foskett thereafter. A vice-Chair, Ms Kristina Watson, was appointed in January 2023.

##### **Fundraising Activities**

Total income for 2022/23 was £302,724, a decrease of £52,576 on 2021/22. The main reason was the withdrawal of the £38,620 grant in 2021-22 from the Money and Pension Service. A

##### **Report of the Directors and Trustees continued ...**

smaller sum was also received from the Household Support Fund for disbursement to clients: This had stood at nearly £46,000 in 2021-22 and was £31,178 in 2022-23. Both sums were

initially unconfirmed and unbudgeted. The sum received from East Sussex County Council for money advice was reduced from £42,000 to £37,000.

The charity continues to have a proactive fundraising strategy in place: A notable achievement was the voluntary hosting of a public day at Arlington Bluebell Wood, which raised over £800 for WCA. No separate expenditure was incurred in fundraising activities outside of staff/volunteer time incidental to main duties.

### **Investment Activities**

The Charity does not currently hold material investments.

### **Factors Affecting the Achievement of Objectives**

In addition to the funding pressures outlined above, the Charity continues to find it difficult to secure sufficient volunteers able to offer the time commitment required.

## **5. FINANCIAL REVIEW**

### **Financial Position**

Incoming resources in the year were £302,724 (2021-22: £355,300). Of this £73,678 (2021-22: £124,639) related to project restricted activities.

A surplus of £8,224 was made in the year (2021-22: surplus £3,384). At 31 March 2022 total reserves were £115,378 which represented unrestricted funds (2022: £107,154).

### **Reserves Policy**

The Charity is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The Charity will maintain a projection of income, and will ensure that this continues to be derived from as wide a variety of resources as possible.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, the Trustees aim to maintain reserves equivalent to three months normal operating expenditure.

The reserves included Unrestricted Funds of £115,378 of which £20,000 (2021-22, £20,000) are Designated Funds for potential dilapidations claims, and £50,000 (2021-22, £50,000) for costs arising in the event of funding being withdrawn at any time in the future. The reasons for holding particular reserves are outlined in note 14.

### **Principal Funding Sources**

The Trustees express their gratitude to: Wealden District Council; the Town and Parish Councils in Wealden; East Sussex County Council; the Sussex Community Foundation; Citizens Advice; Hailsham Foodbank; the Friends of Crowborough CAB and local partners, businesses and individual donors, without whom the Charity could not have operated.

The Charity did not have any borrowings from any source at the balance sheet date.

Report of the Directors and Trustees continued ...

### **Investment Policy**

As required in its Memorandum, in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for

its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

### **Going Concern**

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

## **6. FUTURE PLANS**

Wealden Citizens Advice aims to continually improve access to its services. Its strategic plan to 2024 focuses on: maintaining access to its services (including its expert money advice caseworker services), supporting claimants transitioning to Universal Credit and extending advice out into the local community.

## **7. DIRECTORS' RESPONSIBILITIES**

The directors are responsible for preparing the Report of the Directors and Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity 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 charitable company will continue in business.

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

In accordance with company law, as the company's directors, we certify that:

### **Report of the Directors and Trustees continued ...**

- so far as we are aware, there is no relevant independent examination information of which the company's examiners are unaware; and
- as the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant independent examination information and to establish that the Charity's independent examiners are aware of that information.

Wealden Citizens Advice

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities and in accordance with the provisions applicable to companies subject to the small companies regime.

Signed:  .....

Ⓢ Chair of Trustees: Nick Foskett

KRISTINA WATSON VICE CHAIR OF TRUSTEES

Date: 14/11/23 .....

**Independent examiner's report to the trustees of Wealden Citizens Advice**

I report to the charity trustees on my examination of the accounts of Wealden Citizens Advice for the year ended 31 March 2023.

**Responsibilities and basis of report**

As the Charity's trustees, and also the directors of the Company 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 CIMA, 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 these records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement 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 Republic of Ireland (FRS102)].

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.

Andy Fowler  
Associate Chartered Management Accountant  
33, Station Road  
Newhaven  
East Sussex  
BN9 0NL



Date: 5 November 2023

**Statement of financial activities for the year ending 31 March 2023**  
***Incorporating the income and Expenditure Account***

	Note	Unrestricted funds £	Restricted funds £	Total funds 2023 £	Total funds 2022 £
<b>Income from:</b>	1b				
Donations and legacies	2	1,038	500	1,538	616
Charitable activities	3	225,995	73,178	299,173	354,442
Other ( <i>including fundraising</i> )	4	2,014	-	2,014	242
<b>Total Income</b>		<u>229,047</u>	<u>73,678</u>	<u>302,725</u>	<u>355,300</u>
<b>Expenditure on:</b>					
Charitable activities	5	221,322	73,178	294,500	351,916
Other	5	-	-	-	-
<b>Total Expenditure</b>		<u>221,322</u>	<u>73,178</u>	<u>294,500</u>	<u>351,916</u>
<b>Net income/(expenditure) before transfers</b>	6	7,724	500	8,224	3,384
<b>Transfers between funds</b>		-	-		
Transfers between funds		500	(500)	-	-
<b>Net movement in funds for the year</b>		8,224	-	8,224	3,384
<b>Reconciliation of funds:</b>					
Balances brought forward	12	<u>107,154</u>	-	<u>107,154</u>	<u>103,770</u>
<b>Balances carried forward</b>	12	<u>115,378</u>	-	<u>115,378</u>	<u>107,154</u>

There are no recognised gains or losses in the year other than those included in the statement of financial activities.

