

Citizens Advice in Dorset
(A Company Limited by Guarantee)

ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2025

COMPANY NUMBER 6778548 (ENGLAND AND WALES)
REGISTERED CHARITY NUMBER 1130056

CITIZENS ADVICE IN DORSET

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TRUSTEE'S REPORT FOR THE YEAR ENDED 31st MARCH 2025

The Trustees present their Report and unaudited Financial Statements for the year ended 31 March 2025. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity name	Citizens' Advice in Dorset (CAiD)
Charity Number	1130056
Company Number	6778548
Registered Office	4 Cedar Park Cobham Road Ferndown Industrial Estate, BH21 7SF
Correspondence Address	Mill Lane Wareham Dorset. BH20 4RA
Independent Examiner	Ward Goodman Audit Services Ltd 4 Cedar Park Cobham Road Ferndown Industrial Estate, BH21 7SF
Bankers	CAF Bank Ltd 25, Kings Hill Avenue West Mailing, Kent, ME19 4JQ
Website	https://citizensadvisedorset.org.uk/

Directors and Trustees

The directors of the charitable company (the charity) are its trustees for the purpose of charity law and throughout the report are collectively referred to as the trustees.

The Trustees who served during the year and since the year end were as follows:

Alan Breakwell	East Dorset & Purbeck	Chair
David Gibson	Bridport & District	Vice Chair
Stephen Beare	Central Dorset	Appointed 14 th August 2024
Stuart Dawson	Central Dorset	
Adrian Goldsack	Central Dorset	Resigned 13 th August 2024
Stephen Parker	East Dorset & Purbeck	Resigned 22 nd October 2024
Jim Smyllie	Bridport & District	Appointed 11 th February 2025
Lavinia Sonnenberg	Bridport & District	Appointed 14 th May 2024 – Resigned 6 th February 2025

TRUSTEE'S REPORT FOR THE YEAR ENDED 31st MARCH 2025 continued

Chief Officers

Rovarn Wickremasinghe	Bridport & District
Daniel Cadisch	Central Dorset
Helen Goldsack	East Dorset & Purbeck

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Citizens' Advice in Dorset (CAiD), which was formerly Dorset Citizens' Advice Partnership (DorCAP), is a company limited by guarantee and governed by its memorandum and articles of association dated 22nd December 2008 as amended on the 25th November 2019 and the 28th September 2023.

The members of the company who are its directors undertake to contribute such amount as may be required (not exceeding £1) to the company's assets if it should be wound up, for payment of the company's debts and liabilities.

Organisation

The consortium was established to strengthen and develop the Citizens Advice offices in Dorset and over the years' significant change has occurred through changes in local government boundaries along with the creation of two unitary authorities covering Dorset. In addition, local offices have merged and CAiD now has responsibility for the local offices covered by the Dorset Council area and the current members are Bridport & District, Central Dorset, East Dorset and Purbeck.

The members are each responsible for appointing two Trustees to the board. The trustee board may appoint trustees from the 3 LCA's to provide specific advice as set out in the articles of association. New trustees undergo induction training and mentoring from existing trustees.

Citizens' Advice in Dorset (CAiD) is governed by its Board of Directors (who are also the trustees) which is responsible for setting the strategic direction of the organisation and its policies. The Board carries ultimate responsibility for the conduct of the charity in ensuring it meets its legal and contractual obligations. The Board meets quarterly with formal agenda and minutes recorded. The board can establish task and finish groups to deal with particular topics.

Until April 2020 the service was managed on behalf of the Trustees by the Manager through a formal scheme of delegation. Since May 2020 the work of the Manager and the administration of CAiD has been allocated over the local offices and the Board has been supported and advised by the Chief Officers and National Citizen's Advice. CAiD are Associate Members of National Citizen's Advice (NCA).

TRUSTEE'S REPORT FOR THE YEAR ENDED 31st MARCH 2025 continued

Objectives and Activities for the Public Benefit

The charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness, and distress in particular, but without limitation, for the benefit of the community in England and Wales.

To achieve its objects, the charity promotes the efficiency and effectiveness of Citizens Advice in the Dorset Council area.

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and planning future activities.

