

Citizens Advice Lincoln & Lindsey

England & Wales · Charity number 1099145

Details

Other names	Citizens Advice Lindsey, EAST LINDSEY C ITIZENS ADVIC E BUREAU, EAST LINDSEY CITIZENS ADVICE BUREAU
Status	Registered
Legal form	Charitable company
Company number	04740511
Registered	2003-08-27
Register	View on the Charity Commission register

Contact

Address	Guildhall Marshall's Yard Gainsborough Lincolnshire DN21 2NA
Phone	01427810914
Email	jenny.barnett@citizensadvicelincolnandlindsey.org.uk
Website	https://www.citizensadvicelincolnandlindsey.org.uk/

Activities

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

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

Classification

- **How:** Provides Advocacy/advice/information
- **What:** General Charitable Purposes
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** EAST LINDSEY, WEST LINDSEY AND SURROUNDING AREAS
- Lincolnshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,928,381	£2,676,039	£2,110,834	90
2024-03-31	£2,609,203	£2,352,535	£1,858,492	85
2023-03-31	£1,802,296	£1,342,866	£1,601,824	51
2022-03-31	£1,123,845	£1,003,375	£1,142,394	46
2021-03-31	£1,071,123	£933,460	£1,021,924	42

Trustees

Name	Role	Appointed
Catherine Connell		2019-10-24
JOY CLEWS		2018-03-14
Lynda Crosby		2018-03-14
Maniram Arumugam Vasuki		2025-08-20
Martyn Heathcote		2023-02-01
Simon McCaffrey		2023-02-01

Accounts

Company registration number: 04740511

Charity registration number: 1099145

Citizens Advice Lincoln & Lindsey

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2025

Citizens Advice Lincoln & Lindsey

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Citizens Advice Lincoln & Lindsey

Reference and Administrative Details

Chair of Trustees	Joy Hamilton Clews
Trustees	Joy Hamilton Clews Catherine Connell, Treasurer Lynda Jean Crosby Martyn Robert Heathcote Simon McCaffrey Shiv Nand Malcolm David Mitchell (appointed 20/08/25 & resigned 08/10/25) Maniram Arumugam Vasuki (appointed 20/08/25)
Senior Management / Leadership Team	Jenny Barnett, Chief Officer Paul Burrows, Operations Manager Thomas Hutchesson, Service Delivery Manager
Charity Registration Number	1099145
Company Registration Number	04740511
Registered Office	Guildhall Marshall's Yard Gainsborough Lincolnshire DN21 2NA
Auditor	Forrester Boyd Robson Limited Waynflete House 139 Eastgate Louth Lincolnshire LN11 9QQ
Bankers	Lloyds Bank Lumley Road Skegness Lincolnshire PE25 3LP

Citizens Advice Lincoln & Lindsey

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements and auditors' report of the charitable company for the year ended 31 March 2025.

Objectives and activities

Objects and aims

The charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Lincoln, East Lindsey and West Lindsey and surrounding areas.

Public benefit

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

When reviewing the charity's objectives and aims, and in planning future activities, the trustees have considered the Charity Commission's general guidance on public benefit.

Achievements and performance

During the year, through generalist advice services, locally and nationally delivered projects including both restricted and unrestricted projects, more than 7,000 local clients in Lincoln, East and West Lindsey were helped with more than 36,000 issues.

Overall as a service we helped more than 36,000 clients with almost 85,000 issues in our generalist services and through our projects and we achieved £14,782,931 in financial outcomes for clients.

A further 3,700 client contacts were made where clients required information or a referral to an external organisation. In addition, in our consumer service we helped with more than 39,000 consumer enquiries.

For information on restricted funded projects please see 'Note 18' on the accounts.

Research and Campaigns

During the financial year the charity submitted a range of research and campaign issues to national Citizens Advice. A key focus was around the cost of living crisis. Citizens Advice collects evidence of clients' problems and uses this to campaign for change in national and local policies and services. Citizens Advice has a key role in speaking up for clients, raising issues brought into the service, contributing to public debate and informing legislation.

Equality and Diversity

The charity is committed to providing a supportive and inclusive culture for:

- All those who need their services
- Staff and volunteers
- Stakeholders

The charity recognises the positive value of diversity, promoting equality and fairness, and challenging discrimination. Client, staff and trustee profiles are monitored to ensure that services reflect the community and the charity aims to ensure services are accessible to all.

Financial review

The results for the year and the financial position of the charitable company are shown in the annexed financial statements.

Citizens Advice Lincoln & Lindsey has benefited from financial support from County, District, Town Councils and Charities during the year and has been successful in securing project funding and opening up other avenues of funding from new sources. Thanks go to all funders for their continued support.

Citizens Advice Lincoln & Lindsey

Trustees' Report

Investment policy and objectives

Under the Memorandum and Articles of Association, the charity has the power to make and hold investments using general funds of the company

Reserves policy

Citizens Advice charities need robust financial risk management policies as the majority of income and funding streams are on a 12-month, short term basis. This means that each local Citizens Advice has a continuation fund in the event of a catastrophic loss of funding to enable the organisation to restructure, manage staffing if necessary in order to ensure the sustainability of the service.

The Charity Commission states that registered charities should keep money aside as a reserve to protect against drops in income or allow it to take advantage of new opportunities. A Charity's reserves can be spent on any of its aims and objectives.

With this in mind, the trustees have considered the level of reserves that the charity should have. The trustees feel it is prudent to hold between six and twelve months operating costs in reserves. We calculate our reserves based on total Unrestricted Funds less Unrestricted Fixed Assets.

Based on the 2025/26 projected budget expenditure the reserves required to meet the policy would equate to between £1,676,959 and £3,353,919. Our actual Unrestricted funds freely available our 'Free Reserves' at 31st March 2025 were £1,849,736 (note 19). The trustees are satisfied with this position.

Fundraising standards information

The charity had no significant fundraising activities this year.

Priorities and plans for future periods

The Charity's strategic priorities over the next two years:

- Provide Advice for the Future

Be there for people when they need us in the ways that help make the biggest impact

- Close the Gap

End the disparities in access and experience for marginalised group

- Take Early Action

Prevent more people reaching crisis point by addressing problems earlier

Structure, governance and management

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Citizens Advice Lincoln & Lindsey is a company limited by guarantee governed by its Memorandum and Articles of Association dated 22nd April 2003, as amended 21st March 2018 and 21st September 2023. It is registered as a charity with the Charity Commission. The members of the company have agreed to contribute £1 each in the event of the charity winding up.

The trustees are responsible for ensuring risks are managed effectively. Major risks are reviewed and systems and/or procedures established to manage those risks with a 'lessons learnt' approach. The risk management arrangements include but are not limited to a risk management strategy, a comprehensive business continuity plan and robust performance and quality management, financial management, information risk management, ICT management, health & safety and premises management.

Citizens Advice Lincoln & Lindsey

Trustees' Report

Recruitment and appointment of trustees

The directors of the company are also charity trustees for the purpose of charity law and under the company's Articles and may be co-opted during the year and/or elected at the Annual General Meeting.

The Trustee Board has regard to the requirement for any specialist skills when considering new trustees. In an effort to maintain a broad skill mix, members of the Trustee Board are requested to provide a list of their skills and in the event of particular skills being lost due to retirement or resignation a recruitment process is launched and individuals with the required skills are invited to apply for the position of trustee.

Induction and training of trustees

New trustees are invited and encouraged to attend a short training programme to familiarise themselves with the charity and the context within which it operates.

This covers:

- Induction, ethos and history of Citizens Advice.
- The obligations of trustees.
- The main documents which set out the operational framework for the charity, including the Memorandum and Articles of Association and the Membership Standards operated by Citizens Advice including those for quality assurance.
- Financial resources and the current financial position as set out in the latest published accounts and the latest management accounts.
- Future plans and objectives of the charity.

Arrangements for setting key management personnel remuneration

The trustees set the pay policy which sets out pay and conditions for key management and employees. The trustees are committed to ensuring the pay system operates as effectively, efficiently and as equitably as possible.

Organisational structure

The Charity's trustees' meet a minimum of four times a year and are responsible for determining the strategic direction of the charity and that the charity is compliant with company law, charity legislation and Citizens Advice Membership Standards.

The Trustee Board delegates the day-to-day responsibility for the operational aspects of the charity to the Chief Officer who ensures that the charity delivers the services specified and that key performance indicators are met.

Board review

The Trustee Board appraises and reviews its own performance and that of individual trustees, including the Chair. Such evaluation typically considers the Board's balance of:

- Skills, knowledge and experience including lived experience
- Attendance at and participation in meetings
- Its diversity in the widest sense
- How the Board works together
- Influencing on behalf of the charity
- Other factors relevant to its effectiveness

Statement of internal control

The Trustee Board oversees the security of all personal information of clients, staff, funders and strategic partners that is processed. The charity holds joint responsibility for client data that is held in the case management system with the national Citizens Advice Service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of the General Data Protection Regulation and Data Protection Act 2018.

Citizens Advice Lincoln & Lindsey

Trustees' Report

Disclosure of information to auditor

Each trustee has taken steps that they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

The annual report was approved by the trustees of the charity on 17 November 2025 and signed on its behalf by:

Signed by:



.....8021877963BE45F.....
Joy Hamilton Clews
Chair of Trustees

Citizens Advice Lincoln & Lindsey

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Citizens Advice Lincoln & Lindsey for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

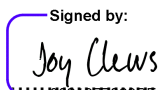
Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources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

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

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

Approved by the trustees of the charity on 17 November 2025 and signed on its behalf by:

Signed by:

.....
3021877963BE45F.....
Joy Hamilton Clews
Chair of Trustees

Citizens Advice Lincoln & Lindsey

Independent Auditor's Report to the Members of Citizens Advice Lincoln & Lindsey

Opinion

We have audited the financial statements of Citizens Advice Lincoln & Lindsey (the 'charity') for the year ended 31 March 2025, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Citizens Advice Lincoln & Lindsey

Independent Auditor's Report to the Members of Citizens Advice Lincoln & Lindsey

Opinion on other matter prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities (set out on page 6), the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor responsibilities for the audit of the financial statements

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

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Discussions with management, including consideration of known or suspected instances of non-compliance held.
- Challenging assumptions and judgements made within significant accounting estimates and judgements such as depreciation
- Testing of income, bank, purchases and payroll, systems and controls and providing conclusions on the regularity of samples chosen.
- Identification of key laws and regulations central to the operations and review of compliance with such laws and correspondence with solicitors to identify any on-going litigation.
- Testing of journal entries and potential override of systems

Citizens Advice Lincoln & Lindsey

Independent Auditor's Report to the Members of Citizens Advice Lincoln & Lindsey

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statement or non-compliance with regulations. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:

.....8F0588D7A3524485.....

Adam Millson (Senior Statutory Auditor)

For and on behalf of Forrester Boyd Robson Limited, Statutory Auditor

Waynflete House
139 Eastgate
Louth
Lincolnshire
LN11 9QQ

17 November 2025

Citizens Advice Lincoln & Lindsey

Statement of Financial Activities for the Year Ended 31 March 2025 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2025 £
Income and Endowments from:				
Donations and legacies	3	60,511	-	60,511
Charitable activities	4	1,416,563	1,401,091	2,817,654
Investment income	5	50,216	-	50,216
Total income		<u>1,527,290</u>	<u>1,401,091</u>	<u>2,928,381</u>
Expenditure on:				
Charitable activities	6	<u>(1,333,690)</u>	<u>(1,342,349)</u>	<u>(2,676,039)</u>
Total expenditure		<u>(1,333,690)</u>	<u>(1,342,349)</u>	<u>(2,676,039)</u>
Net income		193,600	58,742	252,342
Transfers between funds		<u>42,739</u>	<u>(42,739)</u>	<u>-</u>
Net movement in funds		236,339	16,003	252,342
Reconciliation of funds				
Total funds brought forward		<u>1,688,397</u>	<u>170,095</u>	<u>1,858,492</u>
Total funds carried forward	18	<u>1,924,736</u>	<u>186,098</u>	<u>2,110,834</u>
	Note	Unrestricted funds £	Restricted funds £	Total 2024 £
Income and Endowments from:				
Donations and legacies	3	50,538	-	50,538
Charitable activities	4	1,197,085	1,327,956	2,525,041
Investment income	5	33,624	-	33,624
Total income		<u>1,281,247</u>	<u>1,327,956</u>	<u>2,609,203</u>
Expenditure on:				
Charitable activities	6	<u>(1,045,794)</u>	<u>(1,306,741)</u>	<u>(2,352,535)</u>
Total expenditure		<u>(1,045,794)</u>	<u>(1,306,741)</u>	<u>(2,352,535)</u>
Net income		235,453	21,215	256,668
Transfers between funds		<u>125,672</u>	<u>(125,672)</u>	<u>-</u>
Net movement in funds		361,125	(104,457)	256,668
Reconciliation of funds				
Total funds brought forward		<u>1,327,272</u>	<u>274,552</u>	<u>1,601,824</u>
Total funds carried forward	18	<u>1,688,397</u>	<u>170,095</u>	<u>1,858,492</u>

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

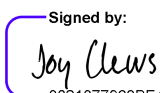
The funds breakdown for 2024 is shown in note 18.

The notes on pages 13 to 25 form an integral part of these financial statements.

Citizens Advice Lincoln & Lindsey**(Registration number: 04740511)
Balance Sheet as at 31 March 2025**

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	11	117,380	121,359
Investment property	12	<u>75,000</u>	<u>75,000</u>
		<u>192,380</u>	<u>196,359</u>
Current assets			
Debtors	13	178,871	299,651
Cash at bank and in hand	14	<u>1,903,128</u>	<u>1,566,960</u>
		2,081,999	1,866,611
Creditors: Amounts falling due within one year	15	<u>(163,545)</u>	<u>(204,478)</u>
Net current assets		<u>1,918,454</u>	<u>1,662,133</u>
Net assets		<u>2,110,834</u>	<u>1,858,492</u>
Funds of the charity:			
Restricted income funds			
Restricted funds		186,098	170,095
Unrestricted income funds			
Unrestricted funds		<u>1,924,736</u>	<u>1,688,397</u>
Total funds	18	<u>2,110,834</u>	<u>1,858,492</u>

The financial statements on pages 10 to 25 were approved by the trustees, and authorised for issue on 17 November 2025 and signed on their behalf by:

Signed by:

 8021877963BE45F:.....
 Joy Hamilton Clews
 Chair of Trustees

The notes on pages 13 to 25 form an integral part of these financial statements.

Citizens Advice Lincoln & Lindsey

Statement of Cash Flows for the Year Ended 31 March 2025

	Note	2025 £	2024 £
Cash flows from operating activities			
Net cash income		252,342	256,668
Adjustments to cash flows from non-cash items			
Depreciation	11	3,979	3,978
Investment income	5	<u>(50,216)</u>	<u>(33,624)</u>
		206,105	227,022
Working capital adjustments			
Decrease/(increase) in debtors	13	120,780	(186,966)
(Decrease)/increase in creditors	15	<u>(40,933)</u>	<u>94,760</u>
Net cash flows from operating activities		285,952	134,816
Cash flows from investing activities			
Interest receivable and similar income	5	<u>50,216</u>	<u>33,624</u>
Net increase in cash and cash equivalents		336,168	168,440
Cash and cash equivalents at 1 April		<u>1,566,960</u>	<u>1,398,520</u>
Cash and cash equivalents at 31 March		<u><u>1,903,128</u></u>	<u><u>1,566,960</u></u>

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

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2025

1 Charity status

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

The address of its registered office is:

Guildhall
Marshall's Yard
Gainsborough
Lincolnshire
DN21 2NA

These financial statements cover the individual entity, Citizens Advice Lincoln & Lindsey.

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

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

Statement of compliance

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

Basis of preparation

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

Going concern

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

Income and endowments

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

Donations and legacies

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

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2025

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

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

Taxation

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

Tangible fixed assets

Individual fixed assets costing £2,000.00 or more are initially recorded at cost.

Depreciation and amortisation

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

Asset class	Depreciation method and rate
Freehold property and property improvements	2% straight line
Fixtures and fittings	33% straight line
Computer equipment	33% straight line

Investment properties

Investment property is carried at fair value, derived from the current market prices for comparable real estate determined annually by external valuers. The valuers use observable market prices, adjusted if necessary for any difference in the nature, location or condition of the specific asset. Changes in fair value are recognised in profit or loss.

