

CITIZENS ADVICE GOSPORT
(Limited by Guarantee)

TRUSTEES' ANNUAL REPORT
and
FINANCIAL ACCOUNTS

31 March 2024

Company registration number: 5971208

Charity registration number: 1116994

CITIZENS ADVICE GOSPORT
(Limited by Guarantee)

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Year ended 31 March 2024

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CITIZENS ADVICE GOSPORT
(Limited by Guarantee)

REFERENCE AND ADMINISTRATION DETAILS

Year ended 31 March 2024

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 : Anna Adams (appointed 26 September 2023)
Tom Arnold (appointed 20 December 2023)
Heather Blades,
David Bryant
Tony Dyer (appointed 22 January 2024)
Charlotte Kinnaird (appointed 24 January 2023)
Clifford Leach (appointed 21 March 2022)
Robert Morley (resigned 11 September 2023)
Charlie Nicholas (appointed 22 January 2024)

CHIEF OFFICER : Biddy Mayo (to 1 November 2023)
Sandy Bramley (appointed 1 November 2023)

PROFESSIONAL ADVISERS

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

Independent examiner : G K Hicks FCA, 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 2024

The Trustees submit their annual report and statement of accounts of Citizens Advice Gosport (CAG or the Charity) as at and for the year ended 31 March 2024.

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 and more frequently if required. Day-to-day operational matters are delegated to the Charity's 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, 1 Easton Street, London WC1X 0DW:

- 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, Morris Crocker Station House, 50 North Street, Havant, Hampshire PO9 1QU provides coordination, support, and advice services to Local Citizens Advice in Hampshire. CAG is a member of Citizens Advice Hampshire and receives funding from it to carry out the Home and Well and Macmillan Advice services referred to in these accounts but, in other respects, there is no operating or financial interdependence 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:

Tom Arnold, Heather Blades, David Bryant, Tony Dyer, Richard Mackay and Charlie Nicholas.

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
(Limited by Guarantee)

TRUSTEES' ANNUAL REPORT (continued)

Year ended 31 March 2024

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 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 have identified that there is a great demand for a Debt Advisory Service and have decided to set aside funds to enable the introduction of this service in 2024/25 whilst new funding is obtained.

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. GBC also funds a Digital Inclusion Project which commenced in 2023/24 and, as a result of its success, has been funded to continue in 2024/25.

Funding for a Welfare Benefits Advocacy service ceased in December 2023 and the staff member dedicated to that service has been incorporated into the Core advice service.

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

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

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

During the year, we received funding to enable us to provide advice to clients on energy saving measures and to enable us to distribute energy vouchers to those most in need. The total value of energy vouchers and advice we provide to residents of Gosport was £188,367.

CITIZENS ADVICE GOSPORT
(Limited by Guarantee)

TRUSTEES' ANNUAL REPORT

Year ended 31 March 2024

SECTION 3 - OBJECTS, POWERS, POLICIES AND FUNDING (continued)

Funding (continued)

GBC, recognising the need to address the number of residents suffering from digital exclusion, funded a project to provide support to local residents. This proved very successful and as a result we have received increased funding for 2024/25 to provide an enhanced service operating from outreaches in the Imagination Refinery in Gosport High Street, Elson Community Library and Hub and Lee Hub - Independent Community Library.

Towards the end of the year a grant was obtained from the National Lottery to provide an outreach service in 2023/24 as well as a grant to cover a foreseen deficit at the end of the financial year.

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

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. At the same time, our operating costs have increased and, in common with many other charities, we have struggled to rebuild our volunteer workforce after Covid.

Although many people can use the Citizens Advice national website to obtain the information they need to solve their own problems, there are a large number of residents with complex needs that require help in our local office or assistance by phone.

During the Covid pandemic, most of our services were provided by phone or digital means. Clients have often found obtaining advice by phone is more convenient than visiting our office. We have adjusted how we operate to address this change in demand.

CITIZENS ADVICE GOSPORT
(Limited by Guarantee)

TRUSTEES' ANNUAL REPORT

Year ended 31 March 2024

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

The operating environment (continued)

Benefits remain the issue that most clients require help with. Sixty percent of the clients we helped were disabled or had a long-term health condition. This is another increase in the percentage of clients with health-related problems compared to the previous year.