All activities derive from continuing operations.

Wealden Citizens Advice

**Balance Sheet as at 31 March 2023**

	Note	Unrestricted Funds £	Restricted Funds £	Total 2023 £	2022 £
<b>Fixed Assets</b>					
Tangible Fixed Assets	8	-	-	-	-
<b>Current Assets</b>					
Debtors	9	1,686	-	1,686	7,098
Short term deposits		-	-	-	-
Cash at bank and In hand		125,959	101,912	227,871	155,709
		127,645	101,912	229,557	162,807
Creditors - amounts falling due within one year	10	12,767	101,412	114,179	53,355
<b>Net Current Assets</b>		114,878	500	115,378	109,452
Creditors - amounts falling due after one year	10	-	-	-	2,298
<b>Net assets</b>	11	114,878	500	115,378	107,154
Represented by:					
<b>Funds of the Charity</b>					
Unrestricted funds					
General funds	12	44,878	-	44,878	37,154
Designated funds	12	70,000	-	70,000	70,000
Restricted Funds	12	-	500	-	-
		114,878	500	115,378	107,154

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 relating to subsidiary charitable companies for the year ended 31 March 2018. The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

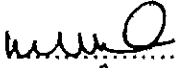
The directors acknowledge their responsibilities for:

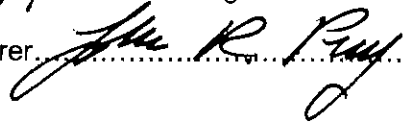
- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 of the Companies Act 2006; and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each 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 financial statements, so far as applicable to the charitable company.

Wealden Citizens Advice

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 Board on 14/11/23 and are signed on their behalf by

pp Chair   
VICE CHAIR K. WATSON  
Company Registration No: 04287877  
Charity Registration No: 1090666

Treasurer 

## Notes to the financial statements for the year ended 31 March 2023

### 1. Accounting policies

#### a) Accounting basis

The financial statements of the charitable company have been prepared in accordance with the Charities SORP (FRSSE) 'Accounting and Reporting by Charities: Statement of Recommended Practice' applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities (the FRSSE) (effective 1 January 2015)', the Financial Reporting Standard for Smaller Entities (effective January 2015) and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

#### b) Incoming resources

##### i) Grants receivable

Grants made to finance the activities of the local Citizens Advice are credited to the income and expenditure account in the period to which they relate.

##### ii) Bank interest

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

##### iii) Other income

Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included as they were received.

##### iv) 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 Report of the Directors and Trustees.

##### v) Deferred income

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

#### c) Resources expended

All expenditure is accounted for on an accruals basis. All expenditure directly related to the provision of advice services is included within charitable expenditure. Other costs incurred have been allocated between fundraising and publicity and management and administration as appropriate. Where such costs relate to more than one functional cost category they have been allocated on an estimate of time or floor space basis, as appropriate.

## Notes to the financial statements for the year ended 31 March 2023

**1. Accounting policies (continued)**

**d) Fixed assets and depreciation**

Fixed assets (excluding investments) are stated at cost less accumulated depreciation. The costs of minor additions or those costing below £1000 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, as follows:

Computer equipment	- Straight line over 4 years
Fixtures, fittings and equipment	- Straight line over 5 years

No depreciation is charged in the year of acquisition, but a full year's depreciation is charged in the year of disposal.

**e) Restricted funds**

Income received for restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

**f) Designated funds**

Designated funds are allocated out of unrestricted funds by the trustees for specific purposes. The use of such funds is at the Trustees' discretion.

**g) Leases**

Rental costs under an operating lease are charged to the Statement of Financial Activities in equal amounts over the period of the lease.

**h) Warranties**

Extended product warranties are charged to the statement of financial activities in equal amounts over the period of the warranty. Warranties costing less than £500 are charged to the statement of financial activities in the year of purchase.

**i) Irrecoverable VAT**

Wealden Citizens Advice is not able to recover VAT.

Notes to the financial statements for the year ended 31 March 2023

**2 Donations and legacies**

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
<b>Voluntary Income</b>				
Donations	1038	500	1538	616
	<u>1038</u>	<u>500</u>	<u>1538</u>	<u>616</u>

**3 Income from Charitable Activities**

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
Fees	-	-	-	
Government and public authority grants	225,826	68,178	294,004	354,442
Other Grants	169	5,000	5,169	-
	<u>225,995</u>	<u>73,178</u>	<u>299,173</u>	<u>354,442</u>

**4 Other Income**

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
<b>Activities for generating funds</b>				
Fundraising events	808	-	808	40
	<u>808</u>	<u>-</u>	<u>808</u>	<u>40</u>
<b>Investment income</b>				
Bank Interest received	1,206	-	1,206	202
Other income	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>Total Other Income</b>	<u>2,014</u>	<u>-</u>	<u>2,014</u>	<u>242</u>

