

CITIZENS ADVICE ESSEX LIMITED

England & Wales · Charity number 1153582

Details

Other names ESSEX CITIZENS ADVICE BUREAU LIMITED, ESSEX CAB

Status Registered

Legal form Charitable company

Company number [06150651](#)

Registered 2013-08-29

Register [View on the Charity Commission register](#)

Contact

Address Council Offices
Princes Road
Maldon
Essex
CM9 5DL

Phone 07742231152

Email martin.lord@citizensadviceessex.org.uk

Website <https://citizensadviceessex.org.uk/>

Activities

Objects: THE CHARITY'S OBJECTS ARE TO PROMOTE ANY CHARITABLE PURPOSE FOR THE BENEFIT OF THE COMMUNITY OF ESSEX AND SURROUNDING AREAS("THE AREA OF BENEFIT") BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS.

Activities: Assisting the member bureaux to secure funding from Essex County Council and other county and national level bodies, acting as a conduit to the processing of these funds and to streamline the relationship between bureaux and funders.

Classification

- **How:** Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** General Charitable Purposes, The Prevention Or Relief Of Poverty
- **Who:** The General Public/mankind

Geography

- Essex

Finances

| Period end | Income | Expenditure | Assets | Employees |
|------------|------------|-------------|----------|-----------|
| 2025-03-31 | £2,061,860 | £2,056,621 | £153,091 | 6 |
| 2024-03-31 | £2,111,336 | £2,107,687 | £147,852 | 6 |
| 2023-03-31 | £1,347,742 | £1,284,404 | £144,203 | 4 |
| 2022-03-31 | £1,178,851 | £1,173,898 | £80,865 | 4 |
| 2021-03-31 | £666,734 | £657,698 | £75,912 | 3 |

Trustees

| Name | Role | Appointed |
|-----------------------|------|------------|
| Alexander Mark Tarala | | 2023-11-28 |
| Graham Clark | | 2023-11-17 |
| Ian Allsop | | 2025-05-19 |
| Mary Teresa Stenson | | 2023-02-01 |
| Paula Whittle | | 2019-12-04 |
| Philip Wakeling | | 2025-03-04 |
| Riccardo Mark Tazzini | | 2020-12-09 |
| Stuart Robert Freel | | 2022-07-09 |
| Tonia Parsons | | 2023-07-17 |

CITIZENS ADVICE ESSEX LIMITED

England & Wales - Charity number 1153582

Accounts

Company registration number: 06150651
Charity registration number: 1153582

**CITIZENS ADVICE ESSEX LIMITED
TRUSTEES' REPORT AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**



Denmark Forrester Limited
Chartered Accountant and Registered Auditor
Office 12 Bentalls Centre
Colchester Road
Maldon
Essex
CM9 4GD

**Citizens Advice Essex Limited
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**Citizens Advice Essex Limited
Reference and Administrative Details
For The Year Ended 31 March 2025**

| | |
|--------------------------|---|
| Trustees | Riccardo Tazzini - Treasurer Neil Jones (appointed 07/08/2024) (resigned 29/01/2025) Alexander Tarala Claire Morin (resigned 04/03/2025) Graham Clark Jean Wells (resigned 15/02/2025) Lanston Ramsay (appointed 22/08/2024) (resigned 15/08/2025) Mary Stenson Paula Whittle Stuart Freel Tonia Parsons Philip Wakeling - Chair (appointed 04/03/2025) Ian Allsop (appointed 19/05/2025) |
| Charity Number | 1153582 |
| Company Number | 06150651 |
| Principal Address | Council Offices Princes Road Maldon Essex CM9 5DL |
| Accountants | Denmark Forrester Limited Chartered Accountant and Registered Auditor Office 12 Bentalls Centre Colchester Road Maldon Essex CM9 4GD |

The trustees present their report and the financial statements for the year ended 31 March 2025.

Objectives and Activities

Aims and Objectives

The objects of the charity are to promote any charitable purpose for the benefit of the community of Essex and the surrounding areas by the advancement of education, the protection and preservation of health, and the relief of poverty, sickness and distress.

Citizens Advice Essex achieves these objects by securing and managing countywide funding and distributing it to member Local Citizens Advice. The charity acts as a conduit between funders and local delivery, providing accountability, leadership and consistency on behalf of the network.