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

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

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2025

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

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

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2025

3 Income from donations and legacies

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Donations and legacies;			
Donations from individuals	16,591	16,591	6,618
Gifts in kind	43,920	43,920	43,920
	<u>60,511</u>	<u>60,511</u>	<u>50,538</u>

4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2025 £	Total 2024 £
Citizens Advice Lincolnshire	135,018	-	135,018	127,136
East Lindsey District Council	61,200	-	61,200	61,200
West Lindsey District Council	60,200	-	60,200	60,200
Consumer Services Funding	-	386,514	386,514	367,431
Trussell Trust/Help through Hardship	-	289,159	289,159	338,484
Universal Credit Help to Claim	-	191,016	191,016	135,178
NHS Lincolnshire - Winter Pressures	-	7,678	7,678	-
East Midlands Money Advice	-	135,484	135,484	133,183
ELDC Homelessness Prevention	-	20,000	20,000	20,000
ELDC Financial First Aid	-	28,404	28,404	26,387
Advice in Mablethorpe & Sutton on Sea	-	7,617	7,617	19,831
Birchwood Community Grant	-	40,607	40,607	-
Advice in Withern, Theddlethorpe and Mablethorpe	-	39,924	39,924	-
Energy Advice Programme	28,335	-	28,335	23,800
Money & Pension Service National Call Centre	985,720	-	985,720	922,749
Pension Wise	-	61,970	61,970	68,043
Acts Trust	-	44,906	44,906	41,198
The National Lottery Community Fund	-	39,880	39,880	78,714
Cadent Energy	-	46,173	46,173	39,575
Cadent Energy - Warm Spaces	141,090	-	141,090	-
Armed Forces	-	-	-	2,000
Citizens Advice Energy Casework	-	34,630	34,630	11,543
ELDC - Household Support Fund	5,000	-	5,000	-
WLDC - Household Support Fund	-	11,000	11,000	-
Citizens Advice CSDF Remote	-	10,375	10,375	31,125
Debt Mod. Fund	-	922	922	12,431
PCN	-	4,832	4,832	4,833
	<u>1,416,563</u>	<u>1,401,091</u>	<u>2,817,654</u>	<u>2,525,041</u>

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2025

5 Investment income

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Interest receivable and similar income;			
Interest receivable on bank deposits	39,216	39,216	21,395
Income from rents	11,000	11,000	12,229
	<u>50,216</u>	<u>50,216</u>	<u>33,624</u>

6 Expenditure on charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2025 £
Wages and salaries	1,059,085	1,147,321	2,206,406
Other staff and volunteer costs	14,183	18,143	32,326
Premises costs	63,851	72,874	136,725
Office costs	26,855	8,798	35,653
Communications	23,008	12,745	35,753
IT	19,266	25,268	44,534
Trustee expenses	125	136	261
General expenses	263	32	295
Consultancy fees	122,545	47,910	170,455
Bank charges	1,145	139	1,284
Depreciation	-	3,979	3,979
Audit	3,283	3,589	6,872
Other governance	81	1,415	1,496
	<u>1,333,690</u>	<u>1,342,349</u>	<u>2,676,039</u>

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2025

	Unrestricted funds General £	Restricted funds £	Total 2024 £
Wages and salaries	814,488	1,127,894	1,942,382
Other staff and volunteer costs	13,292	17,418	30,710
Premises costs	60,257	75,477	135,734
Office costs	22,293	8,220	30,513
Communications	22,631	9,892	32,523
IT	16,248	25,980	42,228
Trustee expenses	189	264	453
General expenses	2,268	1,460	3,728
Consultancy fees	90,158	30,742	120,900
Bank charges	161	133	294
Depreciation	-	3,979	3,979
Audit	3,671	5,105	8,776
Other governance	138	177	315
	1,045,794	1,306,741	2,352,535

7 Net incoming/outgoing resources

Net incoming resources for the year include:

	2025 £	2024 £
Audit fees	4,100	4,050
Other non-audit services	2,772	4,726
Depreciation of fixed assets	3,979	3,979

8 Trustees remuneration and expenses

During the year the charity made the following transactions with trustees:

Joy Hamilton Clews

£123 (2024: £453) of expenses were reimbursed to Joy Hamilton Clews during the year.

Lynda Jean Crosby

£25 (2024: £Nil) of expenses were reimbursed to Lynda Jean Crosby during the year.

Shiv Nand

£113 (2024: £Nil) of expenses were reimbursed to Shiv Nand during the year.

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any other benefits from the charity during the year.

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2025

9 Staff costs

The aggregate payroll costs were as follows:

	2025 £	2024 £
Staff costs during the year were:		
Wages and salaries	2,001,611	1,773,933
Social security costs	164,416	132,572
Pension costs	40,379	35,877
	<u>2,206,406</u>	<u>1,942,382</u>

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

	2025 No	2024 No
Average number of employees	<u>90</u>	<u>85</u>

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

The total employee benefits of the key management personnel of the charity were £157,354 (2024 - £152,309).

10 Taxation

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

11 Tangible fixed assets

	Land and buildings £	Furniture and equipment £	Computer equipment £	Total £
Cost				
At 1 April 2024	223,431	21,680	46,223	291,334
At 31 March 2025	<u>223,431</u>	<u>21,680</u>	<u>46,223</u>	<u>291,334</u>
Depreciation				
At 1 April 2024	102,072	21,680	46,223	169,975
Charge for the year	3,979	-	-	3,979
At 31 March 2025	<u>106,051</u>	<u>21,680</u>	<u>46,223</u>	<u>173,954</u>
Net book value				
At 31 March 2025	<u>117,380</u>	<u>-</u>	<u>-</u>	<u>117,380</u>
At 31 March 2024	<u>121,359</u>	<u>-</u>	<u>-</u>	<u>121,359</u>

12 Fixed asset investments

	2025 £	2024 £
Investment properties	<u>75,000</u>	<u>75,000</u>

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2025

Investment properties

The investment property was valued at £75,000 in October 2021 by an independent and professional valuer. In the opinion of the trustees, the property's fair value at 31st March 2025 was £75,000.

13 Debtors

	2025 £	2024 £
Trade debtors	126,480	254,324
Prepayments	22,873	29,723
Accrued income	29,518	15,604
	<u>178,871</u>	<u>299,651</u>

14 Cash and cash equivalents

	2025 £	2024 £
Cash at bank	<u>1,903,128</u>	<u>1,566,960</u>

15 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	16,228	32,987
Other taxation and social security	38,998	31,572
VAT grant repayable	38,687	57,974
Other creditors	21,392	43,346
Accruals	48,240	38,599
	<u>163,545</u>	<u>204,478</u>

16 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £40,379 (2024 - £35,877).

17 Commitments

Other financial commitments

The total amount of other financial commitments not provided in the financial statements was £171,667 (2024 - £43,487).

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2025

18 Funds

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2025 £
Unrestricted funds					
General					
Unrestricted general funds	1,688,397	1,527,290	(1,333,690)	42,739	1,924,736
Restricted funds					
Freehold property	121,359	-	(3,979)	-	117,380
Consumer Services Funding	-	386,514	(386,514)	-	-
Universal Credit Help to Claim	-	191,016	(191,016)	-	-
Trussell Trust/Help through Hardship	-	289,159	(272,642)	(16,517)	-
NHS Lincolnshire - Winter Pressures	-	7,678	(7,591)	(87)	-
East Midlands Money Advice	-	135,484	(135,484)	-	-
ELDC Homelessness Prevention	-	20,000	(15,925)	(4,075)	-
ELDC Financial First Aid	-	28,404	(19,654)	(8,750)	-
Advice in Mablethorpe and Sutton on Sea	-	7,617	(7,617)	-	-
Birchwood Community Grant	-	40,607	(18,851)	-	21,756
Pension Wise	-	61,970	(61,970)	-	-
Acts Trust	-	44,906	(43,852)	-	1,054
The National Lottery Community Fund	45,490	39,880	(51,779)	-	33,591
Cadent Energy	-	46,173	(41,428)	(4,745)	-
Citizens Advice Energy Casework	3,246	34,630	(31,266)	(6,610)	-
WLDC - Household Support Fund	-	11,000	(11,000)	-	-
Citizens Advice CSDF Remote	-	10,375	(10,375)	-	-
Debt Mod. Fund	-	922	(922)	-	-
PCN	-	4,832	(2,877)	(1,955)	-
Advice in Withern, Theddlethorpe and Mablethorpe	-	39,924	(27,607)	-	12,317
Total restricted funds	<u>170,095</u>	<u>1,401,091</u>	<u>(1,342,349)</u>	<u>(42,739)</u>	<u>186,098</u>
Total funds	<u><u>1,858,492</u></u>	<u><u>2,928,381</u></u>	<u><u>(2,676,039)</u></u>	<u><u>-</u></u>	<u><u>2,110,834</u></u>

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2025

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
General					
Unrestricted general funds	1,327,272	1,281,247	(1,045,794)	125,672	1,688,397
Restricted					
Freehold property	125,338	-	(3,979)	-	121,359
Consumer Services Funding	83,282	367,431	(352,914)	(97,799)	-
Universal Credit Help to Claim	-	135,178	(135,178)	-	-
Trussell Trust/Help through Hardship	-	338,484	(310,611)	(27,873)	-
East Midlands Money Advice	-	133,183	(133,183)	-	-
ELDC Homelessness Prevention	-	20,000	(20,000)	-	-
ELDC Financial First Aid	-	26,387	(26,387)	-	-
Advice in Mablethorpe and Sutton on Sea	-	19,831	(19,831)	-	-
Pension Wise	-	68,043	(68,043)	-	-
Acts Trust	1,100	41,198	(42,298)	-	-
The National Lottery Community Fund	22,200	78,714	(55,424)	-	45,490
Cadent Energy	3,543	39,575	(43,118)	-	-
Citizens Advice Energy Casework	-	11,543	(8,297)	-	3,246
Citizens Advice CSDF Remote	-	31,125	(31,125)	-	-
Debt Mod. Fund	-	12,431	(12,431)	-	-
PCN	-	4,833	(4,833)	-	-
Cost of Living	30,000	-	(30,000)	-	-
Justice Fund	8,800	-	(8,800)	-	-
Staff Meals	279	-	(279)	-	-
Staff & Volunteer Celebrations	10	-	(10)	-	-
Total restricted funds	<u>274,552</u>	<u>1,327,956</u>	<u>(1,306,741)</u>	<u>(125,672)</u>	<u>170,095</u>
Total funds	<u><u>1,601,824</u></u>	<u><u>2,609,203</u></u>	<u><u>(2,352,535)</u></u>	<u><u>-</u></u>	<u><u>1,858,492</u></u>

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2025

The specific purposes for which the funds are to be applied are as follows:

Restricted funds

Freehold Property

Restricted funds provided for the acquisition of the freehold property.

Consumer Service Funding

Provides advice and information to people on contracts for goods and services before, during or after purchase, including legislation or industry regulations and practical guidance.

Help through Hardship (Previously called Trussell Trust)

Provides help for people who cannot afford food and helps them get a voucher for a local food parcel whilst providing information and advice on the issues that are causing financial hardship.

Universal Credit Help to Claim

Supports people in the early stages of their Universal Credit claim, from the application, through to first payment including support with gathering evidence for their Universal Credit application

Winter Pressures

Supports people through the winter to assist with heating costs.

East Midlands Money Advice

Provides advice and casework to people who have significant debt issues, including help with priority and non-priority debts.

East Lindsey District Council - Homelessness Prevention

Provides support to local residents with housing issues, including preventing homelessness and assisting those that are homeless to access accommodation.

East Lindsey District Council - Financial First Aid

Provides support to local residents with navigating their financial recovery from Covid, including but not limited to supporting with welfare benefits, budgeting and income maximisation.

Advice in Mablethorpe and Sutton on Sea

Provides support for local residents of the LN12 area (Mablethorpe and Sutton on Sea) with advice, including welfare benefits, budgeting and income maximisation.

Birchwood Community Grant

To support families and children facing financial hardship in the Birchwood ward of Lincoln.

Pension wise

Provides free, impartial guidance to over 50s who have a UK-based defined contribution pension pot (this could be a personal or workplace pension).

Acts Trust

Provides welfare benefits advice & casework for people accessing food banks in Lincoln.

The National Lottery Community Fund

Provides welfare benefits, debt, housing, advice & casework for people accessing community settings in Lincoln.

Cadent Energy

Provides specialist energy advice and income maximisation to local people in the Lincoln area experiencing fuel poverty.

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2025

Citizens Advice Energy Advice

Provides specialist energy advice and income maximisation to local people in the community experiencing fuel poverty.

WLDC - Household Support Fund

To support households facing financial hardship.

Citizens Advice CSDF - Remote

Funding to increase remote service delivery.

Primary Care Network (PCN)

Provides an advice service which contributes to social prescribing within the PCN.

Advice in Withern, Theddlethorpe and Mablethorpe

Advice offered to people living in Withern, Theddlethorpe, Mablethorpe including welfare benefits, casework and a focus on day to day living costs

19 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2025 £
Tangible fixed assets	-	117,380	117,380
Investment property	75,000	-	75,000
Current assets	2,013,281	68,718	2,081,999
Current liabilities	(163,545)	-	(163,545)
Total net assets	<u>1,924,736</u>	<u>186,098</u>	<u>2,110,834</u>
	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2024 £
Tangible fixed assets	-	121,359	121,359
Investment Property	75,000	-	75,000
Current assets	1,817,875	48,736	1,866,611
Current liabilities	(204,478)	-	(204,478)
Total net assets	<u>1,688,397</u>	<u>170,095</u>	<u>1,858,492</u>

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2025

20 Related party transactions

During the year the charity made the following related party transactions:

Citizens Advice Lincolnshire

(J Clews is a Trustee of both Citizens Advice Lincolnshire and Citizens Advice Lincoln & Lindsey.)

Citizens Advice Lincolnshire was formed in order to facilitate co-operation between the Citizens Advice Bureaux in the county of Lincolnshire for the purposes of delivering improved, more sustainable services to clients. A business plan was developed and agreed based on the main aims of:

- Developing a strategic direction for Citizens Advice services throughout the county
- Improving relationships with stakeholders
- Securing increased funding
- Coordinating services to ensure that they are effective, efficient and accessible

During the year funding was received totalling £135,018 (2024: £127,136) from Citizens Advice Lincolnshire. At the balance sheet date the amount due to/from Citizens Advice Lincolnshire was £Nil (2024 - £Nil).

Accounts

Company registration number: 04740511

Charity registration number: 1099145

Citizens Advice Lincoln & Lindsey

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2024

Citizens Advice Lincoln & Lindsey

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Citizens Advice Lincoln & Lindsey

Reference and Administrative Details

Chair of Trustees	Joy Hamilton Clews
Trustees	Joy Hamilton Clews Catherine Connell, Treasurer Heather Ann Brown, (Resigned 21 September 2023) Janet Collins, (Resigned 29 April 2024) Lynda Jean Crosby Martyn Robert Heathcote Kathryn Laverack, (Resigned 25 April 2023) Simon McCaffrey Shiv Nand
Senior Management / Leadership Team	Jenny Barnett, Chief Officer Paul Burrows, Operations Manager Thomas Hutchesson, Service Delivery Manager
Charity Registration Number	1099145
Company Registration Number	04740511
Registered Office	Guildhall Marshall's Yard Gainsborough Lincolnshire DN21 2NA
Auditor	Forrester Boyd Auditor Waynflete House 139 Eastgate Louth Lincolnshire LN11 9QQ
Bankers	Lloyds Bank Lumley Road Skegness Lincolnshire PE25 3LP

Citizens Advice Lincoln & Lindsey

Trustees' Report

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

Objectives and activities

Objects and aims

The charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Lincoln, East Lindsey and West Lindsey and surrounding areas.

Public benefit

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales. When reviewing the charity's objectives and aims, and in planning future activities, the trustees have considered the Charity Commission's general guidance on public benefit.

Achievements and performance

During the year, through generalist advice services, locally and nationally delivered projects including both restricted and unrestricted projects, more than 6,883 local clients in Lincoln, East and West Lindsey were helped with more than 35,428 issues.

Overall as a service we helped 37,897 clients with more than 85,000 issues in our generalist services and through our projects and we achieved more than £8,286,505 in financial outcomes for clients.

A further 4,013 client contacts were made where clients required information or a referral to an external organisation. In addition, in our consumer service we helped with more than 39,177 consumer enquiries.

For information on restricted funded projects please see 'Note 18' on the accounts.

Research and Campaigns

During the financial year the charity submitted a range of research and campaign issues to national Citizens Advice. A key focus was around the cost of living crisis. Citizens Advice collects evidence of clients' problems and uses this to campaign for change in national and local policies and services. Citizens Advice has a key role in speaking up for clients, raising issues brought into the service, contributing to public debate and informing legislation.

Equality and Diversity

The charity is committed to providing a supportive and inclusive culture for:

- All those who need their services
- Staff and volunteers
- Stakeholders

The charity recognises the positive value of diversity, promoting equality and fairness, and challenging discrimination. Client, staff and trustee profiles are monitored to ensure that services reflect the community and the charity aims to ensure services are accessible to all.

Financial review

The results for the year and the financial position of the charitable company are shown in the annexed financial statements.

Citizens Advice Lincoln & Lindsey has benefited from financial support from County, District, Town Councils and Charities during the year and has been successful in securing project funding and opening up other avenues of funding from new sources. Thanks go to all funders for their continued support.

Investment policy and objectives

Under the Memorandum and Articles of Association, the charity has the power to make and hold investments using general funds of the company

Citizens Advice Lincoln & Lindsey

Trustees' Report

Reserves policy

Citizens Advice charities need robust financial risk management policies as the majority of income and funding streams are on a 12-month, short term basis. This means that each local Citizens Advice has a continuation fund in the event of a catastrophic loss of funding to enable the organisation to restructure, manage staffing if necessary in order to ensure the sustainability of the service.

The Charity Commission states that registered charities should keep money aside as a reserve to protect against drops in income or allow it to take advantage of new opportunities. A Charity's reserves can be spent on any of its aims and objectives.

With this in mind, the trustees have considered the level of reserves that the charity should have. The trustees feel it is prudent to hold between six and twelve months operating costs in reserves. We calculate our reserves based on total Unrestricted Funds less Unrestricted Fixed Assets.

Based on the 2024/25 projected budget expenditure the reserves required to meet the policy would equate to between £1,350,216 and £2,700,432. Our actual Unrestricted funds freely available our 'Free Reserves' at 31st March 2024 were £1,613,397 (note 19). The trustees are satisfied with this position.

Fundraising standards information

The charity had no significant fundraising activities this year.

Priorities and plans for future periods

Our strategic priorities over the next two years align to the national Citizens Advice Living Framework so together as a national network we are all pulling in the same direction:

- Provide Advice for the Future

Be there for people when they need us in the ways that help make the biggest impact.

Measure of success:

Our advice offer is relevant, far-reaching and effective in an ever changing world.

- Close the Gap

End the disparities in access and experience for marginalised groups

Measure of success:

The best support in place for our most marginalised groups.

Strengthened and direct partnership working is in place to support our most marginalised groups.

- Take Early Action

Prevent more people reaching crisis point by addressing problems earlier.