Principal Activities Achievements and Performance

CAiD has established itself as an agent to secure funding which is channelled to support the work of its members and to develop services. CAiD also has a key role in leading and supporting the wider advice sector.

On becoming a Unitary Authority, Dorset Council reviewed the historic pattern and method of annual grant payments previously provided by the District Councils and Dorset Council and consolidated this funding into a new Dorset Advice Contract. This was a three-year contract (with a 2-year extension option) and following a competitive bidding process CAiD was awarded the contract. The contract commenced on 1 October 2021 with CAiD responsible for monitoring the delivery of the contract, allocating the contract funds between local offices and regular review meetings with Dorset Council. CAiD were awarded the two-year extension on the contract which now runs to September 2026.

CAiD continued to have an involvement in a number of successful projects which continued from previous years as well as new projects supporting Dorset Council to achieve its objectives. Details can be found in the notes to the accounts.

The revised management arrangements have been operating for the last three years with the work of CAiD being shared by the local offices. This continues to work extremely well. It has meant additional time being spent by the LCA's on CAiD management and to reflect these enhanced working arrangements and minimise duplication the CAiD Board review on an annual basis the financial contribution made to each LCA for the time spent by their officers on supporting the CAiD Board. This covers monitoring the Dorset Council contract, Annual Leadership Assessment, the Advice Dorset Partnership, Governance, Finance, and Liaison with Dorset Council. In addition, there is a contribution from the Board to Bridport for operating SPOC (Single Point of Contact) and from the 1st April 2025 resources have been made available to support Research & Campaigns and Data Collection.

The revised governance arrangements which were introduced from the Autumn of 2023 have reduced duplication, streamlined the operation and provided for more efficient use of both officers and Trustees time whilst ensuring that the CAiD Board contains a balance of skills to meet its objectives. All business is carried out at the quarterly Board meetings and there are no sub committees, and this new process has proved to be very efficient.

TRUSTEE'S REPORT FOR THE YEAR ENDED 31st MARCH 2025 continued

During the course of the year the Treasurer resigned and under the articles the Board are required to appoint a Treasurer from one of the Trustees. CAiD are very fortunate that two of the Board have financial experience and the Chair has carried out the role with the position being reviewed at each board meeting. It is working well, and enhanced procedures have been introduced to deal with payments involving all 3 LCA.s.

It has been another successful year with our involvement with Dorset Council and the role CAiD has played with other agencies meeting the challenges post pandemic and through the cost-of-living crisis.

The Central Dorset Chief Officer has attended regular weekly meetings with Dorset Council officers and other Voluntary and Statutory sector organisations which has enabled us to assist and support Dorset Council achieving its objectives. Dorset Council has provided additional funds to CAiD to help deliver support to those in most need and the 3 LCA's have risen to this challenge meeting the objectives set by Dorset Council. The notes to the accounts detail the activities CAiD have been involved in.

The monitoring of the Dorset Council Advice Contract is an important part of CAiD's work through the 3 LCA's. Reports are provided quarterly with half yearly meetings with Dorset Council officers. The feedback from the Council continues to be excellent which reflects on the incredible work everyone involved with CA is doing to help the communities we serve. CAiD were asked to provide the cost implications of the changes to Employers NI contributions from April 2025. This was a significant increase in costs for the 3 LCA's especially as the Advice contract is a fixed price for the 5 years. The good news is that Dorset Council have recognised the impact, and a 2% uplift has been agreed.

The annual leadership assessment from National Citizen's Advice (CAiD is an associate member of NCA) has again been a success story. This year the assessment has changed, and a new more streamlined scheme was introduced and CAiD had to complete Part A – Compliance whilst Part B running the Consortium was optional. The CAiD Board agreed not to complete Part B and would review on an annual basis. However, there was still a significant amount of work involved, and the designated Chief Officer brought it all together and CAiD met all the requirements in the areas they were assessed. Another excellent result.

CAiD has continued to support the LCA's in their work and to ensure that Dorset Citizens Advice speaks with one voice.

The Trustees express they're thanks to the Chief Officers and their volunteers and staff for all their hard work in ensuring that Citizen's Advice has remained key to the future of advice services.

