

Company registration number: 06983394

Charity registration number: 1132425

Citizens Advice New Forest Ltd

(formerly known as New Forest Citizens Advice Bureau)

(A company limited by

guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2024

Westlake Clark Audit LLP
7 Lynwood Court
Priestlands Place
Lymington
Hampshire
SO41 9GA

Citizens Advice New Forest Ltd
(formerly known as New Forest Citizens Advice Bureau)

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Citizens Advice New Forest Ltd
(formerly known as New Forest Citizens Advice Bureau)

Reference and Administrative Details

Chair

J.J. Ogden

Chief Officer

J McMahon (Interim Chief Officer)

N Young (Appointed April 2023)

Trustees

L G Miles (Resigned November 2023)

G A

Newman J M

Baldwin

P R H Jennison

J Kalathil (Appointed May 2023)

D Smith (Appointed May 2023)

D Moxon (Appointed February 2024)

A Shepherd (Appointed February 2024)

Secretary

F E Marsden

Principal Office

Town Hall
Avenue Road
Lymington
Hampshire
SO41 9ZG

The charity is incorporated in England and Wales.

Citizens Advice New Forest Ltd
(formerly known as New Forest Citizens Advice Bureau)

Reference and Administrative Details

<i>Company Registration Number</i>	06983394
<i>Charity Registration Number</i>	1132425
<i>Bankers</i>	<p>Flagstone Group Ltd 1st Floor Clareville House 27 Oxendon Street London SW1Y 4EL</p> <p>CAF Bank Limited 25 Kings Hill Avenue Kings Hill, West Malling, Kent ME19 4JQ</p> <p>Nationwide Building Society Kings Park Road Moulton Park Northampton NN3 6NW</p>
<i>Independent Examiner</i>	<p>Westlake Clark Audit LLP 7 Lynwood Court Priestlands Place Lymington Hampshire SO41 9GA</p>

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2024.

Objectives and Activities

Objects and Aims

The charity's objects are to promote any charitable purpose by advancing education, protecting and preserving health, and relieving poverty, sickness, and distress, particularly, but not limited to, benefiting the community in the New Forest and surrounding areas. Citizens Advice New Forest aims to provide free, confidential, impartial, and independent advice and information for the benefit of the local community, to influence the development of social policies and services responsibly, and to ensure individuals do not suffer due to a lack of knowledge or an inability to express their needs effectively.

Our strategic goal is:

Deliver a sustainable advice, information, and advocacy service that is relevant and accessible to the people of the New Forest. This means ensuring that Citizens Advice New Forest can continually adapt its services to meet the community's demands.

The trustees approved a new three-year strategic plan for 2023–2026, and the following strategic priorities were agreed upon to support the strategic goal:

Building our services to meet the needs of the community

We want to ensure that everyone living in the New Forest can access our services in a way that meets their needs. To deliver this, we will ensure that we reflect the demands of the diverse communities in the New Forest. Where there are gaps in our services, we will adapt to meet those needs.

Working with our partners to develop the support offered to the people of the New Forest

We recognise that we can't offer all the support someone might need. So, we will work with our clients to identify any services that might help and seek new partnerships with other charities, the NHS, local authorities, and community groups to fill those gaps.

Growing our people's (staff and volunteers) skills and knowledge to continue delivering high-quality advice

Our staff and volunteers are our strongest assets, and we need to harness their skills and knowledge to deliver a high-quality advice service continually. Over the next three years, we will invest in our staff and volunteers to build on their experience.

Creating a sustainable organisation for the future

Citizens Advice New Forest's volunteers, trustees, and staff are committed to providing the people of the New Forest with high-quality advice. Over the next three years, we'll invest in building a sustainable charity that can meet the growing needs of our community.

In the year ending March 2024, we fully reopened our advice services following the pandemic, delivering face-to-face services in our five offices across the New Forest, alongside our telephone and email service. In April 2023, we welcomed our new Chief Officer, Neill Young, to lead CANF. In July 2023, CANF undertook its Leadership Self-Assessment audit as part of its membership in National Citizens Advice and met all the criteria. The successful audit outcome led to CANF having its Advice Quality Standard accreditation renewed for another three years.

