

Company Registration No. 05596895 (England and Wales)

Charity No: 1113231

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024
FOR
CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED
(formerly Citizens Advice South Essex Limited)**



BRAINTREE & SOUTH ESSEX

CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)
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FOR THE YEAR ENDED 31 MARCH 2024

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**CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)
REPORT OF THE TRUSTEES (INCORPORATING DIRECTORS' REPORT)
FOR THE YEAR ENDED 31 MARCH 2024**

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of Citizens Advice Braintree & South Essex Limited (the company) for the year ended 31 March 2024. The Trustees confirm that the Annual Report and financial statements of the company comply with current statutory requirements, the requirements of the company's governing document and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

REFERENCE AND ADMINISTRATIVE DETAILS

Name of charity

Citizens Advice Braintree & South Essex Limited

Registered company number

05596895 (England and Wales)

Registered charity number

1113231

Registered office & operational address

The Basildon Centre
St Martin's Square
Basildon
Essex
SS14 1DL

Trustees & Company Directors

S Freel – Chair

J Ainsworth – Vice Chair

T Harrison – Vice Chair

W Jones - Treasurer

B Sainty - Trustee

D Wotton – Trustee (Appointed 1st October 2023)

J Bendall – Trustee (Resigned 9th February 2024)

J Evans – Trustee

L Talbot - Trustee

M Binning - Trustee

M Fenn – Trustee

N McLeod – Trustee (Appointed 01 October 2023; Resigned 22nd February 2024)

O Odunlami - Trustee

P Cunliffe-Jones – Trustee (Resigned 7th September 2023)

R Gregory-Trustee (Resigned 31st October 2023)

R Rackham -Trustee

T Curtis – Trustee (Appointed 17th January 2024)

Company Secretary

K Kentish

Principal Staff

K Kentish – Chief Executive

K Rayner – Senior Service Manager

R Cabrelli – Executive Officer Business Development

S Murray – Executive Officer Operations

Auditor

Smith & Goulding Limited

**CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)
REPORT OF THE TRUSTEES (INCORPORATING DIRECTORS' REPORT) - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2024**

4 Southport Road
Chorley
Lancashire
PR7 1LD

Primary Bankers

CAF Bank
25 Kings Hill Avenue
Kings Hill
West Malling
Kent ME19 4TA

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is governed by its Memorandum and Articles of Association Model 2021. It is a company limited by guarantee, as defined by the Companies Act 2006.

Mergers history

Citizens Advice Braintree & South Essex (previously Citizens Advice South Essex) was formed following three recent mergers. The first between Citizens Advice Basildon and Citizens Advice Thurrock on 1 April 2018 to create Citizens Advice Basildon & Thurrock. The second merger took place on the 1 April 2019 between Citizens Advice Basildon & Thurrock, Citizens Advice Brentwood and Citizens Advice Rochford & Rayleigh to create Citizens Advice South Essex. The third merger took place on the 1st of October 2023 between Citizens Advice South Essex and Citizens Advice Braintree, Halstead & Witham to create Citizens Advice Braintree & South Essex covering Basildon, Billericay, Braintree, Brentwood, Castle Point, Halstead, Rayleigh, Rochford, Thurrock, Wickford and Witham

Organisation and appointment and training of Trustees

The charity is managed by a board of Trustees, whose composition is detailed at the front of this document. Trustees meet at least quarterly and delegate the day-to-day operation of the organisation to The Senior Management Team, which is led by Kathryn Kentish the CEO.

The Trustee Board has two committees, the Finance Committee and Business Development Committee, both committees meet quarterly prior to the full quarterly Trustee Board meeting.

Wherever possible, Trustees are drawn from the local community and are selected to ensure the board has a full range of management skills. No other persons or bodies external to the charity are entitled to appoint persons to the Board of Trustees.

Newly appointed Trustees are provided with a comprehensive induction to the charity which includes training courses and mentoring by established Trustees.

The Trustees of Citizens Advice Braintree & South Essex Limited conduct regular appraisals to evaluate the performance of the Trustee Board. National Citizens Advice, our membership organisation, reviews and evaluates the annual appraisal of Citizens Advice Braintree & South Essex Limited as part of our annual leadership assessment.

Organisational structure

Citizens Advice Braintree & South Essex Limited is governed by its Trustee Board/Board of Directors which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry ultimate responsibility for the conduct of the charity and for ensuring that it satisfies its legal and contractual obligations. The Board of Trustees is independent of management.

CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)
REPORT OF THE TRUSTEES (INCORPORATING DIRECTORS' REPORT) - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2024

Related Parties

The charity is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureau, which provides a framework for standards of advice and casework management. Operating policies are independently determined by the Board of Trustees of the charity in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and local authority departments on behalf of clients. Where one of the Trustees holds the position of Trustee/director of another Charity, excluding Citizens Advice Essex, they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

Citizens Advice Braintree and South Essex also works in direct partnership with local Citizens Advice in Essex and Citizens Advice Essex, the consortia of Essex Local Citizens Advice.

Risk management

The Directors recognise that any major risks to which the Charity is exposed need to be reviewed and systems put in place to mitigate those risks. The charity maintains a formal risk register which is continually monitored and reviewed quarterly by the Trustees to ensure that all significant issues are being actively managed and mitigated. This includes seeking to diversify its funding sources.

Internal risks are minimised by defined procedures for the authorisation of all transactions and obligations and which ensure consistent quality of delivery for all operational aspects. The charity's systems and procedures are regularly reviewed by Citizens Advice as a condition of continued membership.

Compliance Statement

Citizens Advice Braintree & South Essex is committed to ensuring the security and protection of the personal information that we process, and to provide a complaint and consistent approach to data protection.

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 GDPR and Data Protection Law.

Our principles

Citizens Advice Braintree & South Essex takes the privacy and security of individuals and their personal information very seriously.