Financial Review and Reserves

The Trustees continue to monitor the budget on a quarterly basis. Income from grants and bank interest rose from £919,162 in 2023/24 to £995,819 an increase of £76,657. In the same period Expenditure has increased from £960,392 to £1,037,578 an increase of £77,186. This gives an overall deficit of £41,759 this year, compared with a deficit of £41,230 in 2023/24.

TRUSTEE'S REPORT FOR THE YEAR ENDED 31st MARCH 2025 continued

The main reasons that income has increased are the grants from Dorset Council for the cost of living, Ukrainian Refugee Support, Library Income Max, offset by Housing Income Maximisation (the income for 2024/25 was received in the previous financial year coupled with the scheme finishing at the end of September and the balance of the grant being repaid to Dorset Council). In addition, in 2023/24 a grant was received for housing support which was not repeated in this financial year.

On expenditure a similar picture with the increased income referred to above being paid to the 3 LCA's for carrying out the work coupled with the review of LCA support to CAiD being reduced enabling more of the Advice Contract income being allocated direct to the 3 LCA's on the funding formula. Also, there was not a repeat of the use of Reserves for meeting Income Generation and Armed Forces Support.

It is very pleasing that CAiD has continued to secure grant funding on behalf of the member LCA's, and this funding has now been approved for the 2025/26 financial year following detailed negotiations with Dorset Council in difficult financial times.

The small deficit after considering the use of Restricted Reserves has been met by the General Reserve. The trustees' policy is to ensure that free monies (reserves) are available in each financial year to meet any foreseeable contingency. The CAiD spend is now concentrated into grant reimbursements and service fees to the member bureaux. This has reduced the direct financial risk that CAiD is exposed to. The trustees have three designated reserves covering the costs of Closure, Development and Communications and together with the General Reserve leave CAiD in a sound position as they move forward.

CAiD holds a small, restricted reserve for training costs. It is planned to allocate this fund balance in 2025/26 to support delivery of staff training by the three local bureaux.

Plans for Future Periods

There are challenges facing CAiD. Firstly, the Dorset Council contract is a fixed price contract which runs until the end of September 2026 and means all increased costs over the time of the contract have to be met by the LCA's either through generating more income or reducing costs. This has been eased slightly by the 2% uplift from the 1st April 2025 but reducing costs is vital as is closer working between the 3 LCA's to minimise duplication and provide a more efficient business model. This is work which is an integral part of the CAiD business planning process.

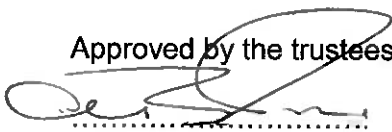
There is a changing political environment. Our major funder, Dorset Council, changed political control at the last election and over the last year CAiD has worked closely with the new administration to ensure that the current level of partnership working that supports the delivery of our advice services is maintained and developed which is vital as the existing contract runs out in just over a year. The change in the national government will impact as regionalism comes to the top of the agenda and the need for CA's to work much more across county boundaries to potentially maximise income streams.

TRUSTEE'S REPORT FOR THE YEAR ENDED 31st MARCH 2025 continued

CAiD and the LCAs will need to consider AI and how that can help shape the advice service as CAiD reviews how the Advice contract will look from October 2026. There will be a need to trial some of the new AI initiatives to leave CAiD in the best position through the 3 LCA's to provide the advice contract well into the future.

Approved by the trustees on

12th August 2025



Alan Breakwell (Chair of Trustees)

Independent Examiner's Report to the Trustees of Citizens Advice in Dorset

I report to the charity trustees on my examination of the accounts of Citizens Advice in Dorset for the year ended 31 March 2025

Responsibilities and basis of report

As the charity trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's accounts carried out under Section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under Section 145(5)(b) of the Act.

