

REGISTERED COMPANY NUMBER: 05730866 (England and Wales)
REGISTERED CHARITY NUMBER: 1113797

**REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024
FOR
EASTLEIGH CITIZENS ADVICE BUREAU
(LIMITED BY GUARANTEE)**

**EASTLEIGH CITIZENS ADVICE BUREAU
(LIMITED BY GUARANTEE)**

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FOR THE YEAR ENDED 31 MARCH 2024**

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**EASTLEIGH CITIZENS ADVICE BUREAU
(LIMITED BY GUARANTEE)**

**REPORT OF THE TRUSTEES
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 the charity for the year ended 31 March 2024. The trustees have adopted the provisions of 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) (effective 1 January 2019). The operating name of Eastleigh Citizens Advice Bureau is 'Citizens Advice Eastleigh'.

OBJECTIVES AND ACTIVITIES

Objectives and aims

The charity's objects are to promote any charitable purpose for the benefit of the community in Eastleigh and surrounding areas by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. The trustees confirm they have referred to the Charity Commission's guidance on public benefit when reviewing the charity's aims and objectives. The charitable activities undertaken by their nature and the improvements the activities have made to many lives are without doubt undertaken for the benefit of the public. The service aims:

1. To provide the advice people need for the problems they face.
2. To improve the policies and practices that affect people's lives.

Public benefit

In shaping our objectives for the year and planning our activities, the trustees have considered the Charity Commission's guidance on public benefit, including the guidance 'public benefit: running a charity (PB20)'.

**EASTLEIGH CITIZENS ADVICE BUREAU
(LIMITED BY GUARANTEE)**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Between our main office, outreach venues, and project work we advised 3,803 new and repeat clients with 14,603 issues. The top enquiry areas were:

- Debt and financial capability - 5,284 issues (39%)
- Benefits and Tax Credits - 3,997 (30%)
- Utilities and communications - 956 (7%)
- Relationships and family - 480 issues (4%)
- Employment - 387 issues (3%)
- Housing - 671 issues (5%)

As well as the main office in Leigh Road, Eastleigh, we also operate from three additional locations in the Borough. We offer weekly drop-in advice sessions and appointments at the Pilands Community Centre and The United Reformed Church in Hedge End and a monthly drop-in advice session at the Mercury Library and Community Hub in Hamble. The Hamble drop-in sessions came to an end in March 2024.

In-person services began to be more popular with clients and we helped 776 clients from our 4 venues over the year. As part of Hampshire Advice Line, our partnership with Citizens Advice Hampshire and other Local Citizens Advice, as well as callbacks, we dealt with 1,948 telephone calls during the year.

Funding for the Money and Pensions Service Debt Advice Project, in partnership with Citizens Advice, was extended for a further year and as part of the Hampshire Consortium of Citizens Advice, we also worked hard to issue fuel vouchers funded by the Household Support Fund. To complement this work on the Cost of Living Crisis, we applied for and were awarded funds from the Household Support Fund to provide warm packs and other items to directly assist Eastleigh residents.

In partnership with colleagues from Citizens Advice Hampshire, we participated in Home and Well, a project working with local health stakeholders to successfully move people on from hospital care back to their own homes as well as prevent, through our work tackling the wider determinants of health, them being admitted. We were also pleased to successfully submit an application to Hampshire County Council's Local Solutions grant fund to develop a project working specifically with carers living in the borough, recognising that they require a great deal of support to stay well in their demanding roles.

We also raised funds to improve the condition of our building and the working experience of those giving their time to the charity, replacing security and electrical systems, overhauling the heating and installing new windows.

Research and campaigns

Citizens Advice Eastleigh collects evidence from clients and then submits this evidence to Citizens Advice, who organise national campaigns. We submitted 257 evidence forms during the year and took part in client experience surveys. Collecting evidence relating to issues with the Cost of Living Crisis (especially requests for food and fuel) formed our largest campaign.

Performance Quality Framework and Advice Quality Standard

We take part in the Citizens Advice Performance Quality Framework, to understand the quality of our services. We self-assess samples of our own advice cases each month and report on a quarterly basis. Samples of these are reassessed externally. We also achieved the casework standard quality mark in telephone advice and a 'green' (excellent) rating under the Leadership Self-Assessment, externally audited by Citizens Advice.

