

CITIZENS ADVICE GOSPORT
(Limited by Guarantee)

TRUSTEES' ANNUAL REPORT
and
FINANCIAL ACCOUNTS

31 March 2023

Company registration number: 5971208

Charity registration number: 1116994

CITIZENS ADVICE GOSPORT
(Limited by Guarantee)

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Year ended 31 March 2023

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CITIZENS ADVICE GOSPORT
(Limited by Guarantee)

REFERENCE AND ADMINISTRATION DETAILS

Year ended 31 March 2023

THE CHARITY

Registered name : Citizens Advice Gosport
Legal status : Company limited by guarantee
Registered address : Martin Snape House, 96 Pavilion Way, St George Barracks,
Gosport, Hampshire PO12 1GE
Company registration : Registered in England and Wales, number 5971208
Registered charity no: 1116994
Telephone numbers : 023 9252 0112
023 9260 4605 (Administration only)
Website : www.citizensadvicegosport.org.uk
E-mail : Admin@gosport.cabnet.org.uk (Administration only)

NON-ELECTED OFFICER

President : The Mayor of Gosport

CHARITY TRUSTEES DURING YEAR

Elected Officers

Chairman : Richard Mackay

Honorary Treasurer : Richard Mackay

Other Trustees : Heather Blades, David Bryant (appointed 24 January 2023),
Gary Cooper
Judith Feeney
Charlotte Kinnaird (appointed 24 January 2023)
Clifford Leach (appointed 21 March 2022)
Robert Morley

CHIEF OFFICER : Valerie Kelly (to 3 October 2022)
Biddy Mayo (from 17 October 2022)

PROFESSIONAL ADVISERS

Principal Bankers : CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling,
Kent ME19 4JQ

Independent examiner : G K Hicks FCA DChA, Director, Wood Hicks & Co Ltd,
Chartered Accountants, Units 1-2 Warrior Court,
9-11 Mumby Road, Gosport, Hampshire PO12 1BS

Solicitors : Churchers, 3 High Street, Gosport, Hampshire PO12 1BX

CITIZENS ADVICE GOSPORT
(Limited by Guarantee)

TRUSTEES' ANNUAL REPORT

Year ended 31 March 2023

The Trustees submit their annual report and statement of accounts of Citizens Advice Gosport (the Charity) as at and for the year ended 31 March 2023.

SECTION 1 - LEGAL AND ADMINISTRATIVE INFORMATION

Constitution and management

The articles of association require that the Charity be managed by a Board of Trustees the members of which are directors of the Company within the meaning of the Companies Act 2006.

Registration details of the Charity, the names of the Trustees and professional advisers are to be found on page 3.

All persons of 18 years and older or any body or organisation which is interested in furthering the Charity's work may be admitted to membership and the Trustee Board has set established criteria for membership and made regulations regarding the admission of members.

The Board of Trustees meets not less than quarterly but, of late, have found it necessary to meet more frequently. Day-to-day operational matters are delegated to the Charity's employed Chief Officer, but she is required to refer to the Trustees in respect of any key decisions which are decided by a simple majority of a quorate Board.

Related and associated organisations

The National Association of Citizens Advice Bureaux (Citizens Advice) 3rd Floor North, 200 Aldersgate Street, London EC1A 4HD:

- sets the membership criteria and monitors quality; and,
- provides the information system, technical support and training

but, in other respects, there is no operating or financial inter-dependence between them and the Charity.

Citizens Advice Hampshire, Units 1-2 Warrior Court, 9-11 Mumby Road, Gosport, Hampshire PO12 1BS provides coordination, support, and advice services to Local Citizens Advice in Hampshire. Citizens Advice Gosport is a member of Citizens Advice Hampshire and receives funding from it to carry out the Home and Well, Macmillan Advice and other services referred to in these accounts but, in other respects, there is no operating or financial inter-dependence between them and the Charity.

Gosport Borough Council (GBC), Town Hall, High Street, Gosport, Hampshire PO12 1EB is the principal grantor to the Charity.

SECTION 2 - THE BOARD OF TRUSTEES

The Trustees who served during the year are set out on page 3.

The Trustees at the date of this report are:

Anna Adams, Heather Blades, David Bryant, Charlotte Kinnaird and Richard Mackay.

The Charity advertises for trustees and volunteers in local media and on-line. Potential trustees are interviewed by two trustees and meet the Chief Officer. Suitable candidates, attend a trustee board meeting as an observer and, if willing to serve, are co-opted to the Board. Trustees co-opted during the year must resign at the next AGM and can stand for re-election. Once appointed trustees must retire after three years' service but may stand for re-election.

CITIZENS ADVICE GOSPORT
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TRUSTEES' ANNUAL REPORT (continued)

Year ended 31 March 2023

SECTION 3 - OBJECTS, POWERS, POLICIES AND FUNDING

Objects

The Charity is established for the provision of any charitable purpose for the benefit of the community in Gosport and surrounding areas by the advancement of education, protection and preservation of health and the relief of poverty, sickness, and distress.

Powers

In furtherance of its purposes, the Charity is permitted by its constitution to provide centres for the supply of advice and guidance, engage in all forms of lawful fundraising and do all such other lawful things that promote or help to promote the objects.

Implementation of objectives

In setting objectives and planning activities the trustees have given serious consideration to the Charity Commission's general guidance on public benefit that is met by the Charity delivering on the following aims:

- to provide a free, impartial, and confidential 'problem solving' service of information, advice, guidance and support to ensure that individuals do not suffer through ignorance of their rights and responsibilities, or of services available, or through an inability to express their needs effectively.
- to participate with other organisations in exercising a responsible influence on the local and national development of social policies and services.

Reserves and risks policies

The Charity's policy is to retain liquid resources in a General Fund of at least three months' operating expenditure (including depreciation) and potential staff redundancy costs to ensure that the Charity has the resources to withstand any financial setback.

The trustees have reviewed the appropriateness of the general and designated reserves and the changes in them are shown in notes 3 and 10.

The trustees regularly review the risks to the Charity's operations and have put in place processes to address them.