As the cost of living crisis continued, demand for CANF's advice services remained high in 2023/24. During the year, CANF supported more than 6,500 people with over 19,250 issues, enabling clients to claim outcomes worth over £1 million. It is estimated that CANF saves the government and public services over £2 million annually through the advice service it delivers to the community.

Public Benefit

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the charity during the year. The trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

The principal activity of Citizens Advice New Forest remains the provision of free, confidential, independent, and impartial advice, information, and counsel for the public. In addition to general advice, the following specialist services or projects were provided:

Citizens Advice New Forest Ltd
(formerly known as New Forest Citizens Advice Bureau)

Trustees' Report

1. Money Advice

The Money and Pension Service (MaPS) Money Advice team at CANF comprises qualified or accredited money advisers and trainees. We help people, particularly those most in need, to improve their financial well-being and build a better, more confident future by providing specialised debt advice when they need it.

2. Macmillan

This service has been operational since 2009, and Citizens Advice New Forest has been part of it from the start. HMCAS is a full Citizens Advice service for people affected by cancer living or being treated in Hampshire, including Portsmouth, Southampton, and the Isle of Wight.

3. Home and Well

CANF delivers the Home & Well programme across the New Forest. The programme supports residents returning home after a hospital stay to ensure they have a comfortable environment that helps them recover and reduces the risk of relapse and readmission.

4. Energy Advice Project

CANF delivers the Energy Advice Programme (EAP), which provides one-to-one energy advice appointments to clients who are in or at risk of fuel poverty, often vulnerable, and may struggle to pay their bills. Energy advice includes information on fuel options, tariffs, energy grants, and energy efficiency, aiming to reduce bills.

5. National Lottery Citizen Advice Hampshire Debt Advice for Vulnerable Clients

CANF has recruited, trained, employed, and supervised four full-time debt case workers who provide debt advice to vulnerable clients across Hampshire and the Isle of Wight. The case workers meet clients in settings comfortable to them, including home visits when necessary.

6. Financial Inclusion in Foodbanks

The project aims to find new ways to reduce people's reliance on foodbanks by addressing drivers of poverty, the cost of living, maximising entitlement to social security benefits, and supporting them in managing their money. The programme is education-centered, with advice provided by a named Financial Hardship Support Worker (FHSW), trained and employed by Citizens Advice New Forest (CANF) and based in Ringwood and Waterside Foodbanks.

The primary purpose of this project is to support families and alleviate poverty by providing one-to-one support for parents and families in welfare rights, budget management, and housing advice, and, if necessary, to refer them to the CANF debt team for debt reconciliation assistance.

7. Financial Inclusion in Schools

The project is designed to work with families at eight local schools across Ringwood and Fordingbridge. Working directly in the schools, the financial inclusion adviser engages with families who may not actively seek advice or fully understand the support available from CANF and other local organisations. The project provides tailored advice on income maximisation, debt management, budgeting, and access to local grants and services.

8. Household Support Fund

Hampshire residents who would otherwise struggle with energy, food, and water bills can qualify for a grant from the Household Support Fund. This fund specifically helps with energy bills, and CANF administers the fund for residents living in the New Forest.

Advisory services have been provided by telephone, email, and through our Freephone Adviceline service (a telephone service via a single 0808 number). We have also delivered the National Citizens Advice Adviceline and webchat service. The trustees confirm that they have complied with the requirements of section 4 of the Charities Act 2011, having due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Use of Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity.

The number of volunteers that were able to support our service increased to approximately 65 volunteers, all working flexibly from home and the office. They continued to provide an invaluable contribution, and we estimate the value of this help at £444,000 for the current year.

Achievements and Performance

The key achievements in the year were:

- Appointed a new Project Operations Manager to support our contracted work.
- Maintained telephone and email advice response rates above the national Citizens Advice average.
- Successfully achieved the Leadership Self-Assessment and the Advice Quality Standard.
- Appointed a new IT provider to support the charity.
- Introduced a new Leadership Team to support the management of the charity.
- Developed a new structure to support succession planning.
- Diversified the funding base and attracted project funding.
- Successfully delivering a School Financial Inclusion Project.

