

Company registration number: 04345160

Charity registration number: 1091777

Citizens Advice Bureau Tendring

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2024

Lambert Chapman LLP
Heybridge Business Centre
110 The Causeway
Heybridge
Maldon
Essex
CM9 4ND

Citizens Advice Bureau Tendring

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Citizens Advice Bureau Tendring

Reference and Administrative Details

Chairman	T Parsons
Trustees	R P Aldridge S Gray T Parsons C D G Whitfield
Secretary	S Gray
Charity Registration Number	1091777
Company Registration Number	04345160
Registered Office	The charity is incorporated in England. 18 Carnarvon Road Clacton-on-Sea Essex CO15 6QF
Independent Examiner	Lambert Chapman LLP Heybridge Business Centre 110 The Causeway Heybridge Maldon Essex CM9 4ND

Citizens Advice Bureau Tendring

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2024.

CHAIR'S REPORT

Citizens Advice Tendring continues to offer excellent value to our community and funders, with the value we provide directly to our clients of key importance. We remain vigilant as to the needs of the community in Tendring and will expand the scope of our activities accordingly. We work closely with partner organisations to identify need, working together to address this where possible.

We were very pleased that our Mental Health Hub Recovery programme and Charity Shop continued to thrive in its new location in Clacton on Sea, improving visibility and footfall following its relocation in December 2022. This is a unique service, and we are proud of the support and opportunity it provides to people in recovery from a mental health issue to return to the workplace. Participants continue to give very positive feedback about their experience on the programme and the opportunities and support it provides to them. The success of the hub meant that by the end of 23/4 we received the support of Essex County Council to extend the service with a new shop in Harwich in 2024/5.

We continue to meet all 9 areas of Management and Regulatory Compliance, set by the National Citizens Advice (CitA), which is audited annually.

A Volunteer recruitment programme remained in place to ensure a steady stream of new recruits were offered training and placements in our Advice Service. The Triage system continued to enable us to answer as many calls as possible each day, but with this does create an ever-increasing call back list, still demonstrating that the service needs and demand are increasing, and the need for constant review of our Advice service is essential.

Our website continues to manage Advice queries as well as acting as a platform for applications for paid jobs and volunteer posts.

Our work within the Citizens Advice Essex Consortium has meant we have been a partner in the many contracts secured by them including Warm Homes and the Macmillan Welfare Benefit Advice service, with 3 members of staff to help people cope with the practical support they need following a new diagnosis of cancer. Our Outreach venues have increased which has proved the need is for us to be inside communities to reach the most vulnerable in Tendring, which was one of our main aims for the year.

Whilst celebrating our successes, we did also begin to understand the implications of the challenges we will face in the likely transition from grant funding to a fully procured contractual process. This is the result of the introduction of the Subsidy Control Act 2022, which requires Local Authorities to ensure best value from all the external services, and Tendring District Council has indicated that they will do this through a commercial tender process for some services. We have been preparing for it for some time, but the transition brings a high degree of uncertainty - there is a high risk to the continuation of our organisation and services if there is any gap between funding streams. At the end of the 23/24 financial year, we had not received formal notification from Tendring District Council of progress towards developing the procurement process for advice services, nor the likely timetable for implementation, so this presented a risk going in to the new financial year. Consequently, an aim for the next financial year will be to reduce our expenditure and seek alternative forms of revenue.

Citizens Advice Bureau Tendring

Trustees' Report

Objectives and activities

Objects and aims

The Citizens Advice service provides free, independent, confidential, and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

We help people find a way forward with their problems and campaign on big issues when their voices need to be heard. We value diversity, champion equality and challenge discrimination and harassment. We are here for everyone.

Objectives, strategies and activities

In 2023/24 we continued to deliver increased value from the funding we received. We made 11,765 contacts with local clients, presenting with a total of 17,723 different issues. Our main areas of advice continue to be benefits, housing and debt. The value of our benefits advice was £4,201,556. The value of debts written off was £961,396.

