

CITIZENS ADVICE COLCHESTER

England & Wales · Charity number 1097252

Details

Other names	COLCHESTER CITIZENS ADVICE BUREAU
Status	Registered
Legal form	Charitable company
Company number	04431673
Registered	2003-04-29
Register	View on the Charity Commission register

Contact

Address	Citizens Advice Colchester 28 Middleborough Colchester CO1 1TG
Phone	0808 2787853
Email	accounts@colchestercab.org.uk
Website	www.citizensadvice.org.uk/local/colchester/

Activities

Objects: The charity's objects ('Objects') are specifically: to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Colchester and surrounding areas.

Activities: Provision of free, confidential, impartial and independent advice and information for the benefit of the local community.

Classification

- **How:** Provides Human Resources, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** THE BOROUGH OF COLCHESTER AND SURROUNDING AREAS
- Essex

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£272,711	£427,121	-	-
2024-03-31	£467,393	£387,121	-	-
2023-03-31	£389,209	£307,648	-	-
2022-03-31	£294,703	£303,677	-	-
2021-03-31	£299,753	£209,225	-	-

Trustees

Name	Role	Appointed
Arianna Mazzieri		2026-05-19
Cameron Banks Murray		2025-07-29
Kimberly Cullen		2026-05-19
Lanston Don Ramsay		2023-08-09
Louisa Clare Tippet		2024-04-02
Stephen Richard Ede		2020-05-01
Thomas Michael Alasdair Kerr		2020-12-18

Accounts

CITIZENS ADVICE COLCHESTER
TRUSTEES REPORT AND FINANCIAL STATEMENTS
For the Year Ended 31 March 2025

Company No. 04431673
Registered Charity No. 1097252

CITIZENS ADVICE COLCHESTER
Trustees Report and Financial Statements
For the Year Ended 31 March 2025

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CITIZENS ADVICE COLCHESTER TRUSTEES' AND DIRECTORS' REPORT For The Year Ended 31 March 2025

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their report and independently examined 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 (SORP), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity Name	Citizens Advice Colchester
Charity registration number:	1097252
Company registration number:	04431673

Authorised & regulated by the Financial Conduct Authority FRN: 617569

Registered office:	28 Middleborough COLCHESTER CO1 1TG
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Trustee Directors:	Mr L D Ramsay	Chair of Trustees
	Miss L C Tippet	Treasurer - Appointed 2 April 2024
	Mr D J Jarvis CBE	
	Mr S R Ede	
	Mr T M A Kerr	
	Miss A Roberts	

Company Secretary:	Mr S R Ede
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Senior management team:	Ms B A Perkins	Chief Officer
	Miss E B A Rice	Service Delivery Lead

Finance team:	Miss L Trukanaite	Finance Officer
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Independent Examiner:	Denmark Forrester Limited
	Office 12
	The Bentalls Centre
	Colchester Road
	Heybridge
	CM9 4GD

CITIZENS ADVICE COLCHESTER TRUSTEES' AND DIRECTORS' REPORT For The Year Ended 31 March 2025

STRUCTURE, GOVERNANCE AND MANAGEMENT

Objectives

Citizens Advice Colchester (CAC) provides free, impartial, confidential help to the people of Colchester when they need it, in a form which works for them and enables them to handle future situations better themselves. We aim to influence the development of social policies and services, and to ensure that individuals do not suffer through a lack of knowledge or any inability to express their needs effectively.

Governing document

Citizens Advice Colchester is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to one pound. On 31st March 2025 the company had 32 members (2024: 32 members). CAC is governed by its Memorandum and Articles of Association as adopted on 26 July 2022.

Colchester Citizens Advice Bureau was incorporated as a company limited by guarantee on 3rd May 2002. The company commenced operation on 1 April 2004, at which date the assets and liabilities of the Colchester Citizens Advice Bureau (unincorporated association) were acquired.

In line with service wide changes and national re-branding, the term 'Bureau' was removed from the company name. The organisation formally changed its name by special resolution in February 2016 to Citizens Advice Colchester.

Organisational Structure

Citizens Advice Colchester is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of CAC and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum every two months or more frequently if necessary and delegate the day today operation of the organisation to senior management. There are several sub-committees, such as the finance sub-committee, and working groups are formed as required. The Trustee Board is independent from management. A register of members' interests is maintained online and is available to the public, on request.

Recruitment and appointment of trustees

Trustees, who are also Directors of the Company, are recruited for vacancies based on the necessary skills to complement the existing lead roles within the Board, and where possible the Board's profile reflects that of the community which it serves. Potential candidates are interviewed and attend a board meeting prior to being invited to join. The Trustee Board oversees the election process for Board appointments and at the first meeting after the Annual General Meeting the Board elects the Chairman, the Vice Chairman, and the Honorary Treasurer. The Board can co-opt a Councillor from Colchester City Council as an observer, if one is nominated by them. Through ongoing development and specific interventions, we aim to improve the effectiveness of the trustee board and the management team, which is paramount to ensure the charity is cost effective whilst fulfilling its obligations and seeking to meet the growing needs of its clients, local community, and stakeholders.

Trustee induction and training

At our 2025 AGM two trustees will be standing down, Mr. D J Jarvis CBE (former Chair) and Miss A Roberts. We would like to thank David for his commitment to Citizens Advice Colchester over many years - he led a review of the Board structure (introducing specialist 'portfolios'), worked with the Chief Officer to develop a client focused strategy and plan and represented us at Citizens Advice Essex (consortia). Abbi brought a fresh perspective and knowledge of the third sector in Colchester but now must leave due to a change in work commitments. However, we are pleased to welcome Cameron Banks-Murray (subject to AGM vote) who brings premises and strategy experience that will be welcome as we seek new premises and embed our revised strategy.

New trustees are briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. 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 COLCHESTER TRUSTEES' AND DIRECTORS' REPORT For The Year Ended 31 March 2025

Organisation Structure and related parties

Citizens Advice Colchester is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which ensures quality and consistency of advice by providing quarterly monitoring against a framework of standards and casework management. Operating policies are independently determined by the Trustee Board of CAC to fulfil its charitable objects and comply with national membership requirements.

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

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 Strategy and plan and are reviewed at least annually.

The Senior Management Team (SMT) meet to review progress against targets, quality standards, client outcomes 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 implemented by the Chief Officer and the staff team. There are weekly volunteer briefings and SMT meetings, monthly team meetings for all colleagues and regular staff meetings - these ensure ongoing review and progress against targets, quality standards and client outcomes while enabling colleagues' contribution. There is an Annual General Meeting, which involves the staff team, trustee board, members, and other stakeholders.

Pay and Remuneration of Key Management Personnel

The trustees consider that the board of trustees and the SMT comprise the key leadership and management of the charity. All colleagues including the SMT are paid in accordance with national Citizens Advice ranges by reference to third sector salaries in Colchester. Proposed salary review budget and individual increases for all colleagues are reviewed by the finance committee and approved by the trustee board.

Key risks and Uncertainties

The Board of Trustees of Citizens Advice Colchester has a Risk Register and a Business Continuity Plan in place. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end the Trustee Board is continually monitoring and managing its risks, reviewing the risk register and ensuring action plans are in place to mitigate its key risks.

As an independent local charity, we are dependent on project and grant funding often following a competitive bidding process and these awards are often annual. This poses a risk to the continuity of core services and specialist advice plus the retention of experienced volunteers and expert staff. CAC continues to seek to diversify its funding sources while aligning these with our strategic priorities (based on local need). Internal risks are minimised by the implementation of procedures for authorisation and detailed records of all transactions and project income and expenditure to ensure performance as measured against targets, quality standards and client outcomes. These procedures are periodically reviewed to ensure we are both efficient and effective.

CITIZENS ADVICE COLCHESTER TRUSTEES' AND DIRECTORS' REPORT For The Year Ended 31 March 2025

OBJECTIVES AND ACTIVITIES

Objects

The charity's purpose, as set out in the objects contained in the Company's Memorandum of Association, are to promote any charitable purpose for the benefit of the whole community of Colchester by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

The charity's objects are defined as above. Our aims are focused on:

- To provide the information, support and advice people need for the problems they face, and
- To improve the policies and practices that affect people's lives

Our service provides free, independent, impartial, confidential help to the people of Colchester when they need it, in a form which works for them and enables them to handle future situations better themselves.

We value diversity, promote equality and challenge discrimination.

Though the area of benefit refers to the whole community of Colchester, the local office focuses its activities on the City of Colchester and surrounds.

Ensuring our work delivers our aims and objectives

We review our aims, objectives and activities each year plus the strategy and plan to deliver these. The annual review seeks to examine our achievements, outcomes and learnings - to ensure that these are in line with our stated purpose, strategy and plan.

Our main objectives for the year have been developing our core services and specialist teams to meet local needs. Overarching principles include:

- Making sure our service delivery is cost effective and yet person centred.
- Continually reviewing, and improving where necessary, the quality of the advice we deliver to all our clients.
- Diversifying our approach to funding to minimise the risks associated with holding reduced funding streams.
- Continued partnership working with other organisations to help develop initiatives to improve access to quality advice, information and support services.

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

Our main activities and who we try to help are described below. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The board of trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

Our Office at 28 Middleborough have been popular with clients and the team and we had plans to increase our space by a third to accommodate the growing team. Unfortunately, our landlord Lepra has decided to market the building and so we will be sourcing new premises. We are grateful to Lepra for their continued support and the notice given and hope to find suitable premises through our local authority, community and third sector contacts. In summary, we continue to demonstrate our Mission, Vision and Values (below) while delivering our strategic priorities.

CAC's Mission:

To support and empower the people of Colchester to deal with life's challenges.

CAC's Vision:

We will deliver free, impartial, confidential help to the people of Colchester when they need it, in a form which works for them and enables them to handle future situations better themselves.

CAC's Values:

Empathetic; Expansive; Evolutionary; Educating; Effective.

CITIZENS ADVICE COLCHESTER TRUSTEES' AND DIRECTORS' REPORT For The Year Ended 31 March 2025

ACHIEVEMENTS AND PERFORMANCE

Bev Perkins (Chief Officer) has worked closely with our Service Delivery Lead to focus the team on delivery of the strategy and plan. We are proud to confirm that we have progressed our strategic priorities as follows:

1. Meet needs across nine core services (increased demand, renewed focus on Cost of living challenges):
 - Increased number of General Advisers.
 - Grants from Essex County Council and National Lottery Fund to support General Advice and Money and Debt Teams in addressing the cost-of-living crisis.
2. Focus on priority issues for Colchester (identified by local research):
 - Increased scope of specialist teams and caseworkers
 - Increased Third sector signposting, referrals and partnerships
3. Assist a diverse client pool, representative of Colchester residents:
 - a. from areas of deprivation.
 - b. with complex needs (multiple issues).
 - c. health or social challenges:
 - Increase outreach funded by North Essex Health & Wellbeing Alliance.
 - Extension of unique 'Social Prescriber ++' role.
4. Agree priorities with stakeholders (third party agencies and local authorities):
 - Consultation re 'Working Together' on shared issues.
 - Redefining CAC as strategic partners.

Advice and Information Services

We are very pleased to be able to report that we have continued to increase both our range of services and the number of clients we support - achieved through increased staff and volunteer numbers, developing new channels and building on our partnering arrangements.

We continued to build capacity in our team of volunteer General Advisers through recruitment, training and early contribution online and at outreach (with supervision). Our teams of suitably qualified, specialist caseworkers and social prescribers now support clients with issues such as benefits (maximising income), chronic health conditions (including Long Covid), cost-of-living (including energy, food and housing) and regulated money and debt advice.

We have enabled self-help through signposting by General Advisers and direct provision of information via our website (12,000 hits this year). The website also provides direct access to our benefits calculator and self-referral for these and other issues via the calculator and an online form. Clients can also access our services by (free)phone, email or at outreach.

We are Cyber Essentials certified, hold the Advice Quality Standard and we are registered with the Financial Conduct Authority to give money and debt advice.

Contribution of Volunteers and Paid Staff

The charity success could not have been achieved without the hard work and dedication of volunteers and staff. The trustee board and SMT recognise the tremendous contribution made by the charity's volunteers in providing information and support to clients (the backbone of our service) and staff who provide advice and advocacy. Throughout 2025 the service employed 15 paid workers (10.7 FTEs) (2024 - 14 paid workers, 9.65 FTEs), and 30 volunteers (2024: 30 volunteers) together delivering 13 (2024: 13) projects – including the 'core' service.

Volunteers represent the indispensable core of the service (nine common issues that Citizens Advice is known for, additional to specialist projects), without them there would not be a Citizens Advice Colchester service. The volunteers contribute, on average, 133 hours per week (2024: 124). This may be expressed as an annualised value of £115,428 (2024: £105,296). However, their value is inadequately expressed in monetary terms, as volunteers bring many skills to the service.

Citizens Advice Colchester are working hard to review our approach to attracting and keeping volunteers. It is our intention to consistently monitor our approach to training, to provide an accessible and welcoming place to volunteer.

CITIZENS ADVICE COLCHESTER TRUSTEES' AND DIRECTORS' REPORT For The Year Ended 31 March 2025

How our activities deliver public benefit

During the reporting year 5,418 clients (2024: 5,917) benefited from the services of Citizens Advice Colchester addressing 18,271 issues (2024: 16,714). We support people on any issues that they may face however our most common enquiry area is welfare benefits and tax credits which makes up a total of 16%, housing – 13% and debt – 12% of the total issues we have supported on. W

We have found that 'quick contacts' (where general advisers provide information or signpost) are slightly down but many of the 12,000 hits on our website access 'self-help' instead. Meanwhile, the proportion of face-to-face contact has increased to 8.8% (7.1% 2024) and the complexity of casework is reflected in the increase in issues - especially those requiring significant time e.g. PIP applications at 844 (598 2024) that can take, on average, three hours to complete.

In total the service negotiated on £573,599 worth of debt (2024: £133,454), rescheduling or reducing the debts to make peoples' lives more sustainable. The service generated a total of £1,397,847 (2024: £686,485) in additional income for its clients, primarily through our Income Maximisation projects. Clients continue to present with multiple problems and on average clients are presenting with 3 to 4 issues each (2024: 2 to 3 issues).

Factors Affecting the Achievement of Objectives

Maintaining sufficient funding to continue delivering the service remains a continual challenge. We are making sure that we invest in fundraising and continue to diversify our approach while ensuring that we are delivering the most cost-effective service we can. This isn't about simply cutting costs - it is about delivering efficient and effective (yet professional and empathetic) services that meet clients' needs – in line with our aims and objectives.

The complexity of the issues that clients are facing, and the additional challenges that clients are experiencing, places additional demands on the service. The support networks that were previously in place for people are changing and we therefore experience increased demand for existing services plus out-of-scope requests. More than 60% of our clients also have a disability or chronic health condition that impacts on their ability to address the issues they face. Also, many are socially or digitally isolated and where people are vulnerable, it is essential that we offer support in a person-centred way – often ongoing and/or face to face which is resource intensive.

External challenges

The cost-of-living crisis has impacted our organisation in three keyways. Firstly, increased demand as more people falls into deficit budgets - unable to meet their essential needs for accommodation, energy, food and travel. Secondly, the running costs to provide our core service has risen. Third, local authorities and government agencies are referring clients to us without commissioning or funding these services.

We serve communities facing severe challenges that have been exacerbated by the increased cost-of-living. Many of the clients we serve are either based in deprived areas or belong to groups that are disproportionately affected by the cost-of-living increases as their income is insufficient to meet their essential needs for accommodation, energy, food and travel plus the inflationary increases for each of these exceeded 'headline' inflation.

The cost-of-living crisis has therefore resulted in an increase in the demand for our services. Last year, we received 12,000 hits (2024: 10,000) on our website, 1,600 (2024: 1,500) completed enquiry forms and 704 (2024: 870) used our benefits calculator hosted on the website to help maximise their income (with the support of specialist caseworkers where required).

Rise in demand has meant we have had to take on new volunteers and staff allowing us to reach new and vulnerable people via extended channels i.e. website, out of hours phone service and increasing face to face outreach. In addition, we have expanded our Energy Team who specifically help low-income clients and families with young children to maximise their income (claiming any benefits due, benefitting from Energy providers schemes) and our Money and Debt Team to assist those struggling with negative budgets.

And finally, as ever, we are grateful to all our funders. Alongside our core general advice service, funded in part by Colchester City Council and Essex County Council, we have continued to deliver our successful partnership projects

CITIZENS ADVICE COLCHESTER TRUSTEES' AND DIRECTORS' REPORT For The Year Ended 31 March 2025

with British Gas Energy Trust, Colchester Borough Homes, Energy Redress Scheme, Ministry of Justice, NHS (ESNEFT), Trussell Trust and UK Power Networks.

FINANCIAL REVIEW

The availability of funding in the charity sector remains difficult in a period of austerity. The charity is focused on providing added value to its funders from a base of sound financial management and ensuring that our services remain relevant to the strategic objectives of stakeholders at local and national level.