Structure, governance and management

Nature of governing document

The charity is governed by its Memorandum and Articles of Association. New Forest Citizens Advice Bureau was incorporated as a company limited by guarantee on 6 August 2009. The maximum liability of each member is limited to £1. At 31 March 2023 the company had 5 members (all of whom are also Directors).

New Forest Citizens Advice Bureau is a registered charity. The charity commenced operations on 1 April 2010.

During the financial year the trustees approved a change of name to Citizens Advice New Forest Ltd along with a new Memorandum and Articles of Association. This change took effect on 11th April 2023 at Companies House and is in the process of changing with the Charity Commission.

Recruitment and appointment of trustees

Trustees of the charity, who are also Directors of the Company, are elected from the local community and surrounding areas. A Nominations Committee, made up of Trustees, is established to oversee the elections process for Board appointments. A separate process agreed by the Trustee Board is followed for the election of the Chair and Vice Chair. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

Induction and training of trustees

Newly appointed Trustees are provided with a comprehensive programme for induction to Citizens Advice New Forest with access to training courses (where available) and mentoring by established trustees.

Organisational structure

Citizens Advice New Forest is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Citizens Advice New Forest and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of Directors' interests is maintained at our Registered Office.

Trustee Board evaluation

The Trustee Board reviews its performance every year. The evaluation is informal and typically involves individual Trustees completing a questionnaire followed by a group discussion to arrive at a consensus outcome. The evaluation is undertaken by reference to Section 5 of the Charity Governance Code for smaller charities and is also a requirement under the terms of our membership of the National Association of Citizens Advice Bureau.

Relationships with related parties

Citizens Advice New Forest is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureau, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of the charity in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

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(formerly known as New Forest Citizens Advice Bureau)

Trustees' Report

Major risks and management of those risks

Citizens Advice New Forest has created a Risk Register which follows best practice guidance available from the Charity Commission. This identifies the major risks to which the charity is exposed, responsibilities and mitigation plans for all of them. This is monitored and updated regularly at meetings of the Board, ensuring that the charity continually manages its risk.

Citizens Advice New Forest has an Information Risk Policy which has been updated to reflect the most recent legislative requirements and is adequate for its purpose.

The Chief Officer is the Senior Information Risk Owner, supported by the Advice Services Managers, the Policy is overseen by a Trustee Lead. These roles provide a clear structure for the strategic governance and operational management of information risks within the charity. The Trustee Board is the Data Controller of all personal data that the charity processes and Joint Data Controller with Citizens Advice for all client information held on systems provided by Citizens Advice. The charity meets the requirements of the Data Protection Act 2018 and other regulatory requirements. It has implemented the introduction of compliance with the General Data Protection Regulation (Regulation (EU) 2016/679) [GDPR].

All staff are required to complete annually the Citizens Advice GDPR e-learning course. Trustees also complete this course. An IT Acceptable Use Policy has been issued to all staff.

Security breaches and near misses are reported to the Board with individual breaches considered and escalated as appropriate, dependent on their seriousness. During the reporting period there were no breaches identified which required the charity to inform or escalate a matter to Citizens Advice or the Information Commissioner's Office.

Citizens Advice New Forest Ltd
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Trustees' Report

Financial review

The Statement of Financial Activities showed net deficit of £1,386 (2023 – £22,533) for the year and reserves stand at £325,461 (2023 - £326,847). The financial position at the year revealed by the Balance Sheet on page 13 shows net current assets or working capital of £360,461 (2023 – £361,847).

Policy on reserves

Citizens Advice New Forest is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. During the year the Trustees assessed the risks associated with maintaining the existing client services and determined that reserves of £170,000 were required to maintain these services for the foreseeable future.