## Notes to the financial statements for the year ended 31 March 2023

## 5. Analysis of expenditure on charitable activities

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
<b>Charitable Activities</b>				
Staff costs	176,515	31,410	207,925	212,954
Other direct costs	3,081	1,830	4,911	5,443
	<u>179,596</u>	<u>33,240</u>	<u>212,836</u>	<u>218,397</u>
<b>Support costs</b>				
Office, IT, Communications	10,296	6,240	16,536	45,855
Premises	26,253	7,320	33,573	39,449
Other	441	26,378	26,819	41,530
	-	-	-	-
Governance	4,736	-	4,736	6,685
	<u>41,726</u>	<u>39,938</u>	<u>81,664</u>	<u>133,519</u>
	<u>221,322</u>	<u>73,178</u>	<u>294,500</u>	<u>351,916</u>
<b>Total Resources Expended</b>				

## 6. Net income/ (expenditure) for the year

	2023 £	2022 £
Net income / (expenditure) is stated after charging:		
Independent examiners' remuneration	550	500
	<u>550</u>	<u>500</u>

## 7. Information regarding Trustees, Directors and Employees

	2023 £	2022 £
Salaries and Employer Pension contributions inc redundancy	199,703	204,118
Social security costs including rebate 2023 £5,000	8,222	8,836
	<u>207,925</u>	<u>212,954</u>

The average number of employees, analysed by function was:

	2023	2022
Charitable purposes	13	13
Management and administration of charity	3	2
	<u>16</u>	<u>15</u>

**Notes to the financial statements for the year ended 31 March 2023**

No Trustee was remunerated for any services.

Travel costs amounting to £Nil were reimbursed to members of the Trustee Board. Trustee indemnity insurance was purchased as part of Wealden Citizens Advice's general office liability policy. The total cost for the full policy including Trustee indemnity insurance was £2,297.

**8 Fixed assets**

	Leasehold land and buildings £	Computer Equipment £	Fixtures, fittings and equipment £	Total £
Cost				
At 1 April 2022	-	-	-	-
Additions	-	-	-	-
Disposals	-	-	-	-
At 31 March 2023	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Depreciation				
At 1 April 2022	-	-	-	-
Charge for the year	-	-	-	-
Disposals	-	-	-	-
At 31 March 2023	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Net book value 2023	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Net book value 2022	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>

**9 Debtors**

	2023 £	2022 £
Prepayments	1,686	3,464
Accrued Income	-	3,634
	<u>1,686</u>	<u>7,098</u>

**10 Creditors - amounts falling due within one year**

	2023 £	2022 £
Accruals	8,550	13,547
PAYE	4,217	2,808
Deferred income (e.g. grants in advance)	101,412	37,000
	<u>114,179</u>	<u>53,355</u>

**Creditors - amounts falling due after one year**

	2023 £	2022 £
Long term liabilities	-	2,298

Wealden Citizens Advice

-	2,298
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**Notes to the financial statements for the year ended 31 March 2023**

**Analysis of net assets between  
11 funds**

	General Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Tangible Fixed Assets	-	-	-	-
Current Assets	57,645	70,000	101,912	229,557
Current + Long Term Liabilities	12,767	-	101,412	114,179
Net Assets	<u>44,878</u>	<u>70,000</u>	<u>500</u>	<u>115,378</u>

**12 Movement in funds**

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
<b>Restricted Funds</b>					
Small Projects DRO Fund	-	500	-	-	500
Hailsham Foodbank	-	5,000	5,000	-	-
ESCC Household Support Fund	-	31,178	31,178	-	-
ESCC Money Advice	-	37,000	37,000	-	-
MaPS DAP	-	-	-	-	-
IT replacement	-	-	-	-	-
Total Restricted Funds	<u>-</u>	<u>73,678</u>	<u>73,178</u>	<u>-)</u>	<u>500</u>
<b>Unrestricted Funds</b>					
Designated redundancy fund	50,000	-	-	-	50,000
Designated property fund	20,000	-	-	-	20,000
General funds	37,154	229,046	221,322	-	44,878
Total Unrestricted funds	<u>107,154</u>	<u>229,046</u>	<u>221,322</u>	<u>-</u>	<u>114,878</u>
Total funds	<u>107,154</u>	<u>302,724</u>	<u>294,500</u>	<u>-</u>	<u>115,378</u>

**Notes to the financial statements for the year ended 31 March 2023**

**13. Purposes of funds**

**Restricted Funds**

<b>Small Projects DRO Fund</b>	To pay for DRO applications
<b>ESCC Household Support Fund</b>	To provide emergency funding for utility debts
<b>ESCC Money Advice</b>	To provide generalist money advice
<b>Hailsham Foodbank</b>	To provide staff support to Hailsham Foodbank

**14. Designated funds**

**Redundancy reserve** – the reserve has been designated by the Trustees for the purpose of covering potential redundancy costs totalling £50,000.

**Premises fund** – the fund has been designated by the Trustees for the purpose of refurbishment at the end of the leases totalling £20,000.

**15. Financial commitments**

**Capital**

The Company has no capital expenditure commitments.

**Property Leases**

The Company entered into a lease for the Uckfield premises, which expires in March 2030. The annual rent is £16,072.00. There is an 3 year break clause which can be operated by either party. The property must be returned in the same condition as at the start of the lease.

At the Crowborough bureau, the lease was renewed on 31 October 2016 for a term of five years at an annual rent of £8,500. The rent was increased to £10,200 in September 2022, when a new 5-year lease was signed (with a 6 month break clause that can be operated by either party). The property must be returned in the same condition as at the start of the lease.