In addition, for every £1 invested in Citizens Advice Tendring, we generated £10.83 in fiscal benefits for the wider community. In terms of other benefits, such as reduction in health service demand, local authority homelessness services, and out-of-work benefits for our clients and volunteers we generated £8,661,324 in public value.

We supported 31 volunteers across the year in the mental health recovery programme in our community charity shop.

We believe that it is important for us to demonstrate that we continue to function effectively and offer excellent value in all the services we provide to our community. We use the feedback we receive from service users and our partner organisations to inform our research and campaign work.

Public benefit

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Financial review

Policy on reserves

The total reserves of the charity at the balance sheet date was £585,356. This included restricted funds totalling £71,909. Unrestricted funds were £513,447 therefore the available reserves of the Charity, less fixed assets, are £219,842 (2023: £170,561).

A new reserves policy was agreed by the trustees in 2023 and the organisation's cash reserves remained in excess of the figure and more than the Charities Commission recommendations.

We remain incredibly grateful to all those who continue to support us, either directly as volunteers or employees and those organisations whose financial support is crucial to our existence, notably Tendring District Council who supported our core services, Essex County Council, the Police Crime Commissioner for Essex, and the NE Essex Clinical Commissioning Group for their essential support of the Mental Health Hub. We also are grateful to Essex Citizens Advice for securing Advice Contracts for Tendring to deliver locally and strengthen our advice service.

We continued to strengthen and improve our organisational and financial management throughout 2023/24. We completely reviewed and re-commissioned our book-keeping and accounting functions to strengthen our financial controls and improve our in-house skills.

Investment policy and objectives

The trustees take the view that no monies should be risked so all monies are held in UK bank accounts.

Citizens Advice Bureau Tendring

Trustees' Report

Plans for future periods

Activities planned to achieve aims

Our service strategy is underpinned by the following principles:

- We will continue to prepare for the transition from grant funding to a procured service and the strong likelihood that this will mean a reduction in core funding (either temporary or permanent). The Board will explore strategic opportunities to address the challenges and risks that this will bring, including how to best deploy our assets.
- We will formulate contingency plans to deal with the impact on services during the financial uncertainty of the transition period.
- We will focus on meeting the needs of our population rather than just servicing demand, particularly with the additional need to stretch resources.
- We will strive to identify and ensure we continue to provide a service for those people who are harder to reach or be heard.
- We will seek opportunities to move from reactive advice to proactively building community resilience through training and early intervention wherever possible.
- We will continue to seek new funding for additional service delivery through focussed project streams; some of these projects may have a requirement for very specialist knowledge and likely to require targeted recruitment, training and updating of our much-valued staff and volunteers.
- We will continue to seek effective working partnerships and strive for integrated service delivery wherever possible, aiming to provide a 'one stop shop' for our clients.
- We will continue to seek out best practice and innovative ideas from elsewhere.
- We will maintain our focus on building sustainability and becoming a champion of equality as key aims.

Going concern

This charity is operating on a going concern basis.

Citizens Advice Bureau Tendring

Trustees' Report

Trustees and officers

The trustees and officers serving during the year and since the year end were as follows:

Trustees:

R P Aldridge
S Gray
L T M Holroyd (resigned 30 April 2024)
T Parsons (appointed 13 July 2023)
G Placey (resigned 5 June 2023)
M Tarala (resigned 13 April 2023)
C D G Whitfield

Chairman:

T Parsons (appointed 13 July 2023)
G Placey (resigned 5 June 2023)

Secretary:

S Gray

Structure, governance and management

Nature of governing document

The charity was formed as a company limited by guarantee on 24th December 2001. The full name of the charity is Citizens Advice Bureau Tendring and was registered with the Charity Commission on 24th December 2001. It is governed by its Memorandum and Articles of Association (last reviewed 2021).

Recruitment and appointment of trustees

The charity is governed through a trustee board. The Articles of Association provide for a minimum of three and a maximum of fifteen trustees.

Trustees are elected to the Board for a three-year period and are appointed by a resolution of its members at an AGM. The board has powers to co-opt members who shall retire at the following AGM and may offer themselves for re-election.