Funding

In addition to our core grant from Eastleigh Borough Council and the project funding mentioned above, Citizens Advice Eastleigh received donations from Botley Parish Council, Chandler's Ford Methodists Church, Hamble Parish Council, The Household Support Fund, Hampshire Citizens Advice, Hampshire Healthwatch, Saafa, DEOS, the National Lottery Cost of Living Fund, Hampshire County Council, The Syder Foundation and undertook another crowdfunder with the support of Aviva. We also received funding to help support our work with the Ministry of Justice.

PLANS FOR THE FUTURE

We will continue to work closely with Eastleigh Borough Council to meet the requirements of our Service Level Agreement and identify where we can achieve more for our clients by working together. We will endeavour to renew our funding for the Debt Advice Project in partnership with Citizens Advice. We will also continue our partnership working with Citizens Advice Hampshire.

FINANCIAL REVIEW

Principal funding sources

The majority of the Bureau's incoming grants were received from Eastleigh Borough Council.

**EASTLEIGH CITIZENS ADVICE BUREAU
(LIMITED BY GUARANTEE)**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

FINANCIAL REVIEW

Reserves policy

The position of the unrestricted reserves is reviewed at each Trustee Board meeting and the reserves policy is reviewed annually when the financial statements are being approved. The Trustees consider it prudent to retain a minimum of cash reserves equivalent to four month's expenditure. At this level the Trustee Board feel that it would be able to continue activities of the charity in the event of a significant drop in funding.

The Statement of Financial Activities for the year shows net movement in funds of £29,764 (2023: £37,081), which has increased the accumulated surplus of general funds carried forward to £241,510 (2023: £211,745).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governance and management

The charity is controlled by its governing document, a memorandum and articles of association. The organisation is a charitable company limited by guarantee, as defined by the Companies Act 2006.

Governance

Citizens Advice Eastleigh is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The trustees carry the ultimate responsibility for the conduct of Citizens Advice Eastleigh and for ensuring that the charity satisfies its legal and contractual obligations.

Management

Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to the Chief Executive. As at the date of this report the Chief Executive is Ms. A Crawford. The Trustee Board is independent from management. The Trustee Board has also established sub-committees for finance, personnel and risk, after merging the two IT, and health and safety sub-committees. Each sub-committee must comprise of at least two trustees and report on activities at each general meeting. The Trustee Board reviews sub-committee terms of reference annually.

Recruitment and appointment of new trustees

Where there is a requirement for new trustees, these are identified and elected by the existing trustees and are recruited from the local community. Under the requirements of the memorandum and articles of association there must be a maximum of fifteen and a minimum of three trustees. The trustees can be elected at the AGM, nominated by member organisations or co-opted by the Trustee Board. Co-opted and nominated trustees are elected at ordinary meetings of the Trustee Board. Trustees serve a term of three years after which they must be re-elected. The induction and training of new Trustees is also overseen by existing or continuing Trustees.

Key management personnel remuneration

The pay of senior staff is based on experience, seniority and length of service and is appropriate to the role they fulfil. The trustees ensure that salaries are in-line with what is being paid for their role in the Charity Sector. There were no trustees' remuneration or other benefits paid for the year.

Related parties

Citizens Advice Eastleigh is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Citizens Advice Eastleigh in order to fulfil its charitable objects and comply with the national membership requirements. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

05730866 (England and Wales)

Registered Charity number

1113797

Registered office

101 Leigh Road
Eastleigh
Hampshire
SO50 9DR

**EASTLEIGH CITIZENS ADVICE BUREAU
(LIMITED BY GUARANTEE)**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

Trustees

Ms A Winstanley
Mr B Venney
Mr D Blenkarn
Mr D J Yeandle OBE
Ms D Bull
Mr M Hollingsworth (resigned 27.2.24)
Mr S Jordan (resigned 2.8.23)
Ms E Talbot (resigned 4.6.24)
Ms A Towgood (resigned 18.11.23)
Ms T Park
Mr B White

Independent Examiner

Lisa Wilson FCA
Rothmans LLP
Chartered Accountants
Chilworth Point
1 Chilworth Road
Southampton
SO16 7JQ