Measure of success:

Provide early support when issues first come up.

Tackle issues at their root cause, making the case for change that stops them happening in the future.

Citizens Advice Lincoln & Lindsey

Trustees' Report

Structure, governance and management

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Citizens Advice Lincoln & Lindsey is a company limited by guarantee governed by its Memorandum and Articles of Association dated 22nd April 2003, as amended 21st March 2018 and 21st September 2023. It is registered as a charity with the Charity Commission. The members of the company have agreed to contribute £1 each in the event of the charity winding up.

The trustees are responsible for ensuring risks are managed effectively. Major risks are reviewed and systems and/or procedures established to manage those risks with a 'lessons learnt' approach. The risk management arrangements include but are not limited to a risk management strategy, a comprehensive business continuity plan and robust performance and quality management, financial management, information risk management, ICT management, health & safety and premises management.

Recruitment and appointment of trustees

The directors of the company are also charity trustees for the purpose of charity law and under the company's Articles and may be co-opted during the year and/or elected at the Annual General Meeting.

The Trustee Board has regard to the requirement for any specialist skills when considering new trustees. In an effort to maintain a broad skill mix, members of the Trustee Board are requested to provide a list of their skills and in the event of particular skills being lost due to retirement or resignation a recruitment process is launched and individuals with the required skills are invited to apply for the position of trustee.

Induction and training of trustees

New trustees are invited and encouraged to attend a short training programme to familiarise themselves with the charity and the context within which it operates.

This covers:

- Induction, ethos and history of Citizens Advice.
- The obligations of trustees.
- The main documents which set out the operational framework for the charity, including the Memorandum and Articles of Association and the Membership Standards operated by Citizens Advice including those for quality assurance.
- Financial resources and the current financial position as set out in the latest published accounts and the latest management accounts.
- Future plans and objectives of the charity.

Arrangements for setting key management personnel remuneration

The trustees set the pay policy which sets out pay and conditions for key management and employees. The trustees are committed to ensuring the pay system operates as effectively, efficiently and as equitably as possible.

Organisational structure

The Charity's trustees' meet a minimum of four times a year and are responsible for determining the strategic direction of the charity and that the charity is compliant with company law, charity legislation and Citizens Advice Membership Standards.

The Trustee Board delegates the day-to-day responsibility for the operational aspects of the charity to the Chief Officer who ensures that the charity delivers the services specified and that key performance indicators are met.

Citizens Advice Lincoln & Lindsey

Trustees' Report

Board review

The Trustee Board appraises and reviews its own performance and that of individual trustees, including the Chair. Such evaluation typically considers the Board's balance of:

- Skills, knowledge and experience including lived experience
- Attendance at and participation in meetings
- Its diversity in the widest sense
- How the Board works together
- Influencing on behalf of the charity
- Other factors relevant to its effectiveness

Statement of internal control

The Trustee Board oversees the security of all personal information of clients, staff, funders and strategic partners that is processed. The charity holds joint responsibility for client data that is held in the case management system with the national Citizens Advice Service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of the General Data Protection Regulation and Data Protection Act 2018.

Citizens Advice Lincoln & Lindsey

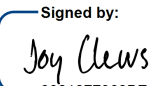
Trustees' Report

Disclosure of information to auditor

Each trustee has taken steps that they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

The annual report was approved by the trustees of the charity on 19 December 2024 and signed on its behalf by:

Signed by:



8021877963BE45F.....

Joy Hamilton Clews

Chair of Trustees

Citizens Advice Lincoln & Lindsey

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Citizens Advice Lincoln & Lindsey for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

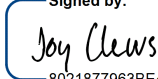
Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources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

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

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

Approved by the trustees of the charity on 19 December 2024 and signed on its behalf by:

Signed by:

8021877963B545F.....
 Joy Hamilton Clews
 Chair of Trustees

Citizens Advice Lincoln & Lindsey

Independent Auditor's Report to the Members of Citizens Advice Lincoln & Lindsey

Opinion

We have audited the financial statements of Citizens Advice Lincoln & Lindsey (the 'charity') for the year ended 31 March 2024, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Citizens Advice Lincoln & Lindsey

Independent Auditor's Report to the Members of Citizens Advice Lincoln & Lindsey

Opinion on other matter prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities (set out on page 7), the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor responsibilities for the audit of the financial statements

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

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Discussions with management, including consideration of known or suspected instances of non-compliance held.
- Challenging assumptions and judgements made within significant accounting estimates and judgements such as depreciation
- Testing of income, bank, purchases and payroll, systems and controls and providing conclusions on the regularity of samples chosen.
- Identification of key laws and regulations central to the operations and review of compliance with such laws and correspondence with solicitors to identify any on-going litigation.
- Testing of journal entries and potential override of systems

Citizens Advice Lincoln & Lindsey

Independent Auditor's Report to the Members of Citizens Advice Lincoln & Lindsey

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:


.....8F0588DA3524485.....

Adam Millson (Senior Statutory Auditor)

For and on behalf of Forrester Boyd , Statutory Auditor

Waynflete House
139 Eastgate
Louth
Lincolnshire
LN11 9QQ

19 December 2024

Citizens Advice Lincoln & Lindsey

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

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £
Income and Endowments from:				
Donations and legacies	3	50,538	-	50,538
Charitable activities	4	1,197,085	1,327,956	2,525,041
Investment income	5	33,624	-	33,624
Total income		<u>1,281,247</u>	<u>1,327,956</u>	<u>2,609,203</u>
Expenditure on:				
Charitable activities	6	<u>(1,045,794)</u>	<u>(1,306,741)</u>	<u>(2,352,535)</u>
Total expenditure		<u>(1,045,794)</u>	<u>(1,306,741)</u>	<u>(2,352,535)</u>
Net income		235,453	21,215	256,668
Transfers between funds		<u>125,672</u>	<u>(125,672)</u>	<u>-</u>
Net movement in funds		361,125	(104,457)	256,668
Reconciliation of funds				
Total funds brought forward		<u>1,327,272</u>	<u>274,552</u>	<u>1,601,824</u>
Total funds carried forward	18	<u>1,688,397</u>	<u>170,095</u>	<u>1,858,492</u>
	Note	Unrestricted funds £	Restricted funds £	Total 2023 £
Income and Endowments from:				
Donations and legacies	3	257,786	29,214	287,000
Charitable activities	4	372,555	1,131,226	1,503,781
Investment income	5	11,515	-	11,515
Total income		<u>641,856</u>	<u>1,160,440</u>	<u>1,802,296</u>
Expenditure on:				
Charitable activities	6	<u>(295,779)</u>	<u>(1,047,087)</u>	<u>(1,342,866)</u>
Total expenditure		<u>(295,779)</u>	<u>(1,047,087)</u>	<u>(1,342,866)</u>
Net income		346,077	113,353	459,430
Transfers between funds		<u>47,646</u>	<u>(47,646)</u>	<u>-</u>
Net movement in funds		393,723	65,707	459,430
Reconciliation of funds				
Total funds brought forward		<u>933,549</u>	<u>208,845</u>	<u>1,142,394</u>
Total funds carried forward	18	<u>1,327,272</u>	<u>274,552</u>	<u>1,601,824</u>

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

The funds breakdown for 2023 is shown in note 18.

The notes on pages 14 to 26 form an integral part of these financial statements.

Citizens Advice Lincoln & Lindsey
(Registration number: 04740511)
Balance Sheet as at 31 March 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	11	121,359	125,337
Investment property	12	<u>75,000</u>	<u>75,000</u>
		<u>196,359</u>	<u>200,337</u>
Current assets			
Debtors	13	299,651	112,685
Cash at bank and in hand	14	<u>1,566,960</u>	<u>1,398,520</u>
		1,866,611	1,511,205
Creditors: Amounts falling due within one year	15	<u>(204,478)</u>	<u>(109,718)</u>
Net current assets		<u>1,662,133</u>	<u>1,401,487</u>
Net assets		<u>1,858,492</u>	<u>1,601,824</u>
Funds of the charity:			
Restricted income funds			
Restricted funds		170,095	274,552
Unrestricted income funds			
Unrestricted funds		<u>1,688,397</u>	<u>1,327,272</u>
Total funds	18	<u>1,858,492</u>	<u>1,601,824</u>

The financial statements on pages 11 to 26 were approved by the trustees, and authorised for issue on 19 December 2024 and signed on their behalf by:

Signed by:

.....80218779638E45F.....
Joy Hamilton Clews
Chair of Trustees

Citizens Advice Lincoln & Lindsey

Statement of Cash Flows for the Year Ended 31 March 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net cash income		256,668	459,430
Adjustments to cash flows from non-cash items			
Depreciation	11	3,978	4,750
Investment income	5	<u>(33,624)</u>	<u>(11,515)</u>
		227,022	452,665
Working capital adjustments			
Increase in debtors	13	(186,966)	(77,232)
Increase in creditors	15	94,760	62,727
Decrease in deferred income		<u>-</u>	<u>(703)</u>
Net cash flows from operating activities		134,816	437,457
Cash flows from investing activities			
Interest receivable and similar income	5	<u>33,624</u>	<u>11,515</u>
Net increase in cash and cash equivalents		168,440	448,972
Cash and cash equivalents at 1 April		<u>1,398,520</u>	<u>949,548</u>
Cash and cash equivalents at 31 March		<u><u>1,566,960</u></u>	<u><u>1,398,520</u></u>

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

Citizens Advice Lincoln & Lindsey

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

1 Charity status

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

The address of its registered office is:

Guildhall
Marshall's Yard
Gainsborough
Lincolnshire
DN21 2NA

These financial statements cover the individual entity, Citizens Advice Lincoln & Lindsey.

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

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

Statement of compliance

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

Basis of preparation

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

Going concern

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

Income and endowments

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

Donations and legacies

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

Citizens Advice Lincoln & Lindsey

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

Gifts in kind

Gifts in kind are recognised in different ways dependent on how they are used by the charity:

- (i) Those donated for resale produce income when they are sold. They are valued at the amount actually realised.
- (ii) Those donated for onward transmission to beneficiaries are included in the Statement of Financial Activities as incoming resources and resources expended when they are distributed. They are valued at the amount the charity would have had to pay to acquire them.
- (iii) Those donated for use by the charity itself are included when receivable. They are valued at the amount the charity would have had to pay to acquire them.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

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

Taxation

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

Tangible fixed assets

Individual fixed assets costing £2,000.00 or more are initially recorded at cost.

Depreciation and amortisation

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

Asset class	Depreciation method and rate
Freehold property and property improvements	2% straight line
Fixtures and fittings	33% straight line
Computer equipment	33% straight line

Investment properties

Investment property is carried at fair value, derived from the current market prices for comparable real estate determined annually by external valuers. The valuers use observable market prices, adjusted if necessary for any difference in the nature, location or condition of the specific asset. Changes in fair value are recognised in profit or loss.

Citizens Advice Lincoln & Lindsey

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

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

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

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Borrowings

Interest-bearing borrowings are initially recorded at fair value, net of transaction costs. Interest-bearing borrowings are subsequently carried at amortised cost, with the difference between the proceeds, net of transaction costs, and the amount due on redemption being recognised as a charge to the Statement of Financial Activities over the period of the relevant borrowing.

Interest expense is recognised on the basis of the effective interest method and is included in interest payable and similar charges.

Borrowings are classified as current liabilities unless the charity has an unconditional right to defer settlement of the liability for at least twelve months after the reporting date.

Fund structure

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

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

Citizens Advice Lincoln & Lindsey

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

Financial instruments

Classification

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

Recognition and measurement

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through profit or loss, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the charity intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the charity transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the charity, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

Citizens Advice Lincoln & Lindsey

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

3 Income from donations and legacies

	Unrestricted funds General £	Total 2024 £	Total 2023 £
Donations and legacies;			
Transfer from Lincoln & District Citizens Advice Bureau Ltd.	-	-	266,984
Donations from individuals	6,618	6,618	12,696
Gifts in kind	43,920	43,920	7,320
	<u>50,538</u>	<u>50,538</u>	<u>287,000</u>

4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2024 £	Total 2023 £
Lincolnshire County Council	127,136	-	127,136	80,282
East Lindsey District Council	61,200	-	61,200	61,200
West Lindsey District Council	60,200	-	60,200	60,200
Consumer Services Funding	-	367,431	367,431	381,443
Trussell Trust/Help through Hardship	-	338,484	338,484	334,342
Universal Credit Help to Claim	-	135,178	135,178	141,786
Cost of Living	-	-	-	30,000
East Midlands Money Advice	-	133,183	133,183	118,851
ELDC Homelessness Prevention	-	20,000	20,000	25,000
ELDC Financial First Aid	-	26,387	26,387	32,600
Advice in Mablethorpe & Sutton on Sea	-	19,831	19,831	20,054
Lincoln and District Citizens Advice Bureau Ltd.	-	-	-	21,843
Energy Advice Programme	23,800	-	23,800	5,400
Money & Pension Service National Call Centre	922,749	-	922,749	141,179
Pension Wise	-	68,043	68,043	725
Acts Trust	-	41,198	41,198	2,367
The National Lottery Community Fund	-	78,714	78,714	33,432
Cadent Energy	-	39,575	39,575	10,626
ELDC - Household support fund admin fee	-	-	-	1,250
WLDC - Household support fund admin fee	-	-	-	1,201
Armed Forces	2,000	-	2,000	-
Citizens Advice Energy Casework	-	11,543	11,543	-
Citizens Advice CSDF Remote	-	31,125	31,125	-
Debt Mod. Fund	-	12,431	12,431	-
PCN	-	4,833	4,833	-
	<u>1,197,085</u>	<u>1,327,956</u>	<u>2,525,041</u>	<u>1,503,781</u>

Citizens Advice Lincoln & Lindsey

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

5 Investment income

	Unrestricted funds General £	Total 2024 £	Total 2023 £
Interest receivable and similar income;			
Interest receivable on bank deposits	21,395	21,395	2,315
Income from rents	12,229	12,229	9,200
	<u>33,624</u>	<u>33,624</u>	<u>11,515</u>

6 Expenditure on charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2024 £
Wages and salaries	814,488	1,127,894	1,942,382
Other staff and volunteer costs	13,292	17,418	30,710
Premises costs	60,257	75,477	135,734
Office costs	22,293	8,220	30,513
Communications	22,631	9,892	32,523
IT	16,248	25,980	42,228
Trustee expenses	189	264	453
General expenses	2,268	1,460	3,728
Consultancy fees	90,158	30,742	120,900
Bank charges	161	133	294
Depreciation	-	3,979	3,979
Audit	3,671	5,105	8,776
Other governance	138	177	315
	<u>1,045,794</u>	<u>1,306,741</u>	<u>2,352,535</u>
	Unrestricted funds General £	Restricted funds £	Total 2023 £

Citizens Advice Lincoln & Lindsey

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

	Unrestricted funds General £	Restricted funds £	Total 2023 £
Wages and salaries	196,409	870,543	1,066,952
Other staff and volunteer costs	6,576	19,197	25,773
Premises costs	32,218	62,102	94,320
Office costs	11,961	11,478	23,439
Communications	6,560	29,078	35,638
IT	27,087	10,305	37,392
Publicity and payments	44	147	191
Trustee expenses	140	364	504
General expenses	376	5,719	6,095
Consultancy fees	11,221	28,357	39,578
Bank charges	145	460	605
Depreciation	-	4,750	4,750
Audit	1,548	4,022	5,570
Other governance	295	174	469
	<u>294,580</u>	<u>1,046,696</u>	<u>1,341,276</u>

7 Net incoming/outgoing resources

Net incoming resources for the year include:

	2024 £	2023 £
Audit fees	4,050	3,820
Other non-audit services	4,726	2,165
Depreciation of fixed assets	<u>3,979</u>	<u>4,750</u>

8 Trustees remuneration and expenses

During the year the charity made the following transactions with trustees:

Joy Hamilton Clews

£453 (2023: £275) of expenses were reimbursed to Joy Hamilton Clews during the year.

Derek Isles

£Nil (2023: £36) of expenses were reimbursed to Derek Isles during the year.

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any other benefits from the charity during the year.

9 Staff costs

The aggregate payroll costs were as follows:

Citizens Advice Lincoln & Lindsey

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

	2024 £	2023 £
Staff costs during the year were:		
Wages and salaries	1,773,933	973,231
Social security costs	132,572	72,379
Pension costs	35,877	21,342
	<u>1,942,382</u>	<u>1,066,952</u>

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

	2024 No	2023 No
Average number of employees	<u>85</u>	<u>51</u>

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

The total employee benefits of the key management personnel of the charity were £152,309 (2023 - £135,921).

10 Taxation

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

11 Tangible fixed assets

	Land and buildings £	Furniture and equipment £	Computer equipment £	Total £
Cost				
At 1 April 2023	223,431	21,680	46,223	291,334
At 31 March 2024	<u>223,431</u>	<u>21,680</u>	<u>46,223</u>	<u>291,334</u>
Depreciation				
At 1 April 2023	98,094	21,680	46,223	165,997
Charge for the year	3,978	-	-	3,978
At 31 March 2024	<u>102,072</u>	<u>21,680</u>	<u>46,223</u>	<u>169,975</u>
Net book value				
At 31 March 2024	<u>121,359</u>	<u>-</u>	<u>-</u>	<u>121,359</u>
At 31 March 2023	<u>125,337</u>	<u>-</u>	<u>-</u>	<u>125,337</u>

12 Fixed asset investments

	2024 £	2023 £
Investment properties	<u>75,000</u>	<u>75,000</u>

Investment properties

The investment property was valued at £75,000 in October 2021 by an independent and professional valuer. In the opinion of the trustees, the property's fair value at 31st March 2024 was £75,000.