At Hailsham, a peppercorn lease has been agreed, which was up for review in March 2023 (*in April 2023, the annual rent reverted to its earlier value of £7,500 but the annual Town Council grant was increased proportionately to maintain a net annual award of £5,800*).

**Notes to the financial statements for the year ended 31 March 2023**

**Operating lease commitments**

The company has no annual commitments under non-cancellable operating leases.

**16. Related party transactions**

During the year, Citizens Advice, of which the Charity is a member, provided insurance and information services at a total cost £3,910. Individual costs were as follows: Membership fee £2,861; Insurance £942 (nett of refund of £126 re 2021/22); AdviserNet fee £107.

**17. 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.

**18. Pension costs**

The Charity operates a pension plan for its employees with the National Employment Savings Trust (NEST). The Charity's responsibilities under auto-enrolment commenced in August 2016.

**WEALDEN CITIZENS ADVICE**

England & Wales - Charity number 1090666

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# Accounts

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**Financial statements**

**for the year ended 31 March 2021**

**Registered Charity Number 1090666**

**Company Number 04287877**

## **Wealden Citizens Advice**

### **Financial statements for the year ended 31 March 2021**

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Statement of Financial Activities	11
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Notes to the Financial Statements	13-20

## Report of the Directors and Trustees

The Trustees of the Charity (who are also the Directors of the Company for the purpose of Company Law) have pleasure in presenting their annual report and the financial statements for the year ended 31 March 2021. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities.

### 1. REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name: Wealden Citizens Advice

Charity Registration: 1090666

Company Registration: 04287877

Registered Office: Uckfield Library  
Library Way  
High Street  
Uckfield  
TN22 1AR

Chief Executive: Kate Davidson

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

Independent Examiner: Andy Fowler

Solicitors: Dawson Hart  
The Old Grammar School  
Church Street  
Uckfield  
East Sussex  
TN22 1BH

## Report of the Directors and Trustees continued ...

The following people were directors/trustees of the Charity during this financial year were:

<b>DIRECTORS/ TRUSTEES</b>	<b>ROLE</b>	<b>CHANGE 2020-21</b>
Mr Michael David	Chair	
Mr Tom Bell		Appointed 27 April 2020
Ms Barbara Cifer		Appointed 27 April 2020
Mr Andrew Corroll		Appointed 27 April 2020
Mr Nick Foskett		Appointed 27 April 2020
Dr David Horne		Resigned 18 November 2020
Mr John Perry	Treasurer	Appointed 27 April 2020
Mr Michael Salter		
Ms Jeanine Townsend		Resigned 28 January 2021
Ms Kristina Watson		Appointed 18 November 2020
Mr David Whensley		Appointed on 27 April 2020
Mr Robert Vanderpump		Resigned on 18 November 2020

## **2. STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **Governing Document**

Wealden Citizens Advice is a registered charity and company limited by guarantee. The Company was incorporated, under the name of Uckfield Citizens Advice Bureau, as a company limited by guarantee on 14 September 2001. In April 2005, the Company changed its name to Wealden Citizens Advice. At the same time, Crowborough and Hailsham Citizens Advice Bureaux transferred their assets and liabilities to the Company and ceased to exist as independent legal identities. Prior to 31 March 2005, these operated as independent bureaux.

Wealden Citizens Advice is governed by its Memorandum and Articles of Association as amended in January 2011 and January 2018. The maximum liability of each member is limited to £1. A register of members' interests is maintained at the registered office and is available to the public for inspection.

### **Recruitment, Appointment and Induction of Trustees**

## Report of the Directors and Trustees continued ...

Trustees, who are also Directors of the Company, are elected from the local community. They are appointed by the Board and approved at the AGM or EGM as appropriate. A separate process agreed by the Trustee Board is followed for the election of the Chair and Deputy Chair. No other persons or bodies external to the Charity were entitled to appoint persons to the Trustee Board.

Newly appointed Trustees are provided with a comprehensive induction to Wealden Citizens Advice through the provision of training courses and mentoring by established trustees.

### **Organisational Structure**

Wealden Citizens Advice is governed by its Trustee Board, which is responsible for setting the strategic direction and the policies of the Charity. The Trustees carry the ultimate responsibility for the conduct of the Charity and for ensuring that it satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and have delegated the day-to-day operation of its offices to the Chief Executive, who is supported by a manager at each site. The Trustee Board is independent from management.

### **Related Parties**

The Charity is a member of Citizens Advice, the operating name for the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management, as well as monitoring progress against those standards. Operating policies are independently determined by the Trustee Board of the Charity in order to fulfil its charitable objectives and comply with the national membership requirements.

The Charity also co-operates and liaises with a number of other advisory services, local charities and local government departments on behalf of clients. Where any of the trustees holds the position of a trustee/director of another charity, they may be involved in discussions regarding that charity but not in the ultimate decision-making process.

### **Major risks**

The Trustees recognise that any major risks to which the Charity is exposed need to be reviewed and systems established to eliminate, or at least mitigate, the effects of those risks. A risk management strategy and risk register have been agreed by the Trustee Board – the Board's appetite for risk is low. The strategy and register are reviewed continuously, ensuring that action plans are in place to manage the Charity's key risks.