Independent examiner's statement

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

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

- 1 accounting records were not kept in respect of the charity as required by Section 130 of the Act; or
- 2 the accounts do not accord with those records; or
- 3 the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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



I M Rodd BSc FCA FCCA

Ward Goodman Audit Services Ltd

4 Cedar Park
Cobham Road
Ferndown Industrial Estate
Wimborne
Dorset BH21 7SF

Date

8th September 2025

**STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND
EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31ST MARCH 2025**

INCOMING RESOURCES		Unrestricted Funds	Restricted Funds	Total Funds	
	Note	2024/25	2024/25	2024/25	2023/24
		£	£	£	£
Incoming Resources from					
Charitable Activities	3	-	995,672	995,672	919,012
Investment Income	3	147	-	147	150
Total incoming resources		147	995,672	995,819	919,162
RESOURCES EXPENDED					
Charitable activities					
Expenditure	4	-	1,037,578	1,037,578	960,392
Total expenditure		-	1,037,578	1,037,578	960,392
Net incoming resources before transfers		147	(41,906)	(41,759)	(41,230)
Gross transfer between funds	8	(173)	173	-	-
Net movement in funds for the year		(26)	(41,733)	(41,759)	(41,230)
Reconciliation of funds					
Total funds brought forward		40,876	42,881	83,757	124,987
Total funds carried forward		40,850	1,148	41,998	83,757

BALANCE SHEET FOR COMPANY NUMBER 6778548
AS AT 31ST MARCH 2025

	Note	2024/25 £	2023/24 £
CURRENT ASSETS			
Debtors	6	159,114	144,096
Cash at Bank and in Hand		42,093	84,761
		201,207	228,857
CREDITORS			
Amounts falling due within one year	7	159,209	145,100
NET CURRENT ASSETS		41,998	83,757
FUNDS OF THE CHARITY			
Unrestricted Reserves		17,466	17,492
Designated Reserves		23,384	23,384
Restricted Reserves		1,148	42,881
TOTAL		41,998	83,757

The notes on pages 11 to 17 form part of these financial statements.

The charitable company is entitled to exemption from audit under section 477 of the Companies Act 2006 for the year ended 31 March 2025.

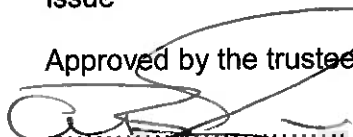
The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibility for:

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

The financial statements were approved by the Board of Trustees and authorised for issue

Approved by the trustees on 12th August 2025



Alan Breakwell (Chair of Trustees)

CITIZENS ADVICE IN DORSET
(A Company Limited by Guarantee)

Statement of Cash flow

For year ended 31st March 2025

	2024/25	2023/24
	£	£
Cash used in operating activities		
Net Cash Income/Expenditure	(41,759)	(41,230)
Decrease/Increase in Debtors	(15,018)	(44,447)
Increase/Decrease in Creditors	14,109	52,043
Increase/Decrease in Cash during the year	(42,668)	(33,634)
Cash and cash equivalents at the 1 st April 2024	84,761	118,395
Cash and cash equivalents at the 31st March 2025	42,093	84,761

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

The notes on pages 11 to 17 form part of these financial statements.

NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2025

1 Accounting policies

Accounting basis

Citizens' Advice in Dorset is a private charitable company limited by guarantee and incorporated in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 1 of these financial statements.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 (as updated through Update Bulletin 1 published on 2 February 2016), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2015.

The accounts are prepared on a going concern basis under the historical cost convention. The accounts are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these accounts are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

b) Income

All income is recognised when the charity has entitlement to the income, there is sufficient certainty of receipt and so it is probable that the income will be received, and the amount receivable can be measured reliably. No expenditure is netted off against income. Grants (including government grants) are recognised in full in the statement of financial activities in the year in which the grant is receivable. Other income, including donations, gifts and covenants and bank interest is included when it is received.

c) Debtors

Trade debtors are recognised at the settlement amount due after any trade discount offered.

d) Expenditure

Expenditure is recognised on an accruals basis as soon as there is a legal or constructive obligation committing the charity to the expenditure, it is probable that settlement will be required, and the amount of the obligation can be measured reliably. Expenditure includes any VAT which cannot be fully recovered.

NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31ST MARCH 2025

e) Creditors

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

f) Funds

The charity's funds comprise of unrestricted income funds which can be used in furtherance of the charitable objects at the trustees' discretion and restricted income funds which can only be used for particular restricted projects or purposes within the objects of the charity. Restrictions arise when specified by the funder or when funds are raised for particular restricted projects or purposes. Expenditure which meets the restricted criteria is charged to that fund, together with a fair allocation of support and administrative costs.

h) Cash at Bank and in hand

Cash at Bank and in hand includes all funds on deposit with the bank.