Bankers

Barclays

Approved by order of the board of trustees on 13th Nov 2024 and signed on its behalf by:

A M Winstanley
Ms A Winstanley - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
EASTLEIGH CITIZENS ADVICE BUREAU
(LIMITED BY GUARANTEE)**

Independent examiner's report to the trustees of Eastleigh Citizens Advice Bureau (Limited by Guarantee) ('the Company')

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

Responsibilities and basis of report

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

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

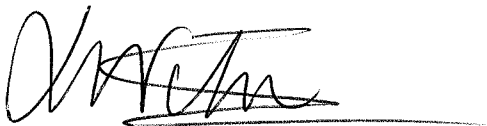
Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

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



Lisa Wilson FCA
The Institute of Chartered Accountants in England and Wales

Rothmans LLP
Chartered Accountants
Chilworth Point
1 Chilworth Road
Southampton
SO16 7JQ

Date: 18 November 2024

**EASTLEIGH CITIZENS ADVICE BUREAU
(LIMITED BY GUARANTEE)**

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2024**

| | Notes | Unrestricted funds £ | Restricted funds £ | 2024 Total funds £ | 2023 Total funds £ |
|-------------------------------------|-------|----------------------------|--------------------------|-----------------------------|-----------------------------|
| INCOME AND ENDOWMENTS FROM | | | | | |
| Donations | 3 | 10,610 | - | 10,610 | 20,339 |
| Charitable activities | 5 | | | | |
| Provision of advice and information | | 291,752 | 68,921 | 360,673 | 286,681 |
| Investment income | 4 | 5,064 | (1) | 5,063 | 536 |
| Other income | | 2,238 | - | 2,238 | 2,166 |
| Total | | <u>309,664</u> | <u>68,920</u> | <u>378,584</u> | <u>309,722</u> |
| EXPENDITURE ON | | | | | |
| Charitable activities | 6 | | | | |
| Provision of advice and information | | 46,105 | 27,346 | 73,451 | 222,372 |
| Improving policies and practices | | 204,457 | 70,912 | 275,369 | 50,269 |
| Total | | <u>250,562</u> | <u>98,258</u> | <u>348,820</u> | <u>272,641</u> |
| NET INCOME/(EXPENDITURE) | | 59,102 | (29,338) | 29,764 | 37,081 |
| Transfers between funds | 16 | <u>(30,338)</u> | <u>30,338</u> | <u>-</u> | <u>-</u> |
| Net movement in funds | | 28,764 | 1,000 | 29,764 | 37,081 |
| RECONCILIATION OF FUNDS | | | | | |
| Total funds brought forward | | 211,744 | - | 211,744 | 174,663 |
| TOTAL FUNDS CARRIED FORWARD | | <u><u>240,508</u></u> | <u><u>1,000</u></u> | <u><u>241,508</u></u> | <u><u>211,744</u></u> |

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

**EASTLEIGH CITIZENS ADVICE BUREAU
(LIMITED BY GUARANTEE)**

**BALANCE SHEET
31 MARCH 2024**

| | Notes | Unrestricted funds £ | Restricted funds £ | 2024 Total funds £ | 2023 Total funds £ |
|--|-------|----------------------------|--------------------------|-----------------------------|-----------------------------|
| FIXED ASSETS | | | | | |
| Tangible assets | 12 | 14,170 | - | 14,170 | 14,146 |
| CURRENT ASSETS | | | | | |
| Debtors | 13 | 8,475 | 1,000 | 9,475 | 10,436 |
| Cash at bank | | 235,600 | - | 235,600 | 196,813 |
| | | <u>244,075</u> | <u>1,000</u> | <u>245,075</u> | <u>207,249</u> |
| CREDITORS | | | | | |
| Amounts falling due within one year | 14 | (17,737) | - | (17,737) | (9,651) |
| NET CURRENT ASSETS | | <u>226,338</u> | <u>1,000</u> | <u>227,338</u> | <u>197,598</u> |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | <u>240,508</u> | <u>1,000</u> | <u>241,508</u> | <u>211,744</u> |
| NET ASSETS | | <u>240,508</u> | <u>1,000</u> | <u>241,508</u> | <u>211,744</u> |
| FUNDS | 16 | | | | |
| Unrestricted funds | | | | 240,508 | 211,744 |
| Restricted funds | | | | 1,000 | - |
| TOTAL FUNDS | | | | <u>241,508</u> | <u>211,744</u> |

