

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

**TRUSTEES' ANNUAL REPORT**  
and  
**AUDITED FINANCIAL ACCOUNTS**

**31 March 2025**

Company registration number : 6435678

Charity registration number : 1122695

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

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**Year ended 31 March 2025**

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

**THE CHARITY, TRUSTEES AND PROFESSIONAL ADVISERS**

**Year ended 31 March 2025**

**THE CHARITY**

Registered name	Citizens Advice Hampshire
Legal status	Company Limited by Guarantee
Registered address	c/o Morris Crocker Station House North Street Havant Hampshire PO9 1QU
Company registration no.	6435678
Registered charity no.	1122695
Website	www.citahants.org

**CHARITY TRUSTEES DURING YEAR**

**Elected Officers**

Chair	Sarah McNeice (resigned 12 September 2025), Robert Sweatman (appointed on 16 September 2025)
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**Other Trustees**

Stephen Bowden (resigned 6 August 2025), Martin Stern, Thomas Downes, Sarah Gooding (resigned 27 June 2025), Anne Winstanley (resigned 30 November 2024), Catherine Brooks (resigned 1 July 2025), Richard Mackay, David Moxon, Deborah Cornick (appointed 21 October 2024, resigned 16 July 2025) Tanya Park (appointed 26 February 2025), Paul Ellison (resigned 12 June 2024), Jonathan Dapre (appointed 24 March 2025), Oliver Phillips (appointed on 27 February 2025), Robert Bosshardt (appointed on 27 February 2025, resigned 11 August 2025).

**COMPANY SECRETARY**

Robyn Kohler (resigned 22 September 2025) Robert Sweatman (appointed 22 September 2025)

**CHIEF EXECUTIVE**

Robyn Kohler (resigned 22 September 2025) Neill Young (appointed 26 August 2025)

**PROFESSIONAL ADVISERS**

Principal banker	CAF Bank Ltd. 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ
Independent examiner	Morris Crocker, Station House, North Street, Havant, Hampshire PO9 1QU

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

**TRUSTEES' ANNUAL REPORT**

**Year Ended 31 March 2025**

The Trustees submit their annual report and statement of accounts of Citizens Advice Hampshire (CitAH, the Company or the Charity) as at and for the year ended 31 March 2025.

**SECTION 1 - STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Governing document**

The Charity was incorporated on 23 November 2007 as a company limited by guarantee and is a charity registered under the Charities Act 2011. The Company's articles of association require that the Charity be managed by a Board of Trustees who 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.

**Appointment of trustees**

Local Citizens Advice (LCA) located in Hampshire (including Portsmouth, Southampton and the Isle of Wight) are entitled to become members. Trustees are nominated by members such that one trustee is appointed for each local authority area. The Board may co-opt other persons to be a trustee. All trustees who served during the period, apart from Sarah McNiece were nominated by Local Citizens Advice. All new Board members are given an information pack and induction to CitAH and the Trustee Board.

The Trustees at the date of this report are:

Thomas Downes, Robert Sweatman, Richard Mackay, Martin Stern, David Moxon, Tanya Park, Jonathan Dapre and Oliver Phillips.

All trustees at the date of this report were nominated by Local Citizens Advice except for Robert Sweatman who was coopted as an independent trustee.

**Organisation and trustees' responsibilities**

The Trustees are responsible for setting and monitoring the objectives and strategy of the Charity, and ensuring the necessary policies and procedures are in place to enable the team of staff and volunteers to work effectively. The Board of Trustees meets not less than quarterly. Major operating decisions are made by a simple majority of a quorate Board. Minor and routine operating decisions are delegated to the Chief Executive, Local Citizens Advice, consultants or individual trustees and reported to the Trustee Board at its next meeting.

Company law requires the Trustees to prepare accounts for each financial year. This year the charity has adopted the Financial Reporting Standard 102 (FRS 102) the standard applicable to charities in the UK and Republic of Ireland. 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 surplus or deficit 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.

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

**TRUSTEES' ANNUAL REPORT** (continued)

**Year Ended 31 March 2025**

**SECTION 1 - STRUCTURE, GOVERNANCE AND MANAGEMENT**(continued)

**Related and associated organisations**

The National Association of Citizens Advice Bureaux (Citizens Advice):

- 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.

Local Citizens Advice:

There are currently 13 Local Citizens Advice organisations within the area covered by the Councils of Hampshire, Portsmouth, Southampton and Isle of Wight. Certain projects are carried out by the members on behalf of the Charity in return for a fee which is negotiated on an arm's length basis.

**SECTION 2 - OBJECTIVES AND ACTIVITIES**

**Objectives**

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

In furtherance of its purposes the Charity is permitted by its constitution to facilitate and assist Local Citizens Advice (LCA) to provide their services and to do all such other lawful things which promote or help to promote the objectives.

The trustees have had due regard to the Charity Commission's public benefit guidance when exercising its powers and duties.

**Activities**

The over-riding policies pursued in the attainment of the Charity's objectives are to:

- assist Local Citizens Advice 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.
- improve access to advice for the residents of Hampshire, including Portsmouth, Southampton and the Isle of Wight.