Funding

GBC has continued to support the Charity with an annual grant for a general advice service staffed by fully trained volunteers and the Money Advice Matters homeless prevention service.

During the year GBC provided funds to enable the Charity to continue providing a Welfare Benefits Advocacy service. The national Citizens Advice charity has provided a grant to enable the service to continue until December 2023.

Macmillan Cancer Support via Citizens Advice Hampshire has continued to fund a part-time caseworker to provide advice to cancer sufferers, their families and carers.

The Money Advice and Pensions Service (Debt Specialist) in conjunction with Citizens Advice provided funds for the employment of a part time, remote debt caseworker. This funding ceased in October 2022.

Hampshire and Isle of Wight Community Foundation has funded a project, Pathways, to help people obtain employment, part funded by the European Social Fund. This project will come to an end in June 2023 having exceeded its targets.

Utility companies via Citizens Advice Hampshire have provided funding for the Home & Well service to help people have a comfortable and safe home environment especially after being discharged from hospital.

The Charity has participated in the national KickStart scheme funded by the Department of Work and Pensions enabling it to employ young people for six months to gain experience and work skills. This scheme ceased during the year.

Towards the end of the year a grant was obtained from the National Lottery to provide an outreach service in 2023/24.

Ongoing links are maintained with current and potential funding organisations to demonstrate the value of the services the Charity provides.

CITIZENS ADVICE GOSPORT
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TRUSTEES' ANNUAL REPORT

Year ended 31 March 2023

SECTION 4 - RESPONSIBILITIES OF TRUSTEES

The Trustees are responsible for preparing the Trustees' Annual Report and the Financial Accounts in accordance with applicable law and regulations.

Company law requires the Trustees to prepare accounts for each financial year. Under that law the Trustees have elected to prepare the accounts in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the accounts unless they are satisfied that they give a true and fair view of the state of affairs of the Charity and of its net income or expenditure for that year. In preparing such statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the accounts on a going concern basis unless it is inappropriate to presume that the Charity will continue in operation.

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

SECTION 5 - PRINCIPAL ACTIVITIES AND REVIEW OF DEVELOPMENTS

Strategic planning

The Board periodically reviews strategy and annually updates its business plan to best meet the needs of the local community taking into account changes in the economic and legislative situation.

The operating environment

The last year has been dominated by the cost-of-living crisis creating hardship and resulting in a high and growing demand for our services.

The problems people need help with are becoming more complex. Many people can use the Citizens Advice national website to obtain the information they need to solve their own problems. Those with more complex needs require help in our local office or assistance by phone.

Benefits are still the issue that most clients require help with though we are seeing a growth in the number of people with debt problems. We expect debt to become an even bigger issue because of the cost-of-living crisis.

The complexity of the benefits system (made worse by many instances of poor administration by government authorities) and the poor responsiveness of some utility providers causes real hardship for people. The professional advice we give resolves many of the issues.

Achievements in 2022/23

The Charity offered the following services to Gosport residents:

- A caseworker funded by Macmillan Cancer Support through Citizens Advice Hampshire who is dedicated to helping individuals and their families affected by cancer. Help is provided at hospitals, hospices, in people's homes and at other locations as well as at the Charity's premises. During lockdown, face-to-face delivery was achieved through use of digital channels.
- Supermarket vouchers to give to residents in, or at risk of, food poverty funded through GBC's Food Partnership.

CITIZENS ADVICE GOSPORT
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TRUSTEES' ANNUAL REPORT

Year ended 31 March 2023

SECTION 5 – PRINCIPAL ACTIVITIES AND REVIEW OF DEVELOPMENTS (continued)

Achievements in 2022/23 (continued)

- An Information, Advice and Signposting service on non-clinical health and social care matters as part of the remit of Healthwatch Hampshire. The information we collect helps to identify where Health and NHS-funded Social Care requires improvement. This was funded by Citizens Advice Hampshire which, in partnership with another charity, delivered the services of Healthwatch Hampshire. This service ceased in March 2023 as Hampshire County Council awarded the service to another charity.
- Money Advice Matters - advice to tenants on their finances to avoid homelessness and help them avoid getting into financial difficulties in the future.
- Welfare Benefits Advocacy support to people challenging Benefits decisions.
- The Pathways project, funded partly by means of a grant from the European Social Fund through the Hampshire and Isle of Wight Community Foundation, to provide support to help people into employment.
- Home and Well - a service to help people have a comfortable and warm home, especially those leaving hospital.
- Money and Pensions Service - specialised debt advice.

Recovery from the impact of Covid-19

During the pandemic we had to continually adapt our services to meet the resulting restrictions. As a result, much more advice has been provided by phone and digital means and this has proved convenient and effective for some clients so we will continue to provide service in these ways.

During the pandemic we lost a number of trained volunteers who decided they missed the personal interaction with clients and colleagues. To replace them, we have utilised the financial reserve set aside last year to recruit and train volunteers. However, progress in this regard has been slower than hoped but with the increase in demand for our services as a result of the cost-of-living crisis, we have again set aside funds to employ an additional staff member during the 2023/24 financial year.

View of future needs

Looking forward we anticipate a growing need for advice, in particular because of the cost-of-living crisis.

A number of government funded support services are now only accessible by phone or online. This does not suit everyone, and this is resulting in more demand for our in-person advice that we provide in our office and, from April 2023 in outreach locations in the Borough.

Grant support and going concern

We are very grateful that despite the financial pressures facing it, GBC recognised the value of the service the Charity provides and has increased our core grant for 2023/24.

Central Government has decided that some services should be provided remotely by phone or online. As a result we no longer receive government funding to help clients with Universal Support applications and debt problems.

Funding for the Pathways project to help people into employment ceased in the spring of 2023/24 and as the UK is no longer a member of the European Union, will not be renewed.

We have obtained new grants and are optimistic about obtaining other grants during the year but despite this the level of financial resources available to us in 2023/24 will be reduced.