Our principles for processing personal information are:

- We will process all personal information fairly and lawfully
- We will only process personal information for specified and lawful purposes
- Where practical, we will keep personal information up to date
- We will not keep personal information for longer than is necessary

Data Subjects' Rights

At Citizens Advice Braintree & South Essex, an individual can request information about:

- What personal information we hold about an individual
- The categories of personal information we collect from an individual
- The purposes of collecting and processing personal information from an individual
- How long we plan to keep the personal information
- The process to have inaccurate or incomplete personal information corrected or completed
- Where applicable, the process for requesting erasure of the personal information or for restricting the processing of personal information in accordance with data protection laws, as well as to object to any direct marketing from us

CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)
REPORT OF THE TRUSTEES (INCORPORATING DIRECTORS' REPORT) - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2024

Our compliance plan

Here is an overview of the steps that we are taking to ensure compliance with GDPR and data protection:

- We have established procedures and policies to restrict processing of personal information
- We follow national Citizens Advice model procedures for data breaches and incident responses
- We have and regularly review our Data Protection Policy, Data Retention Policy and Privacy Policy

OBJECTIVES AND ACTIVITIES

Aims, objectives, strategies and 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 the local authority areas of Basildon, Braintree, Brentwood, Castle Point, Rochford, Thurrock and surrounding areas.

Ensuring our work delivers our aims

The charity reviews its aims, objectives and activities each year. The review looks at the advice needs of the local community and seeks to ensure our resources are aligned with their needs. The review also helps the charity ensure their aims, objectives and activities remain focused on the stated purpose. The charity has referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing its aims and objectives and planning future activities.

Public benefit

The Trustees confirm that they have complied with the requirements of section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

How our activities deliver public benefit

Citizens Advice Braintree & South Essex Limited meets its charitable objectives by providing free, confidential, impartial and independent advice and information for the benefit of the local community. The charity also seeks to influence the development of social policies and works to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively. It is particularly focused on the most vulnerable in our society who find it hardest to access official support.

In addition to the continuing provision of high quality advisory services another key objective is to maintain service provision in line with the Service Level Agreements arranged with local authorities and other funders.

Equality, Diversity & Inclusion

Citizens Advice Braintree and South Essex makes equality and diversity an integral part of our service, we continue to ensure the service is open to all individuals and groups, to reduce discrimination and promote inclusion.

Contribution from volunteers

The Charity receives help and support in the form of voluntary assistance in advising the public and administering the Charity.

118 volunteers contributed their time to the charity during the year (2023: 93).

Law Clinic

To improve the availability of legal advice the South Essex Law Clinic launched in April 2021 as a satellite service to Citizens Advice Braintree & South Essex. With thanks to volunteer solicitors from Bowling & Co, Hattons, Palmers, Penmans, Rayden and Sternberg Reed Solicitors, we provide one free telephone appointment for a maximum of 30 minutes with a Solicitor to anyone, 18 or older, who lives and/or works within the council areas of:

- Basildon
- Brentwood

CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)
REPORT OF THE TRUSTEES (INCORPORATING DIRECTORS' REPORT) - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2024

- Castle Point
- Rochford
- Thurrock

390 local residents benefited from legal advice from our Law Clinic in 2024 (2023: 424).

ACHIEVEMENT AND PERFORMANCE

Charitable activities

In the year ended 31 March 2024, our team of volunteers and paid staff gave confidential information, advice and guidance to 16,622 unique clients. This figure has been calculated in a different way to previous years, running the C6 Tableau report on our Casebook system just once covering the whole year. We monitor client volumes monthly using the same C6 report. In previous years we have added together all 12 monthly reports to report our annual total, using the 12 monthly reports for 2023/24 our unique client volume for the year ending 31st of March 2024 was 21,823 (2023 19,789). By running the same report annually, we can see up to 5,201 clients needed support with complex enquiries and required support either more than once in 2023/24 or over several months.

Services are delivered through multiple channels including:

- Face to face in key locations in the local authority areas of Basildon, Braintree, Brentwood, Castle Point, Rochford and Thurrock,
- Webchat on our national website
- Telephone on our Freephone Adviceline
- Email on our local and national websites
- Referrals in on Essex Frontline

The trustees are very grateful to the volunteers and staff who dealt with the many challenges brought about by the increased demand for our service and continued to deliver a high quality and much needed service for the local community.

During the year, Citizens Advice Braintree & South Essex Limited received funding from the following statutory and non-statutory organisations:

Affordable Warmth Solutions
Basildon Borough Council
Braintree Council
Brentwood Council
Brentwood Community Fund
British Gas Energy Trust
Cadent
Castle Point Council
Charles S French Charitable Trust
Citizens Advice Essex
DWP Help to Claim (through the National Citizens Advice)
Energy Redress
Essex County Council
Ford Motor Company
Macmillan
Money & Pensions Services
National Citizens Advice
Rochford Council
Thurrock Council
UK Power Network
University of Essex
Witham Town Council

CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)
REPORT OF THE TRUSTEES (INCORPORATING DIRECTORS' REPORT) - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2024

The Trustees are extremely grateful for the support the charity received from each of the above supporters, together with the donations received from our smaller donors and fundraisers who are equally important to the continuation of our good work.

Fundraising activities

Total income for the year was £1,423,580 (2023: 1,291,267). Increased income is due in part to the merger between Citizens Advice South Essex and Citizens Advice Braintree, Halstead & Witham on the 1st of October 2023.

Investment activities

Citizens Advice Braintree & South Essex holds interest bearing deposit accounts with CAF Bank, United Trust Bank and Flagstone Platform. Funds were also held for part of the year with Aberdeen which generated a small in year investment loss.

All funds are held by UK licensed banks covered by the FSCS deposit Protection scheme.

Factors affecting the achievement of objectives

The charity understands the financial pressures experienced by its major supporters and has taken active measures to seek additional sources of funding. In addition, the Charity continues to develop through recent mergers to create a more efficient organisation where management is streamlined to enable more funding to go towards frontline client services. The Trustees continue to apply for further funding where available.