The Trustees confirm that they have complied with the requirements of section 4 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission.

Public Benefit

Citizens Advice Essex Limited aims to meet its charitable objectives by assisting its member LCAs to provide free, confidential, impartial and independent advice and information for the benefit of the community of Essex.

The trustees confirm that they have complied with the requirements of Section 17 of the Charities Act 2011 to have due regard to the Charity Commission's guidance on public benefit.

Achievements and Performance

Main Achievements

During 2024/25, Citizens Advice Essex maintained a total income of £2,061,860. This level was consistent with the previous year but reflected a changed mix of funding sources. Consortium led activities have transitioned from a period when significant emergency funding was provided by Essex County Council for COVID-19 and cost-of-living responses to one where that support has reduced and is unlikely to return. Trustees regard this as a structural shift in the funding environment and have therefore prioritised diversification and the development of new income streams to ensure sustainability.

The Macmillan Welfare Service remained one of the consortium's most significant and most impactful programmes. With funding of over £434,000, the project supported specialist advisers located in hospitals and local offices who provide welfare benefits advice to people affected by cancer. The service helped clients to maximise their income, challenge incorrect decisions, and maintain financial stability during treatment and recovery. Beyond financial outcomes, it has provided clients with reassurance and reduced anxiety during a particularly vulnerable time in their lives.

The Finance Benefits and Debt advice service for Men on Probation, funded by the Ministry of Justice, entered its second year of delivery. This programme, which provides financial wellbeing support for men on probation, recognises that financial instability is often a barrier to rehabilitation. Advisers worked closely with probation teams to assist clients with opening bank accounts, accessing benefits, dealing with debts and developing skills to manage money effectively. The project has been successful in helping these men gain financial stability, thereby increasing their chances of successful rehabilitation.

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**Citizens Advice Essex Limited
Trustees' Report (continued)
For The Year Ended 31 March 2025**

Main Achievements - continued

A major development during the year was the transition of our work with UK Power Networks. In February 2025, the long-standing grant-funded programme became a contract under the company's ED2 framework. This meant that delivery was placed on a unit-priced basis, with a greater emphasis on performance monitoring, reporting and quality assurance. The contract also required the inclusion of Local Citizens Advice offices outside the Essex consortium, extending delivery across the East of England. This was a significant milestone, demonstrating the consortium's ability to operate within a more commercial environment while continuing to fulfil its charitable aims. Income from this funding source began later and at a slower pace than expected, resulting in lower-than-projected results for 2024/25 however, clients volumes are expected to increase as the programme stabilises and new delivery partners become embedded.

In November 2024, the consortium began participating in the Aviva inward referral service as a result of its selection by our national association (Citizens Advice) following a competitive process open to all local members of the network. Forming an element of Citizens Advice's flagship partnership with Aviva, this initiative provides a direct pathway for Aviva customers with low financial resilience to be referred to Citizens Advice. The Essex consortium is now handling these referrals, providing holistic advice across debt, housing, benefits and financial capability. Although still in its early stages, the programme is expected to expand and deepen over time, representing both a valuable service for clients and a significant new national partnership for Citizens Advice Essex.

Other energy-related projects continued throughout the year. Funding from the British Gas Energy Trust supported local offices to provide advice to clients in fuel poverty. In contrast, Cadent funding allowed advisers to reach rural communities where energy vulnerability is often particularly acute. These programmes sit alongside and complement the broader energy portfolio.

The Independent Age Income Wise project grew in scale and impact. It focused on supporting older people, particularly those from racially minoritised communities, to access unclaimed entitlements and reduce financial hardship. The Essex Community Foundation provided funding to deliver specialist advice to Ukrainian refugees, helping with benefits, housing and integration into local communities. These projects demonstrate the consortium's adaptability in meeting the evolving needs of various client groups.

Across all of its work, the network of serving Greater Essex generated significant benefits for clients and communities. Impact figures for 2024/25 are still being finalised, the Trustees note that in 2023/24 the consortium delivered £79.43 million in direct financial gains to clients and £169.4 million in wider economic and social benefits. Trustees expect the 2024/25 outcomes to remain at a similar level, reflecting consistently high demand driven by the cost-of-living crisis, energy pressures, and housing difficulties. The value of the consortium is measured not only in immediate financial outcomes but also in the prevention of crisis, the reduction of demand on statutory services, and the strengthening of community resilience.