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 13th Nov 2024 and were signed on its behalf by:

A M Winstanley
Ms A Winstanley - Trustee

**EASTLEIGH CITIZENS ADVICE BUREAU
(LIMITED BY GUARANTEE)**

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

1. STATUTORY INFORMATION

Eastleigh Citizens Advice Bureau is a charitable company, limited by guarantee, registered in England and Wales. The company's registered number and registered office address can be found on the Report of the Trustees.

2. ACCOUNTING POLICIES

BASIS OF PREPARING THE FINANCIAL STATEMENTS

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', the Companies Act 2006 and the Charities Act 2011.

The charity meets the definition of a public benefit entity under FRS 102. The charity has prepared the financial statements in compliance with the Charity's governing documents and in accordance with the following accounting policies.

The accounts also comply with the Charity's governing documents.

These financial statements have been prepared on the going concern basis, as there are no material uncertainties about the charity's ability to continue. The trustees have reached this conclusion based on the nature of the grant funding, contracts for which have been agreed for the foreseeable future.

Eastleigh Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102.

The functional currency of the charity is £ Sterling and the accounting policies have been applied consistently in each reporting period.

Exemption from preparing a cash flow statement

The charity has opted to adopt Bulletin 1 published on 2 February 2016 and has therefore not included a cash flow statement in these financial statements.

INCOMING RESOURCES

All incoming resources are recognised in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy.

Voluntary income by way of donations and grants that provide core funding or are of a general nature are recognised in the Statement of Financial Activities when receivable. Grant income that is related to performance and specific deliverables is recognised once the charity earns the right to consideration by its performance.

Such income is only deferred when:-

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

Other income in respect of sub-lease expenses recharged is recognised as the letting service is provided. Investment income comprising deposit account interest is recognised on a receivable basis.

RESOURCES EXPENDED

Expenditure

Expenditure is accounted for on an accruals basis as a liability is incurred, this being when there is a legal or constructive obligation to that expenditure, when the amount can reliably be measured and settlement is probable. Expenditure includes any VAT charged which cannot be recovered and is reported as part of the expenditure to which it relates.

Resources Expended

Comprises those costs incurred by the charity in the delivery of its activities and services for the community. It includes both costs that can be directly allocated to the charity's activities and those indirect costs necessary to support them. Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is accounted for on an accrual basis under the following headings.

**EASTLEIGH CITIZENS ADVICE BUREAU
(LIMITED BY GUARANTEE)**

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

2. ACCOUNTING POLICIES - continued

RESOURCES EXPENDED

Charitable Activities

Expenditure on charitable activities includes costs of providing community services to further the purposes of the charity and their associated support costs.

Advice costs

These costs relate directly to the charity's principal activities and are recognised as charitable expenditure. Costs include Accountancy costs and Finance charges.

Support costs

Support costs comprise those costs which are incurred directly in support of expenditure on the objects of the charity and include governance costs, finance and office costs. Governance costs are those costs incurred in connection with the compliance with constitutional and statutory requirements of the charity.

Allocation and Apportionment of Costs

All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and costs which support the Charities programmes and activities. Support costs are allocated to each of the activities on one of the following bases: either floor space or staff time or staff headcount, depending on the nature of the support costs.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

TANGIBLE FIXED ASSETS

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

| | |
|-----------------------|---------------|
| Plant and machinery | - 25% on cost |
| Fixtures and fittings | - 25% on cost |
| Computer equipment | - 25% on cost |

Tangible fixed assets are stated at historical cost less accumulated depreciation and any accumulated impairment losses. Historical cost included expenditure that is directly attributable to bringing the asset to the location and condition necessary for it to be capable of operating in the manner intended by the charity.

The assets' residual values, useful lives and depreciation methods are reviewed and if there is concern an impairment review is required over the carrying value of an asset and is assessed by reference to the value in use or net realisable value of the asset when appropriate.

TAXATION

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Financial 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.

FUND ACCOUNTING

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes. The costs of raising and administering restricted funds are charged against each specific restricted fund.