In the meantime, through the prudent management of resources over many years, we have the financial reserves that will enable us to continue the provision of our services for the ensuing financial year. In the unlikely event that there were to be a substantial reduction in Local Authority grant income for 2024/25, the Charity would be able to continue as a going concern by reducing costs and utilising reserves. These reserves are, of course, finite. See Note 23.

CITIZENS ADVICE GOSPORT
(Limited by Guarantee)

TRUSTEES' ANNUAL REPORT

Year ended 31 March 2023

SECTION 6 - REVIEW OF TRANSACTIONS AND FINANCIAL POSITION

The Trustees are satisfied with the overall financial position of the Charity and that on a fund-by-fund basis the Charity's resources are sufficient and available to meet its current financial commitments, although new sources of funding will be sought to enable the Charity to expand the service that it offers.

In the year, the Charity recorded an overall surplus of £8,809 (2022: deficit of £61,629). Of this, the General Fund suffered a deficit of £16,191 because of an exceptional charge of £27,599 settling an employment dispute. The corresponding result for 2022 was £12,202 deficit. Total funds at 31 March 2023 amounted to £234,767 (2022: £225,958) of which the General Fund was £98,883 (2022: £104,463). In the current and previous year, the Charity participated in the government KickStart scheme and the grant for this and related employment costs are included in income and payroll expense respectively.

Designated funds totalling £110,884 (2022: £121,495) are maintained to ring-fence non-expendable funds or to set aside resources needed to cover prospective liabilities. The funds to cover prospective liabilities are reviewed by the Trustees in light of current circumstances each financial year and any changes in them are recorded as transfers to or from general fund.

Much of the Charity's incoming resources have conditions attached to them by the respective donors and are thus treated as restricted funds. At 31 March 2023, £25,000 of restricted funds received towards the end of 2022/23 were for expenditure in 2023/24.

SECTION 7 - ACKNOWLEDGEMENTS AND EVALUATION OF CONTRIBUTIONS

Staff and volunteers

The Trustees recognise the exceptional pressures that have been placed on our workforce over the last year. The dedication of the paid staff and those volunteers who continued to give advice and do more than asked of them has enabled the Charity to provide the help so greatly needed by Gosport Residents.

Although the efforts of Citizens Advice Gosport cannot be precisely measured in isolation, based on a Treasury approved model the Trustees calculate that the financial benefit to the people we help was approximately £6m. In addition, the value to the community largely due to reducing demand on national and local government services is estimated at £7m.

Gosport Borough Council

The Trustees extend their grateful thanks to Gosport Borough Council for its responsiveness in funding the Charity's services.

SECTION 8 - SMALL COMPANY PROVISIONS

The Trustees' Annual Report has been prepared in accordance with the provisions of Part 15 of the Companies Act 2006 relating to small companies.

By order of the Trustees,



Richard Mackay
Treasurer and Chairman

31 October 2023

The Board of Trustees
Citizens Advice Gosport
Martin Snape House
96 Pavilion Way
St George Barracks
Gosport
Hampshire PO12 1GE

**INDEPENDENT EXAMINER'S REPORT
TO THE MEMBERS ON THE UNAUDITED ACCOUNTS OF
CITIZENS ADVICE GOSPORT (Limited by Guarantee)**

I report to the charity trustees on my examination of the financial accounts of the Company for the year ended 31 March 2023 which are set out on pages 10 to 23.

Responsibilities and basis of report

As the charity's trustees of the Company (who are also the directors of the Company 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 for this year 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

The Company's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

I have completed my examination. I confirm that no material matters have come to my attention that gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the 2006 Act; or,
- the accounts do not accord with such records; or,
- the accounts do not comply with the relevant accounting requirements under 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,
- the accounts have not been prepared in accordance with the Charities SORP (FRS 102).

I have no concerns and have come across no 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.


.....
G K Hicks FCA DChA

31 October 2023

Wood, Hicks & Co Ltd.
Chartered Accountants
Units 1-2 Warrior Court
9-11 Mumby Road
Gosport
Hampshire PO12 1BS

CITIZENS ADVICE GOSPORT
(Limited by Guarantee)

BALANCE SHEET

31 March 2023

	<u>Note</u>	<u>2023</u> £	<u>2022</u> £
FIXED ASSETS			
Tangible assets	5	<u>23,402</u>	<u>31,930</u>
CURRENT ASSETS			
Debtors	6	17,790	11,373
Cash and cash equivalents	7	<u>231,599</u>	<u>198,125</u>
		249,389	209,498
CREDITORS: Amounts falling due within one year	8	<u>(17,515)</u>	<u>(15,470)</u>
NET CURRENT ASSETS		<u>231,874</u>	<u>194,028</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		255,276	225,958
PROVISION FOR LIABILITIES	9	<u>(20,509)</u>	<u>-</u>
NET ASSETS	21	<u><u>£234,767</u></u>	<u><u>£225,958</u></u>
REPRESENTED BY:			
TOTAL FUNDS	10		
Unrestricted funds		209,767	225,958
Restricted funds		<u>25,000</u>	<u>-</u>
FUND BALANCES AT 31 MARCH,		<u><u>£234,767</u></u>	<u><u>£225,958</u></u>

STATEMENTS OF THE TRUSTEES

For the year ending 31 March 2023, the Company was entitled to exemption from audit under section 477 of the Companies Act 2006 (the Act) relating to small companies.

The members have not required the Company to obtain an audit of its financial accounts for the year in question in accordance with Section 476 of the Act.

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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

The financial accounts were approved by the Board of Trustees and authorised for issue on 31 October 2023 and signed on its behalf by:



J Richard Mackay
Treasurer and Chairman

The notes on pages 12 - 23 form part of these accounts.