Citizens Advice Lincoln & Lindsey

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

13 Debtors

	2024 £	2023 £
Trade debtors	254,324	28,248
Prepayments	29,723	13,726
Accrued income	15,604	70,711
	<u>299,651</u>	<u>112,685</u>

14 Cash and cash equivalents

	2024 £	2023 £
Cash at bank	<u>1,566,960</u>	<u>1,398,520</u>

15 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	32,987	32,206
Other taxation and social security	31,572	18,774
VAT grant repayable	57,974	-
Other creditors	43,346	44,675
Accruals	<u>38,599</u>	<u>14,063</u>
	<u>204,478</u>	<u>109,718</u>

16 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £35,877 (2023 - £21,342).

17 Commitments

Other financial commitments

The total amount of other financial commitments not provided in the financial statements was £43,487 (2023 - £81,307).

Citizens Advice Lincoln & Lindsey

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

18 Funds

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
General					
Unrestricted general funds	1,327,272	1,281,247	(1,045,794)	125,672	1,688,397
Restricted funds					
Freehold property	125,338	-	(3,979)	-	121,359
Consumer Services Funding	83,282	367,431	(352,914)	(97,799)	-
Universal Credit Help to Claim	-	135,178	(135,178)	-	-
Trussell Trust/Help through Hardship	-	338,484	(310,611)	(27,873)	-
East Midlands Money Advice	-	133,183	(133,183)	-	-
ELDC Homelessness Prevention	-	20,000	(20,000)	-	-
ELDC Financial First Aid	-	26,387	(26,387)	-	-
Advice in Mablethorpe and Sutton on Sea	-	19,831	(19,831)	-	-
Acts Trust	1,100	41,198	(42,298)	-	-
The National Lottery Community Fund	22,200	78,714	(55,424)	-	45,490
Cadent Energy	3,543	39,575	(43,118)	-	-
Cost of Living	30,000	-	(30,000)	-	-
Justice Fund	8,800	-	(8,800)	-	-
Pension Wise	-	68,043	(68,043)	-	-
Staff Meals	279	-	(279)	-	-
Staff & Volunteer Celebrations	10	-	(10)	-	-
Citizens Advice Energy Casework	-	11,543	(8,297)	-	3,246
Citizens Advice CSDF Remote	-	31,125	(31,125)	-	-
Debt Mod. Fund	-	12,431	(12,431)	-	-
PCN	-	4,833	(4,833)	-	-
Total restricted funds	<u>274,552</u>	<u>1,327,956</u>	<u>(1,306,741)</u>	<u>(125,672)</u>	<u>170,095</u>
Total funds	<u>1,601,824</u>	<u>2,609,203</u>	<u>(2,352,535)</u>	<u>-</u>	<u>1,858,492</u>

Citizens Advice Lincoln & Lindsey

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

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Unrestricted funds					
General					
Unrestricted general funds	933,549	641,856	(295,779)	47,646	1,327,272
Restricted					
Freehold property	129,317	-	(3,979)	-	125,338
Consumer Services Funding	79,528	381,443	(377,689)	-	83,282
Universal Credit Help to Claim	-	141,786	(141,786)	-	-
Trussell Trust/Help through Hardship	-	334,342	(286,696)	(47,646)	-
ELDC Homelessness Prevention	-	25,000	(25,000)	-	-
ELDC Financial First Aid	-	32,600	(32,600)	-	-
Advice in Mablethorpe and Sutton on Sea	-	20,054	(20,054)	-	-
Acts Trust	-	8,359	(7,259)	-	1,100
The National Lottery Community Fund	-	33,432	(11,232)	-	22,200
Cadent Energy	-	10,627	(7,084)	-	3,543
Cost of Living	-	30,000	-	-	30,000
Justice Fund	-	8,800	-	-	8,800
Independent Funders	-	2,017	(2,017)	-	-
East Midlands Money Advice	-	118,851	(118,851)	-	-
Pension Wise	-	12,840	(12,840)	-	-
Staff Meals	-	279	-	-	279
Staff & Volunteer Celebrations	-	10	-	-	10
Total restricted funds	<u>208,845</u>	<u>1,160,440</u>	<u>(1,047,087)</u>	<u>(47,646)</u>	<u>274,552</u>
Total funds	<u><u>1,142,394</u></u>	<u><u>1,802,296</u></u>	<u><u>(1,342,866)</u></u>	<u><u>-</u></u>	<u><u>1,601,824</u></u>

Citizens Advice Lincoln & Lindsey

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

The specific purposes for which the funds are to be applied are as follows:

Restricted funds

Freehold Property

Restricted funds provided for the acquisition of the freehold property.

Consumer Service Funding

Provides advice and information to people on contracts for goods and services before, during or after purchase, including legislation or industry regulations and practical guidance.

Help through Hardship (Previously called Trussell Trust)

Provides help for people who cannot afford food and helps them get a voucher for a local food parcel whilst providing information and advice on the issues that are causing financial hardship.

Universal Credit Help to Claim

Supports people in the early stages of their Universal Credit claim, from the application, through to first payment including support with gathering evidence for their Universal Credit application

Cost of Living

Supports people through the cost-of-living crisis.

East Midlands Money Advice

Provides advice and casework to people who have significant debt issues, including help with priority and non-priority debts.

East Lindsey District Council - Homelessness Prevention

Provides support to local residents with housing issues, including preventing homelessness and assisting those that are homeless to access accommodation.

East Lindsey District Council - Financial First Aid

Provides support to local residents with navigating their financial recovery from Covid, including but not limited to supporting with welfare benefits, budgeting and income maximisation.

Advice in Mablethorpe and Sutton on Sea

Provides support for local residents of the LN12 area (Mablethorpe and Sutton on Sea) with advice, including welfare benefits, budgeting and income maximisation.

Pension wise

Provides free, impartial guidance to over 50s who have a UK-based defined contribution pension pot (this could be a personal or workplace pension).

Acts Trust

Provides welfare benefits advice & casework for people accessing food banks in Lincoln.

The National Lottery Community Fund

Provides welfare benefits, debt, housing, advice & casework for people accessing community settings in Lincoln.

Cadent Energy

Provides specialist energy advice and income maximisation to local people in the Lincoln area experiencing fuel poverty.

Citizens Advice Energy Advice

Provides specialist energy advice and income maximisation to local people in the community experiencing fuel poverty.

Primary Care Network (PCN)

Provides an advice service which contributes to social prescribing within the PCN.

Citizens Advice Lincoln & Lindsey

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

19 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2024 £
Tangible fixed assets	-	121,359	121,359
Investment property	75,000	-	75,000
Current assets	1,817,875	48,736	1,866,611
Current liabilities	(204,478)	-	(204,478)
Total net assets	<u>1,688,397</u>	<u>170,095</u>	<u>1,858,492</u>

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2023 £
Tangible fixed assets	-	125,337	125,337
Investment Property	75,000	-	75,000
Current assets	1,252,272	258,933	1,511,205
Current liabilities	-	(109,718)	(109,718)
Total net assets	<u>1,327,272</u>	<u>274,552</u>	<u>1,601,824</u>

20 Related party transactions

During the year the charity made the following related party transactions:

Citizens Advice Lincolnshire

(J Clews is a Trustee of both Citizens Advice Lincolnshire and Citizens Advice Lincoln & Lindsey.)

Citizens Advice Lincolnshire was formed in order to facilitate co-operation between the Citizens Advice Bureaux in the county of Lincolnshire for the purposes of delivering improved, more sustainable services to clients. A business plan was developed and agreed based on the main aims of:

- Developing a strategic direction for Citizens Advice services throughout the county
- Improving relationships with stakeholders
- Securing increased funding
- Coordinating services to ensure that they are effective, efficient and accessible

During the year funding was received totalling £127,136 (2023: £80,282) from Citizens Advice Lincolnshire. At the balance sheet date the amount due to/from Citizens Advice Lincolnshire was £Nil (2023 - £Nil).

Accounts

Company registration number: 04740511

Charity registration number: 1099145

Citizens Advice Lincoln & Lindsey

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2023

Forrester Boyd
Auditor
Waynflete House
139 Eastgate
Louth
Lincolnshire
LN11 9QQ

Citizens Advice Lincoln & Lindsey

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Citizens Advice Lincoln & Lindsey

Reference and Administrative Details

Chair of Trustees	Joy Hamilton Clews
Trustees	Joy Hamilton Clews Catherine Connell, Treasurer Heather Ann Brown, (Resigned 21 September 2023) Stephanie Mary Challinor, (Resigned 21 May 2022) Janet Collins, Co-opted Lynda Jean Crosby Martyn Robert Heathcote, Co-opted Derek Isles, (Resigned 3 November 2022) Kathryn Laverack, (Resigned 25 April 2023) Simon McCaffrey, Co-opted Shiv Nand, Co-opted David Wright, Co-opted (Resigned 27 March 2023)
Senior Management / Leadership Team	Jenny Barnett, Chief Officer Paul Burrows, Operations Manager Thomas Hutchesson, Service Delivery Manager
Charity Registration Number	1099145
Company Registration Number	04740511
Registered Office	Guildhall Marshall's Yard Gainsborough Lincolnshire DN21 2NA
Auditor	Forrester Boyd Auditor Waynflete House 139 Eastgate Louth Lincolnshire LN11 9QQ
Bankers	Lloyds Bank Lumley Road Skegness Lincolnshire PE25 3LP

Citizens Advice Lincoln & Lindsey

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements and auditors' report of the charitable company for the year ended 31 March 2023.

Objectives and activities

Objects and aims

The charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Lincoln, East Lindsey and West Lindsey and surrounding areas.

Public benefit

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

When reviewing the charity's objectives and aims, and in planning future activities, the trustees have considered the Charity Commission's general guidance on public benefit.

Achievements and performance

During the year, through generalist advice services, locally and nationally delivered projects including both restricted and unrestricted projects, more than 4,869 (2021/22, 4,820) local clients in East and West Lindsey were helped with more than 25,075 (2021/22, 22,300) issues. In addition 474 local clients in Lincoln were helped with 1,877 issues from 1st February 2023 to 31st March 2023 following a merger between Citizens Advice Lindsey and Lincoln & District Citizens Advice Bureau Limited on the 31st January 2023.

Overall as a service we helped 15,626 (2021/22 12,269) clients with more than 54,503 (2021/22 36,000) issues in our generalist services and through our projects and we achieved more than £6,755,048 (2021/22 £4,901,718) in financial outcomes for clients. A further 5,691 (2021/22 2,800) quick client contacts were made where clients required information or a referral to an external organisation. In addition, in our consumer service we helped with more than 47,311 consumer enquiries.

For information on restricted funded projects please see 'Note 19' on the accounts.

Research and Campaigns

During the financial year the charity submitted a range of research and campaign issues to national Citizens Advice. A key focus was around the cost of living crisis. Citizens Advice collects evidence of clients' problems and uses this to campaign for change in national and local policies and services. Citizens Advice has a key role in speaking up for clients, raising issues brought into the service, contributing to public debate and informing legislation.

Equality and Diversity

The charity is committed to providing a supportive and inclusive culture for:

- All those who need their services
- Staff and volunteers
- Stakeholders

The charity recognises the positive value of diversity, promoting equality and fairness, and challenging discrimination. Client, staff and trustee profiles are monitored to ensure that services reflect the community and the charity aims to ensure services are accessible to all.

Financial review

The results for the year and the financial position of the charitable company are shown in the annexed financial statements.

Citizens Advice Lincoln & Lindsey has benefited from financial support from County, District, Town Councils and Charities during the year and has been successful in securing project funding and opening up other avenues of funding from new sources. Thanks go to all funders for their continued support.

Citizens Advice Lincoln & Lindsey

Trustees' Report

Investment policy and objectives

Under the Memorandum and Articles of Association, the charity has the power to make and hold investments using general funds of the company

Reserves policy

The trustees have considered the level of reserves that the charity should have. The trustees feel it is prudent to hold between six and twelve months operating costs in reserves. We calculate our reserves based on total Unrestricted Funds less Unrestricted Fixed Assets.

Based on the 2023/24 projected budget expenditure the reserves required to meet the policy would equate to between £1,251,043 and £2,502,086. Our actual reserves at 31st March 2023 were £1,327,272 (note 19). The trustees are satisfied with the position.

Fundraising standards information

The charity had no significant fundraising activities this year.

Priorities and plans for future periods

To ensure the charity is fully informed about strategic priorities for the newly merged organisation, which took place on the 31st January 2023 between Citizens Advice Lindsey and Lincoln & District Citizens Advice Bureau Limited, consultation is held with internal and external stakeholders and performance reviewed. Consultation is held with the National Citizens Advice to ensure plans are aligned to the wider Citizens Advice Service Strategy.

An analysis of client and community profiles, advice needs analysis, as well as an assessment of client satisfaction, are carried out to ensure services are client centred.

This informs our 2023 - 2026 Business and Development Plan and our future strategic aims:

1. Increase access for rurally isolated and vulnerable groups
2. Become more effective and sustainable

Structure, governance and management

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Citizens Advice Lindsey is a company limited by guarantee governed by its Memorandum and Articles of Association dated 22nd April 2003, as amended 21st March 2018 and 21st September 2023. It is registered as a charity with the Charity Commission. The members of the company have agreed to contribute £1 each in the event of the charity winding up.

The trustees are responsible for ensuring risks are managed effectively. Major risks are reviewed and systems and/or procedures established to manage those risks with a 'lessons learnt' approach. The risk management arrangements include but are not limited to a risk management strategy, a comprehensive business continuity plan and robust performance and quality management, financial management, information risk management, ICT management, health & safety and premises management.

Recruitment and appointment of trustees

The directors of the company are also charity trustees for the purpose of charity law and under the company's Articles and may be co-opted during the year and/or elected at the Annual General Meeting.

The Trustee Board has regard to the requirement for any specialist skills when considering new trustees. In an effort to maintain a broad skill mix, members of the Trustee Board are requested to provide a list of their skills and in the event of particular skills being lost due to retirement or resignation a recruitment process is launched and individuals with the required skills are invited to apply for the position of trustee.

Citizens Advice Lincoln & Lindsey

Trustees' Report

Induction and training of trustees

New trustees are invited and encouraged to attend a short training programme to familiarise themselves with the charity and the context within which it operates.

This covers:

- Induction, ethos and history of Citizens Advice.
- The obligations of trustees.
- The main documents which set out the operational framework for the charity, including the Memorandum and Articles of Association and the Membership Standards operated by Citizens Advice including those for quality assurance.
- Financial resources and the current financial position as set out in the latest published accounts and the latest management accounts.
- Future plans and objectives of the charity.

Arrangements for setting key management personnel remuneration

The trustees set the pay policy which sets out pay and conditions for key management and employees. The trustees are committed to ensuring the pay system operates as effectively, efficiently and as equitably as possible.

Organisational structure

The charity trustees meet a minimum of four times a year and are responsible for determining the strategic direction of the charity and that the charity is compliant with company law, charity legislation and Citizens Advice Membership Standards.

The Trustee Board delegates the day-to-day responsibility for the operational aspects of the charity to the Chief Officer who ensures that the charity delivers the services specified and that key performance indicators are met.

Board review

The Trustee Board appraises and reviews its own performance and that of individual trustees, including the Chair. Such evaluation typically considers the Board's balance of:

- Skills, knowledge and experience including lived experience
- Attendance at and participation in meetings
- Its diversity in the widest sense
- How the Board works together
- Influencing on behalf of the charity
- Other factors relevant to its effectiveness

Statement of internal control

The Trustee Board oversees the security of all personal information of clients, staff, funders and strategic partners that is processed. The charity holds joint responsibility for client data that is held in the case management system with the national Citizens Advice Service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of the General Data Protection Regulation and Data Protection Act 2018.

Citizens Advice Lincoln & Lindsey

Trustees' Report

Disclosure of information to auditor

Each trustee has taken steps that they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

The annual report was approved by the trustees of the charity on 18-Dec-2023 and signed on its behalf by:

DocuSigned by:

8021877963BE45F.....
Joy Hamilton Clews
Chair of Trustees

Citizens Advice Lincoln & Lindsey

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Citizens Advice Lincoln & Lindsey for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

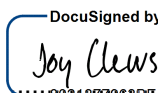
Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources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

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

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

Approved by the trustees of the charity on 18-Dec-2023 at 16:18 GMT and signed on its behalf by:

DocuSigned by:

 8021877963BE45F.....
 Joy Hamilton Clews
 Chair of Trustees

Citizens Advice Lincoln & Lindsey

Independent Auditor's Report to the Members of Citizens Advice Lincoln & Lindsey

Opinion

We have audited the financial statements of Citizens Advice Lincoln & Lindsey (the 'charity') for the year ended 31 March 2023, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Citizens Advice Lincoln & Lindsey

Independent Auditor's Report to the Members of Citizens Advice Lincoln & Lindsey

Opinion on other matter prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities (set out on page 6), the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor responsibilities for the audit of the financial statements

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

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

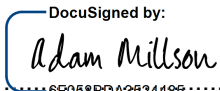
- Discussions with management, including consideration of known or suspected instances of non-compliance held.
- Challenging assumptions and judgements made within significant accounting estimates and judgements such as depreciation
- Testing of income, bank, purchases and payroll, systems and controls and providing conclusions on the regularity of samples chosen.
- Identification of key laws and regulations central to the operations and review of compliance with such laws and correspondence with solicitors to identify any on-going litigation.
- Testing of journal entries and potential override of systems.

Citizens Advice Lincoln & Lindsey

Independent Auditor's Report to the Members of Citizens Advice Lincoln & Lindsey

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:

6F058BDA3524489.....
Adam Millson (Senior Statutory Auditor)
For and on behalf of Forrester Boyd , Statutory Auditor

Waynflete House
139 Eastgate
Louth
Lincolnshire
LN11 9QQ

19-Dec-2023 | 00:08 GMT
Date:.....