Recently 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.

Management

During the previous year Biddy Mayo, who generously took up the role of Chief Officer on an interim basis following the sudden departure of the previous Chief Officer, left us. We are very grateful for the stability and experience she brought to the role that not only stabilised our operations but moved them forward.

Recognising the breadth of skills needed to run our Charity which operates in a sector that is subject to significant regulation, we have contracted with Citizens Advice Portsmouth (CAP) to provide the services of their Chief Officer, Sandy Bramley, to CAG. This has also enabled us to access the specialised skills of CAP staff in areas such as fundraising, HR, IT etc.

Achievements in 2023/24

The Charity offered the following services to Gosport residents:

- Casework support funded by Macmillan Cancer Support through Citizens Advice Hampshire 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.
- Advice to tenants on their finances and money management advice to avoid homelessness and help them avoid getting into financial difficulties in the future.
- Welfare Benefits Advocacy support to people challenging Benefits decisions. Funding ceased in December 2023.
- 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. This ceased in June 2023 and was not renewed as the UK is no longer part of the European Union.
- A service, Home and Well, to help people have a comfortable and warm home, especially those leaving hospital.
- One to one advice to local residents suffering from digital exclusion.
- Specialised debt advice.
- We piloted a Money in Schools Project. In conjunction with Citizens Advice Havant, we held sessions on responsible borrowing and loan sharks for 700 local children across two local secondary schools.

View of future needs

The ongoing Cost-of-Living crisis is profoundly affecting the delivery of advice services, manifesting in clients presenting with increasingly complex and multi-faceted issues. This trend which is likely to persist in the foreseeable future, presents several challenges for advice services and necessitates strategic responses to ensure effective support.

The shift of many government-funded support services to primarily phone and online access has implications for advice services like CAG, which continues to offer crucial in-person support. This transition, while beneficial for many, does not suit everyone, especially those who are digitally excluded or prefer face-to-face interactions. As a result, there has been an increase in the demand for in-person advice (rising from 10% in 2022/23 to 16% in 2023/24).

**CITIZENS ADVICE GOSPORT
(Limited by Guarantee)**

TRUSTEES' ANNUAL REPORT

Year ended 31 March 2024

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

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 2024/25.

Funding for the Pathways project to help people into employment ceased in the summer of 2023 and, as the UK is no longer a member of the European Union, there was no opportunity to apply for more funding.

We have obtained new grants and are optimistic about obtaining other grants during the year but at the time of this report it is likely that the level of financial resources available to us in 2024/25 will be less than in the previous year. Applying for grants is a key activity of the Charity.

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 2025/26, the Charity would be able to continue as a going concern by reducing costs and utilising reserves. These reserves are, of course, finite.

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 had a deficit of £11,670 (2023: surplus of £8,809) and total funds of £223,097 (2023: £234,767).

Designated funds totalling £115,221 (2023: £96,832) are maintained to ring-fence non-expendable funds or 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 change 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

In light of the continued challenges brought on by the Cost-of-Living crisis and shifting service demands, the Trustees of CAG wish to extend heartfelt recognition to our dedicated paid staff and volunteers. Their extraordinary efforts and unwavering commitment over the past year have been instrumental in ensuring that we continue to meet the critical needs of our community.

Although the efforts of CAG 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 £5.9m. In addition, the value to the community largely due to reducing demand on national and local government services is estimated at £7.3m.

Gosport Borough Council

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

CITIZENS ADVICE GOSPORT
(Limited by Guarantee)

TRUSTEES' ANNUAL REPORT

Year ended 31 March 2024

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,

A handwritten signature in black ink, appearing to read 'R. Mackay', written over a horizontal dotted line.