The Designation of Funds

Citizens Advice New Forest has designated funds from their reserves to invest in the future infrastructure of the charity. This will include a comprehensive review of the advice delivery model across the New Forest to ensure that it meets the needs of the community, as well as a significant upgrade of the information technology across the charity to comply with data protection legislation and cybersecurity requirements. The fund will also support the future estates strategy, which will evolve as leases on the current offices come to an end.

Principal funding sources

The Trustees extend their gratitude to New Forest District Council and the local Town and Parish Councils who continue to support the core operating capacity of the charity. The New Forest District Council provides the principal source of funding.

Additionally, specific funding was received from:

- National Lottery Citizen Advice Hampshire Debt Advice for Vulnerable Client
- Citizens Advice Hampshire in partnership with Macmillan Cancer Support for the provision of information and advice to people with cancer.
- The National Association of Citizens Advice Bureau for Energy Best Deal Extra to provide advice on the best energy deals available.
- The National Association of Citizens Advice Bureau for the Money and Pensions Service (MAPS) funded a debt advice project. Under this project the charity provides debt advice to members of the public requiring help with their debt problems.
- New Forest District Council discretionary grant for work with the Traveler community in the New Forest
- Home & Well - NHS referrals
- Ringwood and Waterside Foodbanks

The charity did not have any borrowings from either providers of funding or other sources at the balance sheet date.

Investment policy and objectives

As required in its Memorandum paragraph 4.19, in furtherance of its objects, and for no other purposes, the charity has the power to invest monies of the charity not immediately required for its purposes in such investments, securities or property as may be thought fit, subject nevertheless to such conditions and consents as may at the time be imposed or required by law.

The Trustees consider it appropriate to invest cash to achieve a return on that investment to further the aims of the charity. This will be done by seeking the best financial return within a level of risk considered acceptable to the Board.

Citizens Advice New Forest Ltd
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Trustees' Report

Plans for future periods

Key objectives for the future include:-

1. To invest in an IT upgrade for the charity
2. To undertake and implement a review of the advice delivery model
3. To implement the second year of our three year strategy
4. To Deliver on the target outcomes for the National Lottery Citizen Advice Hampshire Debt Advice for Vulnerable Clients
5. To maintain the telephone and email advice response rates to levels above national CA average
6. To recruit and develop our volunteers
7. To diversify the funding base and attract project funding.
8. To review CANF's organisational structure to ensure it is fit for purpose
9. To continue to deliver against key performance indicators for our projects.

Small company provisions

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

The annual report was approved by the trustees of the charity on.....and signed on its behalf by:

.....
J.J. Ogden
Chair

Citizens Advice New Forest Ltd
(formerly known as New Forest Citizens Advice Bureau)

Statement of Trustees' Responsibilities

The trustees (who are also the directors of New Forest Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

Approved by the trustees of the charity on.....and signed on its behalf by:

.....
J.J. Ogden
Chairman

Citizens Advice New Forest Ltd
(formerly known as New Forest Citizens Advice Bureau)

Independent Examiner's Report to the trustees of Citizens Advice New Forest Ltd

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2024 which are set out on pages 12 to 23.

Respective responsibilities of trustees and examiner

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

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

Independent examiner's statement

Since Citizens Advice New Forest Ltd's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of Association of Chartered Certified Accountants which is one of the listed bodies.

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

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

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

.....
Moganarden Pillay Chelvanaigum FCCA
Westlake Clark Audit LLP
7 Lynwood Court
Priestlands Place
Lymington
Hampshire
SO41 9GA

Date:.....