Citizens Advice Lincoln & Lindsey

Statement of Financial Activities for the Year Ended 31 March 2023 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2023 £
Income and Endowments from:				
Donations and legacies	3	257,786	29,214	287,000
Charitable activities	4	372,555	1,131,226	1,503,781
Investment income	5	11,515	-	11,515
Total income		<u>641,856</u>	<u>1,160,440</u>	<u>1,802,296</u>
Expenditure on:				
Charitable activities	7	<u>(295,779)</u>	<u>(1,047,087)</u>	<u>(1,342,866)</u>
Total expenditure		<u>(295,779)</u>	<u>(1,047,087)</u>	<u>(1,342,866)</u>
Net income		346,077	113,353	459,430
Transfers between funds		<u>47,646</u>	<u>(47,646)</u>	<u>-</u>
Net movement in funds		393,723	65,707	459,430
Reconciliation of funds				
Total funds brought forward		<u>933,549</u>	<u>208,845</u>	<u>1,142,394</u>
Total funds carried forward	19	<u>1,327,272</u>	<u>274,552</u>	<u>1,601,824</u>
	Note	Unrestricted funds £	Restricted funds £	Total 2022 £
Income and Endowments from:				
Donations and legacies	3	8,525	-	8,525
Charitable activities	4	204,477	900,756	1,105,233
Investment income	5	8,576	-	8,576
Other income		<u>1,511</u>	<u>-</u>	<u>1,511</u>
Total income		<u>223,089</u>	<u>900,756</u>	<u>1,123,845</u>
Expenditure on:				
Raising funds	6	<u>(534)</u>	<u>-</u>	<u>(534)</u>
Charitable activities	7	<u>(138,912)</u>	<u>(863,929)</u>	<u>(1,002,841)</u>
Total expenditure		<u>(139,446)</u>	<u>(863,929)</u>	<u>(1,003,375)</u>
Net income		83,643	36,827	120,470
Transfers between funds		<u>19,469</u>	<u>(19,469)</u>	<u>-</u>
Net movement in funds		103,112	17,358	120,470
Reconciliation of funds				
Total funds brought forward		<u>830,437</u>	<u>191,487</u>	<u>1,021,924</u>
Total funds carried forward	19	<u>933,549</u>	<u>208,845</u>	<u>1,142,394</u>

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

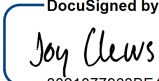
The funds breakdown for 2022 is shown in note 19.

The notes on pages 13 to 25 form an integral part of these financial statements.

Citizens Advice Lincoln & Lindsey**(Registration number: 04740511)
Balance Sheet as at 31 March 2023**

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	12	125,337	130,087
Investment property	13	<u>75,000</u>	<u>75,000</u>
		<u>200,337</u>	<u>205,087</u>
Current assets			
Debtors	14	112,685	35,453
Cash at bank and in hand	15	<u>1,398,520</u>	<u>949,548</u>
		1,511,205	985,001
Creditors: Amounts falling due within one year	16	<u>(109,718)</u>	<u>(47,694)</u>
Net current assets		<u>1,401,487</u>	<u>937,307</u>
Net assets		<u>1,601,824</u>	<u>1,142,394</u>
Funds of the charity:			
Restricted income funds			
Restricted funds		274,552	208,845
Unrestricted income funds			
Unrestricted funds		<u>1,327,272</u>	<u>933,549</u>
Total funds	19	<u>1,601,824</u>	<u>1,142,394</u>

The financial statements on pages 10 to 25 were approved by the trustees, and authorised for issue on 18-Dec-2023 at 16:18 GMT and signed on their behalf by:

DocuSigned by:

 80218779638E45F.....
 Joy Hamilton Clews
 Chair of Trustees

Citizens Advice Lincoln & Lindsey

Statement of Cash Flows for the Year Ended 31 March 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash income		459,430	120,470
Adjustments to cash flows from non-cash items			
Depreciation	12	4,750	6,957
Investment income	5	<u>(11,515)</u>	<u>(8,576)</u>
		452,665	118,851
Working capital adjustments			
(Increase)/decrease in debtors	14	(77,232)	6,649
Increase/(decrease) in creditors	16	62,727	(12,243)
(Decrease)/increase in deferred income		<u>(703)</u>	<u>703</u>
Net cash flows from operating activities		437,457	113,960
Cash flows from investing activities			
Interest receivable and similar income	5	<u>11,515</u>	<u>8,576</u>
Net increase in cash and cash equivalents		448,972	122,536
Cash and cash equivalents at 1 April		<u>949,548</u>	<u>827,012</u>
Cash and cash equivalents at 31 March		<u><u>1,398,520</u></u>	<u><u>949,548</u></u>

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

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2023

1 Charity status

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

The address of its registered office is:

Guildhall
Marshall's Yard
Gainsborough
Lincolnshire
DN21 2NA

These financial statements cover the individual entity, Citizens Advice Lincoln & Lindsey.

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

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

Statement of compliance

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

Basis of preparation

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

Going concern

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

Income and endowments

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

Donations and legacies

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

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2023

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

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

Gifts in kind

Gifts in kind are recognised in different ways dependent on how they are used by the charity:

- (i) Those donated for resale produce income when they are sold. They are valued at the amount actually realised.
- (ii) Those donated for onward transmission to beneficiaries are included in the Statement of Financial Activities as incoming resources and resources expended when they are distributed. They are valued at the amount the charity would have had to pay to acquire them.
- (iii) Those donated for use by the charity itself are included when receivable. They are valued at the amount the charity would have had to pay to acquire them.

Investment income

Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

All resources expended are inclusive of irrecoverable VAT.

Raising funds

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

Charitable activities

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

Irrecoverable VAT

Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

Taxation

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

Tangible fixed assets

Individual fixed assets costing £2,000.00 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2023

Depreciation and amortisation

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

Asset class	Depreciation method and rate
Freehold property	2% straight line
Plant and machinery	33% straight line
Property improvements	2% straight line

Investment properties

Investment property is carried at fair value, derived from the current market prices for comparable real estate determined annually by external valuers. The valuers use observable market prices, adjusted if necessary for any difference in the nature, location or condition of the specific asset. Changes in fair value are recognised in profit or loss.

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

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

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Borrowings

Interest-bearing borrowings are initially recorded at fair value, net of transaction costs. Interest-bearing borrowings are subsequently carried at amortised cost, with the difference between the proceeds, net of transaction costs, and the amount due on redemption being recognised as a charge to the Statement of Financial Activities over the period of the relevant borrowing.

Interest expense is recognised on the basis of the effective interest method and is included in interest payable and similar charges.

Borrowings are classified as current liabilities unless the charity has an unconditional right to defer settlement of the liability for at least twelve months after the reporting date.

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2023

Fund structure

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

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

Financial instruments

Classification

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

Recognition and measurement

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through profit or loss, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the charity intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the charity transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the charity, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2023

3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2023 £	Total 2022 £
Donations and legacies;				
Transfer from Lincoln & District Citizens Advice Bureau Ltd.	237,770	29,214	266,984	-
Donations from individuals	12,696	-	12,696	8,525
Gifts in kind	7,320	-	7,320	-
	<u>257,786</u>	<u>29,214</u>	<u>287,000</u>	<u>8,525</u>

4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2023 £	Total 2022 £
Lincolnshire County Council	80,282	-	80,282	80,282
East Lindsey District Council	61,200	-	61,200	55,600
West Lindsey District Council	60,200	-	60,200	60,200
Consumer Services Funding (including scams advice)	-	381,443	381,443	380,941
Trussell Trust/Help through Hardship	-	334,342	334,342	209,167
Universal Credit Help to Claim	-	141,786	141,786	153,769
Cost of Living	-	30,000	30,000	-
Thanet	-	-	-	8,395
East Midlands Money Advice	-	118,851	118,851	85,439
ELDC Homelessness Prevention	-	25,000	25,000	20,000
ELDC Financial First Aid	-	32,600	32,600	16,292
Coastal Advice	-	-	-	15,677
T.E.D. Project	-	-	-	5,678
HMRC	-	-	-	(8,811)
DWP Kickstart Scheme	-	-	-	7,564
Advice in Mablethorpe & Sutton on Sea	-	20,054	20,054	15,040
Lincoln and District Citizens Advice Bureau Ltd.	21,843	-	21,843	-
Energy Advice Programme	5,400	-	5,400	-
Money & Pension Service National call centre	141,179	-	141,179	-
Pension Wise	-	725	725	-
Acts Trust	-	2,367	2,367	-
The National Lottery Community Fund	-	33,432	33,432	-
Cadent Energy	-	10,626	10,626	-
ELDC - Household support fund admin fee	1,250	-	1,250	-
WLDC - Household support fund admin fee	1,201	-	1,201	-
	<u>372,555</u>	<u>1,131,226</u>	<u>1,503,781</u>	<u>1,105,233</u>

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2023

5 Investment income

	Unrestricted funds General £	Total 2023 £	Total 2022 £
Interest receivable and similar income;			
Interest receivable on bank deposits	2,315	2,315	158
Income from rents	9,200	9,200	8,418
	<u>11,515</u>	<u>11,515</u>	<u>8,576</u>

6 Expenditure on raising funds

a) Investment management costs

	Note	Total 2023 £	Total 2022 £
Other investment management costs;			
Property repairs		-	534
		<u>-</u>	<u>534</u>

7 Expenditure on charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2023 £
Wages and salaries	196,409	870,542	1,066,951
Other staff and volunteer costs	7,004	20,359	27,363
Premises costs	24,624	64,361	88,985
Office costs	22,776	42,530	65,306
Communications	6,560	29,078	35,638
IT	27,088	10,306	37,394
Publicity and payments	45	147	192
Trustee expenses	140	364	504
General expenses	256	76	332
Legal and professional fees	1,826	4,744	6,570
Bank charges	145	460	605
Audit	1,548	4,022	5,570
Other governance	38	97	135
	<u>288,459</u>	<u>1,047,086</u>	<u>1,335,545</u>

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2023

	Unrestricted funds General £	Restricted funds £	Total 2022 £
Wages and salaries	83,594	748,235	831,829
Other staff and volunteer costs	5,829	20,953	26,782
Premises costs	17,969	46,967	64,936
Office costs	8,116	15,155	23,271
Communications	4,967	22,019	26,986
IT	16,847	6,410	23,257
Trustee expenses	137	356	493
General expenses	2	-	2
Legal and professional fees	1,338	3,476	4,814
Bank charges	113	358	471
	138,912	863,929	1,002,841

8 Net incoming/outgoing resources

Net incoming resources for the year include:

	2023 £	2022 £
Audit fees	3,820	840
Other non-audit services	2,165	1,350
Depreciation of fixed assets	4,750	6,957

9 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

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

10 Staff costs

The aggregate payroll costs were as follows:

	2023 £	2022 £
Staff costs during the year were:		
Wages and salaries	973,231	742,780
Social security costs	72,379	45,703
Pension costs	21,342	12,417
	1,066,952	800,900

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

	2023 No	2022 No
Average number of employees	51	46

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

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2023

The total employee benefits of the key management personnel of the charity were £135,921 (2022 - £123,419).

11 Taxation

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

12 Tangible fixed assets

	Land and buildings £	Furniture and equipment £	Computer equipment £	Total £
Cost				
At 1 April 2022	223,431	21,680	67,903	313,014
At 31 March 2023	223,431	21,680	67,903	313,014
Depreciation				
At 1 April 2022	93,828	21,680	67,419	182,927
Charge for the year	4,266	-	484	4,750
At 31 March 2023	98,094	21,680	67,903	187,677
Net book value				
At 31 March 2023	125,337	-	-	125,337
At 31 March 2022	129,603	-	484	130,087

13 Fixed asset investments

	2023 £	2022 £
Investment properties	75,000	75,000

Investment properties

The investment property was valued at £75,000 in October 2021 by an independent and professional valuer. In the opinion of the trustees, the property's fair value at 31st March 2023 was £75,000.

14 Debtors

	2023 £	2022 £
Trade debtors	28,248	23,452
Prepayments	13,726	4,861
Accrued income	70,711	3,140
Other debtors	-	4,000
	112,685	35,453

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2023

15 Cash and cash equivalents

	2023 £	2022 £
Cash on hand	-	53
Cash at bank	1,398,520	949,495
	<u>1,398,520</u>	<u>949,548</u>

16 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	32,206	4,706
Other taxation and social security	18,774	14,507
Other creditors	44,675	17,203
Accruals	14,063	10,575
Deferred income	-	703
	<u>109,718</u>	<u>47,694</u>

17 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £21,342 (2022 - £12,417).

18 Commitments

Other financial commitments

The total amount of other financial commitments not provided in the financial statements was £81,307 (2022 - £50,667).

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2023

19 Funds

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Unrestricted funds					
<i>General</i>					
Unrestricted general funds	933,549	641,856	(295,779)	47,646	1,327,272
Restricted funds					
Freehold property	129,317	-	(3,979)	-	125,338
Consumer Services Funding (including Scams advice)	79,528	381,443	(377,689)	-	83,282
Universal Credit Help to Claim	-	141,786	(141,786)	-	-
Trussell Trust/Help through Hardship	-	334,342	(286,696)	(47,646)	-
ELDC Homelessness Prevention	-	25,000	(25,000)	-	-
ELDC Financial First Aid	-	32,600	(32,600)	-	-
Advice in Mablethorpe and Sutton on Sea	-	20,054	(20,054)	-	-
Acts Trust	-	8,359	(7,259)	-	1,100
The National Lottery Community Fund	-	33,432	(11,232)	-	22,200
Cadent Energy	-	10,627	(7,084)	-	3,543
Cost of Living	-	30,000	-	-	30,000
Justice Fund	-	8,800	-	-	8,800
Independent Funders	-	2,017	(2,017)	-	-
East Midlands Money Advice	-	118,851	(118,851)	-	-
Pension Wise	-	12,840	(12,840)	-	-
Staff Meals	-	279	-	-	279
Staff & Volunteer Celebrations	-	10	-	-	10
Total restricted funds	<u>208,845</u>	<u>1,160,440</u>	<u>(1,047,087)</u>	<u>(47,646)</u>	<u>274,552</u>
Total funds	<u>1,142,394</u>	<u>1,802,296</u>	<u>(1,342,866)</u>	<u>-</u>	<u>1,601,824</u>

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2023

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
Unrestricted funds					
<i>General</i>					
Unrestricted general funds	830,437	223,089	(139,446)	19,469	933,549
Restricted					
Freehold property	133,296	-	(3,979)	-	129,317
Consumer Services Funding (including Scams advice)	49,380	380,941	(350,793)	-	79,528
Universal Credit Help to Claim	-	153,769	(153,769)	-	-
Trussell Trust/Help through Hardship	-	209,167	(189,698)	(19,469)	-
East Midlands Money Advice	-	85,439	(85,439)	-	-
ELDC Homelessness Prevention	-	20,000	(20,000)	-	-
Coastal Advice	-	15,677	(15,677)	-	-
T.E.D. Project	-	5,678	(5,678)	-	-
HMRC	8,811	(8,811)	-	-	-
ELDC Financial First Aid	-	16,292	(16,292)	-	-
DWP Kickstart Scheme	-	7,564	(7,564)	-	-
Advice in Mablethorpe and Sutton on Sea	-	15,040	(15,040)	-	-
Total restricted funds	<u>191,487</u>	<u>900,756</u>	<u>(863,929)</u>	<u>(19,469)</u>	<u>208,845</u>
Total funds	<u><u>1,021,924</u></u>	<u><u>1,123,845</u></u>	<u><u>(1,003,375)</u></u>	<u><u>-</u></u>	<u><u>1,142,394</u></u>

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2023

The specific purposes for which the funds are to be applied are as follows:

Restricted funds

Freehold Property

Restricted funds provided for the acquisition of the freehold property.

Consumer Service Funding (including Scams advice)

Provides advice and information to people on contracts for goods and services before, during or after purchase, including legislation or industry regulations and practical guidance.

Help through Hardship (Previously called Trussell Trust)

Provides help for people who cannot afford food and helps them get a voucher for a local food parcel whilst providing information and advice on the issues that are causing financial hardship.

Universal Credit Help to Claim

Supports people in the early stages of their Universal Credit claim, from the application, through to first payment including support with gathering evidence for their Universal Credit application

Cost of Living

Supports people through the cost-of-living crisis.

East Midlands Money Advice

Provides advice and casework to people who have significant debt issues, including help with priority and non-priority debts.

East Lindsey District Council - Homelessness Prevention

Provides support to local residents with housing issues, including preventing homelessness and assisting those that are homeless to access accommodation.

East Lindsey District Council - Financial First Aid

Provides support to local residents with navigating their financial recovery from Covid, including but not limited to supporting with welfare benefits, budgeting and income maximisation.

Advice in Mablethorpe and Sutton on Sea

Provides support for local residents of the LN12 area (Mablethorpe and Sutton on Sea) with advice, including welfare benefits, budgeting and income maximisation.

Pension wise

Provides free, impartial guidance to over 50s who have a UK-based defined contribution pension pot (this could be a personal or workplace pension).

Acts Trust

Provides welfare benefits advice & casework for people accessing food banks in Lincoln.

The National Lottery Community Fund

Provides welfare benefits, debt, housing, advice & casework for people accessing community settings in Lincoln.

Cadent Energy

Provides specialist energy advice and income maximisation to local people in the Lincoln area experiencing fuel poverty.

During the year a transfer of £47,646 was made from the Trussell Trust to unrestricted funds. This transfer represented the surplus of funds after the funder had recouped any amounts due back.

Citizens Advice Lincoln & Lindsey

Notes to the Financial Statements for the Year Ended 31 March 2023

20 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2023 £
Tangible fixed assets	-	125,337	125,337
Investment property	75,000	-	75,000
Current assets	1,252,272	258,933	1,511,205
Current liabilities	-	(109,718)	(109,718)
Total net assets	<u>1,327,272</u>	<u>274,552</u>	<u>1,601,824</u>

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2022 £
Tangible fixed assets	770	129,317	130,087
Investment Property	75,000	-	75,000
Current assets	857,779	127,222	985,001
Current liabilities	-	(47,694)	(47,694)
Total net assets	<u>933,549</u>	<u>208,845</u>	<u>1,142,394</u>

21 Related party transactions

There were no related party transactions in the year.