**Strategic planning**

The Board annually reviews and updates strategy in line with the collective needs of Local Citizens Advice, changes in the economic and legislative situation and taking into account the approach of other competing charities. Strategic priorities for Citizens Advice Hampshire can be divided into two areas.

**Supporting the activities of Local Citizens Advice**

Securing funding that will benefit Hampshire and IOW residents, supporting Local Citizens Advice offices by delivering training, sharing knowledge and encouraging collaboration, making connections with other Hampshire wide organisations (e.g. Hampshire County Council) and representing the Hampshire Citizens Advice network on relevant groups and forums, leading projects that are delivered across Local Citizens Advice (e.g. Hampshire Macmillan Citizens Advice Service, and Home and Well).

**The operating environment**

Local government funding remained a key source of funds for LCAs albeit at carefully controlled levels. This has led to a need to more actively obtain alternative sources of funding and a shift towards project funding with clearly agreed outcomes being a condition. Such sources are almost always time bound meaning that new additional skill levels are required to be developed and on occasion staff released in the event

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

**TRUSTEES' ANNUAL REPORT** (continued)

**Year Ended 31 March 2025**

**2 OBJECTIVES AND ACTIVITIES** (continued)

**The operating environment** (continued)

of discontinuance of the service. Staff capacity was realigned during the year to focus on income generation and project management.

The management is increasing the time and resources spent developing new partnerships which has become a core activity within Citizens Advice Hampshire. At the same time the need for providing good quality advice remains high.

Citizens Advice has, in consultation with LCA and ourselves, been seeking practical ways to develop new strategies to strengthen the organisation to provide relevant good quality advice that works best for the people of Hampshire we aim to serve. Advice is increasingly being made available by digital means (largely by phone combined with the website or by webchat and email).

**Business**

There have been a number of changes to the Board during the year as outlined on page 3 of this report. The board continued to meet quarterly to conduct its business.

The staff of The Charity continue to be home based, and the roles and functions were covered by 4.5 full time equivalent people. A summary of our achievements is set out below. The business plan covering 2022-25 is published on our website and Citizens Advice Hampshire will continue to evaluate its role against current needs.

**SECTION 3 - ACHIEVEMENTS AND PERFORMANCE**

**Hampshire County Council (HCC)**

During the year the CEO meet quarterly to report on the HCC Infrastructure grant which was allocated to support the training of staff and volunteers, to collaborate across Hampshire on relevant strategic forums and to support the development of the LCAs in terms of securing funding and overseeing pan Hampshire projects. The Charity provides data insights to the Council and supports LCAs to deliver advice and support around 70 000 clients a year. The Charity contributes to and supports several working groups within HCC and across the County including Action Hampshire, Hampshire Leadership forum, The Hampshire Partnership Board, Hampshire Safeguarding Adults Board, the Hampshire Domestic Abuse Board, Money and Mental Health Forum, the Hampshire Autism Partnership Board and the Hampshire Social Prescribers network. During the year HCC gave notice of their intention not to renew the infrastructure grant for 2025/26.

**Home & Well**

Home & Well is a collaboration of Citizens Advice, Scottish & Southern Electricity Networks, Southern Water, South East Water, Southern Gas Network and Hampshire and Isle of Wight Integrated Care Board (ICB). The aim of the project is to provide wrap-around support to vulnerable clients who are leaving hospital or at risk of being admitted.

The Home & Well team have successfully supported over 9,500 clients since April 2020, and more than 90% of these have been signed up to the Priority Service Register. We currently have 18 Advisors in 11 offices. Advisors in East Hampshire, Gosport and Southampton attend regular drop ins at their local hospital.

Between 2024-25 Home & Well supported 2,757 clients with 2,103 being signed up to the Priority Service Register.

**Hampshire Macmillan Citizens Advice Service (HMCAS)**

Over the year 4,710 clients, of which 2,668 were new, were supported generating financial outcomes that benefit the client of £15.3m. A full staff level was maintained throughout the year. The service continued to perform exceptionally well and provide specialist advice to people in person and via the dedicated telephone helpline. We ended the year fully staffed. Feedback from clients and professionals is regularly obtained and analysed, and our Quality Assurance Assessment (QAA) remains rated green, meaning that we give good advice consistently.

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

**TRUSTEES' ANNUAL REPORT** (continued)

**Year Ended 31 March 2025**

**SECTION 3 – ACHIEVEMENTS AND PERFORMANCE** (continued)

**Surrey Macmillan Citizens Advice Service (SMCAS)**

This project had a very successful first year and achieved 100% of Macmillan KPI for Q4. Recruitment and training were challenging, with some vacancies remaining at the end of Q4. The service supported 2,302 clients during the year, of which 1,452 were new. Outcomes gained for our clients totalled £8.5m. Outreaches were established at three hospitals. The service has made a positive start and started to perform well providing specialist advice to people in person and via the dedicated telephone helpline. Feedback from clients and professionals is regularly obtained and analysed, and our Quality Assurance Assessment (QAA) remains rated green, meaning that we give good advice consistently.