Citizens Advice New Forest Ltd
(formerly known as New Forest Citizens Advice Bureau)

Statement of Financial Activities for the Year Ended 31 March 2024
(Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Total 2023 £
Income and endowments					
Donations and legacies	3	257,802	262,358	520,160	377,188
Charitable activities	4	-	118,758	118,758	118,388
Other trading activities	5	-	-	-	64
Investment Income	6	10,868	-	10,868	3,413
Total Income		268,670	381,116	649,786	499,053
Expenditure on :					
Charitable Activities	7	237,402	413,770	651,172	521,586
Total Expenditure		237,402	413,770	651,172	521,586
Net income		31,268	(32,654)	(1,386)	(22,532)
Transfer between funds		(44,205)	44,205	-	-
Net movement in funds		(12,937)	11,551	(1,386)	(22,533)
Reconciliation of funds					
Total funds brought forward		288,131	38,716	326,847	349,380
Total funds carried forward	17	275,194	50,267	325,461	326,847

Statement of Financial Activities - Comparative Data for the Year Ended 31 March 2023

	Note	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Total 2022 £
Income and endowments					
Donations and legacies	3	267,197	109,991	377,188	325,625
Charitable activities	4	-	118,388	118,388	120,681
Other trading activities	5	-	64	64	75
Investment Income	6	3,413	-	3,413	599
Total Income		270,610	228,443	499,053	446,980
Expenditure on :					
Charitable Activities	7	(283,488)	(238,098)	(521,586)	(427,524)
Total Expenditure		(283,488)	(238,098)	(521,586)	(427,524)
Net income		(12,878)	(9,655)	(22,533)	19,456
Transfer between funds		(17,509)	17,509	-	-
Net movement in funds		(30,387)	7,854	(22,533)	19,456
Reconciliation of funds					
Total funds brought forward		318,518	30,862	349,380	329,924
Total funds carried forward	17	288,131	38,716	326,847	349,380

All of the charity's activities derive from continuing operations.

Citizens Advice New Forest Ltd
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(Registration number: 06983394)
Balance Sheet as at 31 March 2024

	Note	2024 £	2023 £
Current assets			
Debtors	13	42,108	26,586
Cash at bank and in hand		352,772	405,352
		394,880	431,938
Creditors: Amounts falling due within one year	14	(34,419)	(70,091)
Total Assets Less Current Liabilities		360,461	361,847
Provisions	15	(35,000)	(35,000)
Net assets		325,461	326,847
Funds of the charity:			
Restricted Income Funds			
Restricted Funds	17	50,267	38,716
Unrestricted Income Funds			
Unrestricted Funds	17	275,194	288,131
Total Funds		325,461	326,847

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

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

The trustees acknowledge their responsibilities for

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

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

The financial statements were approved by the Board of Trustees and authorised for issue on.....and were signed on their behalf by:

.....
J.J. Ogden
Chairman

Citizens Advice New Forest Ltd
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Notes to the Financial Statements for the Year Ended 31 March 2024

1 Charity status

The charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

Town Hall
Avenue Road
Lymington
Hampshire
SO41 9GA

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

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

Statement of compliance

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 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation of accounts

New Forest Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern

The charity's Financial Statements show net loss of £1,386 for the year and free reserves of £275,194 as at the year end. The Trustees are of the view that these results and fundraising plans for the future have secured the immediate future of the Charity for the next 12 months and on this basis the charity is a going concern.

Income and endowments

Voluntary income including donations and grants that provide core funding or are of a general nature is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which it has been received. Such income is only deferred when:

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

Donated services and facilities

Donated services have been recognised in the statement of financial activities as both incoming resources and resources expended valued at the standard retail price less the price actually paid.

Citizens Advice New Forest Ltd
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Notes to the Financial Statements for the Year Ended 31 March 2024

Investment income

Investment income is recognised on a receivable basis.

Charitable activities

Income from charitable activities includes income recognised as earned (as the related goods or services are provided) under contract.

Expenditure and irrecoverable VAT

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Raising funds

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

Charitable activities

Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs

Governance costs include costs of the preparation and examination of the statutory accounts, the costs of trustee meetings and the cost of any legal advice to trustees on governance or constitutional matters.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash at bank and in hand

Cash at bank and in hand includes cash and short term cash deposits

Taxation

The company is a registered charity and therefore, is not liable for income tax or corporation tax on income derived from its charitable activities, as it falls within the various exemptions available to registered charities.

Borrowings

Interest-bearing borrowings are initially recorded at fair value, net of transaction costs. Interest-bearing borrowings are subsequently carried at amortised cost, with the difference between the proceeds, net of transaction costs, and the amount due on redemption being recognised as a charge to the Statement of Financial Activities over the period of the relevant borrowing.