The Charity recognises its responsibility for the personal data of clients. The Charity has adopted the recommended Citizens Advice Information Assurance Policy. The Trustee Board agree an annual information assurance plan, with clear allocation of responsibilities for information assurance along with GDPR compliant policies and procedures. Any information assurance incidents and required actions or lessons learned are reported to the Board at their regular meetings.

The major external risk to the Charity is the loss of funding provided by any of its major funders. The effects of this have been mitigated by the implementation of a fundraising strategy, including actions to investigate and identify additional sources, and to make timely submissions for funds.

## Report of the Directors and Trustees continued ...

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects, and by ensuring consistent quality of delivery of service for all aspects of the Charity. The procedures are periodically reviewed to ensure that they continue to meet the needs of the Charity.

### **3. OBJECTIVES AND ACTIVITIES**

#### **Objects**

The Charity's objectives are to promote any charitable purpose for the benefit of the community in Wealden, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

#### **Objectives, Strategies and Activities for the Year**

Wealden Citizens Advice aims to: provide free, confidential, impartial and independent advice and information for the benefit of the local community; exercise a responsible influence on the development of social policies and services; and ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

In addition to the continuing provision of high quality advisory services to the local community, the primary objectives for the year were to: Maintain service provision during and following transition to remote working practices, as a result of the Covid pandemic; Maximise access to advice and information; Maintain a specialist debt advisory service staffed by appropriately qualified personnel, and act as a single point of contact for vulnerable people at risk of living in a cold home.

To obtain the necessary funding to provide the additional services, applications were made to various local and national providers of community finance. Advertisements were placed in the local press for volunteers, induction and training being provided to the extent that necessary knowledge and skills were not pre-existing.

#### **Public Benefit Required**

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the local Citizens Advice during the year. The Trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

The principal activity of Wealden Citizens Advice remained the provision of free, confidential, independent and impartial advice and information for members of the public. This is provided through local Citizens Advice offices in Crowborough, Hailsham and Uckfield (implemented by remote working during the whole of 2020-21),. In addition to generalist advice the following specialist advisory services were provided: expert money advice casework, and specialist welfare benefits, and fuel poverty advice. Advisory services were provided through a telephone advice line and by email, webchat and letter. Face-to-face consultations were suspended as a result of the Coronavirus outbreak, and most information and advice events at community locations were deferred or cancelled.

#### **Contribution of Volunteers**

The Charity receives help and support in the form of voluntary assistance in advising the public and administering the Charity. An average of 86 volunteers contributed over 33,000 hours of time to the Charity during 2020/21, at an estimated social value of £375k.

## Report of the Directors and Trustees continued ...

### **4. ACHIEVEMENTS AND PERFORMANCE**

#### **Charitable Activities**

We offer confidential advice over the phone, via email and in person, for free. When we say we're here for everyone, we mean it. People rely on us because we're independent and totally impartial. No one else sees so many Wealden residents with so many different kinds of problems, and that gives us a unique insight into the challenges we are facing today. With this evidence, we can then influence and campaign – from individual companies right up to the government – and work with them to make things better for Wealden. That's why we're here: to give people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.

Wealden Citizens Advice (WCA) staff and volunteers continued to deliver telephone and email advice and casework from home. Throughout the year we supported 3,807 clients with 16,546 issues. Over 4,700 calls were answered by volunteers and 884 clients were provided with tailored debt advice. Over 1,100 food vouchers were distributed to Wealden residents and 264 clients saved money on their fuel bills.

Benefits, tax credits and universal credit issues continue to be one of the main challenges that face our clients representing nearly 52% of all advice given. Particular subject areas of advice include support for Personal Independence Payments, Employment Support and Housing benefits. As expected, as a result of the effect of the Covid pandemic on employment opportunities, issues with debt continued to be a major challenge that our clients are dealing with, and we supported almost 1100 Wealden residents to improve their financial resilience.

Research and Campaigns (R&C) - We have been actively involved in addressing issues that our community are facing and have made representations to the appropriate organisations. During lockdown we devised a social media campaign on how to best get along with your neighbours, as a number of clients contacted us with neighbourhood issues.

Volunteers, Trustees and Staff – WCA currently have 84 dedicated and highly professional volunteers who are the backbone of our service. They are supported by a small but highly experienced team of hard working staff. The service continued to be led by Chief Executive Kate Davidson and the Chair of the board Michael David – both of whom were appointed in 2019-20.

#### **Fundraising Activities**

Total income for 2020/21 was £319,130, an increase of £16,146 on 2019/20. The main reason was an increase in grants - including an unbudgeted grant of £18,116 from the Money and Pensions Service. Despite the restrictions imposed by Covid, the Charity has a proactive fundraising strategy in place. No separate expenditure was incurred in fundraising activities outside of staff/volunteer time incidental to main duties.

## Report of the Directors and Trustees continued ...

### **Investment Activities**

The Charity does not currently hold material investments.

### **Factors Affecting the Achievement of Objectives**

In addition to the funding pressures outlined above, the Charity is finding it increasingly difficult to secure sufficient volunteers able to offer the time commitment required.

## **5. FINANCIAL REVIEW**

### **Financial Position**

Incoming resources in the year were £319,130 (2019-20: £302,984). Of this £80,461 (2019-20: £67,313) related to project restricted activities.

A surplus of £7,018 was made in the year (2019-20: surplus £1,238). At 31 March 2021 total reserves were £103,771 which represented unrestricted funds (2020: £96,752).