Macmillan has advised that both HMCAS and SMCAS will not be extended in the current format beyond 31<sup>st</sup> May 2026. A new delivery model will be considered for which Citizen Advice Hampshire continues to work with Macmillan to see if there is a role to be played in any new project. Any such project would be subject to a tender process.

**National Lottery Debt Project**

Working in partnership with the National Lottery Community Fund to support vulnerable clients across Hampshire, Isle of Wight, Portsmouth & Southampton.

We provide an information, advice and casework service to people who are experiencing profound difficulties in managing financial problems including debt and benefit issues, and who may face additional problems such as the threat of homelessness. This support is face to face.

In 2024-25 we supported 399 vulnerable clients, helped to write off £905,773 worth of debt and £415,957 income maximised / debt managed.

The current project also comes to an end during the current financial year (2025/26) and Citizens Advice New Forest will look to take forward discussion on any possible extension of this project.

**Research and Campaigning**

The Charity's CEO chairs the Research and Campaigns forum which was able to meet quarterly throughout the year collecting and coordinating evidence from LCA. This information is shared with local agencies / services and forms the basis for local, regional and national campaigning to influence or change the way in which some services are delivered. This year we have focussed on Digital Exclusion and Housing as issues emerging and will look to campaign for funds in these areas next year.

**Support for Local Citizens Advice**

In addition to the activities outlined above, The Charity acts as a conduit for managers and staff of LCA, sharing best practice as well as supporting county wide applications for grants and non-restricted funds. This year we held a strategic development day and spent some time surveying LCA Chief Officers about their uptake of services and what their priorities are for the next three years.

**Home & Well GNN (Good Neighbours Network)**

The Good Neighbours Network has over 4,000 volunteers who operate 120 local groups across Hampshire. They work alongside the 600 Citizens Advice volunteers, to help deliver the energy advice and support. Working with Southern Gas Network, the project aims to support 4,000 vulnerable households over 2 years.

In 2024-25, the project has supported 1,323 households at the end of year one. Households given energy advice 402, Carbon Monoxide (CO) Awareness Conversations 609, Payment Systems Regulator (PSR) Conversations 629, PSR Registrations 101, CO Alarms Gifted 239.

**Digital Exclusion**

The project aimed to support 600 Hampshire households, particularly families with children, pensioners, and disabled clients, with an anticipated income gain of £400,000. It exceeded expectations, assisting 779 households (130% of target), of whom 62% were over 60 and 58% reported a disability or long-term health condition. Clients achieved financial gains totalling £1,093,607.21. Advisers addressed 5,715 issues, an average of 7.33 per client—relating to digital exclusion, benefits, energy support, and charitable aid, many of which were complex and time-consuming to resolve.

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

**TRUSTEES' ANNUAL REPORT** (continued)

**Year Ended 31 March 2025**

**SECTION 4 – FINANCIAL REVIEW**

The Charity is dependent upon receiving grants and contracts for the projects and services it operates. During the year there were four and a half full time equivalent staff directly employed. All staff who deal directly with the public are engaged and contracted by the LCA that deliver the services. In addition, there are minimal administration and governance costs.

The charity has no borrowings.

**Income and Surplus for the year**

Charitable income totalled £1,666,302 (2024: £1,011,489).

The unrestricted net surplus for the year was £45,254 (2024: £25,410). The unrestricted general fund was £203,508 at 31 March 2025 (2024: £164,461).

The restricted net surplus for the year was £41,118 (2024 £71,442 deficit). The restricted balance brought forward, and transfers made in the year results in £472,811 (2024: £431,693) being carried forward. This relates to a difference in timing between receipt of grants and expenditure incurred.

**Reserves and risks policies**

The reserves policy is reviewed by the Board and adjusted where necessary. It has been set at levels to cover three months forward anticipated operating costs together with project closure costs to allow for any discontinuance of commitments.

The Charity recognises the need to maintain reserves to enable it to:

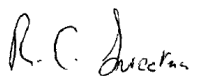
- meet its statutory and contractual obligations
- withstand any unforeseen financial setback
- provide temporary financial assistance for projects that are awaiting funding from other organisations
- take advantage of an opportunity that the Trustees consider will benefit the charity and the community it serves.

The Trustees operate a Risk Management register and a process that assists in the identification and mitigation of potential risks. The Trustees have reviewed the risks to which it considers the Charity is exposed and has developed a system of continuous review to address them.

The main financial risk is the loss of funding. This is minimised by keeping a close relationship with existing funders, developing new sources of funding and holding sufficient cash reserves to enable the winding down of any service in a controlled fashion if funding ceases. Cash reserves are held in a number of banks to ensure coverage by the Financial Services Compensation scheme.

The Charity would like to give thanks to staff and volunteers of CitAH and Local Citizens Advice who have contributed so much to our development over the past year.