The Charity derives the bulk of its revenue from a number of key donors as listed above. Some funds flow through National Citizens Advice by way of distributions from central Government and some funds flow through Citizens Advice Essex (the consortia of Local Citizens Advice in Essex). The Charity is not dependent on any single donor and, in the unlikely event that one withdrew, could continue as a going concern. Additionally, the Charity continues to seek, and obtain, supplementary project based finance from other sources.

FINANCIAL REVIEW

Financial position

On 1st of October 2023 Citizens Advice South Essex merged with Citizens Advice Braintree, Halstead & Witham (CABHW) and formed Citizens Advice Braintree & South Essex (CABSE) following a formal approval of the two charities on 23 September 2023. As part of the merger, CABHW discharged all its commitments and transferred its fixed assets at book value and the residual cash of £150,489 to CABSE, of which £150,083 was unrestricted and £406 was restricted, and has been earmarked as such in these financial statements.

As required by the charity SORP, these financial statements have been produced merging both the charities' activities for both the accounting years 2024 and 2023.

Incoming resources for the year were £1,423,580 (2023: £1,291,267), of this £106,522 (2023 - £77,187 - restated) related to unrestricted projects and £1,317,058 (2023: £1,214,080 - restated) related to restricted projects. Outgoing resources for the year were £1,477,788, of which £69,084 (2023: 58,424 - restated) related to unrestricted activities and £1,408,704 (2023: 1,337,991 - restated) related to restricted activities. Value of investment reduced by £3,380 (2023: £10,650) during the year. All investments were sold during the year.

The charity made deficit for the year of £54,208 (2023: deficit £105,148). At 31 March 2024, total reserves were £566,158 (2023: £623,746) of which £539,378 (2023: 579,206) represent unrestricted funds and £26,780 (2023: £44,540) represented restricted funds.

In line with FRS102 requirements, the above information includes both the merged charities.

CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)
REPORT OF THE TRUSTEES (INCORPORATING DIRECTORS' REPORT) - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2024

Reserves policy

The Trustees of Citizens Advice Braintree & South Essex Limited seek to ensure that general reserves are available to meet any reasonably foreseeable contingency. Citizens Advice Braintree & South Essex Limited maintains a projection of income for at least 2 years ahead and seeks to ensure that this continues to be derived from as wide a variety of sources as possible. Citizens Advice Braintree & South Essex Limited will take appropriate steps to ensure that at no time within this period would the cessation of one or more funding streams prevent the continued provision of a best value advice service.

The Trustees have determined that free reserves should be maintained to cover costs that would be required to minimise the impact on clients and to cover legal obligations should a significant reduction in income arise. Reserves should cover 3 months running cost. In addition, unrestricted funds may be designated from time to time for purposes determined by the trustees. These funds will not form part of free reserves. Funds designated are:

- £37,767 forecast deficit for 2024/25 – helping to improve service delivery for local clients
- £83,872 forecast deficit for 2025/26
- £70,000 towards redundancy costs, improved service delivery and maternity leave cover

Total Designated funds £191,639

Restricted funds are earmarked by the funder and cannot be used for the general purposes of the charity.

The assessment is that this policy requires free reserves of £369,447. Free reserves at 31 March 2024 are £322,878, which does not meet the requirement under this policy. This reserves policy is monitored and reviewed by the trustees annually.

Funds in deficit

No funds were in deficit at the balance sheet date.

Investment policy and objectives

Due to the size of the charity and its cash flow requirements, all funds are held on deposit, in furtherance of its objects, and for no other purpose. The charity has the power to invest the monies of the charity not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time be imposed or required by law.

TRUSTEES' RESPONSIBILITIES STATEMENT IN RELATION TO THE FINANCIAL STATEMENTS

The Trustees (who are also directors of Citizens Advice Braintree & South Essex Limited 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 the financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the method 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 a going concern bases unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at

CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)
REPORT OF THE TRUSTEES (INCORPORATING DIRECTORS' REPORT) - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2024

any time the financial position of the charitable company and enable them to ensure 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.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

On behalf of the Board of Trustees

Stuart Freel

S Freel – Chair of the Trustees

20 November 2024

**CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)
INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

Independent Auditors' Report to the Trustees of Citizens Advice Braintree & South Essex Limited

Opinion

We have audited the financial statements of Citizens Advice Braintree & South Essex Limited (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, Balance Sheet, Cash Flow Statement 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 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 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.

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' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within 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 the 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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 6, 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 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.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charitable company through discussions with trustees and other management, and from our commercial knowledge and experience of the charity sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity, including the Companies Act 2006, taxation legislation and data protection, employment, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained

CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)
INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2024

alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions; and
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative or potential bias.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with relevant regulators and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

Other Matters

On the 1st of October 2023 Citizens Advice South Essex and Citizens Advice Braintree, Halstead & Witham merged to create Citizens Advice Braintree & South Essex. As such the 2023 comparative information for Citizens Advice Braintree, Halstead & Witham has been incorporated into that of Citizens Advice South Essex. The 2023 financial information for Citizens Advice Braintree, Halstead & Witham was not subject to an audit. As such the 2023 comparative information contains data to which we are unable to verify the truth and fairness. The detailed split of the unaudited financial information can be seen in notes 23 and 24 in the accounts.

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.

CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)

**INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2024**

Andrew Simm

Andrew Simm BSc FCA

Senior Statutory Auditor

For and on behalf of Smith & Goulding Limited

Chartered Accountants and Registered Auditors

4 Southport Road

Chorley

PR7 1LD

21 JANUARY 2025

CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)
STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2024

		Year ended 31 March 2024			2023
	Notes	Unrestricted funds	Restricted funds	Total funds	Total Funds (restated)
		£	£	£	£
Income from:					
Donations and legacies	3	1,445	1,500	2,945	7,891
Investment income	4	11,618	-	11,618	2,950
Charitable activities	5,15	93,459	1,315,558	1,409,017	1,280,426
Total income		106,522	1,317,058	1,423,580	1,291,267
Expenditure on:					
Charitable activities	6,15	69,084	1,408,704	1,477,788	1,396,415
Total expenditure		69,084	1,408,704	1,477,788	1,396,415
Net (expenditure)/income before transfers		37,438	(91,646)	(54,208)	(105,148)
Transfers between funds	15	(73,886)	73,886	-	-
		(36,448)	(17,760)	(54,208)	(105,148)
Gains/losses on investment assets		(3,380)	-	(3,380)	(10,650)
Net movement in funds		(39,828)	(17,760)	(57,588)	(115,798)
Reconciliation of funds					
Total funds brought forward		579,206	44,540	623,746	739,544
Total funds carried forward		539,378	26,780	566,158	623,746

The notes on pages 16 to 30 form part of these financial statements.

CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)
BALANCE SHEET
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024	2023 (restated)
		£	£
Fixed assets			
Tangible assets	11	24,861	28,103
Investments	12	-	162,647
		<u>24,861</u>	<u>190,750</u>
Current assets			
Debtors	13	125,118	100,207
Cash at bank and in hand		474,316	420,042
		<u>599,434</u>	<u>520,249</u>
Current liabilities			
Creditors falling due within one year	14	(58,137)	(87,253)
Net current assets		<u>541,297</u>	<u>432,996</u>
Net Assets		<u>566,158</u>	<u>623,746</u>
Funds of the charity:	16		
General fund			
Balance brought forward		511,706	593,044
(Deficit)/Surplus for the year		37,438	18,763
Transfers between funds		(73,886)	(89,451)
Net funds designated		124,139	-
		<u>351,119</u>	<u>522,356</u>
Loss in investment value		(3,380)	(10,650)
		<u>347,739</u>	<u>511,706</u>
Designated funds		191,639	67,500
		<u>539,378</u>	<u>579,206</u>
Restricted funds			
Balance brought forward		44,540	79,000
(Deficit)/surplus for the year		(91,646)	(123,911)
Transfers between funds		73,886	89,451
		<u>26,780</u>	<u>44,540</u>
Total charity funds		<u>566,158</u>	<u>623,746</u>

The notes on pages 16 to 30 form part of these financial statements.

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

The financial statements were approved by the Board of Trustees on 20 November 2024 and were signed on its behalf by:

Stuart Freel
S Freel – Chair of the Trustees

Company Registration Number: 05596895

Bill Jones
Bill Jones (Jan 15, 2025 11:11 GMT)
W Jones - Treasurer

CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)
STATEMENT OF CASH FLOWS
YEAR ENDED 31 MARCH 2024

	Notes	2024 £	2023 £
Cash flows from operating activities			
Net income/(expenses) for the year		(57,588)	(115,798)
Adjustment to cash flows from non-cash items			
Depreciation		13,232	14,055
Investment Income	4	(11,618)	(2,950)
Loss on investment assets		3,380	10,650
		(52,594)	(94,043)
Working capital adjustments			
(Increase) in debtors	13	(24,911)	(7,343)
(Decrease)/increase in creditors	14	(29,116)	33,944
Net cash flows from operating activities		106,621	67,442
Cash flows from investing activities			
Interest receivable and similar income	4	11,618	2,950
Purchase of tangible fixed assets	11	(9,990)	(1,600)
Sale of investments	12	159,267	-
Net cash flows from investing activities		160,895	1,350
Net increase/(decrease) in cash and cash equivalents		54,274	(66,092)
Cash and cash equivalents at 1 April 2023		420,042	486,134
Cash and cash equivalents at 31 March 2024		474,316	420,042
Cash and cash equivalents consists of:			
Cash at bank and in hand		474,316	420,042
Cash and cash equivalents at 31 March 2024		474,316	420,042

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

The notes on pages 15 to 28 form part of these financial statements.

1. ACCOUNTING POLICIES

Basis of preparation of financial statements

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

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

Citizens Advice Braintree & South Essex Limited 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.

On 1st October 2023, the activities and assets of Citizens Advice Braintree Halstead and Witham were transferred to the charity following formal approval of a merger between the two charities on 23 September 2023. The accounts have therefore been presented on the basis that the charities have always been combined in accordance with the charity SORP.

Preparation of the accounts on a going concern basis

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

Contract income is included as incoming resources in the period to which it relates.

Income from grants is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received, and the amount can be measured reliably.

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

Other income, including donations, gifts and covenants are included as they were received.

Donated services and facilities

Donated services and donated facilities are recognised when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time the charity receives is not recognised and refer to the Trustees' report for more information about their contribution.

Fund accounting

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

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

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.

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

1. ACCOUNTING POLICIES (CONTINUED)

Expenditure

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

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

Governance costs include those costs associated with meeting the constitutional and statutory requirements for the charity and include audit fees and cost linked to the strategic management of the charity.

Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis such as staff time dedicated to each activity.

Taxation

The Charity is exempt from corporation tax on its charitable activities.

Tangible fixed assets

Tangible fixed assets are initially recorded at cost and depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Leasehold improvements	- 20% on cost
Fixtures and fittings	- 25% on cost
Computer equipment	- 25% on cost

Fixed asset investments

Fixed asset investments are included at market value at the balance sheet date. Realised gains and losses on investments are calculated as the difference between sales proceeds and their market value at the start of the year and are charged or credited to the Statement of Financial Activities in the period of disposal.

Unrealised gains and losses represent the movement in market values during the year and are credited or charged to the Statement of Financial Activities based on the market value at the year end.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments and accrued income comprise payments made in advance relating to the following year and income relating to the current year, which will not be invoiced until after the balance sheet date.

Cash at bank and in hand

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

Creditors and provisions

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

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)
NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2024

1. ACCOUNTING POLICIES (CONTINUED)

Pensions

Employees of the charity are entitled to join a defined contribution money purchase scheme. The charity contribution is restricted to the contributions disclosed in note 10. There were no outstanding contributions at the year end.

2. JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY

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

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

3. INCOME FROM DONATIONS AND LEGACIES

	Unrestricted funds	Restricted funds	Total funds 2024	Total funds 2023
	£	£	£	£
Donations - general	1,445	1,500	2,945	7,891
	<u>1,445</u>	<u>1,500</u>	<u>2,945</u>	<u>7,891</u>
<i>Totals 2023</i>	<u>7,181</u>	<u>710</u>	<u>7,891</u>	

4. INVESTMENT INCOME

	Unrestricted funds	Restricted funds	Total funds 2024	Total funds 2023
	£	£	£	£
Deposit account interest	11,618	-	11,618	2,950
	<u>11,618</u>	<u>-</u>	<u>11,618</u>	<u>2,950</u>
<i>Totals 2023</i>	<u>2,950</u>	<u>-</u>	<u>2,950</u>	

CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2024**

5. INCOME FROM CHARITABLE ACTIVITIES -2024

		Unrestricted funds	Restricted funds	Total 2024	Total 2023 Restated
		£	£	£	£
Local Authority	15	54,659	643,144	697,803	651,289
National Citizens Advice	15	30,000	393,782	423,782	346,355
Citizens Advice Essex	15	-	268,232	268,232	256,320
Sanctuary Housing Association		-	-	-	750
Ford Motor Company		8,800	-	8,800	-
Charles French – Disability Outreach		-	10,000	10,000	18,737
Dept Work & Pensions – Kick Start		-	-	-	6,307
Other grants – less than £1,000		-	400	400	668
Total		93,459	1,315,558	1,409,017	1,280,426

5.a INCOME FROM CHARITABLE ACTIVITIES – 2023 (restated)

		Unrestricted funds	Restricted funds	Total Funds
	Note	£	£	£
Local Authority	15	52,428	598,861	651,289
National Citizens Advice	15	-	346,355	346,355
Citizens Advice Essex	15	7,003	249,317	256,320
Sanctuary Housing Association		750	-	750
Ford Motor Company		-	-	-
Charles French – Disability Outreach		-	18,737	18,737
DWP – Kick Start		6,307	-	6,307
Other grants – less than £1,000		568	100	668
Total		67,056	1,213,370	1,280,426

6. COST OF CHARITABLE ACTIVITIES BY FUND

		Unrestricted fund	Restricted fund	2024 Total	2023 Total Restated
	Note	£	£	£	£
Local Authority	15	26,962	681,750	708,712	684,798
National Citizens Advice	15	30,848	421,538	452,386	379,151
Citizens' Advice Essex	15	2,400	281,511	283,911	291,662
Ford Motor Company		8,874	-	8,874	-
Charles French - Disability Outreach		-	23,458	23,458	40,341
Other grants - less than £1,000 each		-	447	447	463
Total		69,084	1,408,704	1,477,788	1,396,415
Of which					
Charitable activities		56,858	1,265,181	1,322,039	1,214,650
Support costs		12,226	143,523	155,749	181,765
Total		69,084	1,408,704	1,477,788	1,396,415

CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

FOR THE YEAR ENDED 31 MARCH 2024

6.a COST OF CHARITABLE ACTIVITIES BY FUND – 2023 (restated)

		Unrestricted fund	Restricted fund	Total 2023
	Note	£	£	£
Local Authority	15	57,106	626,374	683,480
National Citizens Advice	15	-	379,151	379,151
Citizens' Advice Essex	15	-	291,662	291,662
Ford Motor Company		-	-	-
Charles French - Disability Outreach		-	40,341	40,341
Other grants - less than £1,000 each		1,318	463	1,781
Total		58,424	1,337,991	1,396,415
Of which				
Charitable activities		55,339	1,159,311	1,214,650
Support		3,085	178,680	181,765
Total		58,424	1,337,991	1,396,415

6.b COST OF CHARITABLE ACTIVITIES BY TYPE

		Direct costs	Support costs	Total 2024	Total 2023 Restated
	Note	£	£	£	£
Client related		5,541	-	5,541	735
Staff salaries		1,130,015	93,549	1,223,564	1,152,765
Staff & volunteer		5,110	8,378	13,488	30,309
Office		109,120	24,112	133,232	133,275
Premises		53,724	10,637	64,361	55,744
Governance costs	6.c	-	10,166	10,166	9,581
Other costs		18,529	8,907	27,436	14,006
Total		1,322,039	155,749	1,477,788	1,396,415
Of which					
Unrestricted		56,857	12,227	69,084	58,424
Restricted		1,265,182	143,522	1,408,704	1,337,991
Total		1,322,039	155,749	1,477,788	1,396,415

COST OF CHARITABLE ACTIVITIES BY TYPE – 2023 (restated)

		Direct costs	Support costs	Total 2023
	Note	£	£	£
Client related		735	-	735
Staff salaries		1,021,964	130,801	1,152,765
Staff & volunteer		27,863	2,446	30,309
Office		111,710	21,565	133,275
Premises		44,427	11,317	55,744
Governance costs	6.c	-	9,581	9,581
Other costs		7,951	6,055	14,006
Total		1,214,650	181,765	1,396,415

CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)
NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2024

6.b COST OF CHARITABLE ACTIVITIES BY TYPE – 2023 – restated – CONTINUED

	Direct costs	Support costs	Total 2023
Of which			
Unrestricted	55,339	3,085	58,424
Restricted	1,159,311	178,680	1,337,991
Total	1,214,650	181,765	1,396,415

6.c Governance costs	2024	2023
Audit and assurance	10,166	9,581

The support costs have been allocated based on the percentage of staff and volunteer time relating to the activities during the year.

7. INCOME FOR THE YEAR

Net resources are stated after charging:

	2024 £	2023 £
Depreciation	13,232	14,055
Other operating leases (restated for 2023)	1	1

The charity operates under 3 licenses to occupy and 1 lease.

8. TRUSTEES' REMUNERATION AND BENEFITS

No trustees (directors) received any remuneration, benefits or expenses for the year ended 31 March 2024 (2023: nil).

9. STAFF COSTS

	2024 £	2023 £
Wages and salaries	1,107,370	1,052,037
Employers National Insurance	71,686	72,432
Pension costs	44,508	28,296
	1,223,564	1,152,765

The total employee benefits paid to the charity's key management personnel for the year ended 31 March 2024 was £232,805 (2023: £240,793).

CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)
NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2024

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

	2024	2024	2023	2023
	Average	Full time equivalent	Average	Full time equivalent
Provision of advice and support	59	44	50	38
Management and administration of charity	7	6	7	6
	<u>66</u>	<u>50</u>	<u>57</u>	<u>44</u>

No employee received remuneration of more than £60,000 during the year (2023: Nil).

Citizens Advice South Essex merged with Citizens Advice Braintree, Halstead & Witham on 01 October 2023, forming Citizens Advice Braintree & South Essex. Eligible staff from Citizens Advice Braintree, Halstead & Witham moved over to the merged charity under a TUPE agreement.

10. AUDITORS' REMUNERATION

The auditors' remuneration paid in the year to 31 March 2024 was £6,000 (2023: £4,320)

11. TANGIBLE FIXED ASSETS

	Leasehold Improvements	Fixtures and Fittings	Computer Equipment	Totals
	£	£	£	£
COST				
At 1 April 2023	30,000	70,865	82,882	183,747
Additions			9,990	9,990
Disposals/transfer	-	-	-	-
At 31 March 2024	<u>30,000</u>	<u>70,865</u>	<u>92,872</u>	<u>193,737</u>
DEPRECIATION				
At 1 April 2023	30,000	68,204	57,440	155,644
Charge for the year		322	12,910	13,232
On disposals/transfer	-	-	-	-
At 31 March 2024	<u>30,000</u>	<u>68,526</u>	<u>70,350</u>	<u>168,876</u>
NET BOOK VALUE				
At 31 March 2024	<u>-</u>	<u>2,339</u>	<u>22,522</u>	<u>24,861</u>
At 31 March 2023	<u>-</u>	<u>2,661</u>	<u>25,442</u>	<u>28,103</u>

12. INVESTMENTS

	2024	2023
	£	£
Listed investments		
Market value at 1 April 2023	162,647	173,297
Loss on revaluation	(3,380)	(10,650)
Sale of investments	(159,267)	-
Market value at 31 March 2024	<u>-</u>	<u>162,647</u>

The invest portfolio was closed and funds transferred to the charity's deposit account

2024 **2023**

CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2024**

	£	£
Investments at fair value		
Comprised:		
Equities	-	53,318
Fixed interest securities	-	37,161
Alternatives	-	58,811
Cash held within the investment portfolio	-	13,357
Total	-	162,647

13.

	2024 £	2023 £
Prepayments	4,231	3,900
Debtors and accrued income	120,887	96,307
	<u>125,118</u>	<u>100,207</u>

14.

	2024 £	2023 £
Trade creditors	7,855	-
Taxation and social security	20,994	23,534
Accruals and deferred income	23,604	58,457
Other creditors	5,684	5,262
	<u>58,137</u>	<u>87,253</u>

	2024 £	2023 £
Deferred income brought forward	33,333	-
Released in year	(33,333)	-
Income deferred	11,933	33,333
Deferred income carried forward	<u>11,933</u>	<u>33,333</u>

CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)
NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2024

15. ANALYSIS OF NET CURRENT ASSETS BETWEEN FUNDS AND MOVEMENT OF FUNDS FOR THE 24 MONTHS FROM 01/04/2022 TO 31/03/2024

	Balance 31/03/2022	Income	Expenses	Transfers	Balance 31/03/2023	Income	Expenses	Transfers	Balance 31/03/2024
Restricted funds (restated)	£	£	£	£	£	£	£	£	£
Basildon B Council - Core services	46,714	209,100	(233,071)	-	22,743	209,100	(225,038)	-	6,805
Braintree B Council - Core services	-	112,239	(97,039)	-	15,200	106,639	(102,414)	-	19,425
Braintree B C & Witham T C - Money & Pension Adv	-	30,000	(39,993)	9,993	-	30,000	(43,910)	13,910	-
Brentwood B Council - Core services	-	70,000	(70,591)	591	-	59,000	(60,213)	1,213	-
Brentwood Community Fund - Outreach	-	1,667	(2,233)	566	-	3,333	(6,974)	3,641	-
Rochford D Council - Core services	-	70,000	(69,309)	(691)	-	70,000	(71,081)	1,081	-
Castle Point B Council Canvey Island - Core services	-	15,900	(20,938)	5,038	-	17,622	(20,226)	2,604	-
Thurrock VSDF - Core services	500	54,287	(64,099)	9,312	-	70,000	(72,574)	2,574	-
Essex C Council - Out of Hours	-	19,668	(19,159)	(509)	-	70,783	(73,520)	2,737	-
Essex C Council - Multiply	-	16,000	(9,942)	(58)	6,000	6,667	(5,800)	(6,867)	-
National CA - Help to Claim	-	160,133	(174,912)	14,779	-	164,283	(187,109)	22,826	-
National CA - Money & Pension Advice	-	176,122	(194,032)	17,910	-	182,886	(185,416)	2,530	-
National CA - Cost of Living	-	-	-	-	-	31,125	(30,461)	(664)	-
National CA - Energy Advice	-	10,100	(10,207)	107	-	15,488	(18,552)	3,064	-
CA Essex - Contain Outbreak Management Fund	29,810	58,786	(88,357)	(239)	-	-	-	-	-
CA Essex - British Gas Energy Trust	-	8,123	(8,123)	-	-	33,759	(34,690)	931	-
CA Essex - Warm Homes	-	108,562	(118,240)	9,678	-	79,801	(89,747)	9,946	-
CA Essex - Warm Start	-	16,651	(18,734)	2,083	-	24,785	(25,938)	1,153	-
CA Essex - Household Support	1,215	31,497	(32,740)	28	-	8,875	(8,460)	(415)	-
CA Essex - Macmillan Welfare	-	25,698	(25,468)	(230)	-	60,336	(61,210)	874	-
CA Essex - Cadent	-	-	-	-	-	12,550	(14,794)	2,244	-
CA Essex - IncomeWise 65+	-	-	-	-	-	12,737	(12,034)	(703)	-
CA Essex - UK Power Network	-	-	-	-	-	21,639	(20,896)	(743)	-
CA Essex - Probation	-	-	-	-	-	13,750	(13,742)	(8)	-
Disability Outreach	118	18,737	(40,341)	21,486	-	11,500	(23,458)	11,958	-
Other grants - less than £1,000 each	643	810	(463)	(393)	597	400	(447)	-	550
Total restricted funds	79,000	1,214,080	(1,337,991)	89,451	44,540	1,317,058	(1,408,704)	73,886	26,780
Unrestricted fund (restated)	660,544	77,187	(58,424)	(100,101)	579,206	106,522	(69,084)	(77,266)	539,378
Movement in investment	-	-	(10,650)	10,650	-	-	(3,380)	3,380	-
Unrestricted funds after investment movem't	660,544	77,187	(69,074)	(89,451)	579,206	106,522	(72,464)	(73,886)	539,378
Total Funds	739,544	1,291,267	(1,407,065)	-	623,746	1,423,580	(1,481,168)	-	566,158