There are two restricted funds within the financial statements:-

The Money Advice Service Debt Advice Project (formerly Face-to-Face Debt Advice Project) fund is restricted to providing debt advice services.

**EASTLEIGH CITIZENS ADVICE BUREAU
(LIMITED BY GUARANTEE)**

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

2. ACCOUNTING POLICIES - continued

PENSION COSTS AND OTHER POST-RETIREMENT BENEFITS

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 pension scheme 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.

OPERATING LEASE COMMITMENTS

The charity classifies the leasing of the office premises as an operating lease. Rental charges are recognised in the SOFA on a straight line basis over the term of the lease.

LEGAL STATUS OF THE CHARITY

The Charity is a company limited by guarantee and has no share capital. 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.

CASH AND CASH EQUIVALENTS

Cash and short-term deposits included in the balance sheet comprise cash in hand and short-term deposits, with a maturity of 3 months or less.

DEBTORS

Prepayments are measured at the amount prepaid net of any trade discounts due. Other debtors are recognised when a legal or constructive obligation exists and it is considered probable the debtor will pay.

CREDITORS

Creditors are recognised where the charity has a present obligation arising from a past event that will likely result in the transfer of funds to a third party and the amount due to settle the obligation can be reliably measured or estimated.

3. DONATIONS

| | 2024 | 2023 |
|-----------|--------|--------|
| | £ | £ |
| Donations | 10,610 | 20,339 |

4. INVESTMENT INCOME

| | 2024 | 2023 |
|--------------------------|-------|------|
| | £ | £ |
| Deposit account interest | 5,063 | 536 |

5. INCOME FROM CHARITABLE ACTIVITIES

| | Unrestricted funds £ | Restricted funds £ | Total 2024 £ | Total 2023 £ |
|-----------------|----------------------------|--------------------------|-----------------|-----------------|
| Donations | 10,611 | - | 10,611 | 20,341 |
| Grants received | 291,752 | 68,921 | 360,673 | 286,681 |
| | 302,363 | 68,921 | 371,284 | 307,022 |

Grants analysis

| | Unrestricted £ | Restricted £ | Total £ |
|--------------------------|-------------------|-----------------|------------|
| EBB Core Funding | 198,641 | - | 198,641 |
| Miscarriage of Justice | 2,000 | - | 2,000 |
| Money Advice Service | - | 55,921 | 55,921 |
| Citizens Advice | 23,188 | - | 23,188 |
| Healthwatch | 1,260 | - | 1,260 |
| Hampshire County Council | 13,996 | 13,000 | 26,996 |

**EASTLEIGH CITIZENS ADVICE BUREAU
(LIMITED BY GUARANTEE)**

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

5. INCOME FROM CHARITABLE ACTIVITIES - continued

| | | | |
|-----------|----------------|---------------|----------------|
| EBB | 10,530 | - | 10,530 |
| Community | 42,137 | - | 42,137 |
| | | | |
| Total | <u>291,752</u> | <u>68,921</u> | <u>360,673</u> |

6. CHARITABLE ACTIVITIES COSTS

| | Direct Costs £ | Grant funding of activities £ | Support costs (see note 7) £ | Totals £ |
|-------------------------------------|----------------------|--|---------------------------------------|----------------|
| Provision of advice and information | 54,249 | 10,985 | 8,217 | 73,451 |
| Improving policies and practices | 271,269 | - | 4,100 | 275,369 |
| | <u>325,518</u> | <u>10,985</u> | <u>12,317</u> | <u>348,820</u> |

7. SUPPORT COSTS

| | Management £ | Finance £ | Governance costs £ | Totals £ |
|-------------------------------------|-----------------|--------------|--------------------------|---------------|
| Provision of advice and information | 5,503 | 116 | 2,598 | 8,217 |
| Improving policies and practices | 1,076 | - | 3,024 | 4,100 |
| | <u>6,579</u> | <u>116</u> | <u>5,622</u> | <u>12,317</u> |