**By order of the Trustees,**



..... Chair

Robert Sweatman

**25 November 2025**

..... Date

The Board of Trustees

Citizens Advice Hampshire

c/o Morris Crocker, Station House

North Street, Havant

Hampshire, PO9 1QU



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

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF**  
**CITIZENS ADVICE HAMPSHIRE (LIMITED BY GUARANTEE)**  
**Year Ended 31 March 2025**

**Opinion**

We have audited the financial statements of Citizens Advice Hampshire (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

**Basis for opinion**

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

**Conclusions relating to going concern**

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

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

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

**Other information**

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

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

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF**  
**CITIZENS ADVICE HAMPSHIRE (LIMITED BY GUARANTEE) (continued)**

**Year Ended 31 March 2025**

**Opinions on other matters prescribed by the Companies Act 2006**

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

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

**Matters on which we are required to report by exception**

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

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

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

**Responsibilities of trustees**

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

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

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

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF**  
**CITIZENS ADVICE HAMPSHIRE (LIMITED BY GUARANTEE)** (continued)

**Year Ended 31 March 2025**

**Our responsibilities for the audit of the financial statements**

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

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

From discussion with management and those charged with governance information about the entity is documented to assess the activity within the organisation. We discuss management's assessment of risk in respect of irregularities, fraud and going concern.

Based on these discussions and our own assessments we determined that the key risk areas were income recognition in respect of cut off issues and management override concerning the size of the organisation.

We set financial statement materiality level based on the level of income. As a not for profit organisation raising income is its primary focus which is why income was used to determine the level of materiality. Our overall assessment of risk was used to determine performance materiality at an appropriate level.

Substantive audit tests were designed after assessing and performing walkthrough tests. The walkthrough testing confirmed documented systems which have been designed to act as a preventative measure against fraud and error which appear to be operating as documented. Substantive testing tested a sample of the population, representative of the population, to identify errors. The testing did not identify any material misstatements in areas tested.

Audit substantive tests concluded no material errors over the key risk areas of income recognition and management override.

The audit considers the organisation is not exposed to material risk of error as a result of assessing laws and regulations that are appropriate to the organisation.

Management assessed there is no going concern risk.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Report of the Independent Auditors.

**CITIZENS ADVICE HAMPSHIRE**

(Limited by Guarantee)

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF**

**CITIZENS ADVICE HAMPSHIRE (LIMITED BY GUARANTEE) (continued)**

**Year Ended 31 March 2025**

**Use of our report**

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

*P J Underwood*

**P Underwood (Senior Statutory Auditor)**

**for and on behalf of MC Audit Limited**

**Statutory Auditors**

**Station House**

**North Street**

**Havant**

**Hampshire**

**PO9 1QU**

**Date:** 27th November 2025 .....

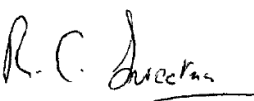
**CITIZENS ADVICE HAMPSHIRE**  
(Limited by Guarantee)

**BALANCE SHEET**

Year ended 31 March 2025

	<u>Note</u>	<u>2025</u> £	<u>2024</u> £
<b>CURRENT ASSETS</b>			
Debtors and prepayments	4	141,048	193,972
Cash at bank and in hand	5	<u>1,054,231</u>	<u>758,575</u>
		1,195,279	952,548
<b>CURRENT LIABILITIES</b>			
Creditors: Amounts falling due within one year	6	<u>419,973</u>	<u>263,612</u>
<b>Total Assets Less Current Liabilities</b>		<u>775,307</u>	<u>688,935</u>
<b>TOTAL NET ASSETS</b>		<u><u>775,307</u></u>	<u><u>688,935</u></u>
<b>REPRESENTED BY:</b>			
<b>ACCUMULATED FUNDS</b>	18		
Unrestricted funds		302,497	257,243
Restricted funds		<u>472,811</u>	<u>431,693</u>
<b>FUND BALANCES AT 31 MARCH</b>		<u><u>775,307</u></u>	<u><u>688,935</u></u>

Approved by the Board of Trustees and signed on its behalf:

  
..... Chair

Robert Sweatman

25 November 2025  
..... Date

# CITIZENS ADVICE HAMPSHIRE

(Limited by Guarantee)

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

Year ended 31 March 2025

	Note	Year ended 31 March 2025			Year ended 31 March 2024		
		Unrestricted funds	Restricted funds	Total funds	Unrestricted funds	Restricted funds	Total funds
		£	£	£	£	£	£
INCOME FROM:							
Donations and legacies	7	64,653	1,601,650	1,666,302	64,703	946,786	1,011,489
Investment income	8	33,465		33,465	26,431		26,431
Total income		98,118	1,601,650	1,699,767	91,134	946,786	1,037,920
Refund of previous years' grants						136,000	136,000
		98,118	1,601,650	1,699,767	91,134	810,786	901,920
EXPENDITURE ON:							
Charitable activities	9	52,864	1,560,532	1,613,396	65,724	882,228	947,952
NET INCOME		45,254	41,118	86,372	25,410	(71,442)	(46,032)
TRANSFERS				-			-
NET MOVEMENT IN FUNDS		45,254	41,118	86,372	25,410	(71,442)	(46,032)
RECONCILIATION OF FUNDS							
Total funds brought forward	18	257,243	431,692	688,935	231,833	503,134	734,967
TOTAL FUNDS CARRIED FORWARD		302,497	472,811	775,307	257,243	431,692	688,935