Richard Mackay
Chairman

24 October 2024

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 2024 which are set out on pages 11 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

24 October 2024

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 2024

| | <u>Note</u> | <u>2024</u> £ | <u>2023</u> £ |
|---|-------------|------------------------|------------------------|
| FIXED ASSETS | | | |
| Tangible assets | 5 | <u>15,220</u> | <u>23,402</u> |
| CURRENT ASSETS | | | |
| Debtors | 6 | 21,055 | 17,790 |
| Cash and cash equivalents | 7 | <u>200,733</u> | <u>231,599</u> |
| | | <u>221,788</u> | <u>249,389</u> |
| CREDITORS: Amounts falling due within one year | 8 | <u>(13,911)</u> | <u>(17,515)</u> |
| NET CURRENT ASSETS | | <u>207,877</u> | <u>231,874</u> |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | <u>233,097</u> | <u>255,276</u> |
| PROVISION FOR LIABILITIES | 9 | - | <u>(20,509)</u> |
| NET ASSETS | 21 | <u><u>£223,097</u></u> | <u><u>£234,767</u></u> |
| REPRESENTED BY: | | | |
| TOTAL FUNDS | 10 | | |
| Unrestricted funds | | 223,097 | 209,767 |
| Restricted funds | | - | 25,000 |
| FUND BALANCES AT 31 MARCH, | | <u><u>£223,097</u></u> | <u><u>£234,767</u></u> |

STATEMENTS OF THE TRUSTEES

For the year ending 31 March 2024, 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 24 October 2024 and signed on its behalf by:



J Richard Mackay
Chairman

The notes on pages 13 - 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 2024

| | Note | Year ended 31 March 2024 | | | Year ended 31 March 2023 | | |
|---|------|--------------------------|-----------------------|-----------------|--------------------------|-----------------------|-----------------|
| | | Unrestric- ted funds | Restrict- ed funds | Total funds | Unrestric- ted funds | Restrict- ed funds | Total funds |
| | | £ | £ | £ | £ | £ | £ |
| INCOME FROM: | | | | | | | |
| Donations | 11 | 124,993 | | 124,993 | 114,153 | | 114,153 |
| Charitable activities | 12 | 70,932 | 132,875 | 203,807 | 24,950 | 212,909 | 237,859 |
| Other income | | 10,534 | | 10,534 | 466 | | 466 |
| Investments: deposit interest | | 4,817 | | 4,817 | 3,344 | | 3,344 |
| Total income | | 211,276 | 132,875 | 344,151 | 142,913 | 212,909 | 355,822 |
| EXPENDITURE ON: | | | | | | | |
| Charitable activities | 13 | 197,946 | 157,875 | 355,821 | 131,505 | 187,909 | 319,414 |
| Exceptional charge | 18 | | | - | 27,599 | | 27,599 |
| Total expenditure | | 197,946 | 157,875 | 355,821 | 159,104 | 187,909 | 347,013 |
| NET INCOME/(EXPENDITURE) BEFORE TAXATION | | 13,330 | (25,000) | (11,670) | (16,191) | 25,000 | 8,809 |
| TAX ON ACTIVITIES | | | | | | | |
| Corporation tax | 2(p) | | | - | | | - |
| NET INCOME/(EXPENDITURE) AFTER TAXATION | | 13,330 | (25,000) | (11,670) | (16,191) | 25,000 | 8,809 |
| TRANSFERS BETWEEN FUNDS | 10 | | | - | | | - |
| NET MOVEMENT IN FUNDS | | 13,330 | (25,000) | (11,670) | (16,191) | 25,000 | 8,809 |
| FUND BALANCES | | | | | | | |
| Total funds brought forward | 10 | 209,767 | 25,000 | 234,767 | 225,958 | - | 225,958 |
| TOTAL FUNDS CARRIED FORWARD | 10 | £223,097 | £ - | £223,097 | £209,767 | £ 25,000 | £234,767 |

The notes on pages 13 - 23 form part of these accounts.

CITIZENS ADVICE GOSPORT
(Limited by Guarantee)

NOTES TO THE ACCOUNTS

Year ended 31 March 2024

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
(Limited by Guarantee)

NOTES TO THE ACCOUNTS

Year ended 31 March 2024

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
(Limited by Guarantee)**

NOTES TO THE ACCOUNTS

Year ended 31 March 2024

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) 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.

(d) 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 2023 and was closed at 31 March 2023.

(e) Cost-of-living provision

Amount set aside to provide for additional resources required in 2023/24 due to the cost-of-living crisis.

(f) Debt Advisory Service Enhancement

Provision of advice to clients who are in debt.