CITIZENS ADVICE GOSPORT
(Limited by Guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating an income and expenditure account)

Year ended 31 March 2023

	Note	Year ended 31 March 2023			Year ended 31 March 2022		
		Unrestric- ted funds	Restrict- ed funds	Total funds	Unrestric- ted funds	Restrict- ed funds	Total funds
		£	£	£	£	£	£
INCOME FROM:							
Donations	11	114,153		114,153	114,647	500	115,147
Charitable activities	12	24,950	212,909	237,859	7,145	175,421	182,566
Other income		466		466			-
Investments: deposit interest		3,344		3,344	846		846
Total income		142,913	212,909	355,822	122,638	175,921	298,559
EXPENDITURE ON:							
Charitable activities	13	131,505	187,909	319,414	134,840	225,348	360,188
Exceptional charge	18	27,599		27,599			-
Total expenditure		159,104	187,909	347,013	134,840	225,348	360,188
NET INCOME/(EXPENDITURE) BEFORE TAXATION		(16,191)	25,000	8,809	(12,202)	(49,427)	(61,629)
TAX ON ACTIVITIES							
Corporation tax	2(p)			-			-
NET INCOME/(EXPENDITURE) AFTER TAXATION		(16,191)	25,000	8,809	(12,202)	(49,427)	(61,629)
TRANSFERS BETWEEN FUNDS							
	10			-			-
NET MOVEMENT IN FUNDS		(16,191)	25,000	8,809	(12,202)	(49,427)	(61,629)
FUND BALANCES							
Total funds brought forward	10	225,958	-	225,958	238,160	49,427	287,587
TOTAL FUNDS CARRIED FORWARD	10	£209,767	£ 25,000	£234,767	£225,958	£ -	£225,958

The notes on pages 12 - 23 form part of these accounts.

CITIZENS ADVICE GOSPORT
(Limited by Guarantee)

NOTES TO THE ACCOUNTS

Year ended 31 March 2023

NOTE 1 - LEGAL STATUS OF CITIZENS ADVICE GOSPORT

The Charity is incorporated in England and Wales as a company limited by guarantee and not having a share capital. Its registered office is Martin Snape House, 96 Pavilion Way, St George Barracks, Gosport, Hampshire, PO12 1GE.

The Charity is registered under the Charities Act 2011 as a Public Benefit Entity. It is established for the promotion of any charitable purpose for the benefit of the community in Gosport and surrounding areas by the advancement of education, protection and preservation of health, and the relief of poverty, sickness and distress.

NOTE 2 - ACCOUNTING POLICIES

(a) Accounting policies and standards

The financial accounts are prepared under the historical cost convention in accordance with the:

- Charities (Accounts and Reports) Regulations 2008;
- Financial Reporting Standard 102 (FRS 102);
- Companies Act 2006 relating to small companies; and,
- Statement of Recommended Practice applicable to charities preparing accounts in accordance with FRS 102 (the SORP).

The Charity does not meet the SORP definition of a 'larger charity' and has opted not present a Statement of Cash Flows.

(b) Basis of preparation of the financial accounts

The accounts have been prepared on the basis of historical cost and the accruals concept to show a true and fair view of the Charity's financial position and activities.

The accounts are expressed in pounds sterling, rounded to the nearest pound and include all the assets and liabilities under the control of the Trustees of Citizens Advice Gosport.

Grants and donations received for specific projects are treated as restricted funds for use only in connection with the specified purposes.

(c) Going concern

The Charity's financial accounts are prepared on the going concern basis of accounting unless the Trustees intend to cease operations or have no realistic alternative but to do so. In assessing whether the going concern basis of accounting is appropriate, the Trustees take into account all available information about the future, which is at least, but not limited to, twelve months from the date when the financial accounts are authorised for issue.

(d) Tangible fixed assets and depreciation

Assets which can be used for more than one year with an individual cost exceeding £1,000 are capitalised at cost. Lesser amounts are charged to the SOFA as incurred. Depreciation is calculated to write off these assets over their estimated useful lives on the following bases and rates:

Leasehold premises	5% straight line
Leasehold improvements	10% straight line
Electronic equipment	25% straight line

(e) Debtors

Debtors are stated at the amounts due to the Charity at the balance sheet date. Prepayments are recorded for the proportion of time-based expenditures attributable to the ensuing year.

CITIZENS ADVICE GOSPORT
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NOTES TO THE ACCOUNTS

Year ended 31 March 2023

NOTE 2 - ACCOUNTING POLICIES (continued)

(f) Cash and cash equivalents

This caption represents the amounts held in bank current accounts and cash at the balance sheet date together with bank deposits on less than 90 days' notice.

(g) Liabilities

Liabilities are recognised as soon as an outflow of economic benefit is considered more likely than not to occur under a legal or constructive obligation committing the Charity to pay out resources. Creditors that are current liabilities are recognised at the settlement amount expected to be paid at the balance sheet date.

(h) Provision for liabilities

When the Charity is aware of circumstances at the balance sheet date that are likely to result in an outflow of economic resources but the timing or amount of such outflow is uncertain, a provision for liabilities is made according to the best estimates of the Trustees at the date the financial accounts are approved for issue.

(i) Funds

Grants and donations received for non-specific purposes or general funding are available for utilisation at the discretion of the Trustees and are dealt with through the General Fund.

Certain designated funds (see Note 3) have been created by the Trustees to ring-fence resources that are either not readily expendable or needed to cover possible future expenditures that cannot be recognised as liabilities under policies (g) or (h) above.

Grants and donations received for specific charitable projects are treated as restricted funds available only for use on such specified projects. Deficits on restricted funds are carried forward to the extent that the Trustees are satisfied that future funding will cover such deficits on a last-in-first-out basis.

(j) Income recognition

Income is brought into account when it is more likely than not that the economic benefit will accrue to the Charity. A donation/grant received in advance of the expenditure it is intended to fund is recognised on receipt unless that donation/grant is subject to performance-related or other conditions that prevent immediate income recognition. Income received which cannot be recognised at the balance sheet date is deferred as a current liability.

Individual amounts classified as Other Income are disclosed separately if they are considered to be material.

Grants that become receivable on the occurrence of a specified future event are recognised in the financial accounts when that specified event has occurred and all the grantor's requirements associated with it have been complied with.

Investment income representing bank deposit interest is recognised in the year in which it is earned.