Accounts

CITIZENS ADVICE LINDSEY
REGISTERED IN ENGLAND AND WALES UNDER COMPANY NUMBER 04740511
REGISTERED CHARITY NUMBER 1099145

FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022

TINGLE ASHMORE LTD
CHARTERED ACCOUNTANTS AND REGISTERED AUDITORS
SHEFFIELD

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022

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CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
TRUSTEES' ANNUAL REPORT

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

Objectives and aims

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

Public benefit

When reviewing the charity's objectives and aims, and in planning future activities, the trustees have considered the Charity Commission's general guidance on public benefit

Achievements and performance

During the year, through generalist advice services and projects, including both restricted and unrestricted projects, more than 4,820 local clients in East and West Lindsey were helped with more than 22,300 issues.

Overall as a service we helped 12,269 clients with more than 36,000 issues in our generalist services and through our projects and we achieved more than £4,901,718 in financial outcomes for clients. A further 2,800 quick client contacts were made where clients required information or a referral to an external organisation. In our Consumer Service we helped more the 42,000 clients.

For restricted funded projects please see 'Note 17' on the accounts.

Research and Campaigns

During the financial year the charity submitted a range of research and campaign issues to national Citizens Advice. Citizens Advice collects evidence of clients' problems and uses this to campaign for change in national and local policies and services. Citizens Advice has a key role in speaking up for clients, raising issues brought into the service, contributing to public debate and informing legislation.

Equality and Diversity

The charity is committed to providing a supportive and inclusive culture for:

- All those who need their services
- Staff and volunteers
- Stakeholders

The charity recognises the positive value of diversity, promoting equality and fairness, and challenging discrimination. Client, staff and trustee profiles are monitored to ensure that services reflect the community and the charity aims to ensure services are accessible to all.

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
TRUSTEES' ANNUAL REPORT

Financial review

The results for the year and the financial position of the charitable company are as shown in the annexed financial statements.

Citizens Advice Lindsey has benefited from financial support from County, District, Town and Parish Councils during the year and has been successful in opening up other avenues of funding from new sources. Thanks go to all funders for their continued support.

Investment policy and objectives

Under the Memorandum and Articles of Association, the charity has the power to make and hold investments using general funds of the company.

Reserves policy

The trustees have considered the level of reserves that the charity should have. The trustees feel it is prudent to hold between six and twelve months operating costs in reserves. We calculate our reserves based on total Unrestricted Funds less Unrestricted Fixed Assets.

Based on the 2022/23 projected budget expenditure the reserves required to meet the policy would equate to between £637,472 and £1,274,944. Our actual reserves at 31st March 2022 were £857,779 (note 16). The trustees are satisfied with the position.

Fundraising standards information

The charity had no significant fundraising activities this year.

Priorities and plans for future periods

To ensure the charity is fully informed about strategic priorities, consultation is held with internal and external stakeholders and performance reviewed. Consultation is held with the National Citizens Advice to ensure plans are aligned to the wider Citizens Advice Service Strategy.

An analysis of client and community profiles, advice needs analysis as well as an assessment of client satisfaction is carried out to ensure services are client centred.

This informs our future priorities:

1. **Increase access and meet the needs of rurally isolated and vulnerable groups in our communities.**
2. **To become a more effective, efficient and sustainable organisation.**

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
TRUSTEES' ANNUAL REPORT

Structure, governance and management

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Citizens Advice Lindsey is a company limited by guarantee governed by its Memorandum and Articles of Association dated 22nd April 2003, as amended 21st March 2018. It is registered as a charity with the Charity Commission. The members of the company have agreed to contribute £1 each in the event of the charity winding up.

The company was previously named East Lindsey Citizens Advice Bureau and changed name on 20 December 2018.

The trustees are responsible for ensuring risks are managed effectively. Major risks are reviewed and systems and/or procedures established to manage those risks with a 'lessons learnt' approach. The risk management arrangements include, but are not limited to, a risk management strategy, a comprehensive business continuity plan and robust performance and quality management, financial management, information risk management, ICT management, health & safety and premises management.

The trustees set the pay policy which sets out pay and conditions for key management and employees. The trustees are committed to ensuring the pay system operates as effectively, efficiently and as equitably as possible.

Recruitment and appointment of new trustees

The directors of the company are also charity trustees for the purpose of charity law and under the company's Articles and may be co-opted during the year and/or elected at the Annual General Meeting.

The Trustee Board has regard to the requirement for any specialist skills when considering new trustees. In an effort to maintain a broad skill mix, members of the Trustee Board are requested to provide a list of their skills and in the event of particular skills being lost due to retirement or resignation a recruitment process is launched and individuals with the required skills are invited to apply for the position of trustee.

Induction and training of new trustees

New trustees are invited and encouraged to attend a short training programme to familiarise themselves with the charity and the context within which it operates. This covers:

- Induction, ethos and history of Citizens Advice.
- The obligations of trustees.
- The main documents which set out the operational framework for the charity, including the Memorandum and Articles of Association and the Membership Standards operated by Citizens Advice including those for quality assurance.
- Financial resources and the current financial position as set out in the latest published accounts and the latest management accounts.
- Future plans and objectives of the charity

Organisational structure

The charity trustees meet a minimum of four times a year and are responsible for determining the strategic direction of the charity and that the charity is compliant with company law, charity legislation and Citizens Advice Membership Standards.

The Trustee Board delegate the day-to-day responsibility for the operational aspects of the charity to the Chief Officer who ensures that the charity delivers the services specified and that key performance indicators are met.

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
TRUSTEES' ANNUAL REPORT

Structure, governance and management (continued)

Board review

The Trustee Board appraises and reviews its own performance and that of individual trustees, including the Chair. Such evaluation typically considers the Board's balance of:

- Skills, knowledge and experience including lived experience
- Attendance at and participation in meetings
- Its diversity in the widest sense
- How the board works together
- Influencing on behalf of the charity
- Other factors relevant to its effectiveness

The trustee board appraises and reviews its performance quarterly and annually.

Statement of internal control

The Trustee Board oversees the information security of all personal information of clients, staff, funders and strategic partners that is processed. The charity holds joint responsibility for client data that is held in the case management system with the national Citizens Advice Service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of the General Data Protection Regulation and Data Protection Act 2018.

Reference and administrative details

Name and registered office	Citizens Advice Lindsey Guildhall, Marshall's Yard, Gainsborough, DN21 2NA	
Charity number	1099145	
Company number	04740511	
Our advisors: Auditors	Tingle Ashmore Ltd Chartered Accountants and Statutory Auditors Enterprise House, Broadfield Court, Sheffield, S8 0XF	
Bankers	Lloyds Bank Lumley Road, Skegness, PE25 3LP Nationwide Building Society Kings Park Road, Moulton Park, Northampton, NN3 6NW	
Trustees and directors	Joy Hamilton Clews (Chair) Catherine Connell (Treasurer) Lynda Jean Crosby Kathryn Laverack Heather Ann Brown Derek Isles Stephanie Mary Challinor	- resigned 3/11/22 - co-opted 18/8/21 and resigned 21/5/22
Principal Staff	Jenny Barnett Paul Burrows Thomas Hutchesson	- Chief Officer - Operations Manager - Service Delivery Manager

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
TRUSTEES' ANNUAL REPORT

Trustees' Responsibilities

The trustees (who are also directors of Citizens Advice Lindsey for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- 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;
- prepare the financial statements on the going concern basis, unless it is inappropriate to presume that the charitable company will continue in operation.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Small company provisions

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

Signed on behalf of the Trustees



Joy Hamilton Clews, Chair of Trustees

Dated : 14/12/2022

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
CITIZENS ADVICE LINDSEY

Opinion

We have audited the financial statements of Citizens Advice Lindsey (the 'charitable company') for the year ended 31st March 2022 which comprise the Statement of Financial Activities and Income and Expenditure Account, Balance Sheet, Statement of Cash Flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2022, and of its incoming resources and application of resources, including its income and expenditure, for the period then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

We have nothing to report in this regard.

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
CITIZENS ADVICE LINDSEY

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Annual Report (incorporating the Directors' Report) for the financial period for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement set out on page 5, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
CITIZENS ADVICE LINDSEY

Based on our understanding of the charity and the environment in which it operates we identified that the principal risks of non-compliance with laws and regulations related to employment law and regulations and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements being the Companies Act 2006, Charities Act 2011, Charity SORP and payroll tax.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements, including the risk of overriding internal controls, and determined that the principal risks related to the incorrect classification and recognition of income and posting inappropriate journal entries. Audit procedures performed included the following:

- Discussion with management regarding their knowledge or suspicion of instances of non-compliance with laws and regulations and fraud;
- Evaluating management's controls designed to prevent and detect irregularities;
- Reviewing correspondence from funders for significant income;
- Identifying and testing journals, in particular those for large amounts, unusual descriptions or those for year end adjustments;
- Reviewing the minutes of Trustee meetings;

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation (i.e., gives a true and fair view).

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
CITIZENS ADVICE LINDSEY

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

B.P. Ashmore

.....
Brendan Ashmore ACA
Senior Statutory Auditor
for and on behalf of Tingle Ashmore Ltd
Chartered Accountants and Statutory Auditors
Enterprise House
Broadfield Court
Sheffield
S8 0XF

Dated : *16/12/2022*

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
STATEMENT OF FINANCIAL ACTIVITIES AND INCOME AND EXPENDITURE ACCOUNT

		Unrestricted funds	Restricted funds	Total funds	Total funds
	Notes			2022	2021
		£	£	£	£
Income from:					
Donations and legacies		8,525	-	8,525	3,569
Charitable activities	4	204,477	900,756	1,105,233	1,059,122
Investment income	5	8,576	-	8,576	8,432
Other income		1,511	-	1,511	-
Total income		<u>223,089</u>	<u>900,756</u>	<u>1,123,845</u>	<u>1,071,123</u>
Expenditure on:					
Raising funds:					
Investment management costs	6	534	-	534	216
Charitable activities	7,8	<u>138,912</u>	<u>863,929</u>	<u>1,002,841</u>	<u>933,244</u>
Total expenditure		<u>139,446</u>	<u>863,929</u>	<u>1,003,375</u>	<u>933,460</u>
Net loss on revaluation of investment property	13	<u>-</u>	<u>-</u>	<u>-</u>	<u>(5,000)</u>
Net income for the year	9	83,643	36,827	120,470	132,663
Transfers between funds	17	<u>19,469</u>	<u>(19,469)</u>	<u>-</u>	<u>-</u>
Net movement in funds		103,112	17,358	120,470	132,663
Funds brought forward at 1st April 2021		<u>830,437</u>	<u>191,487</u>	<u>1,021,924</u>	<u>889,261</u>
Funds carried forward at 31st March 2022		<u>£933,549</u>	<u>£208,845</u>	<u>£1,142,394</u>	<u>£1,021,924</u>

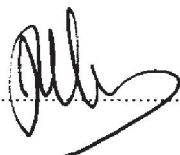
The Statement of Financial Activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
BALANCE SHEET

	Notes	2022	2021
		£	£
Fixed assets			
Tangible assets	12	130,087	137,044
Investment property	13	75,000	75,000
		<u>205,087</u>	<u>212,044</u>
Current assets			
Debtors	14	35,453	42,102
Cash at bank and on hand		949,548	827,012
		<u>985,001</u>	<u>869,114</u>
Creditors - amounts falling due within one year	15	<u>47,694</u>	<u>59,234</u>
Net current assets		<u>937,307</u>	<u>809,880</u>
Net assets		<u><u>£1,142,394</u></u>	<u><u>£1,021,924</u></u>
The funds of the charity:			
Restricted funds	17	208,845	191,487
Unrestricted funds	17	933,549	830,437
Total funds	16	<u><u>£1,142,394</u></u>	<u><u>£1,021,924</u></u>

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

These financial statements were approved and authorised for issue by the Board on 14/12/2022 and are signed on their behalf by



Joy Hamilton Clews, Chair of Trustees

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
STATEMENT OF CASH FLOWS

	Total funds	Total funds
	2022	2021
	£	£
Cash flows from operating activities:		
Net cash provided by operating activities	<u>115,356</u>	<u>164,938</u>
Cash flows from investing activities:		
Dividends, interest and rent from investments	7,022	8,263
Other interest received and similar income	<u>158</u>	<u>169</u>
Net cash provided by investing activities	<u>7,180</u>	<u>8,432</u>
Change in cash and cash equivalents in the year	122,536	173,370
Cash and cash equivalents at the beginning of the year	<u>827,012</u>	<u>653,642</u>
Cash and cash equivalents at the end of the year	<u><u>£949,548</u></u>	<u><u>£827,012</u></u>
Cash and cash equivalents consists of:		
Cash at bank and on hand	<u><u>£949,548</u></u>	<u><u>£827,012</u></u>
Reconciliation of net income to net cash flow from operating activities:		
Net income for the year	120,470	132,663
Adjustments for:		
Depreciation charges	6,957	6,957
Dividends, interest and rent from investments	(8,418)	(8,263)
Other interest receivable and similar income	(158)	(169)
Decrease/(increase) in debtors	8,055	(9,659)
(Decrease)/increase in creditors	(11,550)	38,409
Net loss on revaluation of investment property	-	5,000
Net cash provided by operating activities	<u><u>£115,356</u></u>	<u><u>£164,938</u></u>

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
NOTES TO THE FINANCIAL STATEMENTS

1 General information

The charity constitutes a public benefit entity, as defined by FRS 102, a private company limited by guarantee, registered in England and Wales, and a registered charity in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

The address of the registered office is given in the charity information on page 4 of these financial statements.

2 Statement of compliance

These 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 application in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

3 Accounting policies

Basis of preparation

The financial statements are prepared on a going concern basis under the historical cost convention, as modified by the revaluation of investment properties measured at fair value. The financial statements are presented in sterling which is the functional currency of the charity.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

Income recognition

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.

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
NOTES TO THE FINANCIAL STATEMENTS

3 Accounting policies (continued)

Expenditure recognition

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

- expenditure on raising funds include 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 the 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.

Defined benefit pension contributions

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided.

Accrued Holiday Pay

Provision is made at the balance sheet date for holidays accrued but not taken, at the salary of the relevant employee at that date. The expected cost of compensated short-term absence (i.e. holidays) is charged to the SOFA on an accruals basis.

Taxation

The charity is a registered charity and as such is not liable to corporation tax on its income to the extent that its income is used for charitable purposes.

Tangible fixed assets and depreciation

Tangible assets costing over £2,000 are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Depreciation is calculated to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset. The depreciation rates used are as follows:

Freehold property	- 2% straight line
Plant and machinery	- 33% straight line
Property improvements	- 2% straight line

Investment properties

Investment properties for which fair value can be measured reliably without undue cost or effort are measured at fair value at each reporting date with changes in fair value recognised in the statement of financial activities.

Debtors

Trade and other debtors are recognised at the settlement amount due after any discount offered.

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
NOTES TO THE FINANCIAL STATEMENTS

3 Accounting policies (continued)

Creditors

Creditors are recognised when 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 are normally recognised at their settlement amount after allowing for any trade discounts due.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity, unless they have been designated for other purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future projects or commitments.

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

	Unrestricted funds	Restricted funds	Total funds 2022	Total funds 2021
	£	£	£	£
4 Charitable activities				
LCC	80,282	-	80,282	80,282
ELDC	55,600	-	55,600	55,600
WLDC	60,200	-	60,200	60,200
Citizens Advice:				
Consumer Services Funding	-	380,941	380,941	343,759
Trussell Trust	-	209,167	209,167	62,323
Help to Claim	-	153,769	153,769	68,294
Help to Claim National Call Centre	-	-	-	91,703
BEIS	-	-	-	51,102
Thanet	8,395	-	8,395	-
EMMA	-	85,439	85,439	117,357
ELDC Homelessness Prevention	-	20,000	20,000	20,000
ELDC Financial First Aid	-	16,292	16,292	-
Coastal Advice	-	15,677	15,677	14,285
T.E.D. Project	-	5,678	5,678	27,217
HMRC	-	(8,811)	(8,811)	57,000
DWP Kickstart Scheme	-	7,564	7,564	-
Mablethorpe Advice	-	15,040	15,040	-
Lincolnshire Community Foundation	-	-	-	10,000
	<u>£204,477</u>	<u>£900,756</u>	<u>£1,105,233</u>	<u>£1,059,122</u>

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
NOTES TO THE FINANCIAL STATEMENTS

	Unrestricted funds	Restricted funds	Total funds 2022	Total funds 2021
	£	£	£	£
5 Investment income				
Income from investment properties	8,418	-	8,418	8,263
Deposit account interest	158	-	158	169
	<u>£8,576</u>	<u>£-</u>	<u>£8,576</u>	<u>£8,432</u>
6 Investment management costs				
Property repairs and maintenance charges	<u>£534</u>	<u>£-</u>	<u>£534</u>	<u>£216</u>
7 Costs of charitable activities by fund type				
Advice and information services	138,775	861,083	999,858	928,380
Governance costs	137	2,846	2,983	4,864
	<u>£138,912</u>	<u>£863,929</u>	<u>£1,002,841</u>	<u>£933,244</u>
8 Classification of resources expended				
Wages and salaries			800,900	693,859
Other staff and volunteer costs			26,782	18,669
Premises costs			64,936	67,331
Office costs			23,271	42,782
Communications			26,986	29,627
IT			23,257	36,094
Partner payments			12,700	12,700
Consultancy			11,272	17,709
Publicity and promotion			-	67
Trustee expenses			493	232
General expenses			2	13
Legal and professional fees			4,814	6,921
Bank charges			471	283
Depreciation			6,957	6,957
			<u>£1,002,841</u>	<u>£933,244</u>
9 Net income for the year				
This is stated after charging:-				
Depreciation			6,957	6,957
Auditor's remuneration		- audit	840	3,030
		- accountancy	1,350	1,350
			<u></u>	<u></u>

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
NOTES TO THE FINANCIAL STATEMENTS

	2022	2021
	£	£
10 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel		
Wages and salaries	742,780	648,423
Employer's national insurance	45,703	35,821
Pension costs	12,417	9,615
	<u>£800,900</u>	<u>£693,859</u>

The average number of employees during the year was 46 (2021 - 42).
No employees had employee benefits in excess of £60,000 in either year.