Investment Performance

Due to the current size of the Charity, all funds are presently held on deposit. The Charity does not currently hold any other type of investment.

Financial Review

Financial Position

Incoming resources in the year were £2,061,860, almost all of which related to restricted projects. Expenditure was closely matched to income, reflecting careful budget management. The result was a broadly neutral position, with reserves maintained above the minimum target set by the Trustees.

The reserves policy was reviewed and reaffirmed during the year. The charity aims to maintain unrestricted reserves equivalent to three to six months of core operating costs, including the expenses of the Consortium Director, Finance Officer, one Project Manager, fixed operational costs, and redundancy liabilities. As of 31 March 2025, reserves were above this threshold, providing reassurance at a time of funding uncertainty.

**Citizens Advice Essex Limited
Trustees' Report (continued)
For The Year Ended 31 March 2025**

Reserves Policy

Each year the Trustees review the reserves policy and consider the appropriate level of reserves for the organisation to hold. It considers the level appropriate for the current size and complexity of the organisation, the economic environment, the risks and known investment plans above any beyond budgeted costs. Trustees also consider our current risk profile, balancing the need to reflect that risk, while making sure funds are not held unnecessarily at the expense of committing funds to meet charitable objectives.

In May 2025, the Board of Trustees agreed that the policy should continue to hold in free reserves (unrestricted funds) the equivalent of 3 to 6 months' core operating costs for the Consortium Director, Finance Officer and one Project Manager, fixed running costs plus any redundancy liabilities. This will require the target range for 2025/26 to be between £89,000 and £120,000 (target £105,000).

As at 31 March 2025, free reserves totalled £153,091. Based on the original 2025/26 budget, the forecast free reserves on 31 March 2026 are expected to be in excess of the policy's target. The policy will be reviewed annually.

Funds Materially in Deficit

No funds were in deficit at the balance sheet date.

Principal Funding Sources

Principal funding sources included Essex County Council, Macmillan, Aviva, UK Power Networks, British Gas Energy Trust, Cadent and the Essex Community Foundation. Trustees extend their gratitude to all funders for their support.

Investment Policy and Objectives

Due to the size of the Charity and its cash flow requirements, all funds are held on deposit or in low risk investments, in furtherance of its objects, and for no other purpose. The Charity has the power to invest the monies of the Charity not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

Risk Management

The Trustees regularly review the risks facing the charity. The most significant risk remains the reliance on major funders, particularly Essex County Council, at a time when local government finances are under sustained pressure. The Trustees recognise that the transition away from short-term emergency COVID and cost-of-living funds towards a more constrained and uncertain environment has heightened the risk profile of the organisation. The Board is responding through diversification, pursuing commercial contracts, and strengthening internal systems to ensure resilience.

New Restricted Funds

Restricted funds newly active in 2024/25 were Aviva, the Essex County Council Household Support Fund allocations to Local Citizens Advice and training, the Essex Community Foundation Ukraine project, and the UK Power Networks ED2 contract.

Future Developments

Looking forward into 2025/26, the Trustees anticipate that the external funding environment will remain challenging, with continued constraints on local authority budgets. We expect this will have a more significant impact on consortium members but this may ultimately reflect on their ability to engage in consortium led activities – a risk of which trustees are mindful. Essex County Council is expected to maintain its support in the medium term while opportunities for more strategic funding for specific services and initiatives are being explored.

The consortium will build on its new contract with UK Power Networks, incorporating commercial disciplines into its work and seeking further opportunities for contract delivery that align with its charitable aims. Energy advice will continue to be a significant area of development, with plans to pursue new bids under the Energy Redress Scheme, particularly those targeted at older people. The probation project will be a focus for gathering and evaluating evidence, to secure continuation funding and demonstrate the contribution that financial advice makes to reducing reoffending.

During 2025/26 the Trustees will oversee the continuation of the strategic planning process. This will involve structured engagement with all member Local Citizens Advice offices, staff and external partners, so that the resulting plan reflects the collective ambitions of the network. The aim is to set out a vision for the future of advice in Greater Essex that is agreed by all consortium members and places the organisation in the strongest possible position to manage the risks and opportunities associated with local government reorganisation and devolution. The Trustees believe that such a shared vision, backed by evidence of need and a realistic understanding of resources, will provide a powerful foundation for long-term sustainability and influence.