The charity is working hard to deliver a cost-effective service that genuinely meets the needs of our clients. It remains a challenging prospect to meet the increasing demand with significantly reduced funding resources.

In the year, the charity had a deficit of £154,410 (2024: surplus of £80,272) from a total income of £272,711 (2024: £467,393) and expenditure of £427,121 (2024: £387,121). At the year end the charity's total reserves stand at £299,034 (2024: £453,444) of which £277,733 (2024: £447,652) is unrestricted, £6,443 (2024: £5,792) is restricted and £14,858 - designated funds.

Principal Funding Sources

The total income for the year of £272,711 represents a net decrease of £194,682 compared to 2024 due to an end to funding to address cost-of-living crisis and some Essex wide projects.

We plan to review and refresh our strategy according to changes to our operating environment and informed by local demand for our services, social trends and data from our partners in the third sector. Funding will continue to be priority due to the uncertainty of annual funding and our Local Authority funding is approximately 7% of our operating costs. We will review our funding plan to increase direct fundraising, seek commissioning opportunities, strengthen bids and grant applications and diversify our funding base (while maintaining focus on local needs).

We have created new roles to support Communications and Research & Campaigns to raise our profile, inform bids and build strategic partnerships with those who share our values and priorities; and Money & Debt and Benefit Lead roles to support the Team in ensuring we maximise our support for those who are disproportionately affected by the cost-of-living crisis.

All our team (Volunteers and Staff) will be offered access to an Employee Assistance Programme and the PeopleSafe application to keep them safe when working alone, from home or at outreach.

We will seek for new premises that are accessible and safe for our clients, team and suppliers; sufficient to accommodate the growing team and new ways of working, to increase remote access online and by phone plus outreach for those clients who need to meet face to face.

The trustees extend their sincere gratitude to our funders this year – grants from Colchester City Council and Essex County Council and project funding from British Gas Energy Trust, Colchester Borough Homes, Energy Redress Scheme, Ministry of Justice, NHS (ESNEFT), Trussell Trust and UK Power Networks. Also, our delivery partners from elsewhere in Citizens Advice and in the third sector in Colchester.

Reserves Policy

We ensure that resources are available in each financial year to meet any reasonably foreseeable contingency and contractual commitments including salaries, accommodation, IT, communications, storage and legal expenses.

The trustees consider that it would be prudent to set aside an amount equivalent to three months operating expenditure. The value of this will be calculated using an average of three months running costs based on the current annual budget. This is reviewed on a quarterly basis. The reserves policy figure at the end of 2025 equates to £100,000. At the end of the financial year, the actual level of reserves (i.e. unrestricted funds less designated and fixed assets) totalled £273,649 (2024: £447,652).

CITIZENS ADVICE COLCHESTER TRUSTEES' AND DIRECTORS' REPORT For The Year Ended 31 March 2025

Going Concern

After making further appropriate enquiries, the Trustees have a reasonable expectation that the charity 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.

FUTURE PLAN

To support and empower the people of Colchester to deal with life's challenges

We will deliver free, impartial, confidential help to the people of Colchester when they need it, in a form which works for them and enables them to handle future situations better themselves.

During the year 2025-26 our focus will be to:

- ensure that we focus on local needs and prioritise clients in all that we do
- be inclusive and equitable with our colleagues and stakeholders
- work together to deliver maximum benefit to our clients, their families and communities
- find ways to innovate and deliver more with less while ensuring our unique or defining services are funded and therefore sustainable.

In line with overarching principles to:

- Make sure our service delivery is cost effective and person centred – focused on clients and local need.
- Continually review both the quality of advice and client experience - applying learnings to continually improve.
- Diversify our approach to funding to include opportunities for commissioned services and increased bids and grants (where these are aligned with our aims and priorities) to minimise the risks of a deficit budget.
- Continue innovation through partnership working and new channels to improve access to quality advice, information and support services.

Developing a sustainable service that meets the needs of our clients remains a priority of the trustee board for 2026. The charity will build on the work completed in the previous financial year to develop diversified funding streams to increase our sustainability and enable us to build a diverse service that is responsive to client needs.

The charity will continue to work to ensure that it delivers a cost-effective service, meaning that we are not only offering value for money to our existing funders but that we deliver a quality service that our clients expect and deserve.

During the year 2026 we will ensure that we focus on local needs and prioritise clients in all that we do. We will be inclusive and equitable with our colleagues and stakeholders, working together to deliver maximum benefit to our clients, their families and communities. We will find ways to innovate and deliver more with less while ensuring our unique or defining services are sustainable.

**CITIZENS ADVICE COLCHESTER
TRUSTEES' AND DIRECTORS' REPORT
For The Year Ended 31 March 2025**

STATEMENT OF TRUSTEES' AND DIRECTORS' RESPONSIBILITIES

The trustees, who are also directors 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).

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the situation of the charitable company and the incoming resources and application of resources, including the income and expenditure, for that period.

In these statements, the trustees are required to:

- select suitable accounting policies and apply them consistently.
- observe the methods and principles in the applicable Charities SORP.
- make judgements and estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards 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 the charity will continue in business.

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

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



.....
L D Ramsay
Chair of Trustees

Date: 01 July 2025

**CITIZENS ADVICE COLCHESTER
INDEPENDENT EXAMINER'S REPORT
For The Year Ended 31 March 2025**

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CITIZENS ADVICE COLCHESTER

I report to the trustees (who are also Directors for the purpose of company law) on my examination of the financial statements of Citizens Advice Colchester ('the charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and related notes

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.

Responsibilities and basis of report

As the trustees of charitable company, you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the charitable company are not required to be audited under Part 16 of the Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities Act 2011 ('the 2011 Act') and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently, I express no opinion as to whether the financial statements present a 'true and fair' view and my report is limited to those specific matters set out in the independent examiner's statement.

Independent examiner's statement

Since the charitable 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 ICAEW.

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

- accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair view which is not a matter considered as part of an independent examination; or
- the financial statements 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 financial statements to be reached.



Date: 01 July 2025

Robert Easby FCA BFP
Chartered Accountant

Denmark Forrester Limited
Office 12 The Bentalls Centre
Colchester Road
Heybridge
Essex
CM9 4 GD

CITIZENS ADVICE COLCHESTER
STATEMENT OF FINANCIAL ACTIVITIES
Including income and expenditure account
For the year ended 31 March 2025

	Notes	Unrestricted Funds	Restricted Funds	Designated Funds	Total 2025	Unrestricted Funds	Restricted Funds	Total 2024
		£	£	£	£	£	£	£
Income from:								
Donations and legacies	3	6,380	-	-	6,380	1,495	-	1,495
Charitable activities	4	38,288	215,711	-	253,999	71,312	389,279	460,591
Investments	5	5,688	-	-	5,688	5,277	-	5,277
Other	5	6,644	-	-	6,644	30	-	30
Total income		57,000	215,711	-	272,711	78,114	389,279	467,393
Expenditure on:								
Charitable activities	6	82,554	259,424	85,143	427,121	46,404	340,717	387,121
Total expenditure		82,554	259,424	85,143	427,121	46,404	340,717	387,121
Net income/(expenditure)		-25,554	-43,713	-85,143	-154,410	31,710	48,562	80,272
Transfers between funds		-144,236	44,236	100,000	-	113,875	-113,875	-
Net movement in funds		-169,790	523	14,857	-154,410	145,585	-65,313	80,272
Reconciliation of funds:								
Total funds b/f	15	447,652	5,792	-	453,444	302,067	71,105	373,172
Total funds c/f	15	277,733	6,443	14,858	299,034	447,652	5,792	453,444

The statement of financial activities includes all gains and losses in the year. All income and expenditure derive from continuing activities.

The notes on pages 16 to 26 form part of these financial statements.

CITIZENS ADVICE COLCHESTER
BALANCE SHEET
As at 31 March 2025

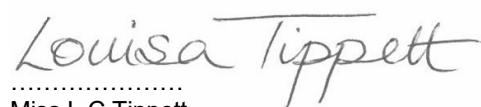
		2025	2024
	Notes	£	£
Fixed assets			
Tangible assets	11	4,084	-
Current assets			
Debtors	12	39,029	42,419
Cash at bank and in hand	18	279,867	430,996
		318,896	473,415
Liabilities			
Creditors: amounts falling due within one year	13	23,946	19,971
Net current assets		294,950	453,444
Creditors: amounts falling due after more than one year		-	-
Total net assets		299,034	453,444
Funds of the charity			
Unrestricted	15	277,733	447,652
Restricted funds	15	6,443	5,792
Designated funds	15	14,858	-
Total charity funds		299,034	453,444

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

For the financial year ended 31st March 2025, the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006.

The financial statements were approved by the Board of Trustees and signed on their behalf by:



 Miss L C Tippet
 Treasurer

Date: 01 July 2025

The notes on pages 16 to 26 form part of these financial statements.

CITIZENS ADVICE COLCHESTER
CASH FLOW STATEMENT
For the year ended 31 March 2025

	Notes	2025	2024
		£	£
Cash flow from operating activities:			
Net cash provided by operating activities	17	-155,942	99,282
Cash flow from investing activities:			
Interest income	5	12,332	5,307
Purchase of tangible fixed assets		-7,519	-
Net cash provided by investing activities		4,813	5,307
Net cash provided by financing activities		-	-
Increase / (decrease) in cash and cash equivalents in the year		-151,129	104,589
Cash and cash equivalents at the beginning of the year		430,996	326,407
Cash and cash equivalents at the end of the year	18	279,867	430,996

The notes on pages 16 to 26 form part of these financial statements.

CITIZENS ADVICE COLCHESTER
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

1 Accounting Policies

1.1 Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

1.2 Financial Instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at the present value of future cash flows (amortised cost). Financial assets held at amortised cost comprise cash at bank and in hand and debtors excluding prepayments.

Financial liabilities held at amortised cost comprise creditors excluding deferred income and taxation payable. Financial liabilities that are provisions are held at fair value. No discounting has been applied on the basis that the periods over which amounts will be settled are such that any discounting would be immaterial.

1.3 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds are unrestricted funds earmarked by the trustees for purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors, or which have been raised by the charity for purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.4 Income

All income is included in the statement of financial activities when the charity is entitled to the funds, and the amount can be measured with reasonable certainty. Income is deferred only when the charity must fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

Voluntary income is received by way of grants, donations and gifts, including gift aid income where applicable, and is included in full in the statement of financial activities when receivable. Income from grants, where related to performance and specific deliverables, are accounted for when it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

Donated services and facilities are included at the value to the charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts.

1.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

1.6 Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Expenditure on raising funds; comprise the costs associated with attracting voluntary income.

CITIZENS ADVICE COLCHESTER

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them.

Support costs include all those overhead costs of office accommodation, utility services, and other services and costs, which are in support of the activity. They also include those costs not associated with the other two headings and includes costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity. They have been allocated to activity cost categories on a basis consistent with the use of resources.

1.7 Operating leases

The charity classifies the short-term lease of property and equipment as short-term operating leases; the title to which remains with the lessor. Rental charges are charged on a straight-line basis over the term of the lease.

1.8 Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised.

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

Office equipment	50% on the straight-line method
Fixtures and fittings	50% on the straight-line method

1.9 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.10 Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of six months or less from the date of acquisition or opening of the deposit or similar account.

1.11 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

1.14 Pensions and retirement benefits

The charity makes contributions to defined contributions pension schemes. Contributions are charged to the statement of financial activities as they become payable in accordance with the rules of the schemes.

1.15 Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

CITIZENS ADVICE COLCHESTER
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

1.16 Useful economic lives of tangible fixed assets

The annual depreciation charge for tangible fixed assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of the assets. See note 11 for the carrying amount of the tangible fixed assets and note 1.8 for the useful economic lives for each class of asset.

2 Legal status of the charity

The company is limited by guarantee. The number of members at the end of the year was 32 (2024: 32). The liability of each member or persons ceasing to be members within one year of the company's winding up, towards payment of the company debts and liabilities, contracted before cessation of membership, and winding up expenses is limited to £1.

2.1 Taxation

As a charity, Citizens Advice Colchester is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

CITIZENS ADVICE COLCHESTER
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

3 Donations and legacies

	Unrestricted	Restricted	Designated	Total 2025	Unrestricted	Restricted	Total 2024
	£	£	£	£	£	£	£
Donations and gifts	6,380	-	-	6,380	1,495	-	1,495

4 Income from charitable activities

Grant and contract income receivable for charitable activities	Unrestricted	Restricted	Designated	Total 2025	Unrestricted	Restricted	Total 2024
	£	£	£	£	£	£	£
General Advice:							
National Lottery Community Fund	-	-	-	-	71,312	-	71,312
Colchester City Council	20,000	-	-	20,000	-	20,000	20,000
Essex County Council	17,938	-	-	17,938	-	12,767	12,767
Community360	-	-	-	-	-	8,800	8,800
Nat Cita COL	-	-	-	-	-	15,000	15,000
CBH	-	25,000	-	25,000	-	25,000	25,000
Long Covid	-	33,325	-	33,325	-	73,797	73,797
Foodbank	-	46,000	-	46,000	-	49,000	49,000
The Lakes	-	-	-	-	-	9,259	9,259
NEA Grant	350			350			
Citizens Advice Essex consortium:							
-BGET	-	44,413	-	44,413	-	34,456	34,456
-Warm Start Plus	-	26,645	-	26,645	-	28,170	28,170
-Warm Homes	-	-	-	-	-	35,748	35,748
-UKPN FP	-	9,073	-	9,073	-	15,623	15,623
-UKPN CO	-	-	-	-	-	-	-
-MoJ Probation	-	24,812	-	24,812	-	-	-
-Homes for Ukraine	-	6,443	-	6,443	-	-	-
-ECC COL	-	-	-	-	-	62,608	62,608
- Warm Start	-	-	-	-	-	-949	-949
Total income from charitable activities	38,288	215,711	-	253,999	71,312	389,279	460,591

CITIZENS ADVICE COLCHESTER
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

5 Investment income

	Unrestricted	Restricted	Designated	Total 2025	Unrestricted	Restricted	Total 2024
	£	£	£	£	£	£	£
Interest & investment income	5,688	-	-	5,688	5,277	-	5,277
Other	6,644	-	-	6,644	30	-	30
	<u>12,332</u>	<u>-</u>	<u>-</u>	<u>12,332</u>	<u>5,307</u>	<u>-</u>	<u>5,307</u>

6 Expenditure on charitable activities by fund

Charitable Activity	Unrestricted	Restricted	Designated	Total 2025	Unrestricted	Restricted	Total 2024
	£	£	£	£	£	£	£
General advisory services	82,554	259,424	85,143	427,121	46,404	340,717	387,121
	<u>82,554</u>	<u>259,424</u>	<u>85,143</u>	<u>427,121</u>	<u>46,404</u>	<u>340,717</u>	<u>387,121</u>

7 Net incoming resources for the year

	2025	2024
	£	£
This is stated after charging:		
Independent examiners remuneration	1,476	1,200
Depreciation	3,435	1,866
Interest payable	-	-

8 Analysis of support costs

	Unrestricted	Restricted	Designated	Total 2025	Unrestricted	Restricted	Total 2024
	£	£	£	£	£	£	£
Staff costs	69,916	206,430	71,962	348,308	46,404	260,957	307,361
Premises	3,123	22,053	5,236	30,412	-	21,973	21,973
Communications and IT	2,413	11,113	2,648	16,174	-	21,471	21,471
General office	4,972	16,806	4,438	26,216	-	8,836	8,836
Finance costs	26	119	36	181	-	140	140
Audit	1,476	-	-	1,476	-	-	-
Legal & professional fees	-	-	-	-	-	20,260	20,260
Depreciation	481	2,267	687	3,435	-	1,866	1,866
Sundry	147	636	136	919	-	5,214	5,214
	<u>82,554</u>	<u>259,424</u>	<u>85,143</u>	<u>427,121</u>	<u>46,404</u>	<u>340,717</u>	<u>387,121</u>

CITIZENS ADVICE COLCHESTER
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

9 Employees

	2025	2025	2024	2024
	Full Time	Head Count	Full Time	Head Count
	Equivalent		Equivalent	
The average number of employees analysed by function:				
Advice workers and support staff	9.3	13	7.65	11
Key management personnel	1.4	2	2	3
	-----	-----	-----	-----
Total	10.7	15	9.65	14
	-----	-----	-----	-----
		2025		2024
		£		£
Employment costs				
Wages and salaries		316,530		282,721
Employer's social security costs		20,459		16,633
Employer's contribution to defined contribution pension scheme		11,319		8,007
		-----		-----
		348,308		307,361
		-----		-----

No employee received remuneration amounting to more than £60,000 in the period (2024: None).

At the year-end date 15 (2024: 14) of the above employees participated in the defined contribution pension scheme. Contributions for the year, included in staff costs, totalled £11,319 (2024: £8,007).

10 Trustees

During the year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or to any person known to be connected with them. Expenses totalling £124 (2024: none) were paid to trustees during the year. Reimbursed expenses were paid to trustees totalling £1,430 (2024: £1,131).