The key management personnel of the charity comprise the trustees, the Chief Executive Officer, Operations Manager and Head of Service Delivery. The total employee benefits of the key management personnel were £123,419 (2021 - £101,356).

The trustees were not paid or received any other benefits from employment with the charity in either year.

During the year, travel expenses of £493 (2021 - £232) were paid to 3 (2021 - 2) trustees.

- 11 Related party transactions
There were no related party transactions requiring disclosure in either year.

12 Tangible assets

	Freehold property	Property improvements	Plant and machinery	Total
	£	£	£	£
Cost				
As at 1st April 2021 and at 31st March 2022	<u>198,949</u>	<u>24,482</u>	<u>67,903</u>	<u>291,334</u>
Depreciation				
As at 1st April 2021	65,653	23,706	64,931	154,290
Charge for the year	<u>3,979</u>	<u>490</u>	<u>2,488</u>	<u>6,957</u>
As at 31st March 2022	<u>69,632</u>	<u>24,196</u>	<u>67,419</u>	<u>161,247</u>
Net book value				
As at 31st March 2022	<u>£129,317</u>	<u>£286</u>	<u>£484</u>	<u>£130,087</u>
As at 31st March 2021	<u>£133,296</u>	<u>£776</u>	<u>£2,972</u>	<u>£137,044</u>

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
NOTES TO THE FINANCIAL STATEMENTS

13 Investment property

	£
Fair value at 1st April 2021	75,000
Revaluation	-
	<u>75,000</u>
Fair value at 31st March 2022	<u>£75,000</u>

The investment property was valued at £75,000 in October 2021 by an independent and professional valuer. In the opinion of the trustees, the property's fair value at 31st March 2022 was £75,000.

	2022	2021
	£	£
14 Debtors		
Trade debtors	23,452	34,038
Other debtors and prepayments	12,001	8,064
	<u>£35,453</u>	<u>£42,102</u>

15 Creditors - amounts falling due within one year

Trade creditors	4,706	7,666
Taxation and social security	14,507	12,610
Accruals and deferred income	11,278	14,098
Other creditors	17,203	24,860
	<u>£47,694</u>	<u>£59,234</u>

16 Total funds

Fund balances at 31st March 2022 are represented by:-

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Fixed assets	75,770	129,317	205,087
Net current assets	857,779	79,528	937,307
Net assets	<u>£933,549</u>	<u>£208,845</u>	<u>£1,142,394</u>

Prior year comparison

Fund balances at 31st March 2021 were represented by:-

Fixed assets	78,748	133,296	212,044
Net current assets	751,689	58,191	809,880
Net assets	<u>£830,437</u>	<u>£191,487</u>	<u>£1,021,924</u>

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
NOTES TO THE FINANCIAL STATEMENTS

17 Income funds	Balance at 1st Apr 2021	Movement in resources		Transfers between funds	Balance at 31st Mar 2022
	£	£	£	£	£
Restricted funds					
Freehold property	133,296	-	(3,979)	-	129,317
Citizens Advice:					
Consumer Services					
Funding	49,380	380,941	(350,793)	-	79,528
Help to Claim	-	153,769	(153,769)	-	-
Trussell Trust	-	209,167	(189,698)	(19,469)	-
EMMA	-	85,439	(85,439)	-	-
ELDC Homelessness					
Prevention	-	20,000	(20,000)	-	-
Coastal Advice	-	15,677	(15,677)	-	-
T.E.D. Project	-	5,678	(5,678)	-	-
HMRC	8,811	(8,811)	-	-	-
ELDC Financial First Aid	-	16,292	(16,292)	-	-
DWP Kickstart Scheme	-	7,564	(7,564)	-	-
Mablethorpe Advice	-	15,040	(15,040)	-	-
Total restricted funds	191,487	900,756	(863,929)	(19,469)	208,845
Unrestricted funds					
General funds	830,437	223,089	(139,446)	19,469	933,549
Total funds	£1,021,924	£1,123,845	£(1,003,375)	£-	£1,142,394

Purpose of restricted funds

Freehold property - Restricted funds provided for the acquisition of the freehold property.

Consumer Service - Provide advice and information on contracts for goods and services before, during or after purchase, including legislation or industry regulations and practical guidance. Offer advice about On line scams.

Universal Credit Help to Claim - To supports clients in the early stages of their Universal Credit claim, from the application, through to first payment including support with gathering evidence for their Universal credit application.

Trussell Trust Food Bank - To provide help for people who cannot afford food and help them get an e-voucher for a local food parcel whilst providing information and advice on the issues that are causing financial hardship.

Money Advice Service - To provide advice and casework to clients who have significant debt issues, including help with priority and non priority debts.

East Lindsey District Council Homelessness Prevention - To provide support to local residents with housing issues, including preventing homelessness and assisting those that are homeless to access accommodation.

Coastal Advice - To provide advice and casework, predominantly welfare benefits, for vulnerable and disabled clients along the coastal areas of Skegness and Mablethorpe.

Talk Eat Drink (TED) Project - Deliver advice to over 50s including maximising their income and assisting them to feel better connected, positive about their opportunities and less isolated.

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
NOTES TO THE FINANCIAL STATEMENTS

17 Income funds (continued)

HMRC - To provide advice and support to customers who need extra help understanding and complying with their tax obligations and claiming their entitlements.

ELDC - Financial First Aid - To support East Lindsey residents to navigate their financial recovery (Covid 19) as Government support schemes come to an end. This is a preventative approach, to help residents to access advice before financial stress escalates to unmanageable debt and poor health. Clients will be supported to maximise household income, manage their day to day living costs, offered advice around energy costs and whether to switch providers.

DWP - Kickstart Scheme - The Kickstart Scheme provides funding to create new jobs for 16 to 24 year olds on Universal Credit who are at risk of long term unemployment.

Mablethorpe Advice - To provide support and advice for all residents of the LN12 area (Mablethorpe and Sutton on Sea) including but not limited to supporting with Welfare Benefits; budgeting and Income maximisation; civil law; consumer law; debt; employment; family law; housing; homelessness; immigration referrals etc. Clients will be supported to maximise household income, manage their day to day living costs, offered advice around energy costs and whether to switch providers.

Prior year comparison	Balance at 1st Apr 2020	Movement in resources		Transfers between funds	Balance at 31st Mar 2021
	£	£	£	£	£
Restricted funds					
Freehold property	137,275	-	(3,979)	-	133,296
Consumer Services Funding	16,739	343,759	(311,118)	-	49,380
Help to Claim	-	68,294	(67,131)	(1,163)	-
Help to Claim National Call Centre	-	91,703	(91,703)	-	-
BEIS	-	45,102	(45,102)	-	-
Trussell Trust	-	62,323	(49,949)	(12,374)	-
EMMA	-	117,357	(117,357)	-	-
ELDC Homelessness Prevention	-	20,000	(20,000)	-	-
Coastal Advice	-	14,285	(14,285)	-	-
T.E.D. Project	-	27,217	(27,217)	-	-
HMRC	-	57,000	(48,189)	-	8,811
Lincolnshire Community Foundation	-	10,000	(10,000)	-	-
Total restricted funds	154,014	857,040	(806,030)	(13,537)	191,487
Unrestricted funds					
General funds	735,247	214,083	(132,430)	13,537	830,437
Total funds	£889,261	£1,071,123	£(938,460)	£-	£1,021,924

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
NOTES TO THE FINANCIAL STATEMENTS

18 Prior year comparatives

The breakdown of the 2021 statement of financial activities between unrestricted and restricted funds is as follows:

	Unrestricted funds	Restricted funds	Total funds 2021
	£	£	£
Income from:			
Donations and legacies	3,569	-	3,569
Charitable activities	202,082	857,040	1,059,122
Investment income	8,432	-	8,432
Total income	<u>214,083</u>	<u>857,040</u>	<u>1,071,123</u>
Expenditure on:			
Raising funds:			
Investment management costs	216	-	216
Charitable activities	127,214	806,030	933,244
Total expenditure	<u>127,430</u>	<u>806,030</u>	<u>933,460</u>
Net loss on revaluation of investment property	<u>(5,000)</u>	<u>-</u>	<u>(5,000)</u>
Net income for the year	81,653	51,010	132,663
Transfers between funds	13,537	(13,537)	-
Net movement in funds	<u>£95,190</u>	<u>£37,473</u>	<u>£132,663</u>

Accounts

CITIZENS ADVICE LINDSEY
REGISTERED IN ENGLAND AND WALES UNDER COMPANY NUMBER 04740511
REGISTERED CHARITY NUMBER 1099145

FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021

TINGLE ASHMORE LTD
CHARTERED ACCOUNTANTS AND REGISTERED AUDITORS
SHEFFIELD

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CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021

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CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021
TRUSTEES' ANNUAL REPORT

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

Objectives and aims

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

Public benefit

When reviewing the charity's objectives and aims, and in planning future activities, the trustees have considered the Charity Commission's general guidance on public benefit

Achievements and performance

During the year, through generalist advice services and projects including both restricted and unrestricted projects, around 4,700 local clients in East and West Lindsey were helped with more than 20,400 issues. A further 2,900 quick client contacts were made. Of those clients who responded to surveys, 97% found the service easy to access, 88% found a way forward, 100% had a positive experience.

For restricted funded projects please see 'Note 18' on the accounts.

Research and Campaigns

During the financial year the charity submitted a range of research and campaign issues to national Citizens Advice. Citizens Advice collects evidence of clients' problems and uses this to campaign for change in national and local policies and services. Citizens Advice has a key role in speaking up for clients, raising issues brought into the service, contributing to public debate and informing legislation.

Equality and Diversity

The charity is committed to providing a supportive and inclusive culture for:

- All those who need their services
- Staff and volunteers
- Stakeholders

The charity recognises the positive value of diversity, promoting equality and fairness, and challenging discrimination. Client, staff and trustee profiles are monitored to ensure that services reflect the community and the charity aims to ensure services are accessible to all.

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021
TRUSTEES' ANNUAL REPORT

Financial review

The results for the year and the financial position of the charitable company are as shown in the annexed financial statements.

Citizens Advice Lindsey has benefited from financial support from County, District, Town and Parish Councils during the year and has been successful in opening up other avenues of funding from new sources. Thanks go to all funders for their continued support.

Investment policy and objectives

Under the Memorandum and Articles of Association, the charity has the power to make and hold investments using general funds of the company.

Reserves policy

The trustees have considered the level of reserves that the charity should have. The trustees feel it is prudent to hold between six and twelve months operating costs in reserves. We calculate our reserves based on total Unrestricted Funds less Unrestricted Fixed Assets. Based on the 2021/22 projected budget expenditure the reserves required to meet the policy would equate to between £515,725 and £1,031,451. Our actual reserves at 31st March 2021 were £751,689 (note 17). The trustees are satisfied with the position.

Fundraising standards information

The charity had no significant fundraising activities this year.

Priorities and plans for future periods

To ensure the charity is fully informed about strategic priorities, consultation is held with internal and external stakeholders and performance reviewed. Consultation is held with the National Citizens Advice to ensure plans are aligned to the wider Citizens Advice Service Strategy.

An analysis of client and community profiles, advice needs analysis as well as an assessment of client satisfaction is carried out to ensure services are client centred. For example, the advice needs analysis shows that clients across both districts have difficulties in accessing face-to-face services due to the sparse and rural nature of the districts and the associated transport difficulties.

This informs our future priorities:

1. **Increase access and meet the needs of rurally isolated and vulnerable groups in our communities.**
2. **To become a more effective, efficient and sustainable organisation.**

In addition, the situation with Covid19 will require the charity to consider related challenges and key risks, both in the immediate term and also in the longer term.

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021
TRUSTEES' ANNUAL REPORT

Structure, governance and management

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Citizens Advice Lindsey is a company limited by guarantee governed by its Memorandum and Articles of Association dated 22nd April 2003, as amended 21st March 2018. It is registered as a charity with the Charity Commission. The members of the company have agreed to contribute £1 each in the event of the charity winding up.

The company was previously named East Lindsey Citizens Advice Bureau and changed name on 20 December 2018.

The trustees are responsible for ensuring risks are managed effectively. Major risks are reviewed and systems and/or procedures established to manage those risks with a lessons learnt approach. The risk management arrangements include but are not limited to a risk management strategy, a comprehensive business continuity plan and robust performance and quality management, financial management, information risk management, ICT management, health & safety and premises management.

The trustees set the pay policy which sets out pay and conditions for key management and employees. The trustees are committed to ensuring the pay system operates as effectively, efficiently and as equitably as possible.

Recruitment and appointment of new trustees

The directors of the company are also charity trustees for the purpose of charity law and under the company's Articles and may be co-opted during the year and/or elected at the Annual General Meeting.

The Trustee Board has regard to the requirement for any specialist skills when considering new trustees. In an effort to maintain a broad skill mix, members of the Trustee Board are requested to provide a list of their skills and in the event of particular skills being lost due to retirement or resignation a recruitment process is launched and individuals with the required skills are invited to apply for the position of trustee.

Induction and training of new trustees

New trustees are invited and encouraged to attend a short training programme to familiarise themselves with the charity and the context within which it operates. These cover:

- Induction, ethos and history of Citizens Advice.
- The obligations of trustees.
- The main documents which set out the operational framework for the charity, including the Memorandum and Articles of Association and the Membership Standards operated by Citizens Advice including those for quality assurance.
- Financial resources and the current financial position as set out in the latest published accounts and the latest management accounts.
- Future plans and objectives of the charity

Organisational structure

The charity trustees meet a minimum of four times a year and are responsible for determining the strategic direction of the charity and that the charity is compliant with company law, charity legislation and Citizens Advice Membership Standards.

The Trustee Board delegate the day-to-day responsibility for the operational aspects of the charity to the Chief Officer who ensures that the charity delivers the services specified and that key performance indicators are met.

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021
TRUSTEES' ANNUAL REPORT

Structure, governance and management (continued)

Board review

The Trustee Board appraises and reviews its own performance and that of individual trustees, including the chair. Such evaluation typically considers the Board's balance of:

- Skills, knowledge and experience including lived experience
- Attendance at and participation in meetings
- Its diversity in the widest sense
- How the board works together
- Influencing on behalf of the charity
- Other factors relevant to its effectiveness

The trustee board appraises and reviews its performance quarterly and annually.

Statement of internal control

The Trustee Board oversees the information security of all personal information of clients, staff, funders and strategic partners that is processed. The charity holds joint responsibility for client data that is held in the case management system with the national Citizens Advice Service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of the General Data Protection Regulation and Data Protection Act 2018.

Reference and administrative details

Name and registered office	Citizens Advice Lindsey Guildhall, Marshall's Yard, Gainsborough, DN21 2NA	
Charity number	1099145	
Company number	04740511	
Our advisors: Auditors	Tingle Ashmore Ltd Chartered Accountants and Statutory Auditors Enterprise House, Broadfield Court, Sheffield, S8 0XF	
Bankers	Lloyds Bank Lumley Road, Skegness, PE25 3LP Nationwide Building Society Kings Park Road, Moulton Park, Northampton, NN3 6NW	
Trustees and directors	Joy Hamilton Clews (Chair) Derek Isles (Vice Chair) Catherine Connell (Treasurer) Lynda Jean Crosby Kathryn Laverack Heather Ann Brown - co-opted 10/2/21 Stephanie Mary Challinor - co-opted 18/8/21 Stephen John Beard - resigned 31/3/21	
Principal Staff	Jenny Barnett	- Chief Officer
	Paul Burrows	- Operations Manager
	Thomas Hutchesson	- Service Delivery Manager

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021
TRUSTEES' ANNUAL REPORT

Trustees' Responsibilities

The trustees (who are also directors of Citizens Advice Lindsey for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- 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;
- prepare the financial statements on the going concern basis, unless it is inappropriate to presume that the charitable company will continue in operation.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Small company provisions

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

Signed on behalf of the Trustees



Joy Hamilton Clews, Chair of Trustees

Dated : 15/12/21

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
CITIZENS ADVICE LINDSEY

Opinion

We have audited the financial statements of Citizens Advice Lindsey (the 'charitable company') for the year ended 31st March 2021 which comprise the Statement of Financial Activities and Income and Expenditure Account, Balance Sheet, Statement of Cash Flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2021, and of its incoming resources and application of resources, including its income and expenditure, for the period then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

We have nothing to report in this regard.

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
CITIZENS ADVICE LINDSEY

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Annual Report (incorporating the Directors' Report) for the financial period for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement set out on page 5, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

CITIZENS ADVICE LINDSEY
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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
CITIZENS ADVICE LINDSEY

Based on our understanding of the charity and the environment in which it operates we identified that the principal risks of non-compliance with laws and regulations related to employment law and regulations and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements being the Companies Act 2006, Charities Act 2011, Charity SORP and payroll tax.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements, including the risk of overriding internal controls, and determined that the principal risks related to the incorrect classification and recognition of income and posting inappropriate journal entries. Audit procedures performed included the following:

- Discussion with management regarding their knowledge or suspicion of instances of non-compliance with laws and regulations and fraud;
- Evaluating management's controls designed to prevent and detect irregularities;
- Reviewing correspondence from funders for significant income;
- Identifying and testing journals, in particular those for large amounts, unusual descriptions or those for year end adjustments;
- Reviewing the minutes of Trustee meetings;

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation (i.e.. gives a true and fair view).