The wider context of devolution and potential local government reform requires careful navigation. Citizens Advice Essex is uniquely positioned as a countywide body to engage with decision-makers and to demonstrate the value of a coordinated advice infrastructure that can flex to new governance arrangements. The consortium will continue to develop its capacity for strategic communications and stakeholder engagement, ensuring that the voice of clients and the importance of independent advice are strongly represented in discussions about the future of local government in Essex.

Internally, the consortium will continue to strengthen its governance, financial management and digital systems, ensuring that Local Citizens Advice offices across Essex are resilient and able to meet demand. Trustees believe these developments will enhance both the sustainability of the consortium and the quality of service provided to clients.

Structure, Governance and Management

Governing Document

The Charity was incorporated as a private limited company by guarantee on 12 March 2007. It is governed by a Memorandum and Articles of Association that were adopted by the Board on 5 December 2018. It registered as a charity with the Charities Commission on 29 August 2013.

Citizens Advice Essex Limited is governed by its Trustee Board, comprised of representatives nominated by member Local Citizens Advice offices together with independent trustees and co-opted members as permitted.

Trustees meet at least quarterly and are supported by subcommittees covering finance, strategy and operations. They carry ultimate responsibility for the conduct of the charity, ensuring compliance with all legal and contractual requirements and maintaining oversight of the organisation's work.

Newly appointed trustees are drawn from the leadership of local offices and are inducted through both consortium and local governance processes.

**Citizens Advice Essex Limited
Trustees' Report (continued)
For The Year Ended 31 March 2025**

Trustee Selection Methods

Citizens Advice Essex Limited is governed by its Trustee Board, whose composition is detailed at the front of this document. The Directors of the company are also the Trustees for the purposes of charity law. The Trustees carry the ultimate responsibility for the conduct of the Charity and for ensuring that the Charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly.

The members of the Charity are made up of individual Local Citizens Advice (LCAs) within the county of Essex. Under the requirements of the Memorandum and Articles of Association each member is entitled to appoint one Trustee to the Board and each trustee shall have one vote at all meeting of the Trustee Board.

The Trustee Board may co-opt up to three Trustees in addition to those appointed by members. Co-opted Trustees shall serve the term of three years from the date of their appointment and may then be re-appointed.

The Trustees therefore are usually exclusively Trustees of the member organisations. As such they are drawn from the various local communities within Essex and have a broad range of skills and backgrounds.

Induction and Training of Trustees

Newly appointed Trustees will usually have acted as a Trustee of their member LCA for a number of years prior to appointment, and therefore will have received comprehensive inductions to the role of a Trustee, within their respective LCA.

Statement of Trustees' Responsibilities

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgments and accounting estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The trustees are responsible for keeping adequate accounting records which disclose with reasonable accuracy at anytime the financial position of the charitable company and to enable them to ensure that the accounts comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

**Citizens Advice Essex Limited
Trustees' Report (continued)
For The Year Ended 31 March 2025**

Statement of Disclosure of Information to Auditors


Each of the persons who are trustees at the time when this trustees' report is approved has confirmed that:

- so far as the trustee is aware, there is no relevant audit information of which the charitable company's auditors are unaware; and
- they have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

Small Company Rules

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The trustees' report was approved by the board of trustees and signed on its behalf by:

D. J. Wakeling 

Philip Wakeling

Trustee
31st October 2025

**Independent Auditor's Report
to the Members of
Citizens Advice Essex Limited**

Opinion

We have audited the financial statements of Citizens Advice Essex Limited (the "charity") for the year ended 31 March 2025 which comprise the Statement of Financial Activities (including Income and Expenditure Account), Balance Sheet, Cash Flow Statement and the related notes, 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), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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, 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 Auditor's 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 the provisions available for small entities, in the circumstances set out in note 22 to the financial statements, 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 12 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 other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. 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.

**Independent Auditor's Report (continued)
to the Members of
Citizens Advice Essex Limited**

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 Trustees' Report, which includes the Director's Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Director's Report included within the Trustees' Report have 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 Director's Report included within the Trustees' Report.