Support costs, included in the above, are as follows:

| | | | 2024 | 2023 |
|--|---|--|--------------------------|--------------------------|
| | Provision of advice and information £ | Improving policies and practices £ | Total activities £ | Total activities £ |
| Advertising | - | 1,076 | 1,076 | 2,787 |
| Depreciation of tangible and heritage assets | 5,503 | - | 5,503 | 5,236 |
| Loss on sale of tangible fixed assets | - | - | - | 354 |
| Bank charges | 116 | - | 116 | 136 |
| Subscriptions | - | 2,913 | 2,913 | 5,645 |
| Accountancy | 2,598 | - | 2,598 | 1,902 |
| Legal fees | - | 111 | 111 | 249 |
| | <u>8,217</u> | <u>4,100</u> | <u>12,317</u> | <u>16,309</u> |

8. NET INCOME/(EXPENDITURE)

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

| | 2024 £ | 2023 £ |
|---|--------------|--------------|
| Depreciation - owned assets | 5,503 | 5,236 |
| Deficit on disposal of fixed assets | - | 354 |
| Independent Examiner's/Accountancy fees | <u>2,598</u> | <u>1,902</u> |

**EASTLEIGH CITIZENS ADVICE BUREAU
(LIMITED BY GUARANTEE)**

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

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

TRUSTEES' EXPENSES

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

10. STAFF COSTS

| | 2024 £ | 2023 £ |
|-----------------------|----------------|----------------|
| Wages and salaries | 193,920 | 162,856 |
| Social security costs | 7,265 | 5,430 |
| Other pension costs | 11,559 | 9,695 |
| | <u>212,744</u> | <u>177,981</u> |

The total employee benefits of key management personnel of the charity were £42,016 (2023 £33,475).

The average monthly number of employees during the year was as follows:

| | 2024 | 2023 |
|----------------------------------|----------|-----------|
| Advisory staff - full time | 1 | 1 |
| Advisory staff - part time | 3 | 5 |
| Administrative staff - full time | 1 | 1 |
| Administrative staff - part time | 1 | 3 |
| | <u>6</u> | <u>10</u> |

No employees received emoluments in excess of £60,000.

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

| | Unrestricted funds £ | Restricted funds £ | Total funds £ |
|-------------------------------------|----------------------------|--------------------------|---------------------|
| INCOME AND ENDOWMENTS FROM | | | |
| Donations | 20,339 | - | 20,339 |
| Charitable activities | | | |
| Provision of advice and information | 236,896 | 49,785 | 286,681 |
| Investment income | 538 | (2) | 536 |
| Other income | 2,166 | - | 2,166 |
| Total | <u>259,939</u> | <u>49,783</u> | <u>309,722</u> |
| EXPENDITURE ON | | | |
| Charitable activities | | | |
| Provision of advice and information | 161,914 | 60,458 | 222,372 |
| Improving policies and practices | 38,145 | 12,124 | 50,269 |
| Total | <u>200,059</u> | <u>72,582</u> | <u>272,641</u> |
| NET INCOME/(EXPENDITURE) | 59,880 | (22,799) | 37,081 |
| Transfers between funds | (22,799) | 22,799 | - |
| Net movement in funds | 37,081 | - | 37,081 |
| RECONCILIATION OF FUNDS | | | |
| Total funds brought forward | 174,663 | - | 174,663 |

**EASTLEIGH CITIZENS ADVICE BUREAU
(LIMITED BY GUARANTEE)**

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

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

| | Unrestricted funds £ | Restricted funds £ | Total funds £ |
|------------------------------------|----------------------------|--------------------------|---------------------|
| TOTAL FUNDS CARRIED FORWARD | <u>211,744</u> | <u>-</u> | <u>211,744</u> |

12. TANGIBLE FIXED ASSETS

| | Plant and machinery £ | Fixtures and fittings £ | Computer equipment £ | Totals £ |
|-----------------------|-----------------------------|----------------------------------|----------------------------|---------------|
| COST | | | | |
| At 1 April 2023 | 7,098 | 7,400 | 19,025 | 33,523 |
| Additions | - | - | 5,527 | 5,527 |
| At 31 March 2024 | <u>7,098</u> | <u>7,400</u> | <u>24,552</u> | <u>39,050</u> |
| DEPRECIATION | | | | |
| At 1 April 2023 | 4,849 | 7,267 | 7,261 | 19,377 |
| Charge for year | 960 | 133 | 4,410 | 5,503 |
| At 31 March 2024 | <u>5,809</u> | <u>7,400</u> | <u>11,671</u> | <u>24,880</u> |
| NET BOOK VALUE | | | | |
| At 31 March 2024 | <u>1,289</u> | <u>-</u> | <u>12,881</u> | <u>14,170</u> |
| At 31 March 2023 | <u>2,249</u> | <u>133</u> | <u>11,764</u> | <u>14,146</u> |