CITIZENS ADVICE GOSPORT
(Limited by Guarantee)

NOTES TO THE ACCOUNTS

Year ended 31 March 2024

NOTE 3 - NATURE AND PURPOSE OF FUNDS (continued)

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:

- (g) Money Advice Matters
Provision of a money advice and homeless prevention service to individuals referred by the Housing Department of Gosport Borough Council.
- (h) Welfare Benefits Advocacy
Provision of a specialised welfare benefits service to Gosport residents who need help to make and manage their welfare benefit claims.
- (i) Citizens Advice Hampshire in partnership with Macmillan Cancer Support
Provision of advice to cancer sufferers, their families and carers.
- (j) Pathways
Training and support to help people obtain employment.
- (k) Debt Specialist
Training a debt specialist and providing specialist debt advice funded by the Money Advice and Pensions Service in conjunction with Citizens Advice.
- (l) 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.
- (m) Outreach
A service funded by the National Lottery to provide advice services in locations across the Borough of Gosport.
- (n) 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.
- (o) Digital Inclusion
Provision of support to enable local residents to access and use the internet.

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

In the opinion of the Trustees, there are no key sources of estimation uncertainty that comport a significant risk to the carrying value of assets or liabilities within the ensuing financial year.

CITIZENS ADVICE GOSPORT
(Limited by Guarantee)

NOTES TO THE ACCOUNTS

Year ended 31 March 2024

NOTE 5 - TANGIBLE FIXED ASSETS

| | <u>2024</u> | | | <u>2023</u> | | |
|--------------------------------------|---|-------------------------|-----------------|---|-------------------------|-----------------|
| | Leasehold premises and im- rovements | Electronic equipment | Total | Leasehold premises and im- rovements | Electronic equipment | Total |
| | £ | £ | £ | £ | £ | £ |
| 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 | 146,665 | 5,857 | 152,522 | 139,054 | 4,940 | 143,994 |
| Charge for year | <u>7,611</u> | <u>571</u> | <u>8,182</u> | <u>7,611</u> | <u>917</u> | <u>8,528</u> |
| Balance at 31 March, | <u>154,276</u> | <u>6,428</u> | <u>160,704</u> | <u>146,665</u> | <u>5,857</u> | <u>152,522</u> |
| Net book value | | | | | | |
| At 31 March, | <u>£ 15,220</u> | <u>£ -</u> | <u>£ 15,220</u> | <u>£ 22,831</u> | <u>£ 571</u> | <u>£ 23,402</u> |

NOTE 6 - DEBTORS

| | <u>2024</u> | <u>2023</u> |
|--------------------------------|----------------|----------------|
| | £ | £ |
| Trade debtors | 7,363 | 12,824 |
| Prepayments and accrued income | <u>13,692</u> | <u>4,966</u> |
| | <u>£21,055</u> | <u>£17,790</u> |

NOTE 7 - CASH AND CASH EQUIVALENTS

| | <u>2024</u> | <u>2023</u> |
|---|-----------------|-----------------|
| | £ | £ |
| Bank current account - non-interest earning | 25,961 | 20,928 |
| Easy Access accounts - interest earning | 65,762 | 85,378 |
| 35-day notice accounts - interest earning | 108,967 | 125,293 |
| Cash in hand | <u>43</u> | <u>-</u> |
| | <u>£200,733</u> | <u>£231,599</u> |

NOTE 8 - CREDITORS: Amounts falling due within one year

| | <u>2024</u> | <u>2023</u> |
|------------------------------|----------------|----------------|
| | £ | £ |
| Trade creditors | 7,323 | 10,431 |
| Taxation and Social Security | 5,156 | 3,997 |
| Other creditors | 1,046 | 1,119 |
| Accrued charges | <u>386</u> | <u>1,968</u> |
| | <u>£13,911</u> | <u>£17,515</u> |

CITIZENS ADVICE GOSPORT
(Limited by Guarantee)

NOTES TO THE ACCOUNTS

Year ended 31 March 2024

NOTE 9 - PROVISION FOR LIABILITIES

| | <u>2024</u> | <u>2023</u> |
|----------------------------------|-------------|-------------|
| Employment dispute (see Note 18) | £ - | £20,509 |