We have nothing to report in respect of the following matters in relation to which 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 or 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 prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

Responsibilities of Trustees

As explained more fully in the Trustees' Responsibilities Statement set out on page 2—7, the trustees (who are also 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 charity or to cease operations, or have no realistic alternative but to do so.

Auditor's 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 an auditor's report 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:

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

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Independent Auditor's Report (continued)
to the Members of
Citizens Advice Essex Limited

Auditor's Responsibilities for the Audit of the Financial Statements - continued

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charitable company through discussions with trustees and other management, and from our commercial knowledge and experience of the charity sector;
- we focussed on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the Charity, including the Companies Act 2006, taxation legislation and data protection, employment, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- Identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions; and
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with relevant regulators and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with law and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Independent Auditor's Report (continued)
to the Members of
Citizens Advice Essex Limited

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 that we are required to state to them in an auditor's 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.



Robert Easby FCA (Senior Statutory Auditor)
for and on behalf of Denmark Forrester Limited , Statutory Auditor

31st October 2025

Citizens Advice Essex Limited
Statement of Financial Activities (including Income and Expenditure Account)
For The Year Ended 31 March 2025

| | | | | 2025 | 2024 |
|------------------------------------|-------|-----------------------|---------------------|--------------------|--------------------|
| | Notes | Unrestricted funds | Restricted funds | Total funds | Total funds |
| | | £ | £ | £ | £ |
| INCOME AND ENDOWMENTS FROM: | | | | | |
| Donations and legacies | 3 | - | 2,047,040 | 2,047,040 | 2,102,891 |
| Other trading activities | 4 | 3,500 | - | 3,500 | - |
| Investments | 5 | 10,720 | - | 10,720 | 8,445 |
| Other | 6 | 600 | - | 600 | - |
| | | <u>14,820</u> | <u>2,047,040</u> | <u>2,061,860</u> | <u>2,111,336</u> |
| EXPENDITURE ON: | | | | | |
| Raising funds | 8 | - | (2,006,230) | (2,006,230) | (2,079,789) |
| Charitable activities: | 8 | | | | |
| Support costs | | (37,036) | (3,155) | (40,191) | (13,924) |
| Governance costs | | (10,200) | - | (10,200) | (13,974) |
| | | <u>(47,236)</u> | <u>(2,009,385)</u> | <u>(2,056,621)</u> | <u>(2,107,687)</u> |
| NET INCOME | | (32,416) | 37,655 | 5,239 | 3,649 |
| Transfers between funds | 17 | 37,655 | (37,655) | - | - |
| NET MOVEMENT IN FUNDS | | 5,239 | - | 5,239 | 3,649 |
| RECONCILIATION OF FUNDS: | | | | | |
| Total funds brought forward | | 147,852 | - | 147,852 | 144,203 |
| TOTAL FUNDS CARRIED FORWARD | 17 | <u>153,091</u> | <u>-</u> | <u>153,091</u> | <u>147,852</u> |

The notes on pages 16 to 26 form part of these financial statements.

Citizens Advice Essex Limited
Comparative Statement of Financial Activities (including Income and Expenditure Account)
For The Year Ended 31 March 2025

| | | 2024 | | |
|------------------------------------|-------|-----------------------|---------------------|--------------------|
| | | Unrestricted funds | Restricted funds | Total funds |
| | Notes | £ | £ | £ |
| INCOME AND ENDOWMENTS FROM: | | | | |
| Donations and legacies | 3 | 20,018 | 2,082,873 | 2,102,891 |
| Investments | 5 | 8,445 | - | 8,445 |
| | | <u>28,463</u> | <u>2,082,873</u> | <u>2,111,336</u> |
| EXPENDITURE ON: | | | | |
| Raising funds | 8 | (26,155) | (2,053,634) | (2,079,789) |
| Charitable activities: | 8 | | | |
| Support costs | | (7,288) | (6,636) | (13,924) |
| Governance costs | | (13,974) | - | (13,974) |
| | | <u>(47,417)</u> | <u>(2,060,270)</u> | <u>(2,107,687)</u> |
| NET INCOME | | (18,954) | 22,603 | 3,649 |
| Transfers between funds | 17 | 50,193 | (50,193) | - |
| NET MOVEMENT IN FUNDS | | 31,239 | (27,590) | 3,649 |
| RECONCILIATION OF FUNDS: | | | | |
| Total funds brought forward | | 116,613 | 27,590 | 144,203 |
| TOTAL FUNDS CARRIED FORWARD | 17 | <u>147,852</u> | <u>-</u> | <u>147,852</u> |

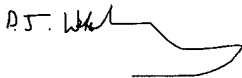
The notes on pages 16 to 26 form part of these financial statements.