CITIZENS ADVICE COLCHESTER
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

11 Fixed Assets

	Office equipment £	Fixtures and fittings £	Total £
Cost			
At 31 March 2024	55,977	2,860	58,837
Additions	4,950	2,569	7,519
Disposals	-	-	-
	-----	-----	-----
At 31st March 2025	60,927	5,429	66,356
	-----	-----	-----
Depreciation			
At 31 March 2024	55,977	2,860	58,837
Charge for the year	2,472	963	3,435
	-----	-----	-----
At 31 March 2025	58,449	3,823	62,272
	-----	-----	-----
Net book value			
At 31 March 2025	2,478	1,606	4,084
	-----	-----	-----
At 31 March 2024	-	-	-
	-----	-----	-----

12 Debtors

	2025 £	2024 £
Prepayments	2,363	4,965
Trade debtors	36,666	37,454
	-----	-----
	39,029	42,419
	-----	-----

13 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	3,646	4,489
Accruals and deferred income	12,887	6,513
Social security and other taxes	7,413	5,927
Other creditors	-	3,042
	-----	-----
	23,946	19,971
	-----	-----

CITIZENS ADVICE COLCHESTER
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

14 Lease commitments

At the balance sheet date, the charity had the following lease commitments falling due:

	2025 £	2024 £
Within one year	28,224	30,156
Between one and five years	-	-
After five years	-	-
	-----	-----
	28,224	30,156
	-----	-----

15a Movement in funds – current year

	Balance at 31st March 2024 £	Income £	Expenditure £	Transfers between funds £	Balance at 31st March 2025 £
Unrestricted funds					
General Funds	422,744	19,062	-19,837	-144,236	277,733
National Lottery Community Fund	24,908	-	-24,908	-	-
Colchester City Council	-	20,000	-20,000	-	-
Essex County Council	-	17,938	-17,938	-	-
	-----	-----	-----	-----	-----
Total Unrestricted funds	447,652	57,000	-82,683	-144,236	277,733
	-----	-----	-----	-----	-----
Designated Fund –Money & Debt & Benefit project	-	-	-85,142	100,000	14,858

Restricted funds					
CBH	-	25,000	-28,219	3,219	-
Long Covid	-	33,325	-36,205	2,880	-
Foodbank	-	46,000	-46,952	952	-
Citizens Advice Essex consortium:					
-BGET	-	44,413	-44,480	67	-
-Warm Start Plus	-	26,645	-33,903	7,258	-
-Warm Homes	-	-	-5,682	5,682	-
-UKPN FP	5,792	9,073	-26,906	12,041	-
-UKPN CO	-	-	-5,331	5,331	-
-MoJ Probation	-	24,812	-31,618	6,806	-
-Homes for Ukraine	-	6,443	-	-	6,443
	-----	-----	-----	-----	-----
Total Restricted funds	5,792	215,711	-344,438	144,236	6,443
	-----	-----	-----	-----	-----
Total funds	453,444	272,711	-427,121	0	299,034
	-----	-----	-----	-----	-----

CITIZENS ADVICE COLCHESTER
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

15b Movement in funds – prior year

	Balance at 31st March 2023 £	Income £	Expenditure £	Transfers between funds £	Balance at 31st March 2024 £
Unrestricted funds					
General Funds	302,067	6,802	-	113,875	422,744
National Lottery Community Fund	-	71,312	-46,404	-	24,908
Total Unrestricted funds	302,067	78,114	-46,404	113,875	447,652
Restricted funds					
General Advice	-	41,567	-20,849	-20,718	-
CBH	13,283	25,000	-23,966	-14,317	-
MAPS	42,043	-	-	-42,043	-
The Lakes	7,001	9,259	-8,481	-7,779	-
Long Covid	3,695	73,797	-65,545	-11,947	-
Foodbank	137	49,000	-38,948	-10,189	-
Nat CitA COL	-	15,000	-17,442	2,442	-
Essex Citizens Advice consortium:					
-BGET	527	34,456	-41,092	6,109	-
-Warm Start Plus	-	28,170	-34,514	6,344	-
-Warm Homes	2,627	35,748	-26,390	-11,985	-
-UKPN FP	-	15,623	-9,831	-	5,792
-ECC COL	1,042	62,608	-53,659	-9,991	-
- Warm Start	750	-949	-	199	-
Total Restricted funds	71,105	404,902	-340,717	-113,875	5,792
Total Funds	373,172	483,016	-387,121	0	453,444

CITIZENS ADVICE COLCHESTER

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

16. Fund Descriptions

Designated Fund – Property, Equipment and Roles

Designated Funds are a subset of Reserves and within the Reserves Policy these are assigned to further our charitable objects as set out in our Articles of Association and reflected in our Strategic Priorities. In 2024-25 the Board designated the sum of £100,000 including Property, Equipment and Roles (salaries).

General Funds - Core

These are the accumulated unrestricted funds of the charity.

General Advice - Essex County Council and Colchester City Council

Local authority annual grant funding attributable to the direct costs of providing volunteer 'General Advisers' services, including basic overheads and training essential to their roles in delivering the nine core services which the CitA network provide to residents in Colchester this includes an Essex County Council grant for provision of general advice and a Colchester City Council Voluntary Welfare grant to strengthen Colchester communities and safeguard the vulnerable.

BGET Project

Provision of Money and Energy Advice by an Energy Adviser supporting vulnerable clients e.g. those using foodbanks. Funded by British Gas Energy Trust and administered by Citizens Advice Essex.

CB Homes Fund (CBH)

Provision of Money and Debt Advice to tenants referred by Colchester Borough Homes. Project is funded by Colchester Borough Homes.

Foodbank Project

Provision of face-to-face advice, support and information directly to clients at Colchester Foodbanks. Delivered via experienced Debt & Money and Benefits Advisers. Delivered in partnership with Colchester Foodbank and funded by Trussell Trust.

Homes for Ukraine project

This project aims to enhance the wellbeing of Ukrainian nationals and their families who have settled in Essex under the Homes for Ukraine scheme to support them with housing, employment, education, and community integration. The Grants Programme was launched and funded by Essex Community Foundation and administered by Citizens Advice Essex.

Long Covid Project

Provision of Social Prescribers to provide advice and support to patients diagnosed with Long Covid and referred by the Long Covid Unit in Colchester. To promote understanding of Long Covid symptoms and services available increasing access to these and to online information and support. Funded by the NHS ESNEFT and delivered by Colchester, Ipswich and West Suffolk local area Citizens Advice.

Ministry of Justice – Probation project

The Ministry of Justice's probation project aims to reshape the probation service in England and Wales by bringing it under a single, national framework while also incorporating external partners, which one of them is Citizens Advice Colchester. The range of services are offered, from financial advice to wellbeing support, help offenders navigate the social systems, find employment, and access support services, ultimately promoting rehabilitation and successful reintegration into society. Funded by The Ministry of Justice and administered by Citizens Advice Essex.

UKPN Project

Provision of in-depth fuel poverty alleviation and energy advice to clients in fuel poverty. Funded by UK Power Networks and administered by Citizens Advice Essex.

Warm Homes Project

Provision of specialist welfare benefits advice, income maximization, initial debt advice and energy efficiency advice delivered by an Energy Adviser. To improve the health and wellbeing of residents through the delivery of an advice service that addresses the needs of people living in cold homes. Funded by the Energy Redress Scheme and administered by Citizens Advice Essex.

CITIZENS ADVICE COLCHESTER
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

Warm Start Plus Project

Provision of specialist welfare benefits advice, income maximization, initial debt advice and energy efficiency advice delivered by an Energy Adviser. To improve the health and wellbeing of local families with dependent children, 80% of clients are deemed fuel poor. Funded by the Energy Redress Scheme and administered by Citizens Advice Essex.

17 Reconciliation of cash flows from operating activities

	2025	2024
	£	£
Net (expenditure)/ income for the reporting period	-154,410	80,272
Add: Depreciation charge	3,435	1,866
Less: Interest income and other income	-12,332	-5,307
Decrease/(increase) in debtors	3,390	35,803
Increase /(decrease) in creditors	3,975	-13,352
	-----	-----
Net cash provided by (used in) operating activities	-155,942	99,282
	-----	-----

18 Analysis of cash and cash equivalents

	2025	2024
	£	£
Cash at bank and in hand	279,867	430,996
	-----	-----
Total cash and cash equivalents	279,867	430,996
	-----	-----

19 Analysis of net assets between funds

	Unrestricted	Restricted	Designated	Total 2025	Unrestricted	Restricted	Total 2024
	£	£	£	£	£	£	£
Tangible fixed assets	4,084	-	-	4,084	-	-	-
Current assets	297,595	6,443	14,858	318,896	467,623	5,792	473,415
Current liabilities	-23,946	-	-	-23,946	-19,971	-	-19,971
	-----	-----	-----	-----	-----	-----	-----
Total	277,733	6,443	14,858	299,034	447,652	5,792	453,444
	-----	-----	-----	-----	-----	-----	-----

20 Related Parties

There were no related party transactions during the year that require disclosure (2024: none). Essex Citizens Advice has disclosed David Jarvis and Lance Ramsey as being related parties.

Accounts

CITIZENS ADVICE COLCHESTER
TRUSTEES REPORT AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

Company No. 04431673
Registered Charity No. 1097252

CITIZENS ADVICE COLCHESTER
Trustees Report and Financial Statements
For the Year Ended 31 March 2024

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Statement of financial activities including income and expenditure account	9
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CITIZENS ADVICE COLCHESTER
Report of the Trustees
For the Year Ended 31 March 2024

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31st March 2024.

Reference and Administrative Details

Registered charity name	Citizens Advice Colchester
Charity registration number	1097252
Company registration number	4431673
Principal office and registered office	28 Middleborough Colchester CO1 1TG

The Trustees	Mr D J Jarvis CBE	Chair
	Mr B Hayton	Vice Chair
		Resigned 19 September 2023
	Mr G N Chalklin	Treasurer
	Mr S R Ede	Company Secretary
	Ms A C Tyler	Resigned 19 September 2023
	Mr M A Kerr	
	Ms A Roberts	Appointed 28 March 2023
	Mr J Newell	Appointed 28 March 2023 and resigned 10 January 2024
	Mr L D Ramsay	Appointed 9 August 2023
	Miss L C Tippet	Appointed 2 April 2024

Company Secretary	Mr S R Ede
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Independent Examiner	Denmark Forrester Limited Office 12 The Bentalls Centre Colchester Road Heybridge CM9 4GD
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CITIZENS ADVICE COLCHESTER
Report of the Trustees
For the Year Ended 31 March 2024

STRUCTURE, GOVERNANCE AND MANAGEMENT

Objectives

Citizens Advice Colchester (CAC) provides free, confidential, impartial, and independent advice and information for the benefit of the local community. It aims to influence the development of social policies and services, and to ensure that individuals do not suffer through a lack of knowledge or any inability to express their needs effectively.

Governing document

Citizens Advice Colchester is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to one pound. At 31st March 2024 the company had 32 members (2023: 31 members). CAC is governed by its Memorandum and Articles of Association as adopted on 26 July 2022.

Colchester Citizens Advice Bureau was incorporated as a company limited by guarantee on 3rd May 2002. The company commenced operation on 1 April 2004, at which date the assets and liabilities of the Colchester Citizens Advice Bureau (unincorporated association) were acquired.

In line with service wide changes and national re-branding, the term 'Bureau' was removed from the company name. The organisation formally changed its name by special resolution in February 2016 to Citizens Advice Colchester.

Organisational Structure

Citizens Advice Colchester is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of CAC and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum every two months or more frequently if necessary and delegate the day to day operation of the organisation to senior management. There are several sub-committees, such as the finance sub-committee, and working groups are formed as required. The Trustee Board is independent from management. A register of members' interests is maintained online and is available to the public, on request.

Recruitment and appointment of trustees

Trustees, who are also Directors of the Company, are recruited for vacancies based on the necessary skills to complement the existing lead roles within the Board, and where possible the Board's profile reflects that of the community which it serves. Potential candidates are interviewed and attend a board meeting prior to being invited to join. The Trustee Board oversees the election process for Board appointments and at the first meeting after the Annual General Meeting the Board elects the Chairman, the Vice Chairman, and the Honorary Treasurer. The Board can co-opt a Councillor from Colchester City Council as an observer, if one is nominated by them. Through ongoing development and specific interventions, we aim to improve the effectiveness of the trustee board and the management team, which is paramount to ensure the charity is cost effective whilst fulfilling its obligations and seeking to meet the growing needs of its clients, local community, and stakeholders.

CITIZENS ADVICE COLCHESTER
Report of the Trustees
For the Year Ended 31 March 2024

Changes to trustees

Newly appointed Trustees are provided with an induction to Citizens Advice Colchester through the provision of access to online information packs, training courses, meetings with senior management and mentoring by established trustees.

During 2023-24 one Trustee, Jordan Newell, left the Board and two Trustees, Lance Ramsay and Louisa Tippet have joined the Board. Lance's appointment was ratified at the last AGM. It is proposed that following the AGM Graeme Chalklin will stand down as Treasurer and Louisa Tippet will be appointed as Treasurer (subject to Member ratification as a Trustee). Graeme has been instrumental in overhauling our financial practices and we are hugely grateful for his hard work and dedication.

Related parties

Citizens Advice Colchester is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which ensures quality and consistency of advice by providing quarterly monitoring against a framework of standards and casework management. Operating policies are independently determined by the Trustee Board of CAC to fulfil its charitable objects and comply with national membership requirements.

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

Major risks

The Board of Trustees of Citizens Advice Colchester has a Risk Register and a Business Continuity Plan in place. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end the Trustee Board is continually monitoring and managing its risks, reviewing the risk register and ensuring action plans are in place to mitigate its key risks.

As an independent local charity we are dependent on project and grant funding following a competitive bidding process and these awards are often annual. This poses a risk to the continuity of our full range of services and retention of expert staff. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

CITIZENS ADVICE COLCHESTER
Report of the Trustees
For the Year Ended 31 March 2024

Reserves policy

We ensure that resources are available in each financial year to meet any reasonably foreseeable contingency and contractual commitments including salaries, accommodation, IT, communications, storage and legal expenses.

Investment policy

As required in its Memorandum paragraph 4.15 in furtherance of its objects, and for no other purposes, the Company has the power to invest or deposit funds in any lawful manner whilst having regard to the suitability of investments and the need for diversification.

STRATEGIC REPORT

Achievements and performance

Citizens Advice Colchester has built on last year's positive changes and is evolving and maintaining its forward trajectory. I am very pleased to be able to report that we have continued to increase both our range of services and the number of clients we support - achieved through increased staff and volunteer numbers, developing new channels and building on our partnering arrangements.

Bev Perkins (Chief Officer) has worked closely with our Service Delivery Lead to focus the team on delivery of the strategy and plan. I am proud to confirm that we have progressed our strategic priorities as follows:-

1. Meet needs across nine core services (increased demand, renewed focus on cost-of-living challenges)
 - i. Increased number of General Advisers
 - ii. Grants from Essex County Council and National Lottery Fund to support General Advice and Money and Debt Teams in addressing the cost of living crisis
2. Focus on priority issues for Colchester (identified by local research)
 - i. Increased scope of specialist teams and caseworkers
 - ii. Increased Third sector signposting, referrals and partnerships
3. Assist a diverse client pool, representative of Colchester residents
 - a. from areas of deprivation
 - b. with complex needs (multiple issues)
 - c. health or social challenges
 - i. Increase outreach funded by North Essex Health & Wellbeing Alliance
 - ii. Extension of unique 'Social Prescriber ++' role
4. Agree priorities with stakeholders (third party agencies and local authorities)
 - i. Consultation re 'Working Together' on shared issues
 - ii. Redefining CAC as strategic partners

CITIZENS ADVICE COLCHESTER
Report of the Trustees
For the Year Ended 31 March 2024

Our Offices at 28 Middleborough have been popular with clients and the team and we had plans to increase our space by a third to accommodate the growing team. Unfortunately, our landlord Lepra has decided to market the building and so we will be sourcing new premises. We are grateful to Lepra for their continued support and the notice given and hope to find suitable premises through our local authority, community and third sector contacts.

In summary, we continue to demonstrate our Mission, Vision and Values (below) while delivering our strategic priorities.

CAC's Mission:

To support and empower the people of Colchester to deal with life's challenges.

CAC's Vision:

We will deliver free, impartial, confidential help to the people of Colchester when they need it, in a form which works for them and enables them to handle future situations better themselves.

CAC's Values:

Empathetic; Expansive; Evolutionary; Educating; Effective

External challenges

The cost of living (COL) crisis has impacted our organisation in two key ways. Firstly, increased demand as more people fall into deficit budgets - unable to meet their essential needs for accommodation, energy, food and travel. Secondly, the running costs to provide our core service has risen.

We serve communities facing severe challenges that have been exacerbated by the increased COL. Many of the clients we serve are either based in deprived areas or belong to groups that are disproportionately affected by the COL increase.