The trustees who have served during the year can be seen on page 5. None of the trustees has any beneficial interest in the company. All trustees are directors of the company.

Induction and training of trustees

New trustees undertake an induction programme covering aspects such as their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. They also meet key employees and other trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

Citizens Advice Bureau Tendring

Trustees' Report

Organisational structure

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

The Chief Officer of the organisation has been appointed by the trustees to manage the day-to-day operations of the charity. In addition, there is an experienced team of paid staff and volunteers who are key to the service offered by the charity. Decisions are made by the trustee board in line with the Business Development Plan and are reviewed at least annually.

The Senior Management Team meet to review progress against targets and the Charity's financial position and to discuss issues referred to them by the trustee board. Reports and recommendations are then taken to the full board for approval, and their implementation is organised by the chief executive and the staff team. There are regular staff, volunteer meetings and senior management team meetings which ensure that progress is being made against targets.

There is an Annual General Meeting, which involves the staff team, trustee board, members, and other organisations.

Major risks and management of those risks

The organisation has a formal risk register and this register is reviewed by the trustees as a regular agenda item at trustee Board meetings.

Small companies provision statement

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

The annual report was approved by the trustees of the charity on 29 January 2025 and signed on its behalf by:

.....
R P Aldridge
Trustee

.....
T Parsons
Chairman and trustee

Citizens Advice Bureau Tendring

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Citizens Advice Bureau Tendring for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland". The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including its income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; 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 trustees are responsible for keeping proper accounting records that can disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees of the charity on 29 January 2025 and signed on its behalf by:

.....
R P Aldridge
Trustee

.....
T Parsons
Chairman and trustee

Citizens Advice Bureau Tendring

Independent Examiner's Report to the trustees of Citizens Advice Bureau Tendring ('the Company')

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

Responsibilities and basis of report

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

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

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of Association of Chartered Certified Accountants (ACCA), 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 Citizens Advice Bureau Tendring as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 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 (FRS 102)].

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

.....
Lisa Greenwood FCCA
Association of Chartered Certified Accountants (ACCA)

Heybridge Business Centre
110 The Causeway
Heybridge
Maldon
Essex
CM9 4ND

29 January 2025

Citizens Advice Bureau Tendring

Statement of Financial Activities for the Year Ended 31 March 2024 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Income and Endowments from:					
Donations and legacies	3	2,127	6	2,133	595
Charitable activities	4	242,845	387,618	630,463	531,498
Other trading activities	5	51,321	52	51,373	28,861
Investment income	6	1,642	-	1,642	483
Other income	7	98	-	98	-
Total income		<u>298,033</u>	<u>387,676</u>	<u>685,709</u>	<u>561,437</u>
Expenditure on:					
Charitable activities	8	<u>(262,987)</u>	<u>(439,542)</u>	<u>(702,529)</u>	<u>(577,994)</u>
Total expenditure		<u>(262,987)</u>	<u>(439,542)</u>	<u>(702,529)</u>	<u>(577,994)</u>
Net income/(expenditure)		35,046	(51,866)	(16,820)	(16,557)
Transfers between funds		<u>2,521</u>	<u>(2,521)</u>	<u>-</u>	<u>-</u>
Net movement in funds		37,567	(54,387)	(16,820)	(16,557)
Reconciliation of funds					
Total funds brought forward		<u>475,880</u>	<u>126,296</u>	<u>602,176</u>	<u>618,733</u>
Total funds carried forward	19	<u>513,447</u>	<u>71,909</u>	<u>585,356</u>	<u>602,176</u>

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2023 is shown in note 19.

The notes on pages 12 to 24 form an integral part of these financial statements.