**Citizens Advice Essex Limited
Balance Sheet
As At 31 March 2025**

| | | | | 2025 | 2024 |
|---|--------------|---------------------------|-------------------------|--------------------|--------------------|
| | Notes | Unrestricted funds | Restricted funds | Total funds | Total funds |
| | | £ | £ | £ | £ |
| FIXED ASSETS | | | | | |
| Tangible Assets | 13 | 911 | - | 911 | 1,215 |
| | | 911 | - | 911 | 1,215 |
| CURRENT ASSETS | | | | | |
| Debtors | 14 | 600 | 280,773 | 281,373 | 403,759 |
| Cash at bank and in hand | | 238,064 | 558,436 | 796,500 | 321,826 |
| | | 238,664 | 839,209 | 1,077,873 | 725,585 |
| Creditors: Amounts Falling Due Within One Year | 15 | (86,484) | (839,209) | (925,693) | (578,948) |
| NET CURRENT ASSETS (LIABILITIES) | | 152,180 | - | 152,180 | 146,637 |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | 153,091 | - | 153,091 | 147,852 |
| NET ASSETS | | 153,091 | - | 153,091 | 147,852 |
| FUNDS OF THE CHARITY | | | | | |
| Unrestricted Funds | | | | 153,091 | 147,852 |
| TOTAL FUNDS | 17 | | | 153,091 | 147,852 |

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

On behalf of the board



Philip Wakeling

Trustee

31st October 2025

The notes on pages 16 to 26 form part of these financial statements.

Citizens Advice Essex Limited
Statement of Cash Flows
For The Year Ended 31 March 2025

| | Notes | 2025 £ | 2024 £ |
|--|-------|-----------------------|-----------------------|
| Cash flows from operating activities | | | |
| Net cash generated from operations | 1 | 463,954 | 24,701 |
| Net cash generated from operating activities | | <u>463,954</u> | <u>24,701</u> |
| Cash flows from investing activities | | | |
| Purchase of tangible assets | | - | (1,519) |
| Interest received | | 10,720 | 8,445 |
| Net cash generated from investing activities | | <u>10,720</u> | <u>6,926</u> |
| Increase in cash and cash equivalents | | <u>474,674</u> | <u>31,627</u> |
| Cash and cash equivalents at beginning of year | 2 | <u>321,826</u> | <u>290,199</u> |
| Cash and cash equivalents at end of year | 2 | <u><u>796,500</u></u> | <u><u>321,826</u></u> |

Citizens Advice Essex Limited
Notes to the Statement of Cash Flows
For The Year Ended 31 March 2025

1. Reconciliation of income to cash generated from operations

| | 2025 | 2024 |
|--|----------------|---------------|
| | £ | £ |
| Net income | 5,239 | 3,649 |
| <i>Adjustments for:</i> | | |
| Interest income | (10,720) | (8,445) |
| Depreciation of tangible assets | 304 | 304 |
| <i>Movements in working capital:</i> | | |
| Decrease/(increase) in trade and other debtors | 122,386 | (209,332) |
| Increase in trade and other creditors | 346,745 | 238,525 |
| Net cash generated from operations | <u>463,954</u> | <u>24,701</u> |

2. Cash and cash equivalents

Cash and cash equivalents, as stated in the Statement of Cash Flows, relates to the following items in the Balance Sheet:

| | 2025 | 2024 |
|--------------------------|----------------|----------------|
| | £ | £ |
| Cash at bank and in hand | <u>796,500</u> | <u>321,826</u> |

3. Analysis of changes in net funds

| | As at 1 April 2024 | Cash flows | As at 31 March 2025 |
|--------------------------|-------------------------------|-------------------|--------------------------------|
| | £ | £ | £ |
| Cash at bank and in hand | <u>321,826</u> | <u>474,674</u> | <u>796,500</u> |

**Citizens Advice Essex Limited
Notes to the Financial Statements
For The Year Ended 31 March 2025**

1. General Information

Citizens Advice Essex Limited is a company limited by guarantee, incorporated in England & Wales, registered number 06150651 and registered charity number 1153582. The registered office is .