### **Reserves Policy**

The Charity is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The Charity will maintain a projection of income, and will ensure that this continues to be derived from as wide a variety of resources as possible.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, the Trustees aim to maintain reserves equivalent to three months normal operating expenditure.

The reserves included Unrestricted Funds of £103,771 of which £17,500 are Designated Funds for potential dilapidations claims, and £40,000 for costs arising in the event of funding being withdrawn at any time in the future. The reasons for holding particular reserves are outlined in note 14.

### **Principal Funding Sources**

The Trustees express their gratitude to: Wealden District Council; the Town and Parish Councils in Wealden; East Sussex County Council; the Sussex Community Foundation; Citizens Advice; the British Energy Savings Network; The Money & Pensions Service; the Friends of Crowborough CAB and local partners, businesses and individual donors, without whom the Charity could not have operated.

The Charity did not have any borrowings from any source at the balance sheet date.

### **Investment Policy**

As required in its Memorandum, in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for

its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

## **Report of the Directors and Trustees continued ...**

### **Going Concern**

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

## **6. FUTURE PLANS**

Wealden Citizens Advice aims to continually improve access to its services. Its strategic plan to 2022 focuses on: maintaining access to its services (including its expert money advice caseworker services), supporting claimants transitioning to Universal Credit and extending advice out into the local community.

## **7. DIRECTORS' RESPONSIBILITIES**

The directors are responsible for preparing the Report of the Directors and Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity 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 charitable company will continue in business.

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

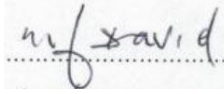
In accordance with company law, as the company's directors, we certify that:

- so far as we are aware, there is no relevant independent examination information of which the company's examiners are unaware; and
- as the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant independent examination information and to establish that the Charity's independent examiners are aware of that information.

Wealden Citizens Advice

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities and in accordance with the provisions applicable to companies subject to the small companies regime.

Signed:

A handwritten signature in black ink, appearing to read "m. david", written over a horizontal dotted line on a light-colored background.

Chair of Trustees: Michael David

Date: 5 th January 2021

**Independent examiner's report to the trustees of Wealden Citizens Advice**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021 set out on pages 11 to 20.

**Responsibilities and basis of report**

As the Charity's trustees, and also the directors of the Company 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**

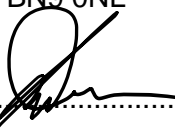
Since the Company's gross income exceeded £250,000, your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of CIMA, which is one of the listed bodies.

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 these records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement 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 Republic of Ireland (FRS102)].

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.

Andy Fowler  
Associate Chartered Management Accountant  
33, Station Road  
Newhaven  
East Sussex  
BN9 0NL

Date:  .....

## Statement of financial activities for the year ended 31 March 2021

*Incorporating the Income and Expenditure Account*

	Note	Unrestricted funds £	Restricted funds £	Total funds 2021 £	Total funds 2020 £
<b>Income from:</b>	1b				
Donations and legacies	2	912		912	4,119
Charitable activities	3	236,100	80,461	316,561	297,497
Other ( <i>including fundraising</i> )	4	1,657	-	1,657	1,368
<b>Total Income</b>		<u>238,669</u>	<u>80,461</u>	<u>319,130</u>	<u>302,984</u>
<b>Expenditure on:</b>					
Charitable activities	5	227,100	85,012	312,112	301,746
Other	5	-	-	-	-
<b>Total Expenditure</b>		<u>227,100</u>	<u>82,012</u>	<u>312,112</u>	<u>301,746</u>
<b>Net income/(expenditure) before transfers</b>	6	11,569	(4,550)	7,018	1,238
<b>Transfers between funds</b>		-	-		
Transfers between funds		-	-	-	-
<b>Net movement in funds for the year</b>		11,569	(4,550)	7,018	1,238
<b>Reconciliation of funds:</b>					
Balances brought forward	12	<u>96,752</u>	-	<u>96,752</u>	<u>95,514</u>
<b>Balances carried forward</b>	12	<u>108,321</u>	<u>(4,550)</u>	<u>103,771</u>	<u>96,752</u>

There are no recognised gains or losses in the year other than those included in the statement of financial activities.

All activities derive from continuing operations.

**Balance Sheet as at 31 March 2021**

	<b>Note</b>	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total 2021 £</b>	<b>2020 £</b>
<b>Fixed Assets</b>					
Tangible Fixed Assets	8	-	-	-	838
<b>Current Assets</b>					
Debtors	9	14,319	-	14,319	5,400
Short term deposits		-	-	-	-
Cash at bank and in hand		132,142		132,142	96,431
		146,461	-	146,461	101,831
Creditors - amounts falling due within one year	10	41,150	-	41,150	5,916
<b>Net Current Assets</b>		105,311	-	105,311	95,915
Creditors - amounts falling due after one year	10	1,541		1,541	-
<b>Net assets</b>	11	103,771	-	103,771	96,753
Represented by:					
<b>Funds of the Charity</b>					
Unrestricted funds					
General funds	12	50,821		50,821	39,252
Designated funds	12	57,500	-	57,500	57,500
Restricted Funds	12	(4,550)	-	(4,550)	-
		103,771	-	103,771	96,752

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 relating to subsidiary charitable companies for the year ended 31 March 2018. The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for:

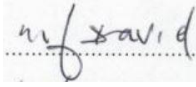
- ensuring that the charitable company keeps accounting records that comply with Sections 386 of the Companies Act 2006; and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each 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 financial statements, so far as applicable to the charitable company.