NOTE 10 - TOTAL FUNDS

Movement in year ended 31 March 2024

| | <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 | 112,936 | 211,276 | (203,424) | 28,389 | (41,300) | 107,877 |
| Designated funds: | | | | | | |
| Leasehold premises and related improvements | 22,831 | | (7,611) | | | 15,220 |
| Leasehold dilapidations and refurbishment | 35,000 | | | | | 35,000 |
| Cost of Living provision | 14,000 | | (15,300) | | 1,300 | - |
| Bidding and cash flow | 25,000 | | | | | 25,000 |
| Debt Advisory Service Enhancement | | | | | 40,000 | 40,000 |
| | <u>96,831</u> | <u>-</u> | <u>(22,911)</u> | <u>-</u> | <u>41,300</u> | <u>115,220</u> |
| | <u>209,767</u> | <u>211,276</u> | <u>(226,335)</u> | <u>28,389</u> | <u>-</u> | <u>223,097</u> |
| Restricted | | | | | | |
| Money Advice Matters | - | 35,000 | (30,864) | (4,136) | | - |
| Welfare Benefits Advocacy | 15,000 | | (11,996) | (3,004) | | - |
| Citizens Advice Hampshire in partnership with Macmillan Cancer Support | - | 23,854 | (19,837) | (4,017) | | - |
| Pathways | - | 10,085 | (6,606) | (3,479) | | - |
| No Wrong Door | - | 8,000 | (6,565) | (1,435) | | - |
| Home and well | - | 33,960 | (28,183) | (5,777) | | - |
| Lottery funded Outreach | 10,000 | | (9,433) | (567) | | - |
| Digital Inclusion | | 21,976 | (16,002) | (5,974) | | - |
| | <u>25,000</u> | <u>132,875</u> | <u>(129,486)</u> | <u>(28,389)</u> | <u>-</u> | <u>-</u> |
| | <u>£234,767</u> | <u>£344,151</u> | <u>£(355,821)</u> | <u>£ -</u> | <u>£ -</u> | <u>£223,097</u> |

CITIZENS ADVICE GOSPORT
(Limited by Guarantee)

NOTES TO THE ACCOUNTS

Year ended 31 March 2024

NOTE 10 – TOTAL FUNDS (continued)

Movement in year ended 31 March 2023

| | Balances brought forward £ | Incoming resources £ | Direct resources expended £ | Allocated support costs £ | Transfers £ | Balances carried forward £ |
|--|-------------------------------------|----------------------------|--------------------------------------|------------------------------------|----------------|-------------------------------------|
| Unrestricted | | | | | | |
| General fund | 104,463 | 142,913 | (188,461) | 55,901 | (1,880) | 112,936 |
| 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 | | | | | 14,000 | 14,000 |
| Bidding and cash flow | 25,000 | | | | | 25,000 |
| Covid provision | 17,000 | | (18,933) | | 1,933 | - |
| | 121,495 | - | (26,544) | - | 1,880 | 96,831 |
| | 225,958 | 142,913 | (215,005) | 55,901 | - | 209,767 |
| 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) | | - |
| | - | 212,909 | (132,008) | (55,901) | - | 25,000 |
| | £225,958 | £355,822 | £(347,013) | £ - | £ - | £234,767 |

NOTE 11 – DONATIONS

| | <u>Year ended 31 March 2024</u> | | | <u>Year ended 31 March 2023</u> | | |
|-----------------------------|---------------------------------|------------------|--------------|---------------------------------|------------------|--------------|
| | <u>Unrestrict-</u> | <u>Restrict-</u> | <u>Total</u> | <u>Unrestrict-</u> | <u>Restrict-</u> | <u>Total</u> |
| | <u>ted funds</u> | <u>ed funds</u> | <u>funds</u> | <u>ted funds</u> | <u>ed funds</u> | <u>funds</u> |
| | £ | £ | £ | £ | £ | £ |
| <u>Monetary</u> | | | | | | |
| Gosport Borough Council: | | | | | | |
| Core funding | 123,500 | | 123,500 | 112,510 | | 112,510 |
| Miscellaneous donations | 493 | | 493 | 643 | | 643 |
| <u>Intangible</u> | | | | | | |
| Independent examiner's fees | 1,000 | | 1,000 | 1,000 | | 1,000 |
| | £124,993 | £ - | £124,993 | £114,153 | £ - | £114,153 |

CITIZENS ADVICE GOSPORT
(Limited by Guarantee)