2. Accounting Policies

2.1. Basis of Preparation of Financial Statements

The financial statements 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 charitable company is a Public Benefit Entity as defined by FRS 102.

2.2. Significant judgements and estimations

The estimates and assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities are as follows:

- Useful economic lives of tangible fixed assets: The annual depreciation charge for tangible fixed assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of the assets.

2.3. Fund Accounting

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

Designated funds comprise unrestricted funds that have been set aside by the trustees for a specific purpose.

Restricted funds are to be used for specific purposes as laid down by the donor.

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

2.4. Incoming Resources

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income, it is probable that the income will be received and the amount can be quantified with reasonable accuracy.

Voluntary income including donations, gifts and grants of a general nature are recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability. Such income is only deferred when:

- the income conditions specify that the income must be used only in future accounting periods: or
- the donor has imposed conditions which must be met before the charity has absolute entitlement.

Bank interest is included in the income and expenditure account upon receipt.

Citizens Advice Essex Limited
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2025

2.5. Resources Expended

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Expenditure is classified under the following activity headings:

- Expenditure on charitable activities includes the costs of running the charity's services.
- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity. These costs have been allocated between cost of raising funds and expenditure on charitable activities on the basis of an estimation of time spent by relevant staff.

2.6. Tangible Fixed Assets and Depreciation

Tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. Depreciation is provided at rates calculated to write off the cost of the fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

| | |
|--------------------|-------------------|
| Computer Equipment | 20% straight line |
|--------------------|-------------------|

2.7. Cash and Cash Equivalents

Cash and cash equivalents are basic financial assets and include cash in hand and deposits held at call with banks, other short-term highly liquid investments that mature in no more than three months from the date of acquisition and are readily convertible to a known amount of cash with insignificant risk of change in value, and bank overdrafts.

2.8. Financial Instruments

Debtors

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

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer 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 the settlement amount after allowing for any discounts due.

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured and amortised cost using the effective interest method.

2.9. Taxation

The charity is exempt from tax as all its income is charitable and applied for charitable purposes.

2.10. Pensions

The charitable company operates a defined pension contribution scheme. Contributions are charged to the Statement of Financial Activities as they become payable in accordance with the rules of the scheme.

Citizens Advice Essex Limited
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2025

3. Income from Donations and Legacies

| | Unrestricted funds £ | Restricted funds £ | 2025 Total funds £ |
|---------------------|-------------------------------------|-----------------------------------|---------------------------------------|
| Donations and gifts | - | - | - |
| Grants | - | 2,047,040 | 2,047,040 |
| | <u>-</u> | <u>2,047,040</u> | <u>2,047,040</u> |

| | Unrestricted funds £ | Restricted funds £ | 2024 Total funds £ |
|---------------------|-------------------------------------|-----------------------------------|---------------------------------------|
| Donations and gifts | 198 | - | 198 |
| Grants | 19,820 | 2,082,873 | 2,102,693 |
| | <u>20,018</u> | <u>2,082,873</u> | <u>2,102,891</u> |

4. Income from Other Trading Activities

| | 2025 Unrestricted funds £ | 2024 Unrestricted funds £ |
|--------------------------|--|--|
| Membership subscriptions | <u>3,500</u> | <u>-</u> |

5. Investment Income

| | 2025 Unrestricted funds £ | 2024 Unrestricted funds £ |
|--------------------------|--|--|
| Bank interest receivable | <u>10,720</u> | <u>8,445</u> |

6. Other Income

| | 2025 Unrestricted funds £ | 2024 Unrestricted funds £ |
|-------------|--|--|
| LCA Support | <u>600</u> | <u>-</u> |

Citizens Advice Essex Limited
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2025

7. Net Income/(Expenditure)

The net income is stated after charging/(crediting):

| | 2025 | 2024 |
|---|-------------|-------------|
| | £ | £ |
| Depreciation of tangible fixed assets - owned | 304 | 304 |