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

**STATEMENT OF CASH FLOWS**

Year ended 31 March 2025

	Financial reporting year ended	
	31/03/2025	31/03/2024
	£	£
<b>Cash flows arising from operating activities</b>		
Net income / (expenditure) for the year (as per Statement of financial activities)	86,372	(46,032)
Adjustments for:		
(Increase) / decrease in debtors	52,924	(26,549)
Increase / (decrease) in creditors	156,359	56,227
<b>Net cash provided by operating activities</b>	<b>295,655</b>	<b>(16,354)</b>
<b>Increase in cash and cash equivalents during the year</b>	<b>295,655</b>	<b>(16,354)</b>
<b>Cash and cash equivalents at beginning of the year</b>	<b>758,576</b>	<b>774,930</b>
<b>Cash and cash equivalents at end of the year</b>	<b>1,054,231</b>	<b>758,576</b>

The notes on pages 16 - 28 form part of these accounts.

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

**NOTES TO THE ACCOUNTS**

**Year ended 31 March 2025**

**NOTE 1 - LEGAL STATUS OF CITIZENS ADVICE HAMPSHIRE**

Citizens Advice Hampshire is a company limited by guarantee and a registered charity (Charity No. 1122695), governed by its Articles of Association. In the event of winding up, the members are liable to contribute up to £1 each.

**NOTE 2 - ACCOUNTING POLICIES**

**(a) Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

**(b) Fund accounting**

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

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

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

**(c) Fixed assets**

No fixed assets have been acquired in the current year or previously. The policy is that assets with an individual cost of over £1,000 are capitalised at cost. Depreciation would be calculated to write off these assets over their estimated useful lives.

**(d) Corporation tax**

The Charity is a registered charity and, as such, is exempted by H M Revenue & Customs from liability to corporation tax on its operating surpluses and investment income while it pursues its charitable objectives.

**(e) Income recognition**

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

Grants received during the accounting period that have terms and conditions attached to them that are considered to be wholly under the control of the Charity are recognised in full.

Grants received with performance-related conditions attached to them which have not been met, or uncertainty exists as to whether the conditions will be met are recorded as deferred income and subsequently recognised in the period in which any limiting condition is met.

Investment income is recognised when earned.



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

**NOTES TO THE ACCOUNTS**

**Year ended 31 March 2025**

**NOTE 2 - ACCOUNTING POLICIES** (continued)

**(f) Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

**(g) Allocation and analysis of resources used**

Central expenditure for charitable support and administration are partly met through "core" funding grants and partly from attributions from restricted funds for centrally-borne support costs. Accordingly, as shown in Note 10, the resources used by restricted funds represent spending on charitable support and training for LCA and various projects. A very small number of resources are allocated to general administration as shown in Note 11.

**(h) Pensions**

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund. Contributions payable for the year are charged in the Statement of Financial Activities.

**(i) 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.

**(j) Cash and cash equivalents**

Cash and cash equivalents represent the amounts held in highly liquid bank current accounts and cash at the balance sheet date together with bank deposits on not more than 95 days' notice.

**(k) Creditors and provisions**

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.

**(l) Going concern**

The Charity's financial accounts are prepared on the going concern. The Trustees have assessed the Charity's financial position and believe that, while there is no immediate material uncertainty, the Trustees intend to gradually downscale operational activities. This strategic adjustment does not reflect an intention to cease operations but represents a considered response to the current environment. 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.

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

**NOTES TO THE ACCOUNTS**

**Year ended 31 March 2025**

**NOTE 3 - NATURE AND PURPOSE OF PROJECT 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) Project closure

Although the Charity has been successful in gaining continuation of many grants the Trustees recognise that from time-to-time projects may cease and there would be costs of closing them down in a controlled way.

(b) Networking and Fundraising

Funds to network with potential funders and other organisations and to develop bids for funding opportunities.

(c) Training and development

Provision of training to paid and volunteer staff of Local Citizens Advice.

(d) Volunteer Strategy

Recruitment and initial training of volunteers to work in Local Citizens Advice providing advice to clients by phone.

(e) Strategy and Reorganisation Costs

At the end of the year, Citizens Advice Hampshire was considering how to prepare for possible changes due to council reorganisation in Hampshire. As a result, the Board allocated designated funds to support the development and implementation of a strategy in response.

**Restricted funds**

The principal project funds listed below are restricted funds, their purposes are to provide the following services and support:

(f) Home and Well

Provision of advice to patients leaving hospital including where appropriate assisting them to sign up to the Priority Services Register of Electricity, Gas and Water Companies.

(g) Home and Well GNN

Citizens Advice and the Good Neighbours Network help to reach vulnerable residents of Hampshire and offer a wide range of support. The project helps to enhance capacity on the ground by increasing the number of volunteers who can access clients in their home. By accessing clients in their homes and a community setting more advice and awareness can be raised around energy saving solutions, carbon monoxide and the priority services register.

(h) Hampshire and Surrey Macmillan Citizens Advice Service

Working in partnership with Macmillan Cancer Support the provision of financial, benefits and employment advice to people affected by cancer in Hampshire and Surrey.

(i) Surviving Winter

A project aimed at helping with access to financial help for food, heat and clothing from November to March.