Citizens Advice Bureau Tendring

(Registration number: 04345160)
Balance Sheet as at 31 March 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	15	293,605	305,319
Current assets			
Debtors	16	22,547	9,149
Cash at bank and in hand	17	372,614	326,287
		395,161	335,436
Creditors: Amounts falling due within one year	18	(103,410)	(38,579)
Net current assets		291,751	296,857
Net assets		585,356	602,176
Funds of the charity:			
Restricted income funds			
Restricted funds	19	71,909	126,296
Unrestricted income funds			
Unrestricted funds		513,447	475,880
Total funds	19	585,356	602,176

For the financial year ending 31 March 2024 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements on pages 9 to 24 were approved by the trustees, and authorised for issue on 29 January 2025 and signed on their behalf by:

.....
R P Aldridge
Trustee

.....
T Parsons
Chairman and trustee

The notes on pages 12 to 24 form an integral part of these financial statements.

Citizens Advice Bureau Tendring

Statement of Cash Flows for the Year Ended 31 March 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net cash expenditure		(16,820)	(16,557)
Adjustments to cash flows from non-cash items			
Depreciation		16,897	12,950
Investment income	6	(1,642)	(483)
Loss on disposal of tangible fixed assets		59	-
		<u>(1,506)</u>	<u>(4,090)</u>
Working capital adjustments			
Increase in debtors	16	(13,398)	(7,721)
Increase/(decrease) in creditors	18	<u>64,831</u>	<u>(33,991)</u>
Net cash flows from operating activities		<u>49,927</u>	<u>(45,802)</u>
Cash flows from investing activities			
Interest receivable and similar income	6	1,642	483
Purchase of tangible fixed assets	15	<u>(5,242)</u>	<u>(22,189)</u>
Net cash flows from investing activities		<u>(3,600)</u>	<u>(21,706)</u>
Net increase/(decrease) in cash and cash equivalents		46,327	(67,508)
Cash and cash equivalents at 1 April		<u>326,287</u>	<u>393,795</u>
Cash and cash equivalents at 31 March		<u><u>372,614</u></u>	<u><u>326,287</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages 12 to 24 form an integral part of these financial statements.

Citizens Advice Bureau Tendring

Notes to the Financial Statements for the Year Ended 31 March 2024

1 Charity status

The charity is limited by guarantee, incorporated in England, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

18 Carnarvon Road

Clacton-on-Sea

Essex

CO15 6QF

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation

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

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Judgements

Apart from those judgements involving estimations, no judgements have been made in the process of applying the entity's accounting policies that have a significant effect on the amounts recognised in the accounts.

Key sources of estimation uncertainty

There are no key assumptions concerning the future or other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Income and endowments

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Citizens Advice Bureau Tendring

Notes to the Financial Statements for the Year Ended 31 March 2024

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Other trading activities

Income from other trading activities includes shop income which is recognised on a receivable basis.

Investment income

Investment income is recognised on a receivable basis.

Charitable activities

Income from charitable activities including government grants relates to monies received from performance related grants which have conditions that specify the provision of particular services to be provided by the charity. Income is recognised once the charity has entitlement, the income is probable and can be measured reliably.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation committing the charity to that expenditure, it is probable settlement is required and the amount can be measured reliably. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including an independent examination, strategic management and trustees' meetings and reimbursed expenses.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Citizens Advice Bureau Tendring

Notes to the Financial Statements for the Year Ended 31 March 2024

Tangible fixed assets

Individual fixed assets are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Freehold & Leasehold property	2% Reducing balance
Computer equipment	3 years Straight line
Furniture and equipment	25% Reducing balance
Integral Features	2% Reducing balance

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers.

Trade creditors are recognised initially at the transaction price.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose. Expenditure which meets these criteria are charged to the fund, together with a fair allocation of management and support costs

3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2024 £	Total 2023 £
Donations and legacies;				
Donations- Other	1,338	6	1,344	595
Gift aid reclaimed	789	-	789	-
	<u>2,127</u>	<u>6</u>	<u>2,133</u>	<u>595</u>

Citizens Advice Bureau Tendring

Notes to the Financial Statements for the Year Ended 31 March 2024

4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2024 £	Total 2023 £
Grants	41,801	328,618	370,419	314,368
Government grants	201,044	59,000	260,044	217,130
	<u>242,845</u>	<u>387,618</u>	<u>630,463</u>	<u>531,498</u>