Wealden Citizens Advice

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 Board on ..... and are signed on their behalf by

Chair

Handwritten signature of David in black ink on a white background.

Treasurer

Handwritten signature in black ink on a white background.

Company Registration No: 04287877

Charity Registration No: 1090666

## Notes to the financial statements for the year ended 31 March 2021

### 1. Accounting policies

#### a) Accounting basis

The financial statements of the charitable company have been prepared in accordance with the Charities SORP (FRSSE) 'Accounting and Reporting by Charities: Statement of Recommended Practice' applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities (the FRSSE) (effective 1 January 2015)', the Financial Reporting Standard for Smaller Entities (effective January 2015) and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

#### b) Incoming resources

##### i) Grants receivable

Grants made to finance the activities of the local Citizens Advice are credited to the income and expenditure account in the period to which they relate.

##### ii) Bank interest

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

##### iii) Other income

Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included as they were received.

##### iv) 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 Report of the Directors and Trustees.

##### v) Deferred income

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

#### c) Resources expended

All expenditure is accounted for on an accruals basis. All expenditure directly related to the provision of advice services is included within charitable expenditure. Other costs incurred have been allocated between fundraising and publicity and management and administration as appropriate. Where such costs relate to more than one functional cost category they have been allocated on an estimate of time or floor space basis, as appropriate.

## Notes to the financial statements for the year ended 31 March 2021

### 1. Accounting policies (continued)

#### d) Fixed assets and depreciation

Fixed assets (excluding investments) are stated at cost less accumulated depreciation. The costs of minor additions or those costing below £1000 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, as follows:

Computer equipment	- Straight line over 4 years
Fixtures, fittings and equipment	- Straight line over 5 years

No depreciation is charged in the year of acquisition, but a full year's depreciation is charged in the year of disposal.

#### e) Restricted funds

Income received for restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

#### f) Designated funds

Designated funds are allocated out of unrestricted funds by the trustees for specific purposes. The use of such funds is at the Trustees' discretion.

#### g) Leases

Rental costs under an operating lease are charged to the Statement of Financial Activities in equal amounts over the period of the lease.

#### h) Warranties

Extended product warranties are charged to the statement of financial activities in equal amounts over the period of the warranty. Warranties costing less than £500 are charged to the statement of financial activities in the year of purchase.

#### i) Irrecoverable VAT

Wealden Citizens Advice is not able to recover VAT.

## Notes to the financial statements for the year ended 31 March 2021

**2 Donations and legacies**

	Unrestricted £	Restricted £	2021 Total £	2020 Total £
<b>Voluntary income</b>				
Donations	911	-	911	4,119
	<u>911</u>	<u>-</u>	<u>911</u>	<u>4,119</u>

**3 Income from Charitable Activities**

	Unrestricted £	Restricted £	2021 Total £	2020 Total £
Fees	-	-	-	
Government and public authority grants	231,100	12,503	243,603	253,950
Other Grants	<u>5,000</u>	<u>67,958</u>	<u>72,958</u>	<u>43,547</u>
	<u>236,100</u>	<u>80,461</u>	<u>316,561</u>	<u>297,497</u>

**4 Other Income**

	Unrestricted £	Restricted £	2021 Total £	2020 Total £
<b>Activities for generating funds</b>				
Fundraising events	<u>-</u>	<u>-</u>	<u>-</u>	<u>745</u>
	<u>-</u>	<u>-</u>	<u>-</u>	<u>745</u>
<b>Investment income</b>				
Bank Interest received	538	-	538	623
Other income	<u>1,119</u>	<u>-</u>	<u>1,119</u>	<u>-</u>
<b>Total Other Income</b>	<u>1,657</u>	<u>-</u>	<u>1,657</u>	<u>1,368</u>

## Notes to the financial statements for the year ended 31 March 2021

## 5

## Analysis of expenditure on charitable activities

	Unrestricted £	Restricted £	2021 Total £	2020 Total £
<b>Charitable Activities</b>				
Staff costs	165,595	43,367	208,962	208,395
Other direct costs	(535)	7,223	6,688	10,950
	<u>165,060</u>	<u>50,590</u>	<u>215,650</u>	<u>219,345</u>
<b>Support costs</b>				
Office, IT, Communications	25,312	24,822	50,134	26,434
Premises	30,090	4,494	34,584	44,109
Other	138	5,110	5,248	6,437
			-	
Governance	6,500	-	6,500	5,421
	<u>62,040</u>	<u>34,426</u>	<u>96,466</u>	<u>82,401</u>
<b>Total Resources Expended</b>	<u><u>227,100</u></u>	<u><u>85,012</u></u>	<u><u>312,112</u></u>	<u><u>301,746</u></u>

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

	2021 £	2020 £
Net income / (expenditure) is stated after charging:		
Independent examiners' remuneration	500	750
	<u><u>500</u></u>	<u><u>750</u></u>

## 7 Information regarding Trustees, Directors and Employees

	2021 £	2020 £
Wages and salaries inc redundancy	200,805	199,810
Social security costs excluding rebate	12,157	11,585
	<u><u>212,962</u></u>	<u><u>211,395</u></u>

The average number of employees, analysed by function was: 14

	2021	2020
Charitable purposes	13	14
Management and administration of charity	2	2
	<u><u>15</u></u>	<u><u>16</u></u>

No Trustee was remunerated for any services.