15. ANALYSIS OF NET CURRENT ASSETS BETWEEN FUNDS AND MOVEMENT OF FUNDS FOR THE 24 MONTHS FROM 01/04/2022 TO 31/03/2024 – CONTINUED

The following income and associated costs have been restated for 2023, due to changes to their classification from unrestricted to restricted:

- Brentwood BC – Core services – reclassified as restricted in line with funder stipulation.
- Rochford DC – Core services – reclassified as restricted in line with funder stipulation.

The following income and associated costs have been restated to maintain consistency in allocating like grants within the same categories.

- CitA Adviceline grant has been treated as unrestricted (Braintree, Halstead and Witham had treated this grant as restricted).
- Braintree BC grant has been treated as restricted in line with other local authority core grants to the area where the grant have been given specifically to (Braintree, Halstead and Witham had treated this grant as unrestricted).

PURPOSES OF RESTRICTED FUNDS

Basildon Borough Council – Core Services

Funding to provide a free and impartial information, advice and a specialist welfare rights service to those who live within the Basildon Borough.

Braintree Borough Council -Core Services

Funding to provide a free and impartial information, advice and guidance service to those that live within Braintree District.

Braintree Hardship Fund

Funding to support local Braintree residents who are struggling financially.

Braintree BC and Witham TC - Money and Pensions Advice

Funding to provide money, pensions and debt advice sessions to the residents in the Braintree and Witham area.

Brentwood Borough Council – Core Services

Funding to provide a free and impartial information, advice and guidance service to those that live within Brentwood Borough.

Brentwood Community Fund – Outreach

Funding to provide an outreach at the Foyer in Warley, providing information and advice for local residents.

Castle Point Council – Universal Credit

Funding to provide advice to support universal credit claimants who live in Castle Point.

Charles French – Disability Outreach

Funding to provide a welfare benefits outreach service in Braintree Borough.

Citizens Advice Essex – British Gas Energy Trust

Funding to provide information, advice and guidance to Basildon Borough Food Bank users, focusing on the energy advice and maximising income.

Citizens Advice Essex – Cadent

Funding to provide information, advice and guidance to Braintree Borough residents focusing on energy advice and maximising income.

Citizens Advice Essex – IncomeWise 65+

Funding to provide information, advice and guidance to people living in the south of Essex, focusing on maximising income.

15. ANALYSIS OF NET CURRENT ASSETS BETWEEN FUNDS AND MOVEMENT OF FUNDS FOR THE 24 MONTHS FROM 01/04/2022 TO 31/03/2024 – CONTINUED

Citizens Advice Essex – Macmillan

Funding to provide welfare benefits advice to local people who have a cancer diagnosis.

Citizens Advice Essex – Probation

Funding to provide information, advice and guidance to male probationers living in Basildon and Thurrock, with a focus on improving finances, welfare benefits and debt advice.

Citizens Advice Essex – UK Power Networks

Funding to provide energy saving information and advice to local residents.

Citizens Advice Essex - Warm Homes

Funding for the provision of services and activities required under the Warm Home Fund for residents who live in Basildon, Braintree, Brentwood, Castle Point & Rochford.

Citizens Advice Essex - Warm Start

Funding to employ a Family Energy Advice Worker as part of the Energy Redress Fund for families who live in the south of Essex including Thurrock. .

Essex County Council – Household Support Fund

Funding to support households during winter in the most need with food, energy and water bills as well as being used to support households with essential costs related to those items and with wider essential costs. Funding for the local authority areas of Basildon, Braintree, Brentwood, Castle Point & Rochford.

Essex County Council – Out of Hours

Funding to provide an extended telephone service until 8pm Mondays to Fridays.

Essex County Council – Multiply

Funding to promote and refer local residents so they benefit from Adult Numeracy training.

Help to Claim

Part of the national service, to support people with their initial claim for Universal Credit.

National Citizens Advice Cost of Living Pot 1

Two projects providing information, advice and guidance to local residents struggling with the cost of living in Thurrock and Braintree

National Citizens Advice Cost of Living Pot 2

Funding to deliver information, advice and guidance by telephone to help local residents struggling with the cost of living.

National Citizens Advice – Energy Advice

Funding to provide energy saving information and advice to local residents.

National Citizens Advice - Money and Pensions Service

Funding to provide money, pensions and debt advice sessions to the residents of the South of Essex.

Rochford District Council – Core Services

Funding to provide a free and impartial information, advice and guidance service to those living within Rochford District.

Sanctuary Housing Association

Funding to provide Smart Money budgeting sessions for residents in the Rochford district.

Thurrock VSDF – Core Services

Funding to provide a free and impartial information, advice and guidance service to those who live within the Thurrock Borough.

CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)
NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2024

16. (a) ANALYSIS OF NET ASSETS BETWEEN FUNDS

	2024		
	Unrestricted	Restricted	Total
	£	£	£
Fixed assets	24,861	-	24,861
Current assets – debtors	4,231	120,887	125,118
Current assets – cash at bank and in hand	512,329	(38,013)	474,316
Current liabilities - creditors	(2,043)	(56,094)	(58,137)
Total net assets	<u>539,378</u>	<u>26,780</u>	<u>566,158</u>

16. (b) ANALYSIS OF NET ASSETS BETWEEN FUNDS – PRIOR YEAR

	2023		
	Unrestricted	Restricted	Total
	£	£	£
Fixed assets	190,750	-	190,750
Current assets – debtors	100,207	-	100,207
Current assets – cash at bank and in hand	375,502	44,540	420,042
Current liabilities - creditors	(87,253)	-	(87,253)
Total net assets	<u>579,206</u>	<u>44,540</u>	<u>623,746</u>

17. FINANCIAL COMMITMENTS

OBLIGATIONS UNDER LEASES

The charity rents premises from Basildon Council, Brentwood Council, Wick Community Association, Thurrock Council for Voluntary Services and Witham Public Hall Trust. For SORP FRS102 purposes the valuation of these rentals are shown as rental costs to the charity. All known outstanding liabilities have been recognised in these accounts.

At 31st March 2024 the company had commitments under non-cancellable operating leases as follows:-

	2024	2023 restated
	£	£
Land and building leases which expire:		
Within one year	1	920
Between two and five years	4	4
Over five years	10	11
	<u>15</u>	<u>935</u>

Total operating lease payments for the year were £1 (2023- £1). The charity has 3 licenses to occupy.

OBLIGATIONS UNDER DEFINED CONTRIBUTION PENSION

At the year end, £5,683 (2023: £3,944) of contributions were outstanding and included within creditors.

CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)
NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2024

18. LEGAL STATUS OF CHARITY

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1. The number of members as at the 31 March 2024 was 13 (2023:14).

19. CONTROL

The charity is controlled by its Trustees/Directors.

20. FUNDS HELD AS AGENT

No balances were held as agent as at 31 March 2024 (2023: nil).

21. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024 (23: nil).

22. MERGER IN THE FINANCIAL YEAR

On the 1st of October 2023 Citizens Advice South Essex and Citizens Advice Braintree, Halstead & Witham merged to create Citizens Advice Braintree & South Essex covering Basildon, Billericay, Braintree, Brentwood, Castle Point, Halstead, Rayleigh, Rochford, Thurrock, Wickford and Witham.

Both charities involved in the merger share common objectives 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 local authority areas.

During the merger the Cita grants totalling £15,000 received by Citizens Advice Braintree, Halstead & Witham were reclassified as unrestricted to match the treatment of the grants in Citizens Advice South Essex. The core funding of Citizens Advice Braintree, Halstead & Witham totalling £53,320 were also classified as restricted, whereby in the individual accounts they had been treated as unrestricted.

The detailed financial data of both charities pre-merger and post-merger along with the aggregated totals is displayed in notes 23 and 24

CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)
NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2024

23. ANALYSIS OF PRINCIPLE SoFA COMPONENTS OF THE MERGER BETWEEN CITIZENS ADVICE SOUTH ESSEX (CASE) AND CITIZENS ADVICE BRAINTREE, HALSTEAD & WITHAM (CABHW)

Current reporting period	Pre-merger CASE £	Pre-merger CABHW £	Post merger (CABSE) £	Total 2024 £
Total Income	544,765	133,378	745,437	1,423,580
Total Expenditure	(585,109)	(150,704)	(741,975)	(1,477,788)
Net income/(expenditure)	(40,344)	(17,326)	3,462	(54,208)
Other gains/(losses)	(3,380)	-	-	(3,380)
Net movement in funds	(43,724)	(17,326)	3,462	(57,588)
Previous reporting period				
		CASE £	CABHW £	Total 2023 £
Total Income		1,050,482	240,785	1,291,267
Total Expenditure		(1,142,124)	(254,291)	(1,396,415)
Net income/(expenditure)		(91,642)	(13,506)	(105,148)
Other gains/(losses)		(10,650)	-	(10,650)
Net movement in funds		(102,292)	(13,506)	(115,798)

24. ANALYSIS OF NET ASSETS AT THE DATE OF MERGER

	CASE £	CABHW £	Total £
Net assets	415,588	150,489	566,077
Represented by:			
Unrestricted funds	384,934	134,883	519,817
Designated funds	-	-	-
Restricted funds	30,654	15,606	46,260
Total funds	415,588	150,489	566,077

CITIZENS ADVICE BRAINTREE & SOUTH ESSEX LIMITED (PREVIOUSLY CITIZENS ADVICE SOUTH ESSEX LIMITED)
NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2024

25. STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2023
(INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)

	Notes	Year ended 31 March 2023		Total funds	2022 Total Funds
		Unrestricted funds	Restricted funds		
		£	£	£	£
Income from:					
Donations and legacies	3	7,181	710	7,891	8,864
Investments	4	2,950	-	2,950	606
Charitable activities (restated)	5,15	67,056	1,213,370	1,280,426	1,482,193
Total income		<u>77,187</u>	<u>1,214,080</u>	<u>1,291,267</u>	<u>1,491,663</u>
Expenditure on:					
Charitable activities (restated)	6,15	58,424	1,337,991	1,396,415	1,374,362
Total expenditure		<u>58,424</u>	<u>1,337,991</u>	<u>1,396,415</u>	<u>1,374,362</u>
Net (expenditure) / income before transfers		18,763	(123,911)	(105,148)	117,301
Transfers between funds	15	(89,451)	89,451	-	-
		(70,688)	(34,460)	(105,148)	117,301
Gains / losses on investment assets		(10,650)	-	(10,650)	(1,703)
Net (expenditure) / income for the year		(81,338)	(34,460)	(115,798)	115,598
Reconciliation of funds					
Total funds brought forward		660,544	79,000	739,544	623,946
Total funds carried forward		<u>579,206</u>	<u>44,540</u>	<u>623,746</u>	<u>739,544</u>