5 Income from other trading activities

	Unrestricted funds General £	Restricted funds £	Total funds £	Total 2023 £
Trading income;				
Shop income	51,010	52	51,062	28,861
Events income;				
Other events income	311	-	311	-
	<u>51,321</u>	<u>52</u>	<u>51,373</u>	<u>28,861</u>

6 Investment income

	Unrestricted funds General £	Restricted funds £	Total 2024 £	Total 2023 £
Interest receivable and similar income;				
Interest receivable on bank deposits	1,642	-	1,642	483

7 Other income

	Unrestricted funds General £	Restricted funds £	Total 2024 £	Total 2023 £
Other	98	-	98	-

Citizens Advice Bureau Tendring

Notes to the Financial Statements for the Year Ended 31 March 2024

8 Expenditure on charitable activities

		Unrestricted funds General £	Restricted funds £	Total 2024 £	Total 2023 £
Communications		5,165	6,821	11,986	12,151
Premises expenses		6,027	40,083	46,110	34,479
Stationery, printing and postage		1,011	7,429	8,440	10,186
Travel and other expenses		7	110	117	243
Staff and Volunteer expenses		4,587	1,894	6,481	6,542
Recruitment and training		681	3,310	3,991	6,057
Depreciation		16,896	-	16,896	12,950
Sundries		321	4,246	4,567	1,046
Insurance		545	1,085	1,630	1,346
IT and subscriptions		5,231	5,680	10,911	10,709
Direct costs		-	1,450	1,450	11,556
Advertising		416	3,530	3,946	3,825
Entertaining		229	248	477	476
(Profit)/loss on sale of tangible fixed assets held for charity's own use		59	-	59	-
Staff costs	12	217,701	359,167	576,868	458,266
Governance costs	9	4,111	4,489	8,600	8,162
		<u>262,987</u>	<u>439,542</u>	<u>702,529</u>	<u>577,994</u>

In addition to the expenditure analysed above, there are also governance costs of £8,600 (2023 - £8,162) which relate directly to charitable activities. See note 9 for further details.

Citizens Advice Bureau Tendring

Notes to the Financial Statements for the Year Ended 31 March 2024

9 Analysis of governance and support costs

Governance costs

	Unrestricted funds General £	Restricted funds £	Total 2024 £	Total 2023 £
Independent examiner fees				
Examination of the financial statements	2,421	979	3,400	1,374
Legal fees	70	2,155	2,225	5,333
Bookkeeping costs	1,620	1,355	2,975	1,455
	<u>4,111</u>	<u>4,489</u>	<u>8,600</u>	<u>8,162</u>

10 Net incoming/outgoing resources

Net outgoing resources for the year include:

	2024 £	2023 £
Loss on disposal of fixed assets held for the charity's own use	59	-
Depreciation of fixed assets	16,896	12,950
Independent examiner's fees	<u>3,400</u>	<u>1,374</u>

11 Trustees remuneration and expenses

No trustees have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses from the charity during the year.

12 Staff costs

The aggregate payroll costs were as follows:

	2024 £	2023 £
Staff costs during the year were:		
Wages and salaries	533,991	423,294
Social security costs	33,298	27,298
Pension costs	<u>9,579</u>	<u>7,674</u>
	<u>576,868</u>	<u>458,266</u>

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year expressed as full time equivalents was as follows:

	2024 No	2023 No
Average staff	<u>29</u>	<u>24</u>

Citizens Advice Bureau Tendring

Notes to the Financial Statements for the Year Ended 31 March 2024

No employee received emoluments of more than £60,000 during the year.

The total employee benefits of the key management personnel of the charity were £190,356 (2023 - £137,759).

13 Independent examiner's remuneration

	2024 £	2023 £
Examination of the financial statements	<u>3,400</u>	<u>1,374</u>

14 Taxation

The charity is a registered charity and is therefore potentially exempt from taxation.