Travel costs amounting to £Nil were reimbursed to members of the Trustee Board. Trustee indemnity insurance was purchased as part of Wealden Citizens Advice's general office liability policy. The total cost for the full policy including Trustee indemnity insurance was £1666.

### 8 Fixed assets

	Leasehold land and buildings £	Computer Equipment £	Fixtures, fittings and equipment £	Total £
Cost				
At 1 April 2020	-	3,354	-	3,354
Additions	-	-	-	-
Disposals	-	-	-	-
At 31 March 2021	<u>-</u>	<u>3,354</u>	<u>-</u>	<u>3,354</u>
Depreciation				
At 1 April 2020	-	2,516	-	2,516
Charge for the year	-	838	-	838
Disposals	-	-	-	-
At 31 March 2021	<u>-</u>	<u>3,354</u>	<u>-</u>	<u>3,354</u>
Net book value 2021	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Net book value 2020	<u>-</u>	<u>838</u>	<u>-</u>	<u>838</u>

### 9 Debtors

	2021 £	2020 £
Prepayments	6,552	-
Accrued Income	7,767	5,400
	<u>14,319</u>	<u>5,400</u>

### 10 Creditors - amounts falling due within one year

	2021 £	2020 £
Accruals	32,940	2,756
PAYE	3,199	3,161
Deferred income (e.g. grants in advance)	5,011	-
	<u>41,150</u>	<u>5,917</u>

### Creditors - amounts falling due after one year

	2021 £	2020 £
Long term liabilities	1541	-
	<u>1541</u>	<u>-</u>

## Notes to the financial statements for the year ended 31 March 2021

### 11 Analysis of net assets between funds

	General Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Tangible Fixed Assets	-	-	-	-
Current Assets	61,079	-	-	61,079
Current + Long Term Liabilities	42,691	-	-	42,691
Net Assets	<u>103,771</u>	<u>-</u>	<u>-</u>	<u>103,771</u>

### 12 Movement in funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
Restricted Funds	-	-	-	-	-
BESN, BESW, EAP *	-	8,260	12,810	(4,550)	-
Help to Claim	-	25,722	25,723	1	-
ESBC Money Advice	-	12,503	12,503	0	-
MaPS DAP	-	18,116	18,116	0	-
IT replacement	-	15,860	15,860	-	-
Total Restricted Funds	<u>-</u>	<u>83,221</u>	<u>85,016</u>	<u>(4,551)</u>	<u>-</u>
Unrestricted Funds					
Designated redundancy fund	40,000	-	-	-	40,000
Designated property fund	17,500	-	-	-	17,500
General funds	39,252	238,669	227,100	4,551	46,270
Total Unrestricted funds	<u>96,752</u>	<u>238,669</u>	<u>227,100</u>	<u>4,501</u>	<u>103,770</u>
Total funds	<u>96,752</u>	<u>319,130</u>	<u>312,112</u>	<u>-</u>	<u>103,770</u>

\* Big Energy Savings Network, Big Energy Savings Week, Energy Advice Programme

Notes to the financial statements for the year ended 31 March 2021

**13. Purposes of funds**

**Restricted Funds**

**Citizens Advice**

**- Help to Claim**

To establish a service to help claimants of Universal Credit make a claim and manage to receipt of their first payment.

**-Energy Advice Programme**

To provide information and advice to reduce fuel poverty.

**- Big Energy Savings Network**

To provide information and advice to reduce fuel poverty.

**- Big Energy Savings Week**

To undertake energy savings awareness events during Big Energy Savings Week.

**Warm Home Check Service**

To act as a single point of contact for those at risk of living in a cold home.

**Sussex Community Foundation**

**-Money Advice Training**

To train volunteers to provide intital money advice

## Notes to the financial statements for the year ended 31 March 2021

### 14. Designated funds

**Redundancy reserve** - the reserve has been designated by the Trustees for the purpose of covering potential redundancy costs totalling £40,000.

**Premises fund** – the fund has been designated by the Trustees for the purpose of refurbishment at the end of the leases totalling £17,500.

### 15. Financial commitments

#### Capital

The Company has no capital expenditure commitments.

#### Property Leases

The Company entered into a lease for the Uckfield premises, which expires in March 2030. The annual rent is £16072.00. There is an 3 year break clause which can be operated by either party. The property must be returned in the same condition as at the start of the lease.

At the Crowborough bureau, the lease was renewed on 31 October 2016 for a term of five years at an annual rent of £8,500. There is an annual break clause which can be operated by either party. The property must be returned in the same condition as at the start of the lease.

At Hailsham, a lease was entered into which expired on 11 December 2014 at an annual rent of £7,500. It is a full repairing lease, which has continued on existing terms pending a new agreement.

#### Operating lease commitments

The company has no annual commitments under non-cancellable operating leases.

### 16. Related party transactions

During the year, Citizens Advice, of which the Charity is a member, provided insurance and information services. In addition, the Charity purchased services and literature from them at a total cost £5795.

### 17. 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.

### 18. Pension costs

The Charity operates a pension plan for its employees with the National Employment Savings Trust (NEST). The Charity's responsibilities under auto-enrolment commenced in August 2016.