The COL crisis has therefore resulted in an increase in the demand for our services. Last year, we helped 5,900 clients and received 10,000 hits on our website. 1,500 completed enquiry forms and 870 used our benefits calculator hosted on the website to help maximise their income (with the support of specialist caseworkers where required).

Rise in demand has meant we have had to take on new volunteers and staff allowing us to reach new and vulnerable people via extended channels i.e. website, out of hours phone service and increasing face to face outreach. In addition, we have expanded our Energy Team who specifically help low-income clients and families with young children and our Money and Debt Team to assist those struggling with negative budgets.

And finally, as ever, we are grateful to all our funders. Alongside our core general advice service, funded in part by Essex County Council and Colchester City Council, we have continued to deliver our successful partnership projects with, in particular, Big Lottery Fund, British Gas Energy Trust, Colchester Borough Homes, Energy Redress Scheme, Essex County Council, Ministry of Justice, NHS (ESNEFT), Trussell Trust and UK Power Networks.

CITIZENS ADVICE COLCHESTER
Report of the Trustees
For the Year Ended 31 March 2024

Financial review

Position

Incoming resources in the year were £467,393 (2023 as restated £374,209). Of this, £389,279 related to restricted project activities (2023 £314,496).

A surplus of £80,272 was this year's outcome. At 31 March 2024 total reserves were £453,444, of which £5,792 represented restricted funds (2023 £71,105).

The increase in surplus and unrestricted funds is a welcome hedge against the currently heightened financial uncertainties and the increase in both scope and demand for services provided by Citizens Advice Colchester.

Plans for future periods

We plan to review and refresh our strategy according to changes to our operating environment and informed by local demand for our services, social trends and data from our partners in the third sector.

Funding will continue to be priority due to the uncertainty of annual funding and our Local Authority funding is approximately 7% of our operating costs. We will review our funding plan to increase direct fundraising, strengthen grant applications and diversify our funding base (while maintaining focus on local needs).

We have created new roles: Communications and Research & Campaigns to raise our profile, inform bids and build strategic partnerships with those who share our values and priorities; and Money & Debt and Benefit Lead roles to support the Team in ensuring we maximise our support for those who are disproportionately affected by the cost of living crisis.

All our team (Volunteers and Staff) will be offered access to an Employee Assistance Programme and an application to keep them safe when working alone, from home or at outreach.

We will seek premises that are accessible and safe for our clients, team and suppliers; sufficient to accommodate the growing team and new ways of working with increased remote access online and by phone (paired with outreach locations for those clients who need to meet face to face).

CITIZENS ADVICE COLCHESTER
Report of the Trustees
For the Year Ended 31 March 2024

Trustees' responsibilities statement

The trustees, who are also directors 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).

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

In these statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards 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 the charity will continue in business.

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

The trustees' annual report and the strategic report were approved on
and signed on behalf of the board of trustees by:

02/07/2024



David Jarvis CBE
Chair
Trustee & Director

CITIZENS ADVICE COLCHESTER
Independent Examiner's Report to the Trustees on the Accounts
For the Year Ended 31 March 2024

I report to the trustees on my examination of the accounts of the above charity for the year ended 31 March 2024 which are set out on pages 9 to 21.

Responsibilities and basis of report

As the charity 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 company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants in England and Wales, 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 that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts did not accord with those records.

During my examination, the Chief Officer made me aware that the balances brought forward on three restricted funds were incorrect. The funds in question should have been transferred to unrestricted funds during the year ended 31 March 2023, and not carried forward.

Rather than correcting the brought forward position, the Trustees have decided to transfer the balance on these funds to unrestricted funds during the current year. The funds and amounts in question are: CB Homes £13,283, MAPS £42,043 and Lakes £7,001.

I confirm that there are no other matters to which your attention should be drawn to enable a proper understanding of the accounts to be reached.



Robert Easby

Independent Examiner

For and on behalf of Denmark Forrester Ltd
Chartered Accountants
Statutory Auditor

Date: 02/07/2024

Office 12
The Bentalls Centre
Maldon
Essex
CM9 4GD

CITIZENS ADVICE COLCHESTER
Statement of Financial Activities
(Including Income and Expenditure Account)
For the Year Ended 31 March 2024

	Note	Unrestricted funds £	Restricted funds £	Total funds 2024 £	As restated Total funds 2023 £
Income					
Donations and legacies	3	72,807	389,279	462,086	371,561
Investments	4	5,307	-	5,307	2,648
Total incoming resources		78,114	389,279	467,393	374,209
Expenditure					
Charitable expenditure	5	46,404	340,717	387,121	307,648
Total resources expended		46,404	340,717	387,121	307,648
Net income/(expenditure)		31,710	48,562	80,272	66,561
Transfer between funds		113,875	(113,875)	-	-
Net movement in funds		145,585	(65,313)	80,272	66,561
Reconciliation of funds					
Total funds brought forward		302,067	71,105	373,172	306,611
Total funds carried forward		447,652	5,792	453,444	373,172

All incoming resources and resources expended derive from continuing activities.

There were no recognised gains and losses other than the surplus for the year.

CITIZENS ADVICE COLCHESTER

Balance Sheet

As at 31 March 2024

	Note	2024 £	As restated 2023 £
Fixed assets			
Tangible assets	11	-	1,866
		-	1,866
Current assets			
Debtors	12	42,419	78,222
Cash at bank and in hand		430,996	326,407
		473,415	404,629
Creditors: amounts falling due within one year	13	19,971	33,323
Net current assets		453,444	371,306
Net assets		453,444	373,172
Funds	14		
Restricted funds		5,792	71,105
Unrestricted funds		447,652	302,067
		453,444	373,172

The notes form part of these financial statements.

The company was entitled to exemption from audit under s477 of the Companies Act 2006 relating to small companies.

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 complying with the requirements of the Companies Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP.

Approved by the Board of Trustees, and signed on its behalf



.....
Mr G N Chalklin

Date 02/07/2024

Company No. 4431673

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CITIZENS ADVICE COLCHESTER
Statement of Cash Flows
For the Year Ended 31 March 2024

	2024 £	As restated 2023 £
Cash used in operating activities		
Net movement in funds	80,272	66,561
Depreciation charge	1,866	1,866
Interest received	(5,307)	(2,648)
Decrease/(increase) in debtors	35,803	(73,313)
Increase/(decrease) in creditors	(13,352)	17,605
Net cash provided by operating activities	<u>99,282</u>	<u>10,071</u>
 Cash flows from investing activities		
Interest income	<u>5,307</u>	<u>2,648</u>
Cash used in investing activities	<u>5,307</u>	<u>2,648</u>
 Increase in cash and cash equivalents in the year	 104,589	 12,719
Cash and cash equivalents at the beginning of the year	<u>326,407</u>	<u>313,688</u>
Cash and cash equivalents at the end of the year	<u>430,996</u>	<u>326,407</u>

CITIZENS ADVICE COLCHESTER
Notes to the Financial Statements
For the Year Ended 31 March 2024

1. Accounting policies, judgements and key sources of estimation uncertainty

Company information

Citizens Advice Colchester is a private company limited by guarantee domiciled and incorporated in England and Wales. The registered office is 28 Middleborough, Colchester, Essex, CO1 1TG. The company number is 4431673.

Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation of uncertainty in the preparation of the financial statements are as follows:

a) Basis of preparation

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 (FRS102) (issue in October 2019) - (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

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

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

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

b) Preparation of the accounts on a going concern basis

The charity reported a surplus for the year that has brought the reserves to an amount that could sustain the running costs for a period of in excess of 12 months and on that basis the charity is a going concern.

c) Income

Voluntary income including donations, gifts, legacies and grants of a general nature are recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability. Such income is only deferred when:

- the donor specifies that the grant or donation must be used only in future accounting periods; or
- the donor has imposed conditions which must be met before the charity has absolute entitlement.

Income from commercial trading activities is recognised as earned.

Investment income is recognised on a receivable basis.

Income from fundraising events run by the charity, or by agents on its behalf, is recognised in the accounts as earned.

Income from charitable activities is recognised as earned.

CITIZENS ADVICE COLCHESTER
Notes to the Financial Statements
For the Year Ended 31 March 2024

d) Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over them, any conditions associated with the donated item have been met, the receipts of economic benefits from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the charity is not recognised. Details can be found in the Trustees' Report.

e) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

f) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity.

Restricted funds comprise income which the contributor has specified are to be used for a specific project within the stated objects of the charity. The expenditure from the restricted funds represents the allocation of direct costs such as salaries, direct activities and an apportion of overheads and running costs as approved through the budgeting process undertaken by the Trustees. When projects are completed, the Trustees review the balances outstanding and, subject to any repayments required by the funders, approve transfers of balances, surplus or deficit to unrestricted funds. The balance can then be properly applied in future periods to further the charitable purposes in line with our articles and strategic priorities. Further explanation of the nature and purpose of each restricted fund, being specified as a grant or project, is set out in the notes to the financial statements.

g) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds comprise the costs of commercial trading of the charity's retail shops and their associated support costs. It also includes the costs of the fundraising events and their support and promotion costs.
- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

h) Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity. These costs have been allocated between cost of raising funds and expenditure on charitable activities on the basis of an estimation of time spent by relevant staff.

i) Operating leases

The charity classifies the short term lease of properties and equipment as operating leases; the title to which remains with the lessor. Rental charges are charged on a straight line basis over the term of the lease.

CITIZENS ADVICE COLCHESTER
Notes to the Financial Statements
For the Year Ended 31 March 2024

j) Tangible fixed assets

Individual assets costing £500 or more are capitalised at cost and depreciated over their estimated useful economic lives on a straight line basis as follows:

Office equipment - 50% per annum

Fixtures and fittings - 25% per annum

k) Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid net of any discounts.

l) Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of six months or less from the date of acquisition or opening of the deposit or similar account.

m) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at the settlement amount after allowing for any discounts due.

n) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured and amortised cost using the effective interest method.

o) Pensions

The charity makes contributions to a defined contribution pension scheme. Contributions are charged to the statement of financial activities as they become payable in accordance with the rules of the scheme.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Useful economic lives of tangible fixed assets

The annual depreciation charge for tangible fixed assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of the assets. See note 11 for the carrying amount of the tangible fixed assets and note 1j for the useful economic lives for each class of asset.

CITIZENS ADVICE COLCHESTER
Notes to the Financial Statements
For the Year Ended 31 March 2024

2. Legal status of the charity

The company is limited by guarantee. The number of members at the end of the year was 32 (2022: 31). The liability of each member or persons ceasing to be members within one year of the company's winding up, towards payment of the company debts and liabilities, contracted before cessation of membership, and winding up expenses is limited to £1.

	2024	As restated 2023
3. Donations and legacies		
Unrestricted	£	£
Donations	1,495	4,055
Government and public authority services	71,312	53,010
	72,807	57,065
Restricted		
Donations	-	-
Government and public authority services	389,279	314,495
	389,279	314,495

4. Investment income

All of the charity's investment income arises from interest bearing deposit accounts and represents unrestricted funds.

5. Cost of charitable activities

	Unrestricted funds £	Restricted funds £	Total 2024 £
General advisory services	46,404	340,717	387,121
	46,404	340,717	387,121
			As restated
	Unrestricted funds £	Restricted funds £	Total 2023 £
General advisory services	4,111	303,537	307,648
	4,111	303,537	307,648

CITIZENS ADVICE COLCHESTER
Notes to the Financial Statements
For the Year Ended 31 March 2024

6. Analysis of support costs

	Total 2024	As restated Total 2023
	£	£
Staff costs	307,361	248,427
Premises	21,973	17,039
Communications and IT	21,471	11,196
General office	8,836	8,890
Finance costs	140	139
Professional fees	20,260	19,333
Depreciation	1,866	1,866
Sundry	5,214	758
	<u>387,121</u>	<u>307,648</u>

7. Staff numbers

The average number of full time equivalent employees during the year is analysed as follows:

	2024 No.	2023 No.
Charitable purposes	11	8
Management and administration of the charity	3	3
Full time equivalent	<u>14</u>	<u>11</u>

At the year-end date 12 of the above employees participated in the defined contribution pension scheme. Contributions for the year, included in staff costs, totalled £8,007 (2023: £6,685).

There are no staff receiving emoluments of more than £60,000 (2023: None).

8. Trustees remuneration

The trustees received no remuneration during both the current and preceding year. Expenses totalling £1,131 were paid to trustees during the year (2023: £163).

9. Net incoming resources

	2024	As restated 2023
	£	£
Net incoming resources for the year are stated after charging:		
Depreciation of fixed assets	1,866	1,866
Independent examiners remuneration	<u>1,200</u>	<u>1,200</u>

CITIZENS ADVICE COLCHESTER
Notes to the Financial Statements
For the Year Ended 31 March 2024

10. Taxation

As a charity, Citizens Advice Colchester is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

11. Tangible fixed assets

	As restated		
	Fixtures and fittings	Equipment	Total
Cost or valuation			
At 1 April 2023	2,860	55,977	58,837
Additions	-	-	-
Disposals	-	-	-
At 31 March 2024	2,860	55,977	58,837
Depreciation			
At 1 April 2023	2,860	54,111	56,971
Charge for the year	-	1,866	1,866
Eliminated on disposal	-	-	-
At 31 March 2024	2,860	55,977	58,837
Net book value			
At 31 March 2024	-	-	-
At 31 March 2023	-	1,866	1,866

12. Debtors

	2024	As restated
	£	2023
		£
Prepayments	4,965	4,125
Accrued income	37,454	74,097
	42,419	78,222

13. Creditors: amounts falling due within one year

	2024	As restated
	£	2023
		£
Trade creditors	4,489	4,489
Accruals and deferred income	6,513	23,577
Social security and other taxes	5,927	3,996
Other creditors	3,042	1,261
	19,971	33,323

CITIZENS ADVICE COLCHESTER
Notes to the Financial Statements
For the Year Ended 31 March 2024

14.	Analysis of charitable funds		Unrestricted	Restricted	Total
	At 1 April 2023	As restated	302,067	71,105	373,172
	Surplus for the year		31,710	48,562	80,272
	Transfer between funds		113,875	(113,875)	-
	At 31 March 2024		447,652	5,792	453,444
				General fund	Total unrestricted funds
Unrestricted funds					
	At 1 April 2023	As restated		302,067	302,067
	Incoming resources			78,114	78,114
	Resources expended			(46,404)	(46,404)
	Transfer between funds			113,875	113,875
	At 31 March 2024			447,652	447,652
					Total restricted funds
Restricted funds	As restated 01-Apr-23 £	Incoming resources £	Resources expended £	Transfer £	£
CB Homes Fund	13,283	25,000	(23,966)	(14,317)	-
CitA Cost of Living	-	15,000	(17,442)	2,442	-
General Advice	-	41,567	(20,849)	(20,718)	-
MAPS	42,043	-	-	(42,043)	-
Lakes	7,001	9,259	(8,481)	(7,779)	-
UKPN	-	15,623	(9,831)	-	5,792
Warm Homes	2,627	35,748	(26,390)	(11,985)	-
Warm Start	750	(949)	-	199	-
Warm Start Plus	-	28,170	(34,514)	6,344	-
BGET	527	34,456	(41,092)	6,109	-
ECC COL	1,042	62,608	(53,659)	(9,991)	-
Foodbank	137	49,000	(38,948)	(10,189)	-
Long Covid	3,695	73,797	(65,545)	(11,947)	-
	71,105	389,279	(340,717)	(113,875)	5,792

CITIZENS ADVICE COLCHESTER
Notes to the Financial Statements
For the Year Ended 31 March 2024

Purpose of restricted funds

CB Homes Fund

Provision of Money and Debt Advice to tenants referred by Colchester Borough Homes.

CitA - Cost of Living

The funding objectives to increase capacity, extend channels, focus on areas of deprivation. Administered by National Citizens Advice.

General Advice - Essex County Council and Colchester City Council

Apportioning the annual grant funding attributable to the direct costs of providing volunteer 'General Advisers' services, including basic overheads and training essential to their roles in delivering the nine core services which the CitA network provide to residents in Colchester.

MAPS

Provision of Money and Debt Advice across two streams of activity: Mainstream and Increased Capacity. Funded by the Money and Pensions Service (via National Citizens Advice).

Lakes

Provision of caseworker to support in-patients at The Lakes Mental Health Unit in Colchester. During lockdown this was extended to those with diagnosed chronic mental health conditions. Funded jointly by Big Lottery Fund and Catalyst.

UKPN Project

Provision of in-depth fuel poverty alleviation and energy advice to clients in fuel poverty. Funded by UK Power Networks.

Warm Homes Project

Provision of specialist welfare benefits advice, income maximization, initial debt advice and energy efficiency advice delivered by an Energy Adviser. To improve the health and wellbeing of residents through the delivery of an advice service that addresses the needs of people living in cold homes. Funded by the Energy Redress Scheme and administered by Citizens Advice Essex.

Warm Start Project

Provision of specialist welfare benefits advice, income maximization, initial debt advice and energy efficiency advice delivered by Energy Adviser. To improve the health and wellbeing of local families with dependent children, 80% of clients are deemed fuel poor.