15 Tangible fixed assets

	Land and buildings £	Furniture and equipment £	Computer equipment £	Integral Features £	Total £
Cost					
At 1 April 2023	384,392	18,556	96,313	28,515	527,776
Additions	-	529	4,713	-	5,242
Disposals	<u>-</u>	<u>(140)</u>	<u>-</u>	<u>-</u>	<u>(140)</u>
At 31 March 2024	<u>384,392</u>	<u>18,945</u>	<u>101,026</u>	<u>28,515</u>	<u>532,878</u>
Depreciation					
At 1 April 2023	132,424	3,387	83,834	2,812	222,457
Charge for the year	5,040	3,881	7,462	514	16,897
Eliminated on disposals	<u>-</u>	<u>(81)</u>	<u>-</u>	<u>-</u>	<u>(81)</u>
At 31 March 2024	<u>137,464</u>	<u>7,187</u>	<u>91,296</u>	<u>3,326</u>	<u>239,273</u>
Net book value					
At 31 March 2024	<u>246,928</u>	<u>11,758</u>	<u>9,730</u>	<u>25,189</u>	<u>293,605</u>
At 31 March 2023	<u>251,968</u>	<u>15,169</u>	<u>12,479</u>	<u>25,703</u>	<u>305,319</u>

Included within the net book value of land and buildings above is £246,928 (2023 - £251,968) in respect of freehold land and buildings and Nil (2023 - £Nil) in respect of leaseholds.

Citizens Advice Bureau Tendring

Notes to the Financial Statements for the Year Ended 31 March 2024

16 Debtors

	2024 £	2023 £
Prepayments	682	1,102
Accrued income	21,865	8,047
	<u>22,547</u>	<u>9,149</u>

17 Cash and cash equivalents

	2024 £	2023 £
Cash on hand	1,036	100
Cash at bank	371,578	326,187
	<u>372,614</u>	<u>326,287</u>

18 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	6,407	5,966
Other taxation and social security	8,608	8,793
Accruals and deferred income	88,395	23,820
	<u>103,410</u>	<u>38,579</u>

Citizens Advice Bureau Tendring

Notes to the Financial Statements for the Year Ended 31 March 2024

19 Funds

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
<i>General</i>					
Unrestricted Funds	475,880	298,033	(262,987)	2,521	513,447
Restricted funds					
Money Advice Service	-	13,965	(21,557)	7,592	-
Mental Health Hub	-	122,557	(173,766)	62,972	11,763
British Gas Energy Trust	11,346	51,870	(58,118)	(5,098)	-
Macmillan	-	74,663	(61,507)	-	13,156
Warm Homes	-	25,972	(13,718)	-	12,254
Postcode Places	24,993	-	(15,827)	-	9,166
ECF IT Officer	19,985	-	(19,809)	-	176
Realising Ambitions	23,657	-	-	(23,657)	-
Feel Well	39,315	-	-	(39,315)	-
ECC Multiply	6,000	-	-	(6,000)	-
ECF Training	1,000	-	(1,000)	-	-
Warm Homes Plus	-	6,157	(4,180)	-	1,977
National Lottery Cost of Living	-	38,858	(38,858)	-	-
National Lottery Main Grant	-	8,368	(6,103)	-	2,265
Cadent	-	6,641	(7,626)	985	-
CAB Cost of Living Grant	-	7,500	(3,796)	-	3,704
CAB Core Service Donation Funding	-	31,125	(13,677)	-	17,448
Total restricted funds	<u>126,296</u>	<u>387,676</u>	<u>(439,542)</u>	<u>(2,521)</u>	<u>71,909</u>
Total funds	<u><u>602,176</u></u>	<u><u>685,709</u></u>	<u><u>(702,529)</u></u>	<u><u>-</u></u>	<u><u>585,356</u></u>