(j) Hampshire Hospices Advice Service

Provision of financial, benefits and employment advice to patients of hospices.

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

**NOTES TO THE ACCOUNTS**

**Year ended 31 March 2025**

**NOTE 3 - NATURE AND PURPOSE OF PROJECT FUNDS** (continued)

(k) Maggie's

Working in partnership with Maggie's for the provision of financial, benefits and employment advice to people affected by cancer attending the Maggie's centre at Southampton Hospital.

(l) National Lottery Debt Project

A project to support vulnerable clients with debt advice.

(m) Digital Exclusion

Supporting clients who needed assistance accessing websites, benefits, and utilities. The project aims to support 600 clients across Hampshire who struggle with Digital Inclusion by offering support with form filling, benefit applications, immigration forms and other online accounts, enabling those clients to access funds owed to them.

**NOTE 4 - DEBTORS, PREPAYMENTS AND ACCRUED INCOME**

	<u>2025</u>	<u>2024</u>
	£	£
Debtors	89,470	151,015
Prepayments	370	370
Accrued Income	51,207	42,588
	<u>141,048</u>	<u>193,972</u>

**NOTE 5 - CASH AT BANK AND IN HAND**

	<u>2025</u>	<u>2024</u>
	£	£
Current accounts	69,193	152,597
Deposit accounts	985,039	605,978
	<u>1,054,231</u>	<u>758,575</u>

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

**NOTES TO THE ACCOUNTS**

**Year ended 31 March 2025**

**NOTE 6 - CREDITORS**

	<u>2025</u>	<u>2024</u>
	£	£
Amounts due to Local Citizens Advice	349,769	185,190
Amounts due to suppliers	25,141	4,053
Taxation and social security	4,949	4,312
Accrued charges	10,798	48,917
Deferred Revenue	29,315	21,140
	<u>419,973</u>	<u>263,612</u>

	<u>2025</u>	<u>2024</u>
	£	£
<b>Deferred revenue represents</b>		
Brought forward	21,140	-
Amount released to incoming resources	(21,140)	-
Amount deferred in year	29,315	21,140
Carried forward	<u>29,315</u>	<u>21,140</u>

Deferred revenue has been recognized in the accounts to reflect income received in advance for services and activities that will take place in the 2025-26 financial year. The deferred revenue relates to grants received from the National Lottery.

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

**NOTES TO THE ACCOUNTS**

**Year ended 31 March 2025**

**NOTE 7 - DONATIONS AND LEGACIES**

	<b>Year ended 31 March 2025</b>			<b>Year ended 31 March 2024</b>		
	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total funds</b>	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total funds</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Hampshire Macmillan Citizens Advice Service		338,072	338,072		309,103	309,103
Surrey Macmillan Citizens Advice Service		241,564	241,564		102,168	102,168
Hampshire Hospices Advice Service		11,023	11,023		11,700	11,700
Digital Exclusion		110,736	110,736		-	-
Home & Well		356,435	356,435		286,276	286,276
Surviving Winter / Donations to clients		35,820	35,820		10,419	10,419
Training & Development	25,536		25,536	29,192		29,192
Networking & Fundraising	37,959		37,959	5,500		5,500
Volunteer Strategy			-	25,762		25,762
SSEN donation		75,000	75,000		-	-
Maggie's		7,093	7,093		30,475	30,475
Home & Well GNN		258,956	258,956		29,594	29,594
Debt Advice		166,551	166,551		166,551	166,551
Other	1,158	400	1,558	4,249	500	4,749
	<b>64,653</b>	<b>1,601,650</b>	<b>1,666,302</b>	<b>64,703</b>	<b>946,786</b>	<b>1,011,489</b>

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

**NOTES TO THE ACCOUNTS**

**Year ended 31 March 2025**

**NOTE 8 - INVESTMENT INCOME**

	<u>2025</u>	<u>2024</u>
	<u>£</u>	<u>£</u>
Interest received on bank accounts	<u><b>33,465</b></u>	<u>26,431</u>

All investment income is derived from assets held in the United Kingdom.

**NOTE 9 - EXPENDITURE ON CHARITABLE ACTIVITIES**

	Note	<u>Year ended 31 March 2025</u>			<u>Year ended 31 March 2024</u>		
		<u>Unrestricted funds</u>	<u>Restricted funds</u>	<u>Total funds</u>	<u>Unrestricted funds</u>	<u>Restricted funds</u>	<u>Total funds</u>
		<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
<b>GRANT MAKING ACTIVITIES</b>							
Grants payable	10	-	1,375,687	1,375,687	-	714,793	714,793
Administration and support costs	11	134,855	102,854	237,709	111,991	121,167	233,159
		<u>134,855</u>	<u>1,478,541</u>	<u>1,613,396</u>	<u>111,991</u>	<u>835,961</u>	<u>947,952</u>
Reallocation of costs (Note 17)		(81,991)	81,991	-	(44,724)	44,724	-
		<u><b>52,864</b></u>	<u><b>1,560,532</b></u>	<u><b>1,613,396</b></u>	<u><b>67,267</b></u>	<u><b>880,684</b></u>	<u><b>947,952</b></u>