Interest expense is recognised on the basis of the effective interest method and is included in interest payable and similar charges.

Borrowings are classified as current liabilities unless the charity has an unconditional right to defer settlement of the liability for at least twelve months after the reporting date.

Creditors and provisions

Provisions are recognised when the charity has an obligation at the reporting date as a result of a past event, it is probable that the charity will be required to settle that obligation and a reliable estimate can be made of the amount of the obligation. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Citizens Advice New Forest Ltd
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Notes to the Financial Statements for the Year Ended 31 March 2024

Fund structure

Unrestricted income funds are general funds that are available for use at the Trustees' discretion in furtherance of the objectives of the charity.

Restricted funds are those donated for use in a particular area or for a specific purpose, the use of which is restricted to that area or purpose.

Further details of each fund are disclosed in note 17.

Cash flow statement

The charitable company qualifies as a small company and advantage has been taken of the exemption provided by SORP (FRS 102) as amended by Bulletin 1, not to prepare a cash flow statement.

3 Income from donations and legacies

	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Donations and legacies;				
Donations	3,098	-	3,098	4,416
Donations and legacies;				
Government grants	254,704	-	254,704	262,781
Grant from other charities	-	262,358	262,358	109,991
	<u>257,802</u>	<u>262,358</u>	<u>520,160</u>	<u>377,188</u>

Grants and donations in 2023 totalling £377,188 was attributed to unrestricted funds of £267,197 and restricted funds of £109,991.

Citizens Advice New Forest Ltd
(formerly known as New Forest Citizens Advice Bureau)

Notes to the Financial Statements for the Year Ended 31 March 2024

4 Income from charitable activities

	Restricted funds	Total 2024	Total 2023
	£	£	£
Grant	118,758	118,758	118,388

Grants in 2023 totalling £118,388 was all attributed to restricted funds.

5 Income from other trading activities

	Unrestricted funds	Total 2024	Total 2023
	£	£	£
Other income from other trading activities	-	-	64

Income from other trading activity in 2023 totaling £64 was all attributed to restricted funds.

6 Investment income

	Unrestricted funds	Total 2024	Total 2023
	£	£	£
Interest receivable and similar income;			
Interest receivable on bank deposits	10,868	10,868	3,413

Investment income in 2023 totalling £3,413 was all attributed to unrestricted funds.

7 Expenditure on charitable activities

	Activity support costs	Total 2024	Total 2023
	£	£	£
Advice giving;	651,172	651,172	521,586

£237,402 (2023 - £283,488) of the above expenditure was attributable to unrestricted funds and £413,770 (2023 - £238,098) to restricted funds.

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Notes to the Financial Statements for the Year Ended 31 March 2024

8 Analysis of governance and support cost

Support costs allocated to charitable activities

	Advice giving £	Governance costs £	Total 2024 £	Total 2023 £
Staff costs	527,366	-	527,366	400,241
Admin cost	43,683	-	43,683	41,341
Premises	48,004	-	48,004	52,800
Computer costs	14,048	-	14,048	11,278
Finance costs	701	-	701	416
Other support costs	13,196	-	13,196	12,945
Governance costs	-	4,174	4,174	2,565
	<u>646,998</u>	<u>4,174</u>	<u>651,172</u>	<u>521,586</u>

9 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

During the year no trustee was reimbursed expenses.

No trustees have received any other benefits from the charity during the year.

10 Staff costs

The aggregate payroll costs were as follows

	2024 £	2023 £
Staff costs during the year were:		
Wages and Salaries	468,306	347,428
Social security costs	23,780	20,627
Pension Costs	13,285	12,537
Other Staff costs	21,995	19,649
	<u>527,366</u>	<u>400,241</u>

The monthly average number of persons (including senior management team) employed by the charity during the year expressed as full time equivalents was as follows:

	2024 No	2023 No
Managerial	8	3
Service delivery	21	15
	<u>29</u>	<u>18</u>

No employee received emoluments of more than £60,000 during the year.