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2024 £ | 2023 £ |
|-------------|--------------|---------------|
| Debtors | 1,000 | - |
| Prepayments | 8,475 | 10,436 |
| | <u>9,475</u> | <u>10,436</u> |

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2024 £ | 2023 £ |
|---------------------------------|---------------|--------------|
| NEST Pension | 1,639 | - |
| Social security and other taxes | 2,778 | - |
| Other creditors | 3,084 | 1 |
| Accrued expenses | 10,236 | 9,650 |
| | <u>17,737</u> | <u>9,651</u> |

**EASTLEIGH CITIZENS ADVICE BUREAU
(LIMITED BY GUARANTEE)**

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

15. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

| | 2024 £ | 2023 £ |
|-----------------|-----------|-----------|
| Within one year | - | 4,712 |

16. MOVEMENT IN FUNDS

| | At 1.4.23 £ | Net movement in funds £ | Transfers between funds £ | At 31.3.24 £ |
|---|----------------|----------------------------------|------------------------------------|--------------------|
| Unrestricted funds | | | | |
| CORE fund | 211,744 | 59,102 | (30,338) | 240,508 |
| Restricted funds | | | | |
| Money Advice Service | - | (31,436) | 31,436 | - |
| Hampshire County Council Local Solutions Grant | - | 2,098 | (1,098) | 1,000 |
| | - | (29,338) | 30,338 | 1,000 |
| TOTAL FUNDS | <u>211,744</u> | <u>29,764</u> | <u>-</u> | <u>241,508</u> |

Net movement in funds, included in the above are as follows:

| | Incoming resources £ | Resources expended £ | Movement in funds £ |
|---|----------------------------|----------------------------|---------------------------|
| Unrestricted funds | | | |
| CORE fund | 309,664 | (250,562) | 59,102 |
| Restricted funds | | | |
| Money Advice Service | 55,920 | (87,356) | (31,436) |
| Hampshire County Council Local Solutions Grant | 13,000 | (10,902) | 2,098 |
| | 68,920 | (98,258) | (29,338) |
| TOTAL FUNDS | <u>378,584</u> | <u>(348,820)</u> | <u>29,764</u> |

Comparatives for movement in funds

| | At 1.4.22 £ | Net movement in funds £ | Transfers between funds £ | At 31.3.23 £ |
|---------------------------|----------------|----------------------------------|------------------------------------|--------------------|
| Unrestricted funds | | | | |
| CORE fund | 174,663 | 59,880 | (22,799) | 211,744 |
| Restricted funds | | | | |
| Money Advice Service | - | (22,799) | 22,799 | - |
| TOTAL FUNDS | <u>174,663</u> | <u>37,081</u> | <u>-</u> | <u>211,744</u> |

**EASTLEIGH CITIZENS ADVICE BUREAU
(LIMITED BY GUARANTEE)**

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

16. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

| | Incoming resources £ | Resources expended £ | Movement in funds £ |
|---------------------------|----------------------------|----------------------------|---------------------------|
| Unrestricted funds | | | |
| CORE fund | 259,939 | (200,059) | 59,880 |
| Restricted funds | | | |
| Money Advice Service | 49,783 | (72,582) | (22,799) |
| TOTAL FUNDS | <u>309,722</u> | <u>(272,641)</u> | <u>37,081</u> |

A current year 12 months and prior year 12 months combined position is as follows:

| | At 1.4.22 £ | Net movement in funds £ | Transfers between funds £ | At 31.3.24 £ |
|---|----------------|----------------------------------|------------------------------------|--------------------|
| Unrestricted funds | | | | |
| CORE fund | 174,663 | 118,982 | (53,137) | 240,508 |
| Restricted funds | | | | |
| Money Advice Service | - | (54,235) | 54,235 | - |
| Hampshire County Council Local Solutions Grant | - | 2,098 | (1,098) | 1,000 |
| | <u>-</u> | <u>(52,137)</u> | <u>53,137</u> | <u>1,000</u> |
| TOTAL FUNDS | <u>174,663</u> | <u>66,845</u> | <u>-</u> | <u>241,508</u> |