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
CITIZENS ADVICE LINDSEY

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

B.P. Ashmore

Dated : *16/12/21*

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Brendan Ashmore ACA
Senior Statutory Auditor
for and on behalf of Tingle Ashmore Ltd
Chartered Accountants and Statutory Auditors
Enterprise House
Broadfield Court
Sheffield
S8 0XF

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021
STATEMENT OF FINANCIAL ACTIVITIES AND INCOME AND EXPENDITURE ACCOUNT

		Unrestricted funds	Restricted funds	Total funds	Total funds
	Notes			2021	2020
		£	£	£	£
Income from:					
Donations and legacies	4	3,569	-	3,569	51,267
Charitable activities	5	202,082	857,040	1,059,122	730,530
Investment income	6	8,432	-	8,432	8,704
Total income		<u>214,083</u>	<u>857,040</u>	<u>1,071,123</u>	<u>790,501</u>
Expenditure on:					
Raising funds:					
Investment management costs	7	216	-	216	216
Charitable activities	8,9	<u>127,214</u>	<u>806,030</u>	<u>933,244</u>	<u>723,537</u>
Total expenditure		<u>127,430</u>	<u>806,030</u>	<u>933,460</u>	<u>723,753</u>
Net loss on revaluation of investment property	14	<u>(5,000)</u>	<u>-</u>	<u>(5,000)</u>	<u>-</u>
Net income for the year	10	81,653	51,010	132,663	66,748
Transfers between funds	18	<u>13,537</u>	<u>(13,537)</u>	<u>-</u>	<u>-</u>
Net movement in funds		95,190	37,473	132,663	66,748
Funds brought forward at 1st April 2020		<u>735,247</u>	<u>154,014</u>	<u>889,261</u>	<u>822,513</u>
Funds carried forward at 31st March 2021		<u><u>£830,437</u></u>	<u><u>£191,487</u></u>	<u><u>£1,021,924</u></u>	<u><u>£889,261</u></u>

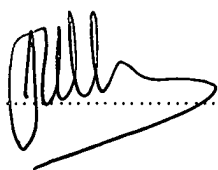
The Statement of Financial Activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021
BALANCE SHEET

	Notes	2021	2020
		£	£
Fixed assets			
Tangible assets	13	137,044	144,001
Investment property	14	75,000	80,000
		<u>212,044</u>	<u>224,001</u>
Current assets			
Debtors	15	42,102	32,443
Cash at bank and on hand		827,012	653,642
		<u>869,114</u>	<u>686,085</u>
Creditors - amounts falling due within one year	16	<u>59,234</u>	<u>20,825</u>
Net current assets		<u>809,880</u>	<u>665,260</u>
Net assets		<u><u>£1,021,924</u></u>	<u><u>£889,261</u></u>
The funds of the charity:			
Restricted funds	18	191,487	154,014
Unrestricted funds	18	<u>830,437</u>	<u>735,247</u>
Total funds	17	<u><u>£1,021,924</u></u>	<u><u>£889,261</u></u>

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

These financial statements were approved and authorised for issue by the Board on 15/12/21 and are signed on their behalf by

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Joy Hamilton Clews, Chair of Trustees

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021
STATEMENT OF CASH FLOWS

	Total funds	Total funds
	2021	2020
	£	£
Cash flows from operating activities:		
Net cash provided by operating activities	<u>164,938</u>	<u>8,006</u>
Cash flows from investing activities:		
Dividends, interest and rent from investments	8,263	8,000
Other interest received and similar income	169	704
Purchase of tangible fixed assets	<u>-</u>	<u>(7,464)</u>
Net cash provided by investing activities	<u>8,432</u>	<u>1,240</u>
Change in cash and cash equivalents in the year	173,370	9,246
Cash and cash equivalents at the beginning of the year	<u>653,642</u>	<u>644,396</u>
Cash and cash equivalents at the end of the year	<u><u>£827,012</u></u>	<u><u>£653,642</u></u>
Cash and cash equivalents consists of:		
Cash at bank and on hand	<u><u>£827,012</u></u>	<u><u>£653,642</u></u>
Reconciliation of net income to net cash flow from operating activities:		
Net income for the year	132,663	66,748
Adjustments for:		
Depreciation charges	6,957	6,473
Dividends, interest and rent from investments	(8,263)	(8,000)
Other interest receivable and similar income	(169)	(704)
Increase in debtors	(9,659)	(26,355)
Increase/(decrease) in creditors	38,409	(30,156)
Net loss on revaluation of investment property	<u>5,000</u>	<u>-</u>
Net cash provided by operating activities	<u><u>£164,938</u></u>	<u><u>£8,006</u></u>

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021
NOTES TO THE FINANCIAL STATEMENTS

1 General information

The charity constitutes a public benefit entity, as defined by FRS 102, a private company limited by guarantee, registered in England and Wales, and a registered charity in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

The address of the registered office is given in the charity information on page 4 of these financial statements.

2 Statement of compliance

These 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 application in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

3 Accounting policies

Basis of preparation

The financial statements are prepared on a going concern basis under the historical cost convention, as modified by the revaluation of investment properties measured at fair value. The financial statements are presented in sterling which is the functional currency of the charity.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

Income recognition

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.

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
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NOTES TO THE FINANCIAL STATEMENTS

3 Accounting policies (continued)

Expenditure recognition

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

- expenditure on raising funds include 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 the 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.

Defined benefit pension contributions

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided.

Accrued Holiday Pay

Provision is made at the balance sheet date for holidays accrued but not taken, at the salary of the relevant employee at that date. The expected cost of compensated short-term absence (i.e. holidays) is charged to the SOFA on an accruals basis.

Taxation

The charity is a registered charity and as such is not liable to corporation tax on its income to the extent that its income is used for charitable purposes.

Tangible fixed assets and depreciation

Tangible assets costing over £2,000 are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Depreciation is calculated to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset. The depreciation rates used are as follows:

Freehold property	- 2% straight line
Plant and machinery	- 33% straight line
Property improvements	- 2% straight line

Investment properties

Investment properties for which fair value can be measured reliably without undue cost or effort are measured at fair value at each reporting date with changes in fair value recognised in the statement of financial activities.

Debtors

Trade and other debtors are recognised at the settlement amount due after any discount offered.

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021
NOTES TO THE FINANCIAL STATEMENTS

3 Accounting policies (continued)

Creditors

Creditors are recognised when 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 are normally recognised at their settlement amount after allowing for any trade discounts due.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity, unless they have been designated for other purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future projects or commitments.

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

	Unrestricted funds	Restricted funds	Total funds 2021	Total funds 2020
	£	£	£	£
4 Donations and legacies				
Donations	3,569	-	3,569	27,335
Legacies	-	-	-	23,932
	<u>£3,569</u>	<u>£-</u>	<u>£3,569</u>	<u>£51,267</u>
5 Charitable activities				
LCC	80,282	-	80,282	80,282
ELDC	55,600	-	55,600	56,691
WLDC	60,200	-	60,200	60,200
Citizens Advice:				
Consumer Services Funding	-	343,759	343,759	220,286
Help to Claim	-	68,294	68,294	74,907
Help to Claim National Call Centre	-	91,703	91,703	83,927
BEIS	6,000	45,102	51,102	-
Trussell Trust	-	62,323	62,323	-
EMMA	-	117,357	117,357	100,762
ELDC Homelessness Prevention	-	20,000	20,000	20,000
Coastal Advice	-	14,285	14,285	5,038
T.E.D. Project	-	27,217	27,217	27,959
HMRC	-	57,000	57,000	-
Lincolnshire Community Foundation	-	10,000	10,000	-
Miscellaneous	-	-	-	478
	<u>£202,082</u>	<u>£857,040</u>	<u>£1,059,122</u>	<u>£730,530</u>

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021
NOTES TO THE FINANCIAL STATEMENTS

	Unrestricted funds	Restricted funds	Total funds 2021	Total funds 2020
	£	£	£	£
6 Investment income				
Income from investment properties	8,263	-	8,263	8,000
Deposit account interest	169	-	169	704
	<u>£8,432</u>	<u>£-</u>	<u>£8,432</u>	<u>£8,704</u>
7 Investment management costs				
Property repairs and maintenance charges	<u>£216</u>	<u>£-</u>	<u>£216</u>	<u>£216</u>
8 Costs of charitable activities by fund type				
Advice and information services	124,070	804,310	928,380	714,826
Governance costs	<u>3,144</u>	<u>1,720</u>	<u>4,864</u>	<u>8,711</u>
	<u>£127,214</u>	<u>£806,030</u>	<u>£933,244</u>	<u>£723,537</u>
9 Classification of resources expended				
Wages and salaries			693,859	545,537
Other staff and volunteer costs			18,669	21,735
Premises costs			67,331	67,780
Office costs			42,782	26,694
Communications			29,627	20,985
IT			36,094	11,626
Partner payments			12,700	12,700
Consultancy			17,709	-
Publicity and promotion			67	245
Trustee expenses			232	844
General expenses			13	840
Legal and professional fees			6,921	7,867
Bank charges			283	211
Depreciation			<u>6,957</u>	<u>6,473</u>
			<u>£933,244</u>	<u>£723,537</u>
10 Net income for the year				
This is stated after charging:-				
Depreciation			6,957	6,473
Auditor's remuneration (Tingle Ashmore Ltd)	- audit		3,030	-
	- accountancy		1,350	-
Independent examiner's remuneration (Darbys)			<u>-</u>	<u>1,800</u>

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021
NOTES TO THE FINANCIAL STATEMENTS

	2021	2020
	£	£
11 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel		
Wages and salaries	648,423	509,460
Employer's national insurance	35,821	28,135
Pension costs	9,615	7,942
	<u>£693,859</u>	<u>£545,537</u>

The average number of employees during the year was 42 (2020 - 33).
No employees had employee benefits in excess of £60,000 in either year.

The key management personnel of the charity comprise the trustees, the Chief Executive Officer, Operations Manager and Head of Service Delivery. The total employee benefits of the key management personnel were £101,356 (2020 - £77,766).

The trustees were not paid or received any other benefits from employment with the charity in either year.

During the year, travel expenses of £232 (2020 - £844) were paid to 2 (2020 - 4) trustees.

- 12 Related party transactions
There were no related party transactions requiring disclosure in either year.

13 Tangible assets

	Freehold property	Property improvements	Plant and machinery	Total
	£	£	£	£
Cost				
As at 1st April 2020 and at 31st March 2021	<u>198,949</u>	<u>24,482</u>	<u>67,903</u>	<u>291,334</u>
Depreciation				
As at 1st April 2020	61,674	23,216	62,443	147,333
Charge for the year	<u>3,979</u>	<u>490</u>	<u>2,488</u>	<u>6,957</u>
As at 31st March 2021	<u>65,653</u>	<u>23,706</u>	<u>64,931</u>	<u>154,290</u>
Net book value				
As at 31st March 2021	<u>£133,296</u>	<u>£776</u>	<u>£2,972</u>	<u>£137,044</u>
As at 31st March 2020	<u>£137,275</u>	<u>£1,266</u>	<u>£5,460</u>	<u>£144,001</u>

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021
NOTES TO THE FINANCIAL STATEMENTS

14 Investment property

	£
Fair value at 1st April 2020	80,000
Revaluation	<u>(5,000)</u>
Fair value at 31st March 2021	<u><u>£75,000</u></u>

The investment property was valued at £75,000 in October 2021 by an independent and professional valuer. In the opinion of the trustees, the property's fair value at 31st March 2021 was £75,000.

	2021	2020
	£	£
15 Debtors		
Trade debtors	34,038	27,167
Other debtors and prepayments	<u>8,064</u>	<u>5,276</u>
	<u><u>£42,102</u></u>	<u><u>£32,443</u></u>
16 Creditors - amounts falling due within one year		
Trade creditors	7,666	6,015
Taxation and social security	12,610	7,211
Accruals and deferred income	14,098	7,599
Other creditors	<u>24,860</u>	<u>-</u>
	<u><u>£59,234</u></u>	<u><u>£20,825</u></u>

17 Total funds

Fund balances at 31st March 2021 are represented by:-

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Fixed assets	78,748	133,296	212,044
Net current assets	<u>751,689</u>	<u>58,191</u>	<u>809,880</u>
Net assets	<u><u>£830,437</u></u>	<u><u>£191,487</u></u>	<u><u>£1,021,924</u></u>

Prior year comparison

Fund balances at 31st March 2020 were represented by:-

Fixed assets	86,726	137,275	224,001
Net current assets	<u>648,521</u>	<u>16,739</u>	<u>665,260</u>
Net assets	<u><u>£735,247</u></u>	<u><u>£154,014</u></u>	<u><u>£889,261</u></u>

CITIZENS ADVICE LINDSEY
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021
NOTES TO THE FINANCIAL STATEMENTS

18 Income funds	Balance at 1st Apr 2020	Movement in resources		Transfers between funds	Balance at 31st Mar 2021
	£	£	£	£	£
Restricted funds					
Freehold property	137,275	-	(3,979)	-	133,296
Citizens Advice:					
Consumer Services					
Funding	16,739	343,759	(311,118)	-	49,380
Help to Claim	-	68,294	(67,131)	(1,163)	-
Help to Claim National Call Centre	-	91,703	(91,703)	-	-
BEIS	-	45,102	(45,102)	-	-
Trussell Trust	-	62,323	(49,949)	(12,374)	-
EMMA	-	117,357	(117,357)	-	-
ELDC Homelessness Prevention	-	20,000	(20,000)	-	-
Coastal Advice	-	14,285	(14,285)	-	-
T.E.D. Project	-	27,217	(27,217)	-	-
HMRC	-	57,000	(48,189)	-	8,811
Lincolnshire Community Foundation	-	10,000	(10,000)	-	-
Total restricted funds	<u>154,014</u>	<u>857,040</u>	<u>(806,030)</u>	<u>(13,537)</u>	<u>191,487</u>
Unrestricted funds					
General funds	<u>735,247</u>	<u>214,083</u>	<u>(132,430)</u>	<u>13,537</u>	<u>830,437</u>
Total funds	<u>£889,261</u>	<u>£1,071,123</u>	<u>£(938,460)</u>	<u>£-</u>	<u>£1,021,924</u>

Prior year comparison	Balance at 1st Apr 2019	Movement in resources		Balance at 31st Mar 2020
	£	£	£	£
Restricted funds				
Freehold property	141,254	-	(3,979)	137,275
Consumer Services Funding	11,591	220,384	(215,236)	16,739
EMMA	-	100,762	(100,762)	-
ELDC Homelessness Prevention	-	20,000	(20,000)	-
T.E.D. Project	-	27,959	(27,959)	-
Help to Claim Webchat and Face to Face	-	74,907	(74,907)	-
Help to Claim National Call Centre	-	83,927	(83,927)	-
Coastal Advice	-	5,038	(5,038)	-
Total restricted funds	<u>152,845</u>	<u>532,977</u>	<u>(531,808)</u>	<u>154,014</u>
Unrestricted funds				
General funds	<u>669,668</u>	<u>257,524</u>	<u>(191,945)</u>	<u>735,247</u>
Total funds	<u>£822,513</u>	<u>£790,501</u>	<u>£(723,753)</u>	<u>£889,261</u>

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18 Income funds (continued)

Purpose of restricted funds

Freehold property - Restricted funds provided for the acquisition of the freehold property.

Consumer Service - Provide advice and information on contracts for goods and services before, during or after purchase, including legislation or industry regulations and practical guidance. Offer advice about On line scams.

Money Advice Service - To provide advice and casework to clients who have significant debt issues, including help with priority and non priority debts.

East Lindsey District Council Homelessness Prevention - To provide support to local residents with housing issues, including preventing homelessness and assisting those that are homeless to access accommodation.

Talk Eat Drink (TED) Project - Deliver advice to over 50s including maximising their income and assisting them to feel better connected, positive about their opportunities and less isolated.

Universal Credit Help to Claim - To supports clients in the early stages of their Universal Credit claim, from the application, through to first payment including support with gathering evidence for their Universal credit application.

Universal Credit Help to Claim National Call Centre - To supports clients in the early stages of their Universal Credit claim, from the application, through to first payment including support with gathering evidence for their Universal credit application.

Coastal Advice - To provide advice and casework, predominantly welfare benefits, for vulnerable and disabled clients along the coastal areas of Skegness and Mablethorpe.

HMRC - To provide advice and support to customers who need extra help understanding and complying with their tax obligations and claiming their entitlements.

Trussell Trust Food Bank - To provide help for people who cannot afford food and help them get an e-voucher for a local food parcel whilst providing information and advice on the issues that are causing financial hardship.

Lincolnshire Community Foundation - To provide advice and support to the residents of Mablethorpe and Sutton on Sea, particularly around Covid 19 recovery.

BEIS - To support delivery of Advice Line single Queue and to purchase remote working equipment.

19 Prior year comparatives

The breakdown of the 2020 statement of financial activities between unrestricted and restricted funds is as follows:

	Unrestricted funds	Restricted funds	Total funds 2020
	£	£	£
Income from:			
Donations and legacies	51,267	-	51,267
Charitable activities	197,553	532,977	730,530
Investment income	8,704	-	8,704
Total income	<u>257,524</u>	<u>532,977</u>	<u>790,501</u>
Expenditure on:			
Raising funds:			
Investment management costs	216	-	216
Charitable activities	<u>191,729</u>	<u>531,808</u>	<u>723,537</u>
Total expenditure	<u>191,945</u>	<u>531,808</u>	<u>723,753</u>
Net income for the year	<u>£65,579</u>	<u>£1,169</u>	<u>£66,748</u>