Warm Start Plus Project

Provision of specialist welfare benefits advice, income maximization, initial debt advice and energy efficiency advice delivered by an Energy Adviser. To improve the health and wellbeing of local families with dependent children, 80% of clients are deemed fuel poor. Funded by the Energy Redress Scheme and administered by Citizens Advice Essex.

CITIZENS ADVICE COLCHESTER
Notes to the Financial Statements
For the Year Ended 31 March 2024

BGET Project

Provision of Money and Energy Advice by an Energy Adviser supporting vulnerable clients e.g. those using foodbanks. Funded by British Gas Energy Trust.

Essex County Council - Cost Of Living

Funding to address impact of the cost of living crisis. Provision of an out of hours telephony service, additional three General Advisers supporting clients via email, phone and face to face, a Training Lead and additional experienced Debt and Money Adviser.

Foodbank Project

Provision of face-to-face advice, support and information directly to clients at Colchester Foodbanks. Delivered via experienced Debt & Money and Benefits Advisers. Delivered in partnership with Colchester Foodbank and funded by Trussell Trust.

Long Covid Project

Provision of Social Prescribers to provide advice and support to patients diagnosed with Long Covid and referred by the Long Covid Unit in Colchester. To promote understanding of Long Covid symptoms and services available increasing access to these and to online information and support. Funded by the NHS ESNEFT and delivered by Colchester, Ipswich and West Suffolk local area Citizens Advice.

15. Analysis of net assets between funds	Unrestricted fund	Restricted funds	2024 Total
Tangible fixed assets	-	-	-
Current assets	467,623	5,792	473,415
Current liabilities	(19,971)	-	(19,971)
Net assets	447,652	5,792	453,444
	Unrestricted fund	Restricted funds	As restated 2023 Total
Tangible fixed assets	1,866	-	1,866
Current assets	318,524	86,105	404,629
Current liabilities	(18,323)	(15,000)	(33,323)
Net assets	302,067	71,105	373,172

CITIZENS ADVICE COLCHESTER
Notes to the Financial Statements
For the Year Ended 31 March 2024

16. Lease commitments

At the balance sheet date the charity had the following lease commitments:

	2024	2023
Falling due:	£	£
Within one year	30,156	21,804
Between one and five years	-	43,608
After five years	-	-
	30,156	65,412

17. Ultimate controlling party

There is no ultimate controlling party.

18. Related party transactions

There were no transactions with related parties during the year (2023: None).

19. Prior period error

£15,000 of funding received in March 2023, allocated to unrestricted funds, should have been deferred to the year ended 31 March 2024. This error has been corrected, the results of which were to reduce income and increase deferred income in the 2023 financial statements.

Accounts

CITIZENS ADVICE COLCHESTER
TRUSTEES REPORT AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

Company No. 04431673
Registered Charity No. 1097252

CITIZENS ADVICE COLCHESTER
Trustees Report and Financial Statements
For the Year Ended 31 March 2023

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Independent examiner's report on the accounts	8
Statement of financial activities including income and expenditure account	9
Balance sheet	10
Statement of cash flows	11
Notes to the financial statements	12 - 21

CITIZENS ADVICE COLCHESTER
Report of the Trustees
For the Year Ended 31 March 2023

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31st March 2023.

Reference and Administrative Details

Registered charity name	Citizens Advice Colchester
Charity registration number	1097252
Company registration number	4431673
Principal office and registered office	28 Middleborough Colchester CO1 1TG

The Trustees	Mr D J Jarvis CBE	Chair
	Mr B Hayton	Vice Chair
	Mr G N Chalklin	Treasurer
	Mr S R Ede	Company Secretary
	Ms E Keegan	Retired 28 March
	Ms A C Tyler	
	Mr M A Kerr	

Company Secretary	Mr S R Ede
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Independent Examiner	Denmark Forrester Limited Office 12 The Bentalls Centre Colchester Road Heybridge CM9 4GD
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CITIZENS ADVICE COLCHESTER
Report of the Trustees
For the Year Ended 31 March 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Objectives

Citizens Advice Colchester (CAC) provides free, confidential, impartial, and independent advice and information for the benefit of the local community. It aims to influence the development of social policies and services, and to ensure that individuals do not suffer through a lack of knowledge or any inability to express their needs effectively.

Governing document

Citizens Advice Colchester is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to one pound. At 31st March 2023 the company had 31 members (2022: 37 members). CAC is governed by its Memorandum and Articles of Association as adopted on 26 July 2022.

Colchester Citizens Advice Bureau was incorporated as a company limited by guarantee on 3rd May 2002. The company commenced operation on 1 April 2004, at which date the assets and liabilities of the Colchester Citizens Advice Bureau (unincorporated association) were acquired.

In line with service wide changes and national re-branding, the term 'Bureau' was removed from the company name. The organisation formally changed its name by special resolution in February 2016 to Citizens Advice Colchester.

Related parties

Citizens Advice Colchester is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which ensures quality and consistency of advice by providing quarterly monitoring against a framework of standards and casework management. Operating policies are independently determined by the Trustee Board of CAC to fulfil its charitable objects and comply with national membership requirements.

The charity also co-operates and liaises with several other advisory services, local charities, and public service departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision making process. CAC is primarily active in the Colchester area, working with local partners such as the Foodbank, Colchester City Council and the NHS, to get the best picture of local needs and how to address them.

CITIZENS ADVICE COLCHESTER
Report of the Trustees
For the Year Ended 31 March 2023

Organisational structure

Citizens Advice Colchester is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of CAC and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum every two months or more frequently if necessary and delegate the day-to-day operation of the organisation to senior management. There are specific sub-committees, covering finance and fundraising for example, and working groups are formed as required. The Trustee Board is independent from management. A register of members' interests is maintained online and is available to the public.

Recruitment and appointment of trustees

Trustees, who are also Directors of the Company, are recruited for vacancies based on the necessary skills to complement the existing lead roles within the Board, and where possible the Board's profile reflects that of the community which it serves. Potential candidates are interviewed and attend a board meeting prior to being invited to join. The Trustee Board oversees the election process for Board appointments and at the first meeting after the Annual General Meeting the Board elects the Chairman, the Vice Chairman, and the Honorary Treasurer. If Colchester City Council nominates a Councillor the Board can co-opt them as an observer.

Changes to trustees

Newly appointed Trustees are provided with an induction to Citizens Advice Colchester through the provision of access to online information packs, training courses, meetings with senior management and mentoring by established trustees.

During 2023 the Trustee Board said goodbye to three members. Bill Hayton, who has served on the Board for 14 years and is Vice Chairman, will leave us after the AGM, as will Alex Tyler, and Emma Keegan departed at Easter. They have all given sterling service on our behalf and we shall miss them. To fill their shoes 3 new Trustees have been recruited.

Major risks

The Board of Trustees of Citizens Advice Colchester has a Risk Register and a Business Continuity Plan in place. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end the Trustee Board is continually monitoring and managing its risks, reviewing the risk register and ensuring action plans are in place for mitigation.

The diversification of routes for providing advice has continued post the pandemic. The provision of new IT and telephony equipment has meant that a sudden loss of premises would not stop service provision. A website, with dedicated advice and a contact form, has gone live, providing another channel to reduce risk of service cancellation through a failure of one route.

CITIZENS ADVICE COLCHESTER
Report of the Trustees
For the Year Ended 31 March 2023

Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

Reserves policy

Citizens Advice Colchester ensures that resources are available in each financial year to meet any reasonably foreseeable contingency. CAC maintains sufficient reserves to cover one year's operating costs.

Investment policy

As required in its Memorandum paragraph 4.15 in furtherance of its objects, and for no other purposes, the Company has the power to invest or deposit funds in any lawful manner whilst having regard to the suitability of investments and the need for diversification.

STRATEGIC REPORT

Achievements and performance

This has been a year of continuing positive change for Citizens Advice Colchester, and I am very pleased to be able to report that since the last report we have grown our service, increased both our staff and volunteer members, and built on our partnering arrangements.

Our biggest change during the past year, as the year before, was in staffing. Bev Perkins (Chief Officer) has grown our staff and volunteer team and introduced some exciting changes. CAC now also has a Service Delivery Lead to cover operational issues so that Bev has been able concentrate on development and delivery of the strategy and plan.

April this year marked two years in our new home at 28 Middleborough, on the ground floor of the Lepra Building, which has proved to be a very successful move. I am pleased to be able to report that we have just agreed a further 3 years licence and increased our space to include a dedicated training room.

Last year, the Trustee Board and the Chief Officer worked together on developing a new strategy for CAC. Over this year the strategy has been developed in consultation with staff, volunteers and stakeholders including:-

CAC's Mission:

To support and empower the people of Colchester to deal with life's challenges.

CAC's Vision:

We will deliver free, impartial, confidential help to the people of Colchester when they need it, in a form which works for them and enables them to handle future situations better themselves.

CITIZENS ADVICE COLCHESTER
Report of the Trustees
For the Year Ended 31 March 2023

CAC's Values:

Empathetic; Expansive; Evolutionary; Educating; Effective

These inform the Business Plan, which reflects and explains how we intend to deliver the following strategic aims:

- 1 Meet needs across nine core services with increased demand and a renewed focus on cost of living challenges.
- 2 Focus on priority issues for Colchester identified by local research.
- 3 Assist a diverse client pool, representative of Colchester residents:
 - a from areas of deprivation
 - b with complex needs (multiple issues)
 - c health or social challenges.
- 4 Agree priorities with stakeholders (third sector agencies and local authorities).

External challenges

Towards the end of 2021, the country emerged from the pandemic but also from the various pandemic protection measures. The end of furlough payments, the cancellation of the Universal Credit uplift payments and the withdrawal of protections from eviction caused problems for many of our clients. That these changes coincided with the start of the war in Ukraine and dramatic rises in the cost of living will only make the situations for many households more difficult. Demand for our services is great and rising with issues becoming more complicated, at a time when a number of regular sources of support are closing. This year we served 5,200 clients, of which half reached us via our new website, an increase of more than 40% on last year.

It is therefore gratifying that, through the recruitment of staff and volunteers and collaborative working with other organisations, we have been able to increase our services for hard to reach clients and those in greatest need. We now have an agreement to work with Colchester Foodbank for the next three years and another with the NHS to assist patients with Long Covid.

And finally, as ever, we are grateful to all our funders. Alongside our core general advice service, funded in part by Essex County Council and Colchester City Council, we have continued to deliver our successful partnership projects with, in particular, Big Lottery Fund, Colchester Borough Homes, Energy Redress Scheme, Essex County Council, the NHS (ESNEFT), and the Trussell Trust.

Financial review

Position

Incoming resources in the year were £389,209 (2021/2 £294,703). Of this, £314,496 related to restricted project activities (2021/2 £246,170).

A surplus of £81,561 was this year's outcome. At 31 March 2023 total reserves were £388,172, of which £317,067 represented unrestricted funds (2021/2 £246,465).

CITIZENS ADVICE COLCHESTER
Report of the Trustees
For the Year Ended 31 March 2023

The increase in surplus and unrestricted funds is a welcome hedge against the currently heightened financial uncertainties and the increase in both scope and demand for services provided by Citizens Advice Colchester.

Borrowing sources

CAC did not have any borrowings from either providers of funding or other sources at the balance sheet date.

Funds in deficit

No funds were in deficit at the balance sheet date.

Plans for future periods

We expect our operating environment will continue to change as our clients' needs change, and because of the significant shortfall in Local Authority funding for our general advice service. We continue to develop a local fundraising and stakeholder plan to further diversify our funding base and raise our profile within the Colchester Community.

We are continually reviewing our strategy, to reflect the changing needs of our clients and shifts in the ways we provide support and advice. We believe there is a growing need to reach out and provide help and advice digitally, and to that end we have launched a CAC-specific website and are intending to increase our social media presence and our accessibility by phone including an out of hours service.

Trustees' responsibilities statement

The trustees, who are also directors 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).

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

In these statements, the trustees are required to:

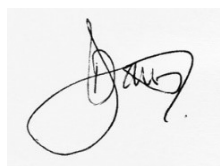
- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume the charity will continue in business.

CITIZENS ADVICE COLCHESTER
Report of the Trustees
For the Year Ended 31 March 2023

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

The trustees' annual report and the strategic report were approved on
and signed on behalf of the board of trustees by:

31/08/2023

A handwritten signature in black ink, appearing to read 'David Jarvis', is written over a light grey rectangular background.

David Jarvis CBE
Chair
Trustee & Director

CITIZENS ADVICE COLCHESTER
Independent Examiner's Report to the Trustees on the Accounts
For the Year Ended 31 March 2023

I report to the trustees on my examination of the accounts of the above charity for the year ended 31 March 2023 which are set out on pages 9 to 21.

Responsibilities and basis of report

As the charity 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 company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants in England and Wales, 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 that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts did not accord with those records.

Although I have confirmed the overall total of unrestricted and restricted funds is correct, I was unable to confirm the split of balances at 1st April 2022 on restricted funds, and in particular MindKind, Help to Claim and COMF. The trustees have confirmed that the balances on these three funds should have been nil at 1st April 2022, and that the balances should have been transferred to unrestricted funds. I was not able to confirm whether the balances on other restricted funds had been affected, but I have received written representations from the Trustees that the other restricted fund balances are correctly stated at the year end date.

I confirm that there are no other matters to which your attention should be drawn to enable a proper understanding of the accounts to be reached.



Robert Easby

Independent Examiner

For and on behalf of Denmark Forrester Ltd
Chartered Accountants
Statutory Auditor

Date: 31/08/2023

Office 12
The Bentalls Centre
Maldon
Essex
CM9 4GD

CITIZENS ADVICE COLCHESTER
Statement of Financial Activities
(Including Income and Expenditure Account)
For the Year Ended 31 March 2023

	Note	Unrestricted funds £	Restricted funds £	Total funds 2023 £	As restated Total funds 2022 £
Income					
Donations and legacies	3	72,065	314,496	386,561	291,694
Investments	4	2,648	-	2,648	3,009
Total incoming resources		74,713	314,496	389,209	294,703
Expenditure					
Charitable expenditure	5	4,111	303,537	307,648	303,677
Total resources expended		4,111	303,537	307,648	303,677
Net income/(expenditure)		70,602	10,959	81,561	(8,974)
Transfer between funds		-	-	-	-
Net movement in funds		70,602	10,959	81,561	(8,974)
Reconciliation of funds					
Total funds brought forward		246,465	60,146	306,611	315,585
Total funds carried forward		317,067	71,105	388,172	306,611

All incoming resources and resources expended derive from continuing activities.

There were no recognised gains and losses other than the surplus for the year.

CITIZENS ADVICE COLCHESTER

Balance Sheet

As at 31 March 2023

	Note	2023 £	As restated 2022 £
Fixed assets			
Tangible assets	11	1,866	3,732
		<u>1,866</u>	<u>3,732</u>
Current assets			
Debtors	12	78,222	4,909
Cash at bank and in hand		326,407	313,688
		<u>404,629</u>	<u>318,597</u>
Creditors: amounts falling due within one year	13	18,323	15,718
Net current assets		386,306	302,879
Net assets		<u>388,172</u>	<u>306,611</u>
Funds	14		
Restricted funds		71,105	60,146
Unrestricted funds		317,067	246,465
		<u>388,172</u>	<u>306,611</u>

The notes form part of these accounts.

The company was entitled to exemption from audit under s477 of the Companies Act 2006 relating to small companies.

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 complying with the requirements of the Companies Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP.

Approved by the Board of Trustees , and signed on its behalf



.....
Mr G N Chalklin

Date

31/08/2023

Company No. 4431673

CITIZENS ADVICE COLCHESTER
Statement of Cash Flows
For the Year Ended 31 March 2023

	2023 £	As restated 2022 £
Cash used in operating activities		
Net movement in funds	81,561	(8,974)
Depreciation charge	1,866	3,733
Interest received	(2,648)	(3,009)
Decrease/(increase) in debtors	(73,313)	6,132
Increase/(decrease) in creditors	2,605	2,731
Net cash provided by operating activities	10,071	613
Cash flows from investing activities		
Interest income	2,648	3,009
Cash used in investing activities	2,648	3,009
 Increase in cash and cash equivalents in the year	 12,719	 3,622
 Cash and cash equivalents at the beginning of the year	 313,688	 310,066
Cash and cash equivalents at the end of the year	326,407	313,688

CITIZENS ADVICE COLCHESTER
Notes to the Financial Statements
For the Year Ended 31 March 2023

1. Accounting policies, judgements and key sources of estimation uncertainty

Company information

Citizens Advice Colchester is a private company limited by guarantee domiciled and incorporated in England and Wales. The registered office is 28 Middleborough, Colchester, Essex, CO1 1TG. The company number is 4431673.

Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation of uncertainty in the preparation of the financial statements are as follows:

a) Basis of preparation

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 (FRS102) (issue in October 2019) - (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

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

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

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

b) Preparation of the accounts on a going concern basis

The charity reported a surplus for the year that has brought the reserves to an amount that could sustain the running costs for a period of in excess of 12 months and on that basis the charity is a going concern.

c) Income

Voluntary income including donations, gifts, legacies and grants of a general nature are recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability. Such income is only deferred when:

- the donor specifies that the grant or donation must be used only in future accounting periods; or
- the donor has imposed conditions which must be met before the charity has absolute entitlement.