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

| | Incoming resources £ | Resources expended £ | Movement in funds £ |
|---|----------------------------|----------------------------|---------------------------|
| Unrestricted funds | | | |
| CORE fund | 569,603 | (450,621) | 118,982 |
| Restricted funds | | | |
| Money Advice Service | 105,703 | (159,938) | (54,235) |
| Hampshire County Council Local Solutions Grant | 13,000 | (10,902) | 2,098 |
| | <u>118,703</u> | <u>(170,840)</u> | <u>(52,137)</u> |
| TOTAL FUNDS | <u>688,306</u> | <u>(621,461)</u> | <u>66,845</u> |

NET ASSETS BY FUNDS

All assets and liabilities relate to unrestricted funds at the year end, and likewise for the previous year.

**EASTLEIGH CITIZENS ADVICE BUREAU
(LIMITED BY GUARANTEE)**

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

17. EMPLOYEE BENEFIT OBLIGATIONS

The company operates a defined contribution pension scheme, NEST Pension Scheme. At the balance sheet date, unpaid contributions of £1,639 (2023: £0) were due to the fund. They are reported in creditors.

18. RELATED PARTY DISCLOSURES

There were no related party transactions for the year end 31 March 2024. (2023: Nil).

19. CAPITAL COMMITMENTS

At 31 March 2024, the company had no capital commitments contracted for but not provided for in these financial statements. (2023: Nil)

**EASTLEIGH CITIZENS ADVICE BUREAU
(LIMITED BY GUARANTEE)**

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2024**

| | 2024 £ | 2023 £ |
|--|-----------|-----------|
| INCOME AND ENDOWMENTS | | |
| Donations | | |
| Donations | 10,610 | 20,339 |
| Investment income | | |
| Deposit account interest | 5,063 | 536 |
| Charitable activities | | |
| Grants received | 360,673 | 286,681 |
| Other income | | |
| Sub-lease expenses recharge | 2,238 | 2,166 |
| Total incoming resources | 378,584 | 309,722 |
| EXPENDITURE | | |
| Charitable activities | | |
| Wages | 193,920 | 162,856 |
| Social security | 7,265 | 5,430 |
| Pensions | 11,559 | 9,695 |
| Staff travel expenses | 971 | 172 |
| Volunteer travel expenses | 3,935 | 4,225 |
| Equipment maintenance | 7,784 | 9,153 |
| Office & computer costs | 13,859 | 15,736 |
| Citizens Advice fees | 3,402 | 3,910 |
| Recruitment, training & advertising | 1,722 | 917 |
| Sundries | 607 | 289 |
| Rates | 3,591 | 3,288 |
| Rent payable | 20,126 | 20,073 |
| Light and heat | 6,414 | 2,676 |
| Repairs to property | 36,910 | 3,854 |
| Cleaning | 3,824 | 3,401 |
| Premises security | 7,105 | 3,702 |
| Insurance | 2,524 | 2,190 |
| Grants to institutions | 10,985 | 4,765 |
| | 336,503 | 256,332 |
| Support costs | | |
| Management | | |
| Advertising | 1,076 | 2,787 |
| Depreciation of tangible and heritage assets | 5,503 | 5,236 |
| Loss on sale of tangible fixed assets | - | 354 |
| | 6,579 | 8,377 |
| Finance | | |
| Bank charges | 116 | 136 |
| Governance costs | | |
| Subscriptions | 2,913 | 5,645 |
| Accountancy | 2,598 | 1,902 |
| Legal fees | 111 | 249 |
| | 5,622 | 7,796 |

This page does not form part of the statutory financial statements

**EASTLEIGH CITIZENS ADVICE BUREAU
(LIMITED BY GUARANTEE)**

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2024**

| | 2024 £ | 2023 £ |
|--------------------------|---------------|---------------|
| Total resources expended | 348,820 | 272,641 |
| Net income | <u>29,764</u> | <u>37,081</u> |

This page does not form part of the statutory financial statements