(k) Gifts-in-kind and intangible income

Tangible assets received as gifts for use by the Charity with a market value of not less than £1,000 are treated as incoming resources at their actual or estimated value including VAT where appropriate at the time the gift is made. Gifts of fixed assets are correspondingly capitalised in accordance with policy (d) above. Individual donations of goods with a value of less than £1,000 are not accounted for.

Donated services are recognised as incoming resources insofar as another party is bearing the financial cost of the resources supplied and the benefit is quantifiable and measurable. An equivalent cost is recorded under the appropriate expenditure caption in the Statement of Financial Activities.

CITIZENS ADVICE GOSPORT
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NOTES TO THE ACCOUNTS

Year ended 31 March 2023

NOTE 2 - ACCOUNTING POLICIES (continued)

(l) Expenditure

Expenditure is recognised when a liability is incurred or a constructive obligation arises that results in payment being more likely than not to occur.

(m) Value added tax (VAT)

Since the Charity is not registered for VAT, the cost of all input VAT is included with the expense to which it relates.

(n) Pension commitments

The Charity operates defined contribution pension arrangements for certain staff. These contributions are charged as expenditure when they fall due and are invested separately from the Charity's assets.

(o) Allocation and analysis of charitable support and administrative charges

Central expenditures for charitable support and administration are partly met through core funding and partly from attributions to restricted funds for centrally borne costs the amounts of which are normally negotiated with the respective funders. As shown in Notes 10 and 13, the indirect costs charged to restricted funds represent spending on charitable support while the remaining charges represent general administrative costs. Support charges are based upon an appropriate proportion of the cost of staff salaries and overheads incurred that are indirectly attributable to the Charity's restricted activities.

(p) Corporation tax

The Charity is exempted by tax law from liability to corporation tax on its operating surpluses and investment income whilst it pursues its charitable objectives.

NOTE 3 - NATURE AND PURPOSE OF FUNDS

Designated funds

Funds have been designated by the Trustees to ring-fence resources to meet the identified needs and risks to which the Charity is susceptible.

(a) Leasehold premises and improvements

Funds representing the carrying value of the investment in the Charity's operating premises.

(b) Leasehold dilapidations and infrastructure refurbishment

Funds set aside for refitting the leasehold premises and related infrastructure, recognising that over time requirements change and there is a need for regular major refurbishment.

(c) Staff recruitment and rationalisation

Funds set aside for future staff recruitment and rationalisation costs. As the general fund allowed for potential staff redundancy costs in the previous year, this reserve is no longer considered necessary.

(d) Business continuity

To enable a controlled wind-down if specific grants are not renewed and provide bridging resources to enable alternative funding to be sourced. As the general fund now provides cover for at least three months operating expenses, this reserve is no longer considered necessary.

(e) Bidding and cash flow

Funds set aside to support new service provision either (1) to prove viability before a grant agreement is signed or (2) to finance the up-front costs for grants that are paid in arrears.

CITIZENS ADVICE GOSPORT
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NOTES TO THE ACCOUNTS

Year ended 31 March 2023

NOTE 3 – NATURE AND PURPOSE OF FUNDS (continued)

Designated funds (continued)

- (f) Covid provision
Amount set aside to provide for specific costs to be incurred as a consequence of the Covid-19 pandemic. This fund was fully utilised in the year and was closed at 31 March 2023.
- (g) Cost-of-living provision
Amount set aside to provide for additional resources required in 2023/24 due to the cost-of-living crisis.

Restricted funds

The principal project funds listed below are restricted funds the income for which is provided by contributions shown in Note 12. Their purposes are to provide the following services and support:

- (h) Money Advice Matters
Provision of a money advice and homeless prevention service to individuals referred by the Housing Department of Gosport Borough Council.
- (i) Welfare Benefits Advocacy
Provision of a specialised welfare benefits service to Gosport residents who need help to make and manage their welfare benefit claims.
- (j) Citizens Advice Hampshire in partnership with Macmillan Cancer Support
Provision of advice to cancer sufferers, their families and carers.
- (k) Pathways
Training and support to help people obtain employment.
- (l) Phone and digital support
Improving phone and digital advice provision. This fund was fully utilised and closed in the previous financial year.
- (m) Debt Specialist
Training a debt specialist and providing specialist debt advice funded by the Money Advice and Pensions Service in conjunction with Citizens Advice.
- (n) Help to Claim
Provision of face to face and digital support to help people apply for Universal Credit. This fund was closed in the previous financial year.
- (o) Home and Well
A service funded by utility companies to help people have a comfortable and safe home environment especially after being discharged from hospital.
- (p) MoneyWatch
Delivery of a face-to-face debt advice and financial capability service to veterans, emergency services personnel and their families in partnership with FirstLight Trust funded by the Chancellor using LIBOR funds in conjunction with Citizens Advice. Funding ceased in July 2021 resulting in the service being discontinued.
- (q) Settled Status
Assisting European Union citizens in the UK to apply for settled status.
- (r) Outreach
A service funded by the National Lottery to provide advice services in locations across the Borough of Gosport.
- (s) KickStart
A government scheme to provide funding to create new six-month job placements for 16 to 24 year olds on Universal Credit who are at risk of long term unemployment.

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NOTES TO THE ACCOUNTS

Year ended 31 March 2023

NOTE 4 – CRITICAL JUDGEMENTS AND ESTIMATION UNCERTAINTIES

Judgements

No judgements have been made by the Trustees that would have a significant effect on the amounts recognised in these financial accounts other than the continued maintenance of designated funds (see Notes 3 and 10) and the estimation uncertainty below.

Estimations

The key source of estimation uncertainty that comports a significant risk to the carrying value of assets or liabilities within the next financial year is the cost of meeting the growing demand as a result of the cost-of-living crisis. The trustees have created a designated fund of £14,000 towards anticipated additional costs.