Citizens Advice Bureau Tendring

Notes to the Financial Statements for the Year Ended 31 March 2024

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Unrestricted funds					
<i>General</i>					
Unrestricted Funds	585,832	189,269	(257,697)	(41,524)	475,880
Restricted					
Money Advice Service	-	53,352	(56,420)	3,068	-
Mental Health Hub	7,177	110,800	(142,776)	24,799	-
British Gas Energy Trust	-	29,742	(18,396)	-	11,346
Macmillan	-	20,871	(33,504)	12,633	-
Universal Credit Help	4,911	-	(5,731)	820	-
Warm Homes	-	28,985	(34,143)	5,158	-
Postcode Places	-	24,993	-	-	24,993
ECF IT Officer	-	19,985	-	-	19,985
Realising Ambitions	20,813	31,625	(28,781)	-	23,657
ECF Equipment fund	-	5,000	-	(5,000)	-
Locality Fund	-	500	(546)	46	-
Feel Well	-	39,315	-	-	39,315
ECC Multiply	-	6,000	-	-	6,000
ECF Training	-	1,000	-	-	1,000
Total restricted funds	<u>32,901</u>	<u>372,168</u>	<u>(320,297)</u>	<u>41,524</u>	<u>126,296</u>
Total funds	<u><u>618,733</u></u>	<u><u>561,437</u></u>	<u><u>(577,994)</u></u>	<u><u>-</u></u>	<u><u>602,176</u></u>

Citizens Advice Bureau Tendring

Notes to the Financial Statements for the Year Ended 31 March 2024

Purpose of Restricted and Designated Funds

Restricted

1. Money Advice Service - During the year, the Charity has received income from the following donors to carry out its money advice service:

- Citizens Advice - £13,965

The Money Advice Service or MAPSDAP (Money Advice Pension and Debt Advisory Service) provides in-depth debt advice for clients who need concentrated support in the management of their debt. This project closed in 2024 as part of Citizens Advice National's necessary requirement to reduce this particular service nationwide.

2. Mental Health Hub - During the year, the Charity has received income from the following donors to carry out its Mental Health Hub:

- Essex County Council - £36,000
- Tendring District Council - £23,000
- PFCC (Police, Fire & Crime Commissioner) - £25,000
- SNEEICB (Suffolk and North East Essex Integrated Care Board) - £36,000
- Other income of £58 have been received in the year.

The Mental Health Hub provides targeted advice support for people with ill mental health. It also offers placements on an activity based mental health recovery programme which includes volunteering in the on-site Citizens Advice Tendring charity shop.

During the year it was identified that there were 3 funds which were operating with the same purpose. Realising Ambitions and Feel Well both granted money which related to the Mental Health Hub purpose and objectives and therefore the costs were being recorded under the Mental Health fund. As a result of this a transfer has been recorded between these funds to match the income to the expenditure.

3. British Gas Energy Trust - The Charity received a grant for this project to provide specialist energy advice to target groups experiencing fuel poverty and provide 1-2-1 help and advice to reduce debt and maximise income as well as support sessions to help people manage energy efficiently. Also support identification of those in need of support in their wellbeing and mental health.

It has been identified that previous year expenditure has been allocated to unrestricted funds in error. The Project has now finished, and residual money has been returned to British Gas as discussed with them, therefore a transfer has been recorded to move the residual balance to unrestricted.

4. Macmillan - The charity received income to provide specialist welfare benefits advice to help more people in Essex cope with the financial impact of a cancer diagnosis. Includes application for benefits and grants, challenge unfair or incorrect benefit decisions as well as access other services including energy and debt advice

5. Warm Homes - During the year, the Charity has recognised income from Citizens Advice Essex to carry out the Essex County Council's Warm Homes project. Our staff provide support to those clients in fuel poverty, helping them to maximise their income according to the individual's situation and needs.

6. Postcode Places - The Charity received £24,993 in the previous year to fund the role of a new member of the Business Support team, to support the organisation expansion and specifically to help our outreach volunteer base expand and increase our reach into the community. The role provides admin support in all areas including data collection, governance, and publicity.

7. ECF IT Officer - The Charity received £19,985 in the previous year to fund the role of digital support officer to improve the efficiency of the advice service for clients, staff and volunteers. There has been a focus on bringing systems up to date, supporting day to day IT issues and improving the cyber security of the organisation.