2. Preparation of Accounts:

The accounts have been prepared on a "Going Concern" basis. In the event of any major reduction in our grant income, such as failure to deliver successfully the Dorset Council Advice contract, that basis might not be appropriate and a liability for legacy costs would be required in the accounts. This risk is covered by the designated closure reserve.

CITIZENS ADVICE IN DORSET
(A Company Limited by Guarantee)

NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31ST MARCH 2025

3. Incoming resources in furtherance of the charity's objectives

	Unrestricted Funds 2024/25 £	Restricted Funds 2024/25 £	Total Funds 2024/25 £	Total Funds 2023/24 £
Contracts and Grants				
Dorset Council (DC) - Advice Contract	-	564,650	564,650	564,650
DC - Refugee Resettlement Project	-	29,942	29,942	29,942
DC - Library Income Maximisation	-	47,024	47,024	38,430
DC - Housing Income Maximisation	-	(20,867)	(20,867)	83,451
DC – Housing Support	-	-	-	29,880
DC - Ukraine Refugee Support	-	80,651	80,651	53,767
DC - Cost of Living Support	-	254,489	254,489	80,000
DC - Rough Sleeper Initiative	-	39,783	39,783	38,892
Investment Income	147	-	147	150
Total Incoming Resources	147	995,672	995,819	919,162

4. Expenditure in furtherance of the charity's objectives

	Unrestricted Funds 2024/25 £	Restricted Funds 2024/25 £	Total Funds 2024/25 £	Total Funds 2023/24 £
Payment to LCA's				
Dorset Council (DC) - Advice Contract	-	513,299	513,299	499,122
DC - Refugee Resettlement Project	-	29,942	29,942	29,942
DC - Library Income Maximisation	-	47,024	47,024	48,138
DC - Housing Income Maximisation	-	20,867	20,867	41,718
DC – Housing Support	-	-	-	29,880
DC - Ukraine Refugee Support	-	80,651	80,651	76,948
DC - Cost of Living Support	-	254,489	254,489	117,380
DC - Rough Sleeper Initiative	-	39,783	39,783	38,892
Dorset Armed Service Personnel	-	-	-	4,940
Total	-	986,055	986,055	886,960
Payment to LCA's for Operational/Strategic Support				
Bridport and District	-	16,435	16,435	16,435
Central Dorset	-	17,861	17,861	30,710
East Dorset & Purbeck	-	13,397	13,397	14,114
Total	-	47,693	47,693	61,259

CITIZENS ADVICE IN DORSET
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Other Expenditure				
Income Generation	-	-	-	7,334
Insurance	-	362	362	343
Website	-	1,142	1,142	2,343
Subscriptions	-	176	176	131
Miscellaneous	--	361	361	364
Total	-	2,041	2,041	10,515
Governance				
Independent Examiner's Fee	-	1,530	1,530	1,470
Other Fees	-	259	259	188
Total	-	1,789	1,789	1,658
Total of Expenditure	-	1,037,578	1,037,578	960,392

5. Trustee Expenses

There were no trustee remuneration or other benefits for the year ended 31st March 2025 or for the period ended 31st March 2024. No Trustee received expenses for the year ended 31st March 2025.

6. Debtors

	2024/25	2023/24
	£	£
Other Debtors	158,594	143,490
Payments in Advance	520	606
Total	159,114	144,096

7. Creditors

	2024/25	2023/24
	£	£
Trade Creditors	157,679	143,630
Other Creditors	1,530	1,470
Total	159,209	145,100

NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31ST MARCH 2025

8. Reserves

	General Reserve	Designated Reserves	Restricted Reserves	Total
	£	£	£	£
B/F 1 st April 2024	17,492	23,384	42,881	83,757
Net outgoings/incoming resources	147	-	(41,906)	(41,759)
Transfer between funds	(173)	-	173	
C/f 31 st March 2025	17,466	23,384	1,148	41,998

8.1 General Reserve

This reserve represents the working capital for the day to day running of the charity's normal activities.

8.2 Designated Reserves

	1 st April 2024	Expenditure	Income	31 st March 2025
	£	£	£	£
Closure Reserve	2,500	-	-	2,500
Development Reserve	12,884	-	-	12,884
Communication & Contract Renewal Reserve	8,000	-	-	8,000
Total	23,384	-	-	23,384

Closure Reserve

To meet potential costs that may arise following the closure and winding up of the company.