NOTE 5 – TANGIBLE FIXED ASSETS

	<u>2023</u>			<u>2022</u>		
	<u>Leasehold premises and improvements</u>	<u>Electronic equipment</u>	<u>Total</u>	<u>Leasehold premises and improvements</u>	<u>Electronic equipment</u>	<u>Total</u>
	£	£	£	£	£	£
Cost or valuation						
Balance at beginning and end of year	<u>169,496</u>	<u>6,428</u>	<u>175,924</u>	<u>169,496</u>	<u>6,428</u>	<u>175,924</u>
Depreciation and impairments						
Balance at beginning of year	<u>139,054</u>	<u>4,940</u>	<u>143,994</u>	<u>131,443</u>	<u>3,334</u>	<u>134,777</u>
Charge for year	<u>7,611</u>	<u>917</u>	<u>8,528</u>	<u>7,611</u>	<u>1,606</u>	<u>9,217</u>
Balance at 31 March,	<u>146,665</u>	<u>5,857</u>	<u>152,522</u>	<u>139,054</u>	<u>4,940</u>	<u>143,994</u>
Net book value						
At 31 March,	<u>£ 22,831</u>	<u>£ 571</u>	<u>£ 23,402</u>	<u>£ 30,442</u>	<u>£1,488</u>	<u>£ 31,930</u>

NOTE 6 – DEBTORS

	<u>2023</u>	<u>2022</u>
	£	£
Trade debtors	<u>12,824</u>	<u>11,036</u>
Prepayments and accrued income	<u>4,966</u>	<u>337</u>
	<u>£17,790</u>	<u>£11,373</u>

NOTE 7 – CASH AND CASH EQUIVALENTS

	<u>2023</u>	<u>2022</u>
	£	£
Bank current account – non-interest earning	<u>20,928</u>	<u>38,210</u>
Easy Access accounts – interest earning	<u>85,378</u>	<u>84,720</u>
35-day notice accounts – interest earning	<u>125,293</u>	<u>75,150</u>
Cash in hand	<u>-</u>	<u>45</u>
	<u>£231,599</u>	<u>£198,125</u>

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NOTES TO THE ACCOUNTS

Year ended 31 March 2023

NOTE 8 - CREDITORS: Amounts falling due within one year

	<u>2023</u>	<u>2022</u>
	£	£
Trade creditors	10,431	2,602
Taxation and Social Security	3,997	5,781
Other creditors	1,119	266
Accrued charges	1,968	6,821
	<u>£17,515</u>	<u>£15,470</u>

NOTE 9 - PROVISION FOR LIABILITIES

	<u>2023</u>	<u>2022</u>
	£	£
Employment dispute (see Note 18)	<u>£20,509</u>	<u>£ -</u>

NOTE 10 - TOTAL FUNDS

Movement in year ended 31 March 2023

	<u>Balances brought forward</u>	<u>Incoming resources</u>	<u>Direct resources expended</u>	<u>Allocated support costs</u>	<u>Transfers</u>	<u>Balances carried forward</u>
	£	£	£	£	£	£
Unrestricted						
General fund	<u>104,463</u>	<u>142,913</u>	<u>(188,461)</u>	<u>55,901</u>	<u>(1,880)</u>	<u>112,936</u>
Designated funds:						
Leasehold premises and related improvements	30,442		(7,611)			22,831
Leasehold dilapidations and refurbishment	49,053				(14,053)	35,000
Cost of Living provision	25,000				14,000	14,000
Bidding and cash flow	17,000		(18,933)		1,933	25,000
Covid provision	<u>17,000</u>	<u>-</u>	<u>(26,544)</u>	<u>-</u>	<u>1,880</u>	<u>96,831</u>
	<u>225,958</u>	<u>142,913</u>	<u>(215,005)</u>	<u>55,901</u>	<u>-</u>	<u>209,767</u>
Restricted						
Money Advice Matters	-	35,000	(28,325)	(6,675)		-
Welfare Benefits Advocacy	-	38,000	(13,808)	(9,192)		15,000
Citizens Advice Hampshire in partnership with Macmillan Cancer Support		17,803	(16,328)	(1,475)		-
Pathways		52,084	(27,530)	(24,554)		-
Debt specialist		15,673	(12,878)	(2,795)		-
Home and well		29,267	(22,791)	(6,476)		-
Outreach		10,000				10,000
KickStart		15,082	(10,348)	(4,734)		-
	<u>-</u>	<u>212,909</u>	<u>(132,008)</u>	<u>(55,901)</u>	<u>-</u>	<u>25,000</u>
	<u>£225,958</u>	<u>£355,822</u>	<u>£(347,013)</u>	<u>£ -</u>	<u>£ -</u>	<u>£234,767</u>

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NOTES TO THE ACCOUNTS

Year ended 31 March 2023

NOTE 10 – TOTAL FUNDS (continued)

Movement in year ended 31 March 2022

	Balances brought forward £	Incoming resources £	Direct resources expended £	Allocated support costs £	Transfers £	Balances carried forward £
Unrestricted						
General fund	107,054	122,638	(200,157)	72,928	2,000	104,463
Designated funds:						
Leasehold premises and related improvements	38,053		(7,611)			30,442
Leasehold dilapidations and refurbishment	49,053					49,053
Staff recruitment and rationalisation	20,500				(20,500)	-
Business continuity	23,500				(23,500)	-
Bidding and cash flow					25,000	25,000
Covid provision					17,000	17,000
	131,106	-	(7,611)	-	(2,000)	121,495
	238,160	122,638	(207,768)	72,928	-	225,958
Restricted						
Money advice matters	-	35,000	(13,780)	(21,220)		-
Welfare Benefits Advocacy	8,332	2,000	(14,373)	4,041		-
Citizens Advice Hampshire in partnership with Macmillan Cancer Support	-	19,053	(15,413)	(3,640)		-
Pathways	9,763		(31,041)	21,278		-
Phone and digital support	15,000		(375)	(14,625)		-
Debt Specialist	819	33,282	(21,956)	(12,145)		-
Help to Claim		44,767	(20,759)	(24,008)		-
Home and Well		15,330	(11,323)	(4,007)		-
MoneyWatch	9,820	118	(5,509)	(4,429)		-
Settled Status	5,173			(5,173)		-
Defibrillator	520		(520)			-
Kickstart		26,371	(17,371)	(9,000)		-
	49,427	175,921	(152,420)	(72,928)	-	-
	£287,587	£298,559	£(360,188)	£ -	£ -	£225,958