Income from commercial trading activities is recognised as earned.

Investment income is recognised on a receivable basis.

Income from fundraising events run by the charity, or by agents on its behalf, is recognised in the accounts as earned.

Income from charitable activities is recognised as earned.

CITIZENS ADVICE COLCHESTER
Notes to the Financial Statements
For the Year Ended 31 March 2023

d) Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over them, any conditions associated with the donated item have been met, the receipts of economic benefits from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the charity is not recognised. Details can be found in the Trustees' Report.

e) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

f) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds comprise income which the contributor has specified are to be solely used for particular areas of the charity's work or for a specific project being undertaken by the charity.

g) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds comprise the costs of commercial trading of the charity's retail shops and their associated support costs. It also includes the costs of the fundraising events and their support and promotion costs.
- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

h) Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity. These costs have been allocated between cost of raising funds and expenditure on charitable activities on the basis of an estimation of time spent by relevant staff.

i) Operating leases

The charity classifies the short term lease of properties and equipment as operating leases; the title to which remains with the lessor. Rental charges are charged on a straight line basis over the term of the lease.

CITIZENS ADVICE COLCHESTER
Notes to the Financial Statements
For the Year Ended 31 March 2023

j) Tangible fixed assets

Individual assets costing £500 or more are capitalised at cost and depreciated over their estimated useful economic lives on a straight line basis as follows:

Office equipment - 50% straight line

Fixtures and fittings - 25% per annum

k) Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid net of any discounts.

l) Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of six months or less from the date of acquisition or opening of the deposit or similar account.

m) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at the settlement amount after allowing for any discounts due.

n) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured and amortised cost using the effective interest method.

o) Pensions

The charity makes contributions to a defined contribution pension scheme. Contributions are charged to the statement of financial activities as they become payable in accordance with the rules of the scheme.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Useful economic lives of tangible fixed assets

The annual depreciation charge for tangible fixed assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of the assets. See note 11 for the carrying amount of the tangible fixed assets and note 1j for the useful economic lives for each class of asset.

CITIZENS ADVICE COLCHESTER
Notes to the Financial Statements
For the Year Ended 31 March 2023

2. Legal status of the charity

The company is limited by guarantee. The number of members at the end of the year was 31 (2022: 37). The liability of each member or persons ceasing to be members within one year of the company's winding up, towards payment of the company debts and liabilities, contracted before cessation of membership, and winding up expenses is limited to £1.

	2023	As restated 2022
	£	£
3. Donations and legacies		
Unrestricted		
Donations	4,055	6,696
Government and public authority services	68,010	38,828
	72,065	45,524
Restricted		
Donations	-	-
Government and public authority services	314,495	246,170
	314,495	246,170

4. Investment income

All of the charity's investment income arises from interest bearing deposit accounts and represents unrestricted funds.

5. Cost of charitable activities

	Unrestricted funds £	Restricted funds £	Total 2023 £
General advisory services	4,111	303,537	307,648
	4,111	303,537	307,648

	Unrestricted funds £	Restricted funds £	As restated Total 2022 £
General advisory services	77,501	226,176	303,677
	77,501	226,176	303,677

CITIZENS ADVICE COLCHESTER
Notes to the Financial Statements
For the Year Ended 31 March 2023

6. Analysis of support costs

	Total 2023	As restated Total 2022
	£	£
Staff costs	248,427	233,964
Premises	17,039	25,535
Communications and IT	11,196	13,983
General office	8,890	3,811
Finance costs	139	165
Professional fees	19,333	10,413
Depreciation	1,866	3,733
Sundry	758	12,073
	<u>307,648</u>	<u>303,677</u>

7. Staff numbers

The average number of full time equivalent employees during the year is analysed as follows:

	2023 No.	2022 No.
Charitable purposes	8	8
Management and administration of the charity	3	1
Full time equivalent	<u>11</u>	<u>9</u>

At the year-end date 11 of the above employees participated in the defined contribution pension scheme. Contributions for the year, included in staff costs, totalled £6,685 (2022: £6,296).

There are no staff receiving emoluments of more than £60,000 (2022: None).

8. Trustees remuneration

The trustees received no remuneration during both the current and preceding year. Expenses totalling £163 were paid to trustees during the year (2022: None).

9. Net incoming resources

	2023	As restated 2022
	£	£
Net incoming resources for the year are stated after charging:		
Depreciation of fixed assets	1,866	3,733
Independent examiners remuneration	<u>1,200</u>	<u>1,650</u>

CITIZENS ADVICE COLCHESTER
Notes to the Financial Statements
For the Year Ended 31 March 2023

10. Taxation

As a charity, Citizens Advice Colchester is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

11. Tangible fixed assets

	Fixtures and fittings	Equipment	Total
Cost or valuation			
At 1 April 2022	2,860	55,977	58,837
Additions	-	-	-
Disposals	-	-	-
At 31 March 2023	2,860	55,977	58,837
Depreciation			
At 1 April 2022	2,860	52,245	55,105
Charge for the year	-	1,866	1,866
Eliminated on disposal	-	-	-
At 31 March 2023	2,860	54,111	56,971
Net book value			
At 31 March 2023	-	1,866	1,866
At 31 March 2022	-	3,732	3,732

	2023	As restated
	£	2022
		£
12. Debtors		
Prepayments	4,125	4,125
Accrued income	74,097	784
	78,222	4,909

	2023	As restated
	£	2022
		£
13. Creditors: amounts falling due within one year		
Trade creditors	4,489	3,927
Accruals and deferred income	8,577	7,013
Social security and other taxes	3,996	3,699
Other creditors	1,261	1,079
	18,323	15,718

CITIZENS ADVICE COLCHESTER
Notes to the Financial Statements
For the Year Ended 31 March 2023

14.	Analysis of charitable funds		Unrestricted	Restricted	Total	
	At 1 April 2022	(as restated)	246,465	60,146	306,611	
	Surplus for the year		70,602	10,959	81,561	
	Transfer between funds		-	-	-	
	At 31 March 2023		317,067	71,105	388,172	
	Unrestricted funds			General fund	Total unrestricted funds	
	At 1 April 2022	(as restated)		246,465	246,465	
	Incoming resources			74,713	74,713	
	Resources expended			(4,111)	(4,111)	
	Transfer between funds			-	-	
	At 31 March 2023			317,067	317,067	
	Restricted funds	As restated 01-Apr-22 £	Transfer £	Incoming resources £	Resources expended £	Total restricted funds £
	CB Homes Fund	12,678	-	25,000	(24,395)	13,283
	MAPS	40,842	-	85,036	(83,835)	42,043
	Lakes	6,626	-	9,168	(8,793)	7,001
	MindKind	-	-	-	-	-
	Help to Claim	-	-	-	-	-
	Warm Homes	-	-	49,290	(46,663)	2,627
	Warm Start	-	-	22,200	(21,450)	750
	COMF	-	-	-	-	-
	BGET	-	-	10,446	(9,919)	527
	ECC COL	-	-	13,379	(12,337)	1,042
	Foodbank	-	-	43,000	(42,863)	137
	Long Covid	-	-	56,977	(53,282)	3,695
		60,146	-	314,496	(303,537)	71,105

Restricted funds listed above are classed as such by the charity for internal accounting purposes only. Funders have not attached any restrictions to monies given.

CITIZENS ADVICE COLCHESTER
Notes to the Financial Statements
For the Year Ended 31 March 2023

Purpose of restricted funds

CB Homes Fund

Provision of Money and Debt Advice to tenants referred by Colchester Borough Homes.

MAPS

Provision of Money and Debt Advice across two streams of activity: Mainstream and Increased Capacity. Funded by the Money and Pensions Service (via National Citizens Advice).

Lakes

Provision of caseworker to support in-patients at The Lakes Mental Health Unit in Colchester. During lockdown this was extended to those with diagnosed chronic mental health conditions. Funded jointly by Big Lottery Fund and Catalyst.

MindKind

Provision of caseworker to support in-patients at The Lakes Mental Health Unit and the Peter Bruff assessment unit. Initially face to face appointments then a telephone and email general advice service was launched supporting all clients with diagnosed mental health issues.

Help to Claim

Provision of Benefits caseworker to assist clients with Universal Credit claims. Advice via a dedicated telephone line, a webchat service and face to face at the Job Centre.

Warm Homes

Provision of specialist welfare benefits advice, income maximization, initial debt advice and energy efficiency advice delivered by Energy Adviser. To improve the health and wellbeing of residents through the delivery of an advice service that addresses the needs of people living in cold homes.

Warm Start

Provision of specialist welfare benefits advice, income maximization, initial debt advice and energy efficiency advice delivered by Energy Adviser. To improve the health and wellbeing of local families with dependent children, 80% of clients are deemed fuel poor.

COMF

Funding to address impact of Covid - 19 Pandemic on Colchester residents. COMF Adviser supported increased capacity via recruitment of staff and volunteers, introduction of new channels (website including self help and enquiry form) and increased outreach to vulnerable clients.

BGET

Provision of Money and Energy Advice by an Energy Adviser supporting vulnerable clients e.g. those using foodbanks. Funded by British Gas Energy Trust.

CITIZENS ADVICE COLCHESTER
Notes to the Financial Statements
For the Year Ended 31 March 2023

ECC COL

Funding to address impact of the cost of living crisis. Provision of an out of hours telephony service, additional three General Advisers supporting clients via email, phone and face to face, a Training Lead and additional experienced Debt and Money Adviser.

Foodbank

Provision of face-to-face advice, support and information directly to clients at Colchester Foodbanks. Delivered via experienced Debt & Money and Benefits Advisers. Delivered in partnership with Colchester Foodbank and funded by Trussell Trust.

Long Covid

Provision of Social Prescribers to provide advice and support to patients diagnosed with Long Covid and referred by the Long Covid Unit in Colchester. To promote understanding of Long Covid symptoms and services available increasing access to these and to online information and support.

15. Analysis of net assets between funds

	Unrestricted fund	Restricted funds	2023 Total
Tangible fixed assets	1,866	-	1,866
Current assets	333,524	71,105	404,629
Current liabilities	(18,323)	-	(18,323)
Net assets	317,067	71,105	388,172
	As restated Unrestricted fund	As restated Restricted funds	As restated 2022 Total
Tangible fixed assets	3,732	-	3,732
Current assets	258,451	60,146	318,597
Current liabilities	(15,718)	-	(15,718)
Net assets	246,465	60,146	306,611

CITIZENS ADVICE COLCHESTER
Notes to the Financial Statements
For the Year Ended 31 March 2023

16. Lease commitments

At the balance sheet date the charity had the following lease commitments:

	2023	2022
	£	£
Falling due:		
Within one year	21,804	16,500
Between one and five years	43,608	-
After five years	-	-
	65,412	16,500

17. Ultimate controlling party

There is no ultimate controlling party.

18. Related party transactions

There were no transactions with related parties during the year (2022: None).

19. Prior period error

The financial statements for the year ended 31 March 2022 included an error in the total balance of restricted and unrestricted funds. Three restricted funds, MindKind, Help to Claim and COMF, related to projects that had been completed before 31 March 2022 and, as a result, the balances on those funds should have been transferred to unrestricted funds.

The total of this transfer was £73,671, and the balances on the funds affected has been restated accordingly.

Accounts

COMPANY REGISTRATION NUMBER: 4431673
CHARITY REGISTRATION NUMBER: 1097252

Citizens Advice Colchester
Company Limited by Guarantee
Unaudited Financial Statements
31st March 2022

Citizens Advice Colchester

Company Limited by Guarantee

Financial Statements

Year Ended 31st March 2022

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Citizens Advice Colchester

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year Ended 31st March 2022

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31st March 2022.

Reference and Administrative Details

Registered charity name Citizens Advice Colchester

Charity registration number 1097252

Company registration number 4431673

Principal office and registered office
28 Middleborough
Colchester
Essex
CO1 1TG

The Trustees

Mr S R Ede
Mr B Hayton
Mr G N Chalklin
Ms E Keegan
Mr M A Kerr
Mr M W Poole (Retired 18th January 2022)
Ms A C Tyler
Mr D J Jarvis CBE
Mrs M Owens (Retired 7th December 2021)

Company Secretary Mr S R Ede

Independent Examiner Peyton Tyler Mears
Middleborough House
16 Middleborough
Colchester
Essex
CO1 1QT

Citizens Advice Colchester

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31st March 2022

Structure, Governance and Management

Objectives

Citizens Advice Colchester (CAC) provides free, confidential, impartial, and independent advice and information for the benefit of the local community. It aims to exercise an influence on the development of social policies and services, and to ensure that individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

Governing Document

Citizens Advice Colchester is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to one pound. At 31st March 2022 the company had 37 members (31st March 2021, 37 members). CAC is governed by its Memorandum and Articles of Association as adopted on 1st April 2004, which have since been partially amended by various special resolutions since that time.

Colchester Citizens Advice Bureau was incorporated as a company limited by guarantee on 3rd May 2002. The company commenced operations on 1st April 2004, at which date the assets and liabilities of the Colchester Citizens Advice Bureau (unincorporated association) were acquired.

In line with service wide changes and national re-branding, the term 'Bureau' was removed from the company name. The organisation formally changed its name by special resolution in February 2016 to Citizens Advice Colchester.

Organisational Structure

Citizens Advice Colchester is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of CAC and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum every two months or more frequently if necessary and delegate the day-to-day operation of the organisation to senior management. There are a number of sub-committees, such as the finance sub-committee, and working groups are formed as required. The Trustee Board is independent from management. A register of members' interests is maintained online and is available to the public.

Recruitment, Appointment of Trustees

Trustees, who are also Directors of the Company, are recruited for vacancies based on the necessary skills to complement the existing lead roles within the Board, and where possible the Board's profile reflects that of the community which it serves. Potential candidates are interviewed and attend a board meeting prior to being invited to join. The Trustee Board oversees the election process for Board appointments and at the first meeting after the Annual General Meeting the Board elects the Chairman, the Vice Chairman, and the Honorary Treasurer. The Board can co-opt a Councillor from Colchester Borough Council as an observer, if one is nominated by them.

Induction of Trustees

Newly appointed Trustees are provided with an induction to Citizens Advice Colchester through the provision of access to online information packs, training courses and mentoring by established trustees.

Citizens Advice Colchester

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31st March 2022

Related Parties

Citizens Advice Colchester is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which ensures quality and consistency of advice by providing quarterly monitoring against a framework for standards and casework management. Operating policies are independently determined by the Trustee Board of CAC to fulfil its charitable objects and comply with national membership requirements.

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

Major Risks

The Board of Trustees of Citizens Advice Colchester has a risk register in place. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end the Trustee Board is continually monitoring and managing its risk, reviewing the risk register and ensuring action plans are in place to mitigate its key risks

Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity

Reserves Policy

Citizens Advice Colchester ensures that resources are available in each financial year to meet any reasonably foreseeable contingency

In view of the uncertainty in the current financial climate trustees have maintained sufficient reserves to cover 1 year's operating costs.

Investment Policy

As required in its Memorandum paragraph 4.15 in furtherance of its objects, and for no other purposes, the Company has the power to invest or deposit funds in any lawful manner whilst having regard to the suitability of investments and the need for diversification.

Strategic Report

Achievements and Performance

This has been a year of profound change for Citizens Advice Colchester, but I am very pleased to be able to report that CAC has emerged from it very well. We have changed Chief Officer, implemented new ways of working, moved offices, recruited new staff and volunteers, and stabilised our finances.

Our previous AGM took place only six months ago, on 18 January 2022, because over recent years, and particularly during the COVID-19 pandemic, the gap between the end of our financial year and the AGM had widened. The Board, in particular our Treasurer Graeme Chalklin, and our auditors have worked very hard to close that gap. My thanks to all who have helped to make this happen.

Citizens Advice Colchester

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31st March 2022

Our biggest change during the past year was in staffing. In May 2021, Jo Blyth stood down as Chief Officer. Jo had been with CAC for many years, initially as an adviser before moving on to the top job. She skilfully guided us through a difficult period when funding was reduced, and her hard work enabled CAC to survive and prosper. We thank her for her dedicated service. In May, Jo was succeeded as Chief Officer by Bev Perkins. Bev brings a wealth of experience to CAC. Before joining us, she had spent 13 years working in third sector organisations including, charities, not for profit groups and the Co-op movement. For most of the past year, Bev has also carried out the role of Operations Manager on top of her Chief Officer duties. The work has been very hard, with long hours, and we are very grateful for the dedication and leadership that she has displayed.

On 30 April 2021, CAC moved out of Blackburn House in Crouch Street, which had been our home for 13 years. The move was partly forced upon us by the redevelopment of the building, but it also coincided with a major change in our working practices prompted by the pandemic and gave us an opportunity to reduce our fixed costs. We were very pleased to be able to find a new home at 28 Middleborough with our friends from Lepra. We now have a flexible space that meets all our office needs. A special thank you to all those colleagues who laboured to make the transition so smooth: Emma Keegan and Mike Kerr from the Trustee Board, and Jo Blyth, Stephen Bloom, Janice Tonge, and Margaret Appleton.