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

**NOTES TO THE ACCOUNTS**

**Year ended 31 March 2025**

**NOTE 10 - GRANTS PAYABLE**

	Year ended 31 March 2025			Year ended 31 March 2024		
	Unrestricted funds	Restricted funds	Total funds	Unrestricted funds	Restricted funds	Total funds
	£	£	£	£	£	£
Hampshire Macmillan Citizens Advice Service		295,200	295,200		255,510	255,510
Surrey Macmillan Citizens Advice Service		210,677	210,677		78,309	78,309
Hampshire Hospices Advice Service		6,838	6,838		5,726	5,726
Digital Exclusion		94,896	94,896		-	-
Home & Well		321,088	321,088		218,827	218,827
SSEN donation		58,000	58,000		-	-
Surviving Winter / Donations to clients		10,971	10,971		-	-
Maggie's		5,908	5,908		32,828	32,828
Home & Well GNN		179,061	179,061		-	-
Debt Advice		193,048	193,048		116,949	116,949
NHS-KWAP		-	-		4,646	4,646
Warm Bods		-	-		1,998	1,998
	-	1,375,687	1,375,687	-	714,793	714,793

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

**NOTES TO THE ACCOUNTS**

**Year ended 31 March 2025**

**NOTE 11 - ADMINISTRATION AND SUPPORT COSTS**

	Note	<b>Year ended 31 March 2025</b>			<b>Year ended 31 March 2024</b>		
		<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total funds</b>	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total funds</b>
		£	£	£	£	£	£
<b>OPERATIONAL COSTS</b>							
Bank charges		935	-	935	1,346	-	1,346
Bookkeeping fees		68	-	68	2,910	-	2,910
Computer consumables and software		3,065	729	3,794	1,473	-	1,473
Insurance and compliance		747	500	1,247	438	150	588
Meeting costs		2,919	1,439	4,358	1,602	1,097	2,699
Other		1,795	2,038	3,832	3,389	4,259	7,648
Printing, postage and stationery		473	132	605	290	354	644
Recruitment		1,506	339	1,845	205	2,445	2,650
Salaries and wages	12	101,010	75,580	176,590	73,709	81,345	155,054
Staff training and conferences		14,826	9,533	24,359	18,327	3,868	22,195
Telephone		724	2,859	3,583	609	3,579	4,188
Travel expenses		3,070	5,299	8,369	2,723	3,964	6,686
Website development		315	78	393	1,386	-	1,386
Service delivery		-	130	130	-	15,491	15,491
		<b>131,453</b>	<b>98,655</b>	<b>230,108</b>	<b>108,407</b>	<b>116,551</b>	<b>224,958</b>
<b>GOVERNANCE COSTS</b>							
Independent auditor's fees		2,678	4,120	6,798	2,922	4,384	7,306
Trustees' meetings and AGM		724	78	803	662	232	895
		<b>3,402</b>	<b>4,198</b>	<b>7,601</b>	<b>3,585</b>	<b>4,616</b>	<b>8,201</b>
		<b>134,855</b>	<b>102,854</b>	<b>237,709</b>	<b>111,991</b>	<b>121,167</b>	<b>233,159</b>



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

**NOTES TO THE ACCOUNTS**

**Year ended 31 March 2025**

**NOTE 12 - PAYROLL COST AND STAFF NUMBERS**

	Year ended 31 March 2025			Year ended 31 March 2024		
	Unrestricted funds	Restricted funds	Total funds	Unrestricted funds	Restricted funds	Total funds
	£	£	£	£	£	£
Managerial & Administration						
Gross Pay	91,020	68,105	159,125	64,643	76,456	141,099
Social security	6,179	4,623	10,802	4,495	3,851	8,346
Employer pension contribution	3,811	2,852	6,663	4,571	1,038	5,609
	<b>101,010</b>	<b>75,580</b>	<b>176,590</b>	<b>73,709</b>	<b>81,345</b>	<b>155,054</b>

The average number of staff employed during the equivalent year was 5 representing an average full time of 4.5 (2024: 5 and 4).

No individual's employee benefit (excluding employer pension costs) exceeded £60,000 p.a.

The trustees are ultimately responsible for planning, directing and controlling the charity. Consequently, the Trustees do not consider that any member of staff meets the definition of key management personnel referred to in the SORP.

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

**NOTES TO THE ACCOUNTS**

**Year ended 31 March 2025**

**NOTE 13 - TRUSTEES REMUNERATION AND EXPENSES**

No trustees, nor anyone connected with them, received any remuneration in connection with their services as trustees of the Charity during the year.

Three trustees received reimbursements for travel expenses incurred in carrying out their duties as trustees of the Charity. The total cost amounted to £346 claimed by Richard Mackay (Trustee), Robert Bosshardt (Trustee) and Catherine Brooks (Trustee).

**NOTE 14 - RELATED PARTY TRANSACTIONS**

The Charity did not engage in any transactions with related parties as defined by the Charities SORP (FRS102) (2024: None). Section 1 of the Trustee Annual Report explains the relationship between the Charity and the LCA organisations.