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NOTES TO THE ACCOUNTS

Year ended 31 March 2023

NOTE 11 - DONATIONS

	<u>Year ended 31 March 2023</u>			<u>Year ended 31 March 2022</u>		
	<u>Unrestric- ted funds</u>	<u>Restrict- ed funds</u>	<u>Total funds</u>	<u>Unrestric- ted funds</u>	<u>Restrict- ed funds</u>	<u>Total funds</u>
	£	£	£	£	£	£
<u>Monetary</u>						
Gosport Borough Council:						
Core funding	112,510		112,510	110,300		110,300
Donation for volunteer recruitment			-	3,000		3,000
Miscellaneous donations	643		643	347	500	847
<u>Intangible</u>						
Independent examiner's fees	1,000		1,000	1,000		1,000
	<u>£114,153</u>	<u>£ -</u>	<u>£114,153</u>	<u>£114,647</u>	<u>£500</u>	<u>£115,147</u>

NOTE 12 - INCOME FROM CHARITABLE ACTIVITIES

	<u>Year ended 31 March 2023</u>			<u>Year ended 31 March 2022</u>		
	<u>Unrestric- ted funds</u>	<u>Restrict- ed funds</u>	<u>Total funds</u>	<u>Unrestric- ted funds</u>	<u>Restrict- ed funds</u>	<u>Total funds</u>
	£	£	£	£	£	£
Citizens Advice Hampshire in partnership with Macmillan Cancer Support		17,803	17,803		18,553	18,553
Money Advice Matters		35,000	35,000		35,000	35,000
Citizens Advice Hampshire:						
Healthwatch	2,550		2,550	2,650		2,650
Outreach		10,000	10,000			-
Scams				100		100
Help to Claim					44,767	44,767
MoneyWatch					118	118
Benefits advocacy		38,000	38,000		2,000	2,000
Money Saving Expert Charity	7,395		7,395			-
U Benefit				1,795		1,795
Home & Well		29,267	29,267		15,330	15,330
Pathways		52,084	52,084			-
Money Advice Service		15,673	15,673		33,282	33,282
KickStart		15,082	15,082		26,371	26,371
Food and energy voucher distribution	15,005		15,005	2,600		2,600
	<u>£24,950</u>	<u>£212,909</u>	<u>£237,859</u>	<u>£7,145</u>	<u>£175,421</u>	<u>£182,566</u>

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NOTES TO THE ACCOUNTS

Year ended 31 March 2023

NOTE 13 - EXPENDITURE ON CHARITABLE ACTIVITIES

	<u>Year ended 31 March 2023</u>			<u>Year ended 31 March 2022</u>		
	<u>Unrestric- ted funds</u>	<u>Restrict- ed funds</u>	<u>Total funds</u>	<u>Unrestric- ted funds</u>	<u>Restrict- ed funds</u>	<u>Total funds</u>
	£	£	£	£	£	£
Payroll and related costs (Note 14)	141,271	123,734	265,005	162,612	144,200	306,812
Redundancy cost				4,995		4,995
Occupancy expenses (Note 15)	15,841	2,642	18,483	16,000	3,900	19,900
Personnel expenses (Note 16)	7,929	200	8,129	4,420	418	4,838
Office and general expenses (Note 17)	22,365	5,432	27,797	19,741	3,902	23,643
	<u>187,406</u>	<u>132,008</u>	<u>319,414</u>	<u>207,768</u>	<u>152,420</u>	<u>360,188</u>
Reallocation of support costs	(55,901)	55,901	-	(72,928)	72,928	-
	<u>£131,505</u>	<u>£187,909</u>	<u>£319,414</u>	<u>£134,840</u>	<u>£225,348</u>	<u>£360,188</u>

NOTE 14 - PAYROLL AND RELATED COSTS

	<u>Year ended 31 March 2023</u>			<u>Year ended 31 March 2022</u>		
	<u>Unrestric- ted funds</u>	<u>Restrict- ed funds</u>	<u>Total funds</u>	<u>Unrestric- ted funds</u>	<u>Restrict- ed funds</u>	<u>Total funds</u>
	£	£	£	£	£	£
<u>Gross pay</u>						
Managerial & administration	39,100	20,584	59,684	65,147	16,018	81,165
Advice and training	93,074	94,810	187,884	85,391	117,152	202,543
	<u>132,174</u>	<u>115,394</u>	<u>247,568</u>	<u>150,538</u>	<u>133,170</u>	<u>283,708</u>
<u>Other payroll cost</u>						
National insurance	6,891	6,402	13,293	9,553	8,843	18,396
Pension contributions	2,206	1,938	4,144	2,521	2,187	4,708
	<u>£141,271</u>	<u>£123,734</u>	<u>£265,005</u>	<u>£162,612</u>	<u>£144,200</u>	<u>£306,812</u>

NOTE 15 - OCCUPANCY EXPENSES

	<u>Year ended 31 March 2023</u>			<u>Year ended 31 March 2022</u>		
	<u>Unrestric- ted funds</u>	<u>Restrict- ed funds</u>	<u>Total funds</u>	<u>Unrestric- ted funds</u>	<u>Restrict- ed funds</u>	<u>Total funds</u>
	£	£	£	£	£	£
Rent and room hire		2,642	2,642		3,900	3,900
Service charges & maintenance	1,125		1,125	966		966
Water and sewerage	632		632	462		462
Heat and lighting	3,185		3,185	2,905		2,905
Cleaning	2,090		2,090	2,074		2,074
Amortisation and depreciation	8,527		8,527	8,527		8,527
Equipment	282		282	1,066		1,066
	<u>£15,841</u>	<u>£2,642</u>	<u>£18,483</u>	<u>£16,000</u>	<u>£3,900</u>	<u>£19,900</u>