Citizens Advice Bureau Tendring

Notes to the Financial Statements for the Year Ended 31 March 2024

8. Realising Ambitions - The project is to provide therapeutic activities to volunteers who are on our Mental Health Recovery Programme, to enable them to become more resilient, empowered and work ready. This is done by providing outdoor activities and training in partnership with Signpost Tendring. It has been identified during the year that the expenditure has been recorded in the Mental Health Hub fund as the grants have the same purposes and therefore the income has been transferred to that fund.

9. Feel Well - £39,315 was awarded via CVST to be used over two years and the project funds an 18 hour mental health recovery worker to lead on the physical activity strand of the mental health recovery programme in our Mental Health Hub. This post leads on promoting and delivery of taster sessions on a range of physical activities. It also enabled the Hub to open an extra day, raise our profile through more event attendance and increase referrals into the service. It has been identified during the year that the expenditure has been recorded in the Mental health fund as the grants have the same purposes and therefore the income has been transferred to that fund.

10. ECC Multiply - £6,000 was received for this project which supported ECC in raising participation in learning and attainment in maths for adults aged 19 and over. The aim is to address crucial skills gaps in Essex and Citizens Advice Tendring promotes the courses in order to refer local people to nearby Multiply course providers. Multiply was promoted through our usual briefings and promotional activity, then as part of the holistic support and a range of potential referrals offered to clients. As such this was embedded in the usual practices and promotion of the service and the costs were included in unrestricted expenses. A transfer has taken place to allocate the costs to the correct fund.

11. ECF Training - £1,000 was received from ECF and this funding was a bursary awarded to CA Tendring to spend on management and leadership training. This was fully spent in the year.

12. Warm Home Plus - Funding received to provide tailored energy and debt advice, working with key providers of family and children services via outreach locations, to support families in the greatest need within the Tendring district.

13. National Lottery Cost of Living Grant - £38,858. In connection to rising costs for the charity, this funding was awarded to specifically to contribute to running costs of the charity and included both retrospective at the time of receipt and some yet to be spent for the remainder of the financial year.

14. National Lottery Main Grant - This project purpose is to expand the advice service into the wider district by setting up outreaches within the various communities. The aim is to further our strategic priority of improving access to the services we offer geographically and according to need. These outreaches support more vulnerable clients than those who tend to contact us digitally or by phone. They help us to more effectively engage with local communities which is another of our key priorities.

15. Cadent - This project provided specialist energy advice to target groups experiencing fuel poverty and provide 1-2-1 help and advice to maximise income and help people manage energy efficiently. This project closed when the post became vacant and a replacement with sufficient skill or experience could not be recruited.

16. CAB Cost of Living Grant - This funding was provided to support CA Tendring through the period of cost of living, enabling them to support or increase service delivery. The specific aim was to fund a training support officer who would help in the recruitment and training of new volunteer cohorts and therefore help a higher number of clients.

17. CAB Core Service Donation Funding - This funded general advice but with the specific aim to expand the remote service delivery, and with specific targets in place, such as a minimum of 60% of client contacts made over the phone. This supported our strategic priority of increasing accessibility to the service.

Citizens Advice Bureau Tendring

Notes to the Financial Statements for the Year Ended 31 March 2024

20 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2024 £
Tangible fixed assets	293,605	-	293,605
Current assets	237,257	157,904	395,161
Current liabilities	(17,415)	(85,995)	(103,410)
Total net assets	<u>513,447</u>	<u>71,909</u>	<u>585,356</u>
	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2023 £
Tangible fixed assets	305,319	-	305,319
Current assets	186,421	149,015	335,436
Current liabilities	(15,860)	(22,719)	(38,579)
Total net assets	<u>475,880</u>	<u>126,296</u>	<u>602,176</u>

21 Related party transactions

During the year the Charity employed an individual connected to a Trustee. The Charity confirms that the related Trustee is not involved in any decision regarding the employee's salary and it is the Charity's policy not to disclose the personal names and salary of any of their employees.

There are no other related parties