**NOTE 15 - FUNDS HELD AS AGENT**

CitAH acted as agent for the Household Support project funds received by an independent Local Citizens Advice (LCA) from Hampshire County Council. CitAH acted as a gateway to distribute said funds to 10 participating LCAs in Hampshire. One distribution was made during the reporting year. The payment distribution took place in January and amounted to £69,720 in total. CitAH did not receive management fee for the services provided towards the Household Support project.

**NOTE 16 - ANALYSIS OF NET ASSETS BETWEEN FUNDS**

			2025	2024
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
Current assets	320,540	874,740	1,195,280	952,548
Current liabilities	18,043	401,930	419,973	263,612
	302,497	472,811	775,307	688,935

**NOTE 17 - ULTIMATE CONTROLLING PARTY**

In the opinion of the trustees, the charitable company is not under the control of any single individual or entity. Therefore, there is no ultimate controlling party as defined by FRS 102, section 35.1.

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

**NOTES TO THE ACCOUNTS**

**Year ended 31 March 2025**

**NOTE 18 - ACCUMULATED FUNDS MOVEMENT**

	Year ended 31 March 2025						Year ended 31 March 2024					
	Balance brought forward	Incoming resources	Transfer between funds	Direct resources expended	Allocated administrative costs	Balances carried forward	Balance brought forward	Incoming resources	Transfer between funds	Direct resources expended	Allocated administrative costs	Balances carried forward
	£	£		£	£	£	£	£		£	£	£
<b>Unrestricted</b>												
General fund	164,461	34,623	11,543	(91,605)	84,486	203,508	166,672	30,680	-	(79,792)	46,901	164,461
Designated fund:												
Project Closure	32,867					32,867	32,867					32,867
Training & Development	10,667	25,536		(18,256)	(1,826)	16,122	6,659	29,192		(22,896)	(2,288)	10,667
Networking & Fundraising	8,827	37,959	(22,667)	(21,926)	(2,193)	-	9,760	5,500		(5,848)	(585)	8,827
Volunteer strategy	40,421	-	(38,876)	(1,405)	(140)	-	15,875	25,762		(1,105)	(111)	40,421
Strategy and Reorganisation Costs	-		50,000			50,000						-
Other				(1,664)	1,664	-				(806)	806	-
	92,782	63,495	(11,543)	(43,250)	(2,495)	98,989	65,161	60,454	-	(30,656)	(2,178)	92,782
	257,243	98,118	-	(134,855)	81,991	302,497	231,833	91,134	-	(110,448)	44,724	257,243

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

**NOTES TO THE ACCOUNTS**

**Year ended 31 March 2025**

**NOTE 18 - ACCUMULATED FUNDS MOVEMENT (continued)**

	Year ended 31 March 2025						Year ended 31 March 2024					
	Balance brought forward	Incoming resources	Refund of previous years' grant	Direct resources expended	Allocated administrative costs	Balances carried forward	Balance brought forward	Incoming resources	Refund of previous years' grant	Direct resources expended	Allocated administrative costs	Balances carried forward
	£	£		£	£	£	£	£		£	£	£
<b>Restricted</b>												
Hampshire Macmillan Citizens Advice Service	31,590	338,472		(338,472)		31,590	163,457	309,603	(136,000)	(305,471)		31,590
Surrey Macmillan Citizens Advice Service	-	241,564		(241,564)		-		102,168		(102,168)		-
Hampshire Hospices Advice Service	-	11,023		(7,619)	(3,404)	-		11,700		(6,436)	(5,264)	-
Healthwatch Hampshire	-						1,255			(473)	(783)	-
Home & Well	271,572	356,435		(343,236)	(34,324)	250,448	256,106	286,276		(244,981)	(25,828)	271,572
Home & Well GNN	-	258,956		(182,068)	(10,101)	66,787						
Surviving Winter / Donations to clients	-	35,820		(11,697)	(1,170)	22,954	3,988	10,419		(13,570)	(836)	-
Digital Exclusion	-	110,736		(95,406)	(9,541)	5,790						-
Maggie's	-	7,093		(5,908)	(1,185)	-	12,518	30,475		(33,332)	(9,658)	-
SSEN donation	-	75,000		(58,000)	(17,000)	-						-
NHS - KWAP	-					-	(19,967)	29,594		(9,152)	(476)	-
Debt Advice	128,529	166,551		(194,572)	(5,267)	95,240	83,401	166,551		(119,923)	(1,500)	128,529
Warm Bods	-			-	-	-	2,376			(1,998)	(378)	-
	<b>431,691</b>	<b>1,601,650</b>	<b>-</b>	<b>(1,478,541)</b>	<b>(81,991)</b>	<b>472,811</b>	<b>503,134</b>	<b>946,786</b>	<b>(136,000)</b>	<b>(837,504)</b>	<b>(44,724)</b>	<b>431,692</b>
	<b>688,933</b>	<b>1,699,767</b>	<b>-</b>	<b>(1,613,396)</b>	<b>-</b>	<b>775,307</b>	<b>760,377</b>	<b>1,037,920</b>	<b>(136,000)</b>	<b>(947,952)</b>	<b>-</b>	<b>714,345</b>