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Year ended 31 March 2023

NOTE 16 - PERSONNEL EXPENSES

	<u>Year ended 31 March 2023</u>			<u>Year ended 31 March 2022</u>		
	<u>Unrestric- ted funds</u>	<u>Restrict- ed funds</u>	<u>Total funds</u>	<u>Unrestric- ted funds</u>	<u>Restrict- ed funds</u>	<u>Total funds</u>
	£	£	£	£	£	£
Staff events	1,133		1,133	1,166		1,166
Recruitment	2,723	118	2,841	408	130	538
Travel expenses	1,132	82	1,214	306	23	329
Training	825		825	1,085	80	1,165
Medical and hygiene expenses			-	156	185	341
Hospitality and staff welfare	616		616	699		699
Legal and professional fees	1,500		1,500	600		600
	<u>£7,929</u>	<u>£200</u>	<u>£8,129</u>	<u>£4,420</u>	<u>£418</u>	<u>£4,838</u>

NOTE 17 - OFFICE AND GENERAL EXPENSES

	<u>Year ended 31 March 2023</u>			<u>Year ended 31 March 2022</u>		
	<u>Unrestric- ted funds</u>	<u>Restrict- ed funds</u>	<u>Total funds</u>	<u>Unrestric- ted funds</u>	<u>Restrict- ed funds</u>	<u>Total funds</u>
	£	£	£	£	£	£
Printing and stationery	1,764	6	1,770	1,524	10	1,534
Equipment repairs and renewals	3,669		3,669	45	40	85
Subscriptions	85		85	167		167
Citizens Advice fees and publications	2,897	859	3,756	2,968	507	3,475
Postage and telephone	2,548	875	3,423	3,268	289	3,557
Insurance	2,326	269	2,595	2,495		2,495
IT Support and Software	3,899	1,240	5,139	4,285	903	5,188
Depreciation of IT equipment				690		690
Support services	3,155	1,464	4,619	2,268	100	2,368
Miscellaneous expenses	759		759	790	37	827
Governance costs:						
Statutory fees and AGM	209		209	13		13
Independent examiner's fees	1,000		1,000	1,000		1,000
Promotional costs	54	719	773	228	1,496	1,724
Defibrillator			-		520	520
	<u>£22,365</u>	<u>£5,432</u>	<u>£27,797</u>	<u>£19,741</u>	<u>£3,902</u>	<u>£23,643</u>

NOTE 18 - EXCEPTIONAL CHARGE

	<u>2023</u>	<u>2022</u>
	£	£
Employment dispute:		
Amount expended in the year	7,090	-
Provision for liabilities (see Note 9)	20,509	-
	<u>£27,599</u>	<u>£ -</u>

The Charity was the defendant in an employment dispute that was initiated in October 2022 and was finally settled in October 2023 including legal fees in the amount shown above.

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NOTES TO THE ACCOUNTS

Year ended 31 March 2023

NOTE 19 - OTHER PERSONNEL INFORMATION

	<u>Year ended 31 March 2023</u>			<u>Year ended 31 March 2022</u>		
	<u>Managerial and admin</u>	<u>Advice & training</u>	<u>Total</u>	<u>Managerial and admin</u>	<u>Advice & training</u>	<u>Total</u>
Staff employed during the year:						
- Average number	3	11	14	4	12	16
- Full-time equivalent	2	8	10	3	9	12

No individual employee's emoluments exceeded £60,000 p.a. (2022: £60,000).

No trustees, nor anyone connected with them, received any remuneration in connection with their services as trustees of the Charity during the year (2022: £nil).

The Trustees control and manage the Charity and make all strategic decisions in relation to its activities. Day-to-day operational matters are delegated to the Charity's employed Chief Officer, who is required to refer to the Trustees in respect of any key decisions to be made. Accordingly, the Trustees do not consider that any member of staff meets the definition of key management personnel referred to in the SORP.

NOTE 20 - STAFF, VOLUNTEER AND TRUSTEE EXPENSES

No trustee received reimbursements of expenses incurred in carrying out their duties as a trustee of the Charity (2022: £nil).

NOTE 21 - RELATED PARTY TRANSACTIONS

The Charity did not engage in any transactions with related parties or anyone connected with them during the year (2022: None).

NOTE 22 - ANALYSIS OF NET ASSETS BETWEEN FUNDS

	<u>2023</u>			<u>2022</u>		
	<u>Fixed assets</u>	<u>Net current assets</u>	<u>Net assets</u>	<u>Fixed assets</u>	<u>Net current assets</u>	<u>Net assets</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Unrestricted						
General fund	571	98,312	98,883	1,488	102,975	104,463
Designated funds:						
- Leasehold premises and improvements	22,831		22,831	30,442		30,442
- Leasehold dilapidations and refurbishment		49,053	49,053		49,053	49,053
- Cost-of-Living provision		14,000	14,000			-
- Bidding and cash flow		25,000	25,000		25,000	25,000
- Covid provision			-		17,000	17,000
	<u>23,402</u>	<u>186,365</u>	<u>209,767</u>	<u>31,930</u>	<u>194,028</u>	<u>225,958</u>
Restricted						
Welfare benefits advocacy		15,000	15,000			-
Outreach		10,000	10,000			-
	<u>-</u>	<u>25,000</u>	<u>25,000</u>	<u>-</u>	<u>-</u>	<u>-</u>
TOTAL FUNDS AT 31 MARCH,	<u><u>£23,402</u></u>	<u><u>£211,365</u></u>	<u><u>£234,767</u></u>	<u><u>£31,930</u></u>	<u><u>£194,028</u></u>	<u><u>£225,958</u></u>

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NOTES TO THE ACCOUNTS

Year ended 31 March 2023

NOTE 23 – GOING CONCERN

The Charity is dependent upon receiving core funding each year from Gosport Borough Council estimated to represent about 40% of its income from all sources in 2022/23. The funding is expected to be received in future years but the amount is not guaranteed. Taking into account the level of reserves the Trustees believe that the Charity is a going concern and will remain so for a period of at least one year from the date that these financial accounts are approved for issue by the Trustees.