The pandemic and the new office arrangements obliged us to end our drop-in service for clients. Instead, all our general advice is now delivered by phone or online, with face-to-face meetings where essential. The pandemic also caused some of our long-serving volunteers to reduce or cease their involvement with CAC. We thank them for their commitment and enthusiasm over many years. We are currently in the process of rebuilding our roster of adviser volunteers through recruitment and training. This will enable us to gradually expand our core advice service to cover more days. Other volunteers are providing valuable help in support and specialist roles.

The volunteers are the backbone of our general advice work, and we were particularly pleased to honour one of our number at the end of January. Margaret Clubb celebrated 50 years of continuous service with a special presentation. We believe that she is the longest-serving Citizens Advice volunteer in the country.

During the year, the Trustee Board and the Chief Officer have worked together on developing a new strategy for CAC. The process has been led by trustee Alex Tyler. This will be presented to our stakeholders shortly after the AGM. We have agreed the following:

CAC's Mission:

To support and empower the people of Colchester to deal with life's challenges

CAC's Vision:

We will deliver free, impartial, confidential help to the people of Colchester when they need it, in a form which works for them and enables them to handle future situations better themselves.

CAC's Values:

Empathetic; Expansive; Evolutionary; Educating; Effective

During the year we said goodbye to two long-serving members of the Trustee Board: Mike Poole, our longest-serving trustee, and Maggie Owens, a former volunteer turned trustee. We thank them for their many years of devoted service to CAC.

Towards the end of 2021, the country emerged from the pandemic but also from the various pandemic protection measures. The end of furlough payments, the cancellation of the Universal Credit uplift payments and the withdrawal of protections from eviction caused problems for many of our clients. That these changes coincided with the start of the war in Ukraine and dramatic rises in the cost of living will only make the situations for many households more difficult. Demand for our services is great and rising.

Citizens Advice Colchester

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31st March 2022

It is therefore gratifying that, through the recruitment of staff and volunteers and collaborative working with other organisations, we have been able to increase our services to particular groups in need. We now have an agreement to work with Colchester Foodbank for the next three years and another with the NHS to assist patients with 'Long COVID'.

And finally, as ever, we are grateful to all our funders. Alongside our core general advice service, majority-funded by Colchester Borough Council, we have continued to deliver our successful partnership projects with, in particular, Colchester Borough Homes, the Department for Work and Pensions, the NHS, Essex County Council, the Money and Pensions Service and the Big Lottery.

Financial Review

Financial Position

Incoming resources in the year were £294,703 (2020/21 £299,753). Of this, £246,170 related to restricted project activities (2020/21 £188,153). A deficit of £8,974 was the outcome in the year (2020/21 surplus £90,528). At 31st March 2022 total reserves were £306,611 of which £172,794 represented unrestricted funds (2020/21 £226,733).

The increase in surplus and unrestricted funds is a welcome hedge against a more difficult financial climate expected after COVID, and the commensurate increase in demand for our services over the next few years.

Borrowing Sources

CAC did not have any borrowings from either providers of funding or other sources at the balance sheet date.

Funds in Deficit

No funds were in deficit at the balance sheet date.

Plans for Future Period

We expect our operating environment will continue to change as our clients' needs change, and because of the significant reduction in funding for our general advice service. This is likely to have an impact on our balance sheet. We are developing a local fundraising and stakeholder plan to diversify our funding base and raise our profile within the Colchester community. The requirement to retain and secure long term funding is crucial to ensure the service continues to meet the needs of our growing local community.

We are currently undertaking a review of strategy, reflecting on the changing needs of our clients and shifts in the ways we provide advice and help. In particular, the reduction in face-to-face consultations necessitated by the pandemic has required a greater emphasis on remote working and digital delivery (via email and online chat) or by phone.

We want our services to be easily accessible, particularly in areas of greatest need. To this end, we are developing our outreach programmes. Discussions are underway with other organisations in Colchester with a view to developing additional partnerships to address the issues experienced by residents.

In these ways we will ensure that we are best placed to meet the challenges facing us and are able to do so within the income streams available to us. A further key challenge for us is to increase the number of volunteers supporting CAC in the future to ensure continuity and increase capacity to meet increasing demand for our services.

Citizens Advice Colchester

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31st March 2022

Trustees' Responsibilities Statement

The trustees, who are also directors 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).

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

Independent Examiner

Martin Mears FCA of Peyton Tyler Mears has been re-appointed as independent examiner for the ensuing year.

The trustees' annual report and the strategic report were approved on 15 July 2022..... and signed on behalf of the board of trustees by:



David Jarvis CBF
Chair
Trustee & Director

Citizens Advice Colchester

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of Citizens Advice Colchester *(continued)*

Year Ended 31st March 2022

I report to the trustees on my examination of the financial statements of Citizens Advice Colchester ('the charity') for the year ended 31st March 2022.

Responsibilities and Basis of Report

As the trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements 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 the 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 charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales (ICAEW), 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 charity as required by section 386 of the 2006 Act; or
2. the financial statements do not accord with those records; or
3. the financial statements 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 financial statements 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.



Peyton Tyler Mears
Independent Examiner

Middleborough House
16 Middleborough
Colchester
Essex
CO1 1QT

Citizens Advice Colchester

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year Ended 31st March 2022

			2022		2021
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income and endowments					
Donations and legacies	5	45,524	246,170	291,694	299,753
Investment income	6	3,009	—	3,009	—
Total income		<u>48,533</u>	<u>246,170</u>	<u>294,703</u>	<u>299,753</u>
Expenditure					
Expenditure on charitable activities	7,8	77,501	226,176	303,677	209,225
Total expenditure		<u>77,501</u>	<u>226,176</u>	<u>303,677</u>	<u>209,225</u>
Net (expenditure)/income		<u>(28,968)</u>	<u>19,994</u>	<u>(8,974)</u>	<u>90,528</u>
Transfers between funds		(24,971)	24,971	—	—
Net movement in funds		<u>(53,939)</u>	<u>44,965</u>	<u>(8,974)</u>	<u>90,528</u>
Reconciliation of funds					
Total funds brought forward		226,733	88,852	315,585	225,057
Total funds carried forward		<u>172,794</u>	<u>133,817</u>	<u>306,611</u>	<u>315,585</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 10 to 18 form part of these financial statements.

Citizens Advice Colchester

Company Limited by Guarantee

Statement of Financial Position

31st March 2022

	Note	2022 £	2021 £
Fixed Assets			
Tangible fixed assets	14	3,732	7,465
Current Assets			
Debtors	15	4,909	11,041
Cash at bank and in hand		313,688	310,066
		<u>318,597</u>	<u>321,107</u>
Creditors: amounts falling due within one year	16	<u>15,718</u>	<u>12,987</u>
Net Current Assets		<u>302,879</u>	<u>308,120</u>
Total Assets Less Current Liabilities		<u>306,611</u>	<u>315,585</u>
Net Assets		<u>306,611</u>	<u>315,585</u>
Funds of the Charity			
Restricted funds		133,817	88,852
Unrestricted funds		172,794	226,733
Total charity funds	17	<u>306,611</u>	<u>315,585</u>

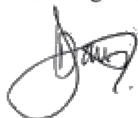
For the year ending 31st March 2022 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

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

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

These financial statements were approved by the board of trustees and authorised for issue on 15 July 2022, and are signed on behalf of the board by:



David Jarvis CBE
Chair
Trustee & Director

The notes on pages 10 to 18 form part of these financial statements.

Citizens Advice Colchester

Company Limited by Guarantee

Notes to the Financial Statements

Year Ended 31st March 2022

1. General Information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 78 Middleborough, Colchester, Essex, CO1 1TG.

2. Statement of Compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting Policies

Basis of Preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going Concern

There are no material uncertainties about the charity's ability to continue.

Disclosure Exemptions

The entity satisfies the criteria of being a qualifying entity as defined in FRS 102.

Judgements and Key Sources of Estimation Uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Citizens Advice Colchester

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31st March 2022

3. Accounting Policies *(continued)*

Incoming Resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources Expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible Assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Citizens Advice Colchester

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31st March 2022

3. Accounting Policies *(continued)*

Tangible Assets *(continued)*

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Fixtures & fittings	- 25% straight line
Office Equipment	- 33% straight line

Impairment of Fixed Assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Financial Instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

4. Limited by Guarantee

Every member of the charity undertakes to contribute such amount as may be required, not exceeding £1, to the charity's assets if it should be wound up.

Citizens Advice Colchester

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31st March 2022

5. Donations and Legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Donations			
Donations	6,696	—	6,696
Grants			
Government and public authority services	38,828	246,170	284,998
	<u>45,524</u>	<u>246,170</u>	<u>291,694</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Donations			
Donations	2,702	—	2,702
Grants			
Government and public authority services	108,899	188,153	297,051
	<u>111,601</u>	<u>188,153</u>	<u>299,753</u>

6. Investment Income

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Bank interest receivable	<u>3,009</u>	<u>3,009</u>	<u>—</u>	<u>—</u>

7. Expenditure on Charitable Activities by Fund Type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
General Advisory Services	<u>77,501</u>	<u>226,176</u>	<u>303,677</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
General Advisory Services	<u>72,997</u>	<u>136,229</u>	<u>209,225</u>

Citizens Advice Colchester

Company Limited by Guarantee

Notes to the Financial Statements (continued)

Year Ended 31st March 2022

8. Expenditure on Charitable Activities by Activity Type

	Activities undertaken directly	Total funds 2022	Total fund 2021
	£	£	£
Expenditure	303,677	303,677	209,225

9. Analysis of Support Costs

	Expenditure £	Total 2022 £	Total 2021 £
Staff costs	226,441	226,441	160,958
Premises	25,535	25,535	23,703
Communications and IT	13,983	13,983	8,564
General office	3,811	3,811	1,629
Human resources	7,523	7,523	1,932
Finance costs	165	165	123
Professional Fees	10,413	10,413	6,467
Depreciation	3,733	3,733	3,734
Sundry	12,073	12,073	2,115
	303,677	303,677	209,225

10. Net (Expenditure)/Income

Net (expenditure)/income is stated after charging/(crediting):

	2022 £	2021 £
Depreciation of tangible fixed assets	3,733	3,734

11. Independent Examination Fees

	2022 £	2021 £
Fees payable to the independent examiner for: Independent examination of the financial statements	1,650	2,100

12. Staff Costs

The average head count of employees during the year was Nil (2021: Nil). The average number of full-time equivalent employees during the year is analysed as follows:

	2022 No.	2021 No.
Charitable purposes	8	8
Management and administration of charity	1	1
	9	9

No employee received employee benefits of more than £60,000 during the year (2021: Nil).

Citizens Advice Colchester

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31st March 2022

13. Trustee Remuneration and Expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees

14. Tangible Fixed Assets

	Fixtures and fittings £	Equipment £	Total £
Cost			
At 1st April 2021 and 31st March 2022	<u>2,860</u>	<u>55,977</u>	<u>58,837</u>
Depreciation			
At 1st April 2021	2,860	48,512	51,372
Charge for the year	<u>—</u>	<u>3,733</u>	<u>3,733</u>
At 31st March 2022	<u>2,860</u>	<u>52,245</u>	<u>55,105</u>
Carrying amount			
At 31st March 2022	<u>—</u>	<u>3,732</u>	<u>3,732</u>
At 31st March 2021	<u>—</u>	<u>7,465</u>	<u>7,465</u>

15. Debtors

	2022 £	2021 £
Prepayments and accrued income	4,125	91
Other debtors	<u>784</u>	<u>10,950</u>
	<u>4,909</u>	<u>11,041</u>

Citizens Advice Colchester

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31st March 2022

16. Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	3,927	2,259
Accruals and deferred income	7,013	6,833
Social security and other taxes	3,699	2,728
Other creditors	1,079	1,167
	<u>15,718</u>	<u>12,987</u>

17. Analysis of Charitable Funds

Unrestricted funds

	At 1st April 2021	Income	Expenditure	Transfers	At 31st March 2022
	£	£	£	£	£
General funds	<u>226,733</u>	<u>48,533</u>	<u>(77,501)</u>	<u>(24,971)</u>	<u>172,794</u>

	At 1st April 2020	Income	Expenditure	Transfers	At 31st March 2021
	£	£	£	£	£
General funds	<u>192,708</u>	<u>111,601</u>	<u>(72,997)</u>	<u>(4,579)</u>	<u>226,733</u>

Citizens Advice Colchester

Company Limited by Guarantee

Notes to the Financial Statements (continued)

Year Ended 31st March 2022

17. Analysis of Charitable Funds (continued)

Restricted funds

	At 1st April 2021 £	Income £	Expenditure £	Transfers £	At 31st March 2022 £
CB Homes Fund	10,020	25,000	(22,342)	—	12,678
MAPS	23,863	104,329	(87,350)	—	40,842
Lakes	7,507	8,946	(9,827)	—	6,626
MindKind	7,623	—	(1,217)	—	6,406
Warm Homes	4,778	14,809	(31,018)	11,431	—
Money Advice Assist	—	—	—	—	—
Help to Claim	35,061	35,071	(37,385)	—	32,747
Warm Start	—	10,481	(24,021)	13,540	—
COMF	—	47,534	(13,016)	—	34,518
	<u>88,852</u>	<u>246,170</u>	<u>(226,176)</u>	<u>24,971</u>	<u>133,817</u>

	At 1st April 2020 £	Income £	Expenditure £	Transfers £	At 31st March 2021 £
CB Homes Fund	—	24,750	(14,730)	—	10,020
MAPS	14,061	48,751	(38,949)	—	23,863
Lakes	11,147	8,775	(12,415)	—	7,507
MindKind	—	13,661	(6,038)	—	7,623
Warm Homes	—	15,073	(10,295)	—	4,778
Money Advice Assist	—	12,753	(17,182)	4,429	—
Help to Claim	7,141	64,390	(36,470)	—	35,061
Warm Start	—	—	(150)	150	—
	<u>32,349</u>	<u>188,153</u>	<u>(136,229)</u>	<u>4,579</u>	<u>88,852</u>

Citizens Advice Colchester

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31st March 2022

18. Analysis of Net Assets Between Funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Tangible fixed assets	3,732	—	3,732
Current assets	169,062	133,817	302,879
Net assets	172,794	133,817	306,611

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Tangible fixed assets	7,465	—	7,465
Current assets	219,268	88,852	308,120
Net assets	226,733	88,852	315,585

Accounts

COMPANY REGISTRATION NUMBER: 4431673
CHARITY REGISTRATION NUMBER: 1097252

Citizens Advice Colchester
Company Limited by Guarantee
Unaudited Financial Statements
31st March 2021

Citizens Advice Colchester

Company Limited by Guarantee

Financial Statements

Year Ended 31st March 2021

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Citizens Advice Colchester

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year Ended 31st March 2021

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31st March 2021.

Reference and Administrative Details

Registered charity name	Citizens Advice Colchester
Charity registration number	1097252
Company registration number	4431673
Principal office and registered office	28 Middleborough Colchester Essex CO1 1TG

The Trustees

Mr S R Ede	(Appointed 1st May 2020)
Mr B Hayton	
Mr G N Chalklin	(Appointed 1st March 2021)
Ms E Keegan	(Appointed 12th May 2020)
Mr M A Kerr	(Appointed 18th December 2020)
Mr M W Poole	
Ms A C Tyler	(Appointed 1st May 2020)
	(Served from 17th December 2020 to 6th February 2021)
Mr G Lindridge	
Mr D J Jarvis CBE	
Mrs M Owens	
Mr D J Pickles	(Retired 15th January 2021)
Dr A Fejos	(Retired 1st May 2020)
Mrs GV Woods	(Retired 1st May 2020)

Company Secretary Mr S R Ede

Independent Examiner Peyton Tyler Mears
Middleborough House
16 Middleborough
Colchester
Essex
CO1 1QT

Citizens Advice Colchester

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31st March 2021

Structure, Governance and Management

Objectives

Citizens Advice Colchester (CAC) provides free, confidential, impartial, and independent advice and information for the benefit of the local community. It aims to exercise an influence on the development of social policies and services, and to ensure that individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

Governing Document

Citizens Advice Colchester is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to one pound. At 31st March 2021 the company had 37 members (31st March 2021, 37 members). CAC is governed by its Memorandum and Articles of Association as adopted on 1st April 2004, which have since been partially amended by various special resolutions since that time.

Colchester Citizens Advice Bureau was incorporated as a company limited by guarantee on 3rd May 2002. The company commenced operations on 1st April 2004, at which date the assets and liabilities of the Colchester Citizens Advice Bureau (unincorporated association) were acquired.

In line with service wide changes and national re-branding, the term 'Bureau' was removed from the company name. The organisation formally changed its name by special resolution in February 2016 to Citizens Advice Colchester.