NOTES TO THE ACCOUNTS

Year ended 31 March 2024

NOTE 12 - INCOME FROM CHARITABLE ACTIVITIES

| | Year ended 31 March 2024 | | | Year ended 31 March 2023 | | |
|--|--------------------------|-----------------------|-----------------|--------------------------|-----------------------|-----------------|
| | Unrestric- ted funds | Restrict- ed funds | Total funds | Unrestric- ted funds | Restrict- ed funds | Total funds |
| | £ | £ | £ | £ | £ | £ |
| Citizens Advice Hampshire in partnership with Macmillan Cancer Support | | 23,854 | 23,854 | | 17,803 | 17,803 |
| Money Advice Matters | | 35,000 | 35,000 | | 35,000 | 35,000 |
| Citizens Advice Hampshire: Healthwatch | 1,150 | | 1,150 | 2,550 | | 2,550 |
| Outreach/No Wrong Door | | 8,000 | 8,000 | | 10,000 | 10,000 |
| Benefits advocacy | | | - | | 38,000 | 38,000 |
| Money Saving Expert Charity | | | - | 7,395 | | 7,395 |
| Home & Well | | 33,961 | 33,961 | | 29,267 | 29,267 |
| Pathways | | 10,085 | 10,085 | | 52,084 | 52,084 |
| Money Advice Service | | | | | 15,673 | 15,673 |
| Energy Advice Programme | 14,280 | | 14,280 | | | - |
| Digital Inclusion Project | | 21,976 | 21,976 | | | - |
| KickStart | | | | | 15,082 | 15,082 |
| TNL Community Fund | 39,586 | | 39,586 | | | - |
| Food and energy voucher distribution | 15,916 | | 15,916 | 15,005 | | 15,005 |
| | <u>£70,932</u> | <u>£132,876</u> | <u>£203,808</u> | <u>£24,950</u> | <u>£212,909</u> | <u>£237,859</u> |

NOTE 13 - EXPENDITURE ON CHARITABLE ACTIVITIES

| | Year ended 31 March 2024 | | | Year ended 31 March 2023 | | |
|---------------------------------------|--------------------------|-----------------------|-----------------|--------------------------|-----------------------|-----------------|
| | Unrestric- ted funds | Restrict- ed funds | Total funds | Unrestric- ted funds | Restrict- ed funds | Total funds |
| | £ | £ | £ | £ | £ | £ |
| Payroll and related costs (Note 14) | 154,227 | 128,138 | 282,365 | 141,271 | 123,734 | 265,005 |
| Occupancy expenses (Note 15) | 19,127 | | 19,127 | 15,841 | 2,642 | 18,483 |
| Personnel expenses (Note 16) | 5,124 | 405 | 5,529 | 7,929 | 200 | 8,129 |
| Office and general expenses (Note 17) | 47,857 | 943 | 48,800 | 22,365 | 5,432 | 27,797 |
| | <u>226,335</u> | <u>129,486</u> | <u>355,821</u> | <u>187,406</u> | <u>132,008</u> | <u>319,414</u> |
| Reallocation of support costs | (28,389) | 28,389 | - | (55,901) | 55,901 | - |
| | <u>£197,946</u> | <u>£157,875</u> | <u>£355,821</u> | <u>£131,505</u> | <u>£187,909</u> | <u>£319,414</u> |

CITIZENS ADVICE GOSPORT
(Limited by Guarantee)

NOTES TO THE ACCOUNTS

Year ended 31 March 2024

NOTE 14 - PAYROLL AND RELATED COSTS

| | Year ended 31 March 2024 | | | Year ended 31 March 2023 | | |
|-----------------------------|--------------------------|-----------------------|-----------------|--------------------------|-----------------------|-----------------|
| | Unrestric- ted funds | Restrict- ed funds | Total funds | Unrestric- ted funds | Restrict- ed funds | Total funds |
| | £ | £ | £ | £ | £ | £ |
| <u>Gross pay</u> | | | | | | |
| Managerial & administration | 60,160 | 9,812 | 69,972 | 39,100 | 20,584 | 59,684 |
| Advice and training | 84,158 | 108,936 | 193,094 | 93,074 | 94,810 | 187,884 |
| | <u>144,318</u> | <u>118,748</u> | <u>263,066</u> | <u>132,174</u> | <u>115,394</u> | <u>247,568</u> |
| <u>Other payroll cost</u> | | | | | | |
| National insurance | 6,733 | 7,269 | 14,002 | 6,891 | 6,402 | 13,293 |
| Pension contributions | 3,176 | 2,121 | 5,297 | 2,206 | 1,938 | 4,144 |
| | <u>£154,227</u> | <u>£128,138</u> | <u>£282,365</u> | <u>£141,271</u> | <u>£123,734</u> | <u>£265,005</u> |