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The key management personnel of the charity comprise the Chief officer.

The total employee benefits of the key management personnel of the charity were £45,614 (2023 - £45,388).

11 Independent examiner's remuneration

	2024	2023
	£	£
Examination of the financial statements	2,694	2,496

12 Taxation

The company is a registered charity and therefore, is not liable for income tax or corporation tax on income derived from its charitable activities, as it falls within the various exemptions available to registered charities.

13 Debtors

	2024	2023
	£	£
Prepayment	6,202	6,141
Accrued income	35,906	20,445
	<u>42,108</u>	<u>26,586</u>

14 Creditors: amounts falling due within one year

	2024	2023
	£	£
Other taxation and social security	9,670	4,500
Other creditors	14,057	56,197
Accruals	10,692	9,394
	<u>34,419</u>	<u>70,091</u>

15 Provisions

	Dilapidations	Total
	£	£
At 1 April 2023	35,000	35,000
Credited to the statement of recognised gains and losses	-	-
At 31 March 2024	<u>35,000</u>	<u>35,000</u>

The dilapidation provision is recognised in order to make good alterations to leased premises at the end of the lease term.

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Notes to the Financial Statements for the Year Ended 31 March 2024

16 Commitments

Other financial commitments

Lease commitments

The total amount of other financial commitments not provided in the financial statements was £89,186 (2023 - £135,406).

Breakdown of above:

Due within 1 year: £31,874 (2023 - £31,726)

Due between 1 to 5 years: £57,312 (2023 - £103,680)

Due beyond 5 years: £Nil (2023 - £Nil)

17 Funds

	Balance at 1 April 2023	Incoming resources	Resources expended	Transfers	Balance at 31 March 2024
	£	£	£	£	£
Unrestricted funds					
General					
Unrestricted Income Fund	288,131	268,670	(237,403)	(44,205)	275,192
Restricted funds					
Macmillan	-	32,831	(37,360)	4,529	-
Larder HUB Grant	5,026	8,000	(8,598)	-	4,428
NFDC Debt Supervisor	2,946	17,500	(21,704)	1,258	-
Restorative Justice	600	-	-	-	600
EAP	-	18,188	(30,771)	12,583	-
Ringwood Food Grant	7,139	-	-	-	7,139
Help to Claim Universal Credit	64	-	-	-	64
Home & Well	25	-	-	-	25
MaPS	7,938	85,927	(73,165)	-	20,700
Help To Claim Phone & Webchat	5,028	-	-	-	5,028
National Lottery Citizens Advice	-	115,699	(125,622)	9,923	-
NF Campaigns Manager	-	50,427	(58,544)	8,117	-
Financial Inclusion	-	37,545	(45,340)	7,795	-
HIWCF Charles Burnett	-	-	-	-	-
HAF Signposting	1,018	-	-	-	1,018
Sovereign	8,931	-	-	-	8,931
School Inclusion	-	15,000	(12,666)	-	2,334
Total Restricted funds	38,716	381,116	(413,770)	44,205	50,268
Total funds	326,847	649,786	(651,174)	-	325,460

Citizens Advice New Forest Ltd
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Notes to the Financial Statements for the Year Ended 31 March 2024

Funds - Comparative Data for the Year Ended 31 March 2023

	Balance at 1 April 2022	Incoming resources	Resources expended	Transfers	Balance at 31 March 2023
	£	£	£	£	£
Unrestricted funds					
General					
Unrestricted Income Fund	318,518	270,610	(283,488)	(17,509)	288,131
Restricted funds					
Macmillan	-	29,265	(36,858)	7,593	-
Larder HUB Grant	-	14,130.71	(9,105)	-	5,026
NFDC Debt Supervisor	-	17,500	(14,554)	-	2,946
Restorative Justice	600	-	-	-	600
Ringwood Food Grant	5,023	2,172	(55)	-	7,140
Help to Claim Universal Credit	-	-	64	-	64
Home & Well	25	-	-	-	25
MaPS	11,255	89,123	(92,440)	-	7,938
Help To Claim Phone & Webchat	5,028	-	-	-	5,028
National Lottery Citizens Advice	-	6,596	(6,596)	-	-
NF Campaigns Manager	-	25,475	(29,866)	4,391	-
Financial Inclusion	-	19,321	(21,508)	2,187	-
HIWCF Charles Burnett	-	20,000	(23,338)	3,338	-
HAF Signposting	-	4,796	(3,778)	-	1,018
Sovereign	8,931	-	-	-	8,931
Total Restricted funds	30,862	228,379	(238,034)	17,509	38,716
Total funds	349,380	498,989	(521,522)	-	326,847