Development Reserve

To support additional costs arising from the development of advice services within the Dorset Council area.

Communication & Contract Renewal Reserve

To meet potential costs that may arise in the lead up to the renewal of the Dorset Advice contract

CITIZENS ADVICE IN DORSET
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NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31ST MARCH 2025

9.3 Restricted Reserves

	1 st April 2024	Expenditure	Income	Transfer	31 st March 2025
	£	£	£	£	£
Dorset Council (DC) Advice Contract	-	(564,823)	564,650	173	-
DC – Refugee Resettlement Programme	-	(29,942)	29,942		-
DC – Library Income Maximisation	-	(47,024)	47,024		-
DC – Ukrainian Refuge Support	-	(80,651)	80,651		-
DC – Cost of Living Support	-	(254,489)	254,489		-
DC – Rough Sleepers Contract	-	(39,783)	39,783		-
DC – Housing Income Maximisation	41,733	(20,866)	(20,867)		-
Bureau Training	1,148	-	-		1,148
Total	42,881	(1,037,578)	995,672	173	1,148

CAiD has a number of Restricted Reserves which are detailed below:

Dorset Advice Contract: CAiD successfully bid for the Dorset Advice Contract. This contract replaces the previous unrestricted grant support and is being provided by a five-year fixed term contract running to September 2026. The contract funding is allocated to the delivery bureaux through an agreed funding formula based on population and deprivation weightings.

Dorset Council - Refugee Resettlement Programme (previously Syrian Refugee Programme): Dorset Council provided a 1-year grant to employ 2 part time advisers to provide advice and support to Syrian families who had been re-settled in Dorset under the Home Office Syrian Vulnerable Persons Resettlement Scheme. The project started in January 2019, and the advisers were based in a Local Citizens Advice office. The project was extended until the 31st March 2025 and the remit of the project support extended to meet the needs of other refugee groups.

Dorset Council – Library Income Maximisation – the project funding runs to the 31st March 2025 and is managed by CA in East Dorset & Purbeck with the funds received in 2024/25 being fully allocated to the Bureaux delivering the service.

Dorset Council - Ukrainian Refugee Support: This project has been extended until March 2025. The funding enables dedicated support, advice, information and guidance for Ukrainian Refugees and their hosts in the Dorset Council area including a Dorset wide Employment advice service. This project is managed by CA Central Dorset and the grant received for 2024/25 has been fully applied in the year.

NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31ST MARCH 2025

Dorset Council - Cost of Living Support: This project funding has been extended to July 2025. It supports the employment of specialist welfare benefits and energy caseworkers. These additional resources will target those who are most vulnerable and identify extra income whether through unclaimed benefits, energy grants or other local assistance. The grant income received was fully applied in the year.

Dorset Council - Rough Sleeper Contract: This contract runs from October 2022 to March 2025 to deliver sustainable outcomes for rough sleepers and to reduce and ultimately eliminate rough sleeping by 2025. This contract is delivered by CA Central Dorset and the grant income received for 2024/25 has been fully applied in the year.

Dorset Council - Housing Income Maximisation: This project had been extended to March 2025. It supports the employment of a specialist housing advice worker. This contract is delivered by CA East Dorset & Purbeck and the project ended at the 30th September 2024. The grant for 2024/25 of £41,733 was received before the 31 March 2024 and carried forward as a restricted reserve for application in 2024/25. The £41,733 was paid to CA East Dorset & Purbeck who repaid £20,866.50 when the project ended.

Bureau Training: CAiD will be using the balance on this fund of £1,148 to support training through the Active Dorset Partnership in 2025/26.

9.4 Transfer of Funds

Transfer from General Fund: The cost of CAiD operational spending in 2024/25 was greater than the amount of income retained by the bureau from the Dorset Advice Contract. A transfer of £173 has been made from the General Reserve to meet the shortfall of funding on the restricted reserve.

10 Related Party Transactions and control

Citizens Advice in Dorset is constituted as a charitable company limited by guarantee and having no share capital. As such, there are no members with shareholdings in control of the company: control is vested in the Trustees as a body. There were no related party transactions during the year.