NOTE 15 - OCCUPANCY EXPENSES

| | Year ended 31 March 2024 | | | Year ended 31 March 2023 | | |
|-------------------------------|--------------------------|-----------------------|----------------|--------------------------|-----------------------|----------------|
| | Unrestric- ted funds | Restrict- ed funds | Total funds | Unrestric- ted funds | Restrict- ed funds | Total funds |
| | £ | £ | £ | £ | £ | £ |
| Rent and room hire | | | - | | 2,642 | 2,642 |
| Service charges & maintenance | 1,495 | | 1,495 | 1,125 | | 1,125 |
| Water and sewerage | 529 | | 529 | 632 | | 632 |
| Heat and lighting | 5,222 | | 5,222 | 3,185 | | 3,185 |
| Equipment expensed | 571 | | 571 | | | - |
| Cleaning | 2,729 | | 2,729 | 2,090 | | 2,090 |
| Amortisation and depreciation | 7,611 | | 7,611 | 8,527 | | 8,527 |
| Equipment | 798 | | 798 | 282 | | 282 |
| Other | 172 | | 172 | | | - |
| | <u>£19,127</u> | <u>£ -</u> | <u>£19,127</u> | <u>£15,841</u> | <u>£2,642</u> | <u>£18,483</u> |

NOTE 16 - PERSONNEL EXPENSES

| | Year ended 31 March 2024 | | | Year ended 31 March 2023 | | |
|-------------------------------|--------------------------|-----------------------|----------------|--------------------------|-----------------------|----------------|
| | Unrestric- ted funds | Restrict- ed funds | Total funds | Unrestric- ted funds | Restrict- ed funds | Total funds |
| | £ | £ | £ | £ | £ | £ |
| Staff events | 1,392 | | 1,392 | 1,133 | | 1,133 |
| Recruitment | 544 | | 544 | 2,723 | 118 | 2,841 |
| Travel expenses | 2,187 | 375 | 2,562 | 1,132 | 82 | 1,214 |
| Training | 284 | 30 | 314 | 825 | | 825 |
| Employee Assistance Programme | 69 | | 69 | | | - |
| Hospitality and staff welfare | 630 | | 630 | 616 | | 616 |
| Legal and professional fees | | | - | 1,500 | | 1,500 |
| S & V other | 18 | | 18 | | | - |
| | <u>£5,124</u> | <u>£405</u> | <u>£5,529</u> | <u>£7,929</u> | <u>£200</u> | <u>£8,129</u> |

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NOTES TO THE ACCOUNTS

Year ended 31 March 2024

NOTE 17 - OFFICE AND GENERAL EXPENSES

| | <u>Year ended 31 March 2024</u> | | | <u>Year ended 31 March 2023</u> | | |
|---------------------------------------|---------------------------------|------------------|----------------|---------------------------------|------------------|----------------|
| | <u>Unrestric-</u> | <u>Restrict-</u> | <u>Total</u> | <u>Unrestric-</u> | <u>Restrict-</u> | <u>Total</u> |
| | <u>ted funds</u> | <u>ed funds</u> | <u>funds</u> | <u>ted funds</u> | <u>ed funds</u> | <u>funds</u> |
| | £ | £ | £ | £ | £ | £ |
| Printing and stationery | 1,777 | 6 | 1,783 | 1,764 | 6 | 1,770 |
| Equipment repairs and renewals | 1,862 | 113 | 1,975 | 3,669 | | 3,669 |
| Subscriptions | 968 | - | 968 | 85 | | 85 |
| Citizens Advice fees and publications | 2,464 | 209 | 2,673 | 2,897 | 859 | 3,756 |
| Postage and telephone | 3,435 | 288 | 3,723 | 2,548 | 875 | 3,423 |
| Insurance | 2,797 | 58 | 2,855 | 2,326 | 269 | 2,595 |
| IT Support and Software | 4,422 | 264 | 4,686 | 3,899 | 1,240 | 5,139 |
| Support services | | | - | 3,155 | 1,464 | 4,619 |
| Miscellaneous expenses | 958 | 5 | 963 | 759 | | 759 |
| Governance costs: | | | | | | |
| Statutory fees and AGM | 50 | | 50 | 209 | | 209 |
| Independent examiner's fees | 1,000 | | 1,000 | 1,000 | | 1,000 |
| Promotional costs | 40 | | 40 | 54 | 719 | 773 |
| Payroll service and bookkeeping | 3,089 | | 3,089 | | | - |
| HR support | 2,674 | | 2,674 | | | - |
| Staff seconded from fellow charity | 10,155 | | 10,155 | | | - |
| Subcontract advice services | 12,176 | | 12,176 | | | - |
| | <u>£47,857</u> | <u>£943</u> | <u>£48,800</u> | <u>£22,365</u> | <u>£5,432</u> | <u>£27,797</u> |