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The specific purposes for which the funds are to be applied are as follows:

Macmillan - Relates to a specific project set up between Citizens Advice Hampshire and Macmillan Cancer Support to provide advice to meet the needs of those affected by cancer.

Help to Claim Universal Credit - 12 month project set up between National Citizens Advice and the DWP to help clients with Universal Credit online applications and offer support until the first payments.

MASDAP (Money and Pensions Service Debt Advice Project) - Project between National Citizens Advice and the Money and Pensions Service to help clients with debt advice.

Bury Brickfield - Additional funding was awarded by NFDC to fund a 12 week outreach programme at Bury Brickfield Traveller site in Marchwood. An experienced case worker went once a week to engage with residents living on the site and help them access support and advice.

HAF Outreach - Funding from Hampshire County Council enabled CANF to attend holiday play schemes at different locations throughout the forest over Summer 2021.

UoS cost of living project - CANF administered the funding for a joint project with NFDC, New Forest foodbanks, Community First and Youth & Family Matters who all contributed to the Cost of Living research report carried out on behalf of the steering group by researchers from Southampton University.

Restorative Justice - This fund has now been completed. The grant provided training and display of literature on the Restorative Justice Scheme offered by the Office of the Police and Crime Commissioner.

Sovereign - This grant has now been completed. Grant for receiving referrals from Sovereign Housing for debt clients in the New Forest Area.

Larder HUB Grant - Providing Larder hubs.

NFDC Debt Supervisor - Providing supervision and reporting of debt team both volunteers and staff

Ringwood Food Grant - Supporting Ringwood Foodbank.

MaPS - Funding for trainee debt adviser for MaPS provision.

Help To Claim Phone & Webchat - Fund now closed.

National Lottery Citizens Advice - Provide debt advice to vulnerable clients.

NF Campaigns Manager - Supporting and implementing development of the Poverty Action Plan across the new Forest.

Financial Inclusion - Outreach work in conjunction with food larders and Trussel trust.

HIWCF Charles Burnett - Outreach work in conjunction with food larders.

HAF Signposting - Supporting Holiday Activities and Food Grant programme by issuing Z cards.

Home and Well - An ongoing grant. To provide advice to NHS referrals, on priority service registering.

EAP – Deliver energy advice enabling more clients to be supported with energy issues such as: switching/tariffs, energy bills, fuel bill renegotiation, access to grants, smart meters and support to be an active energy consumer.

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School Inclusion – School will identify families as potential clients and these clients will be provided with advice and guidance on welfare rights, budget management and housing advice.

18 Analysis of net assets between fund

	Unrestricted funds £	Restricted funds £	Total funds at 31 March 2024 £
Current Assets	344,613	50,267	394,880
Current Liabilities	(34,419)	-	(34,419)
Provisions	(35,000)	-	(35,000)
Total net assets	<u>275,194</u>	<u>50,267</u>	<u>325,461</u>

	Unrestricted funds £	Restricted funds £	Total funds at 31 March 2023 £
Current Assets	393,222	38,716	431,938
Current Liabilities	(70,091)	-	(70,091)
Provisions	(35,000)	-	(35,000)
Total net assets	<u>288,131</u>	<u>38,716</u>	<u>326,847</u>

19 Share capital

The company is limited by guarantee and does not have a share capital divided by shares.

20 Related party transactions

There were no related party transactions during the year (2023 - £Nil).