Organisational Structure

Citizens Advice Colchester is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of CAC and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum every two months or more frequently if necessary and delegate the day-to-day operation of the organisation to senior management. There are a number of sub-committees, such as the finance sub-committee, and working groups are formed as required. The Trustee Board is independent from management. A register of members' interests is maintained online, and is available to the public.

Recruitment, Appointment of Trustees

Trustees, who are also Directors of the Company, are recruited for vacancies on the basis of the necessary skills to complement the existing lead roles within the Board, and where possible the Board's profile reflects that of the community which it serves. Potential candidates are interviewed and attend a board meeting prior to being invited to join. The Trustee Board oversees the election process for Board appointments and at the first meeting after the Annual General Meeting the Board elects the Chairman, the Vice Chairman, and the Honorary Treasurer. The Board can co-opt a Councillor from Colchester Borough Council as an observer, if one is nominated by them.

Induction of Trustees

Newly appointed Trustees are provided with an induction to Citizens Advice Colchester through the provision of access to online information packs, training courses and mentoring by established trustees.

Citizens Advice Colchester

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31st March 2021

Related Parties

Citizens Advice Colchester is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which ensures quality and consistency of advice by providing quarterly monitoring against a framework for standards and casework management. Operating policies are independently determined by the Trustee Board of CAC to fulfil its charitable objects and comply with national membership requirements.

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

Major Risks

The Board of Trustees of Citizens Advice Colchester has a risk register in place. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end the Trustee Board is continually monitoring and managing its risk, reviewing the risk register and ensuring action plans are in place to mitigate its key risks

Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity

Reserves Policy

Citizens Advice Colchester ensures that resources are available in each financial year to meet any reasonably foreseeable contingency

In view of the uncertainty in the current financial climate trustees have maintained sufficient reserves to cover 1 year's operating costs.

Investment Policy

As required in its Memorandum paragraph 4.15 in furtherance of its objects, and for no other purposes, the Company has the power to invest or deposit funds in any lawful manner whilst having regard to the suitability of investments and the need for diversification.

Strategic Report

Achievements and Performance

COVID-19 restrictions were introduced in England on 23 March 2020 just before the beginning of the year in review. As a result, CAC was obliged to close its office and suspend its face-to-face advice service. Our staff and volunteers made tremendous efforts to adapt to the new circumstances. With financial help from Essex Community Foundation, we were able to buy laptop computers and mobile phones so that staff and volunteers could work from home.

Citizens Advice Colchester

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31st March 2021

Some of our funded projects, notably the 'help to claim' service for Universal Credit, also had to be reconfigured from face-to-face provision to online and telephone services. We are very pleased to be able to say that, despite the strictures imposed by the response to the pandemic, our dedicated team of volunteer advisers and paid staff delivered advice to over 4000 clients during this difficult year.

During the lockdown, the Trustee Board continued to meet remotely. We came to the view that, given the move to online and telephone delivery, CAC's future service would require fewer rooms for face-to-face meetings. We took a decision to reduce our expenditure by surrendering the lease on the offices in Blackburn House, where we had been based since 2008. A search for new premises resulted in an agreement to take a licence from Lepra and occupy part of their offices at 28 Middleborough, Colchester, CO1 1TG.

The trustees are immensely proud of, and grateful to, all our volunteers for the contribution they make to the people of Colchester and beyond. We estimate that, had we had to pay them for their time, it would have cost CAC in excess of half a million pounds.

Despite all the difficulties of this 'COVID year' we have been able to make a real contribution to the wellbeing of the community. Two in every 3 clients had their problems solved, 4 in every 5 clients said the advice improved their lives by reducing stress and improving their finances, and 90% of our clients reported overall satisfaction with the service.

Last year a Treasury approved model concluded that CAC realised a benefit of over £38 for each pound we spent, and saved the public purse nearly £4m as a result of the advice we gave our clients. This year has been no different in scale thanks to the flexibility and efforts of our staff and volunteers despite the constraints of the pandemic, and such figures demonstrate that CAC is an essential and valuable local service for the residents of Colchester and beyond.

We are grateful to all our funders. Alongside our core general advice service, we have continued to deliver our successful partnership projects with, in particular, Colchester Borough Homes, the Department for Work and Pensions, Essex County Council, Money and Pensions Service, the Big Lottery, and Colchester Borough Council.

Financial Review

Financial Position

Incoming resources in the year were £299,753 (2019/20 £258,719). Of this, £188,153 related to restricted project activities (2019/20 £172,314). A surplus of £90,528 was the outcome in the year (2019/20 surplus £18,205). At 31st March 2021 total reserves were £315,585 of which £226,733 represented unrestricted funds (2019/20 £192,708).

The increase in surplus and unrestricted funds is a welcome hedge against a more difficult financial climate expected after COVID, and the commensurate increase in demand for our services over the next few years.

Borrowing Sources

CAC did not have any borrowings from either providers of funding or other sources at the balance sheet date.

Funds in Deficit

No funds were in deficit at the balance sheet date.

Citizens Advice Colchester

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31st March 2021

Plans for Future Period

We expect our operating environment will continue to change as our clients' needs change, and as a result of the significant reduction in funding for our general advice service. This is likely to have an impact on our balance sheet. We are developing a local fundraising and stakeholder plan to diversify our funding base and raise our profile within the Colchester community. The requirement to retain and secure long-term funding is crucial to ensure the service continues to meet the needs of our growing local community.

We are currently undertaking a review of strategy, reflecting on the changing needs of our clients and shifts in the ways we provide advice and help. In particular, the reduction in face-to-face consultations necessitated by the pandemic has required a greater emphasis on remote working and digital delivery (via email and online chat) or by phone.

We want our services to be easily accessible, particularly in areas of greatest need. To this end, we are developing our outreach programmes. Discussions are underway with other organisations in Colchester with a view to developing additional partnerships to address the issues experienced by residents.

In these ways we will ensure that we are best placed to meet the challenges facing us and are able to do so within the income streams available to us. A further key challenge for us is to increase the number of volunteers supporting CAC in the future to ensure continuity and increase capacity to meet increasing demand for our services.

Citizens Advice Colchester

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31st March 2021

Trustees' Responsibilities Statement

The trustees, who are also directors 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).

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

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

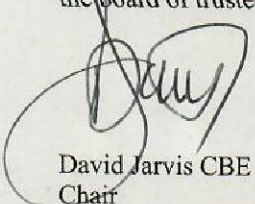
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

Independent Examiner

Martin Mears FCA of Peyton Tyler Mears has been re-appointed as independent examiner for the ensuing year.

The trustees' annual report and the strategic report were approved on 11 Dec 21 and signed on behalf of the board of trustees by:



David Jarvis CBE
Chair
Trustee & Director

Citizens Advice Colchester

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of Citizens Advice Colchester (continued)

Year Ended 31st March 2021

I report to the trustees on my examination of the financial statements of Citizens Advice Colchester ('the charity') for the year ended 31st March 2021.

Responsibilities and Basis of Report

As the trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements 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 the 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.

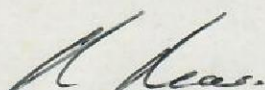
Independent Examiner's Statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales (ICAEW), 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 charity as required by section 386 of the 2006 Act; or
2. the financial statements do not accord with those records; or
3. the financial statements 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 financial statements 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.



Peyton Tyler Mears
Independent Examiner

Middleborough House
16 Middleborough
Colchester
Essex
CO1 1QT

Citizens Advice Colchester

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year Ended 31st March 2021

		Unrestricted funds	2021 Restricted funds	Total funds	2020 Total funds
	Note	£	£	£	£
Income and endowments					
Donations and legacies	5	111,601	188,153	299,753	256,315
Investment income	6	—	—	—	2,404
Total income		<u>111,601</u>	<u>188,153</u>	<u>299,753</u>	<u>258,719</u>
Expenditure					
Expenditure on charitable activities	7,8	72,997	136,229	209,225	240,514
Total expenditure		<u>72,997</u>	<u>136,229</u>	<u>209,225</u>	<u>240,514</u>
Net income		<u>38,604</u>	<u>51,924</u>	<u>90,528</u>	<u>18,205</u>
Transfers between funds		(4,579)	4,579	—	—
Net movement in funds		<u>34,025</u>	<u>56,503</u>	<u>90,528</u>	<u>18,205</u>
Reconciliation of funds					
Total funds brought forward		192,708	32,349	225,057	206,852
Total funds carried forward		<u>226,733</u>	<u>88,852</u>	<u>315,585</u>	<u>225,057</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 10 to 18 form part of these financial statements.

Citizens Advice Colchester

Company Limited by Guarantee

Statement of Financial Position

31st March 2021

	Note	2021 £	2020 £
Fixed Assets			
Tangible fixed assets	14	7,465	—
Current Assets			
Debtors	15	11,041	4,101
Cash at bank and in hand		310,066	256,020
		<u>321,107</u>	<u>260,121</u>
Creditors: amounts falling due within one year	16	12,987	35,064
Net Current Assets		<u>308,120</u>	<u>225,057</u>
Total Assets Less Current Liabilities		<u>315,585</u>	<u>225,057</u>
Net Assets		<u>315,585</u>	<u>225,057</u>
Funds of the Charity			
Restricted funds		88,852	32,349
Unrestricted funds		226,733	192,708
Total charity funds	17	<u>315,585</u>	<u>225,057</u>

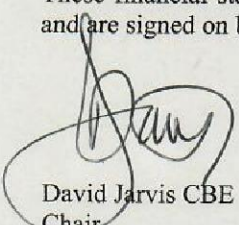
For the year ending 31st March 2021 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

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

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

These financial statements were approved by the board of trustees and authorised for issue on 11 Dec 21, and are signed on behalf of the board by:


David Jarvis CBE
Chair
Trustee & Director

The notes on pages 10 to 18 form part of these financial statements.

Citizens Advice Colchester

Company Limited by Guarantee

Notes to the Financial Statements

Year Ended 31st March 2021

1. General Information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 28 Middleborough, Colchester, Essex, CO1 1TG.

2. Statement of Compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting Policies

Basis of Preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going Concern

There are no material uncertainties about the charity's ability to continue.

Disclosure Exemptions

The entity satisfies the criteria of being a qualifying entity as defined in FRS 102.

Judgements and Key Sources of Estimation Uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Citizens Advice Colchester

Company Limited by Guarantee

Notes to the Financial Statements (continued)

Year Ended 31st March 2021

3. Accounting Policies (continued)

Incoming Resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources Expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible Assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Citizens Advice Colchester

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31st March 2021

3. Accounting Policies *(continued)*

Tangible Assets *(continued)*

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Fixtures & fittings	- 25% straight line
Office Equipment	- 33% straight line

Impairment of Fixed Assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Financial Instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

4. Limited by Guarantee

Every member of the charity undertakes to contribute such amount as may be required, not exceeding £1, to the charity's assets if it should be wound up.

Citizens Advice Colchester

Company Limited by Guarantee

Notes to the Financial Statements (continued)

Year Ended 31st March 2021

5. Donations and Legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Donations			
Donations	2,702	—	2,702
Grants			
Government and public authority services	108,899	188,153	297,051
	<u>111,601</u>	<u>188,153</u>	<u>299,753</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Donations			
Donations	17,099	35	17,135
Grants			
Government and public authority services	66,901	172,279	239,180
	<u>84,000</u>	<u>172,314</u>	<u>256,315</u>

6. Investment Income

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Bank interest receivable	—	—	2,404	2,404

7. Expenditure on Charitable Activities by Fund Type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
General Advisory Services	72,997	136,229	209,225
	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
General Advisory Services	60,525	179,988	240,514

Citizens Advice Colchester

Company Limited by Guarantee

Notes to the Financial Statements (continued)

Year Ended 31st March 2021

8. Expenditure on Charitable Activities by Activity Type

	Activities undertaken directly	Total funds 2021	Total fund 2020
	£	£	£
Expenditure	209,225	209,225	240,514

9. Analysis of expenditure

	Expenditure £	Total 2021 £	Total 2020 £
Staff costs	160,958	160,958	159,268
Premises	23,703	23,703	49,985
Communications and IT	8,564	8,564	9,451
General office	1,629	1,629	2,932
Human resources	1,932	1,932	1,629
Finance costs	123	123	103
Professional Fees	6,467	6,467	15,020
Depreciation	3,734	3,734	760
Sundry	2,115	2,115	1,366
	209,225	209,225	240,514

10. Net Income

Net income is stated after charging/(crediting):

	2021 £	2020 £
Depreciation of tangible fixed assets	3,734	760

11. Independent Examination Fees

	2021 £	2020 £
Fees payable to the independent examiner for: Independent examination of the financial statements	2,100	1,500

Citizens Advice Colchester

Company Limited by Guarantee

Notes to the Financial Statements (continued)

Year Ended 31st March 2021

12. Staff Costs

The average head count of employees during the year was Nil (2020: Nil). The average number of full-time equivalent employees during the year is analysed as follows:

	2021 No.	2020 No.
Charitable purposes	8	8
Management and administration of charity	1	1
	<u>9</u>	<u>9</u>

No employee received employee benefits of more than £60,000 during the year (2020: Nil).

13. Trustee Remuneration and Expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees

14. Tangible Fixed Assets

	Fixtures and fittings £	Equipment £	Total £
Cost			
At 1st April 2020	2,860	44,778	47,638
Additions	–	11,199	11,199
At 31st March 2021	<u>2,860</u>	<u>55,977</u>	<u>58,837</u>
Depreciation			
At 1st April 2020	2,860	44,778	47,638
Charge for the year	–	3,734	3,734
At 31st March 2021	<u>2,860</u>	<u>48,512</u>	<u>51,372</u>
Carrying amount			
At 31st March 2021	<u>–</u>	<u>7,465</u>	<u>7,465</u>
At 31st March 2020	<u>–</u>	<u>–</u>	<u>–</u>

15. Debtors

	2021 £	2020 £
Prepayments and accrued income	91	4,101
Other debtors	<u>10,950</u>	<u>–</u>
	<u>11,041</u>	<u>4,101</u>

Citizens Advice Colchester

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31st March 2021

16. Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	2,259	1,121
Accruals and deferred income	6,833	27,000
Social security and other taxes	2,728	6,139
Other creditors	1,167	804
	<u>12,987</u>	<u>35,064</u>

17. Analysis of Charitable Funds

Unrestricted funds

	At 1st April 2020	Income £	Expenditure £	Transfers £	At 31st March 2021
General funds	<u>192,708</u>	<u>111,601</u>	<u>(72,997)</u>	<u>(4,579)</u>	<u>226,733</u>

	At 1st April 2019	Income £	Expenditure £	Transfers £	At 31st March 2020
General funds	<u>113,811</u>	<u>86,404</u>	<u>(60,525)</u>	<u>53,018</u>	<u>192,708</u>

Citizens Advice Colchester

Company Limited by Guarantee

Notes to the Financial Statements (continued)

Year Ended 31st March 2021

17. Analysis of Charitable Funds (continued)

Restricted funds

	At 1st April 2020	Income	Expenditure	Transfers	At 31st March 2021
	£	£	£	£	£
CB Homes Fund	—	24,750	(14,730)	—	10,020
DWP Fund	—	—	—	—	—
MAPS	14,061	48,751	(38,949)	—	23,863
Lakes	11,147	8,775	(12,415)	—	7,507
MindKind	—	13,661	(6,038)	—	7,623
Warm Homes	—	15,073	(10,295)	—	4,778
Money Advice Assist	—	12,753	(17,182)	4,429	—
Help to Claim	7,141	64,390	(36,470)	—	35,061
Warm Start	—	—	(150)	150	—
	<u>32,349</u>	<u>188,153</u>	<u>(136,229)</u>	<u>4,579</u>	<u>88,852</u>

	At 1st April 2019	Income	Expenditure	Transfers	At 31st March 2020
	£	£	£	£	£
CB Homes Fund	—	24,500	(28,278)	3,778	—
DWP Fund	67,950	—	—	(67,950)	—
MAPS	21,429	59,319	(66,687)	—	14,061
Lakes	3,662	18,435	(10,950)	—	11,147
MindKind	—	—	—	—	—
Warm Homes	—	—	—	—	—
Money Advice Assist	—	9,237	(20,391)	11,154	—
Help to Claim	—	60,823	(53,682)	—	7,141
Warm Start	—	—	—	—	—
	<u>93,041</u>	<u>172,314</u>	<u>(179,988)</u>	<u>(53,018)</u>	<u>32,349</u>

Citizens Advice Colchester

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year Ended 31st March 2021

18. Analysis of Net Assets Between Funds

	Unrestricted Funds	Restricted Funds	Total Funds 2021
	£	£	£
Tangible fixed assets	7,465	—	7,465
Current assets	219,268	88,852	308,120
Net assets	<u>226,733</u>	<u>88,852</u>	<u>315,585</u>
	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£
Tangible fixed assets	—	—	—
Current assets	192,708	32,349	225,057
Net assets	<u>192,708</u>	<u>32,349</u>	<u>225,057</u>