NOTE 18 - EXCEPTIONAL CHARGE

| | <u>2024</u> | <u>2023</u> |
|--|-------------|----------------|
| | £ | £ |
| Employment dispute: | | |
| Amount expended in the year | | 7,090 |
| Provision for liabilities (see Note 9) | | 20,509 |
| | <u>£ -</u> | <u>£27,599</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.

NOTE 19 - OTHER PERSONNEL INFORMATION

| | <u>Year ended 31 March 2024</u> | | | <u>Year ended 31 March 2023</u> | | |
|---------------------------------|---------------------------------|---------------------|--------------|---------------------------------|---------------------|--------------|
| | <u>Managerial</u> | <u>Advice &</u> | <u>Total</u> | <u>Managerial</u> | <u>Advice &</u> | <u>Total</u> |
| | <u>and admin</u> | <u>training</u> | | <u>and admin</u> | <u>training</u> | |
| Staff employed during the year: | | | | | | |
| - Average number | 3 | 9 | 12 | 3 | 11 | 14 |
| - Full-time equivalent | 2 | 7 | 9 | 2 | 8 | 10 |

No individual employee's emoluments exceeded £60,000 p.a. (2023: £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 (2023: fnil).

CITIZENS ADVICE GOSPORT
(Limited by Guarantee)

NOTES TO THE ACCOUNTS

Year ended 31 March 2024

NOTE 19 - OTHER PERSONNEL INFORMATION (continued)

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 (2023: £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 (2023: None).

NOTE 22 - ANALYSIS OF NET ASSETS BETWEEN FUNDS

| | 2024 | | | 2023 | | |
|---|-----------------------|------------------------|------------------------|-----------------------|------------------------|------------------------|
| | Fixed | Net | Net | Fixed | Net | Net |
| | assets | current | assets | assets | current | assets |
| | £ | assets | £ | £ | assets | £ |
| | | £ | | | £ | |
| Unrestricted | | | | | | |
| General fund | | 107,877 | 107,877 | 571 | 98,312 | 98,883 |
| Designated funds: | | | | | | |
| - Debt Advisory Service Enhancement | | 40,000 | 40,000 | | | - |
| Leasehold premises and improvements | 15,220 | | 15,220 | 22,831 | | 22,831 |
| - Leasehold dilapidations and refurbishment | | 35,000 | 35,000 | | 49,053 | 49,053 |
| - Cost-of-Living provision | | | | | 14,000 | 14,000 |
| - Bidding and cash flow | | 25,000 | 25,000 | | 25,000 | 25,000 |
| | <u>15,220</u> | <u>207,877</u> | <u>223,097</u> | <u>23,402</u> | <u>186,365</u> | <u>209,767</u> |
| Restricted | | | | | | |
| Welfare benefits advocacy | | | - | | 15,000 | 15,000 |
| Outreach | | | - | | 10,000 | 10,000 |
| | <u>-</u> | <u>-</u> | <u>-</u> | <u>-</u> | <u>25,000</u> | <u>25,000</u> |
| TOTAL FUNDS AT 31 MARCH, | <u>£15,220</u> | <u>£207,876</u> | <u>£223,097</u> | <u>£23,402</u> | <u>£211,365</u> | <u>£234,767</u> |

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 2023/24. 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.