8. Analysis of Expenditure

| | Activities undertaken directly | Support costs (see note 9) | 2025 |
|------------------|---------------------------------------|-----------------------------------|--------------|
| | £ | £ | Total |
| | | | £ |
| Raising funds | 2,006,230 | - | 2,006,230 |
| Support costs | 30,991 | 9,200 | 40,191 |
| Governance costs | - | 10,200 | 10,200 |
| | 2,037,221 | 19,400 | 2,056,621 |

| | Activities undertaken directly | Support costs (see note 9) | 2024 |
|------------------|---------------------------------------|-----------------------------------|--------------|
| | £ | £ | Total |
| | | | £ |
| Raising funds | 2,079,789 | - | 2,079,789 |
| Support costs | 4,868 | 9,056 | 13,924 |
| Governance costs | - | 13,974 | 13,974 |
| | 2,084,657 | 23,030 | 2,107,687 |

9. Support Costs

| | Support costs | Governance costs | 2025 |
|------------------------|----------------------|-------------------------|--------------|
| | £ | £ | Total |
| | | | £ |
| General administration | 8,896 | - | 8,896 |
| Depreciation | 304 | - | 304 |
| Governance costs | - | 10,200 | 10,200 |
| | 9,200 | 10,200 | 19,400 |

Citizens Advice Essex Limited
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2025

| | Support costs | Governance costs | 2024 |
|------------------------|----------------------|-------------------------|--------------|
| | £ | £ | Total |
| | | | £ |
| General administration | 8,752 | - | 8,752 |
| Depreciation | 304 | - | 304 |
| Governance costs | - | 13,974 | 13,974 |
| | 9,056 | 13,974 | 23,030 |
| | 9,056 | 13,974 | 23,030 |

10. Auditor's Remuneration

Remuneration received by the charitable company's auditors and their associates during the year was as follows:

| | 2025 | 2024 |
|---|-------------|-------------|
| | £ | £ |
| Audit Services | | |
| Audit of the company's financial statements | 6,700 | 8,130 |
| | 6,700 | 8,130 |
| Other Services | | |
| Taxation compliance service | 412 | - |
| Other non-audit services | 2,711 | 2,900 |
| | 3,123 | 2,900 |
| | 3,123 | 2,900 |

11. Staff Costs

Staff costs were as follows:

| | 2025 | 2024 |
|------------------------------|-------------|-------------|
| | £ | £ |
| Gross salaries | 181,978 | 160,402 |
| Employers national insurance | 12,398 | 10,371 |
| Pension contributions | 5,419 | 4,681 |
| | 199,795 | 175,454 |
| | 199,795 | 175,454 |

No employees received employee benefits (excluding employer pension costs) for the reporting period of more than £60,000.

12. Average Number of Employees

Average number of employees during the year was: 6 (2024: 5)

Citizens Advice Essex Limited
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2025

13. Tangible Assets

| | Computer Equipment |
|----------------------------|-------------------------------|
| | £ |
| Cost | |
| As at 1 April 2024 | 2,503 |
| As at 31 March 2025 | <u>2,503</u> |
| Depreciation | |
| As at 1 April 2024 | 1,288 |
| Provided during the period | 304 |
| As at 31 March 2025 | <u>1,592</u> |
| Net Book Value | |
| As at 31 March 2025 | <u>911</u> |
| As at 1 April 2024 | <u>1,215</u> |

14. Debtors

| | 2025 | 2024 |
|--------------------------------|----------------|----------------|
| | £ | £ |
| Due within one year | | |
| Trade debtors | 600 | - |
| Prepayments and accrued income | 280,773 | 403,759 |
| | <u>281,373</u> | <u>403,759</u> |

15. Creditors: Amounts Falling Due Within One Year

| | 2025 | 2024 |
|---------------------------------|----------------|----------------|
| | £ | £ |
| Trade creditors | 418 | 184 |
| Other taxes and social security | 5,006 | 4,425 |
| VAT | 70,768 | - |
| Accruals | 400,838 | 491,826 |
| Deferred Income | 448,663 | 82,513 |
| | <u>925,693</u> | <u>578,948</u> |

Citizens Advice Essex Limited
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2025

16. Deferred Income

Deferred income movements in the year were as follows:

| | 2025 | 2024 |
|--|----------------|---------------|
| | £ | £ |
| Balance at the start of the period | 82,513 | 125,044 |
| Income deferred in the current period | 448,663 | 82,513 |
| Amounts released in income from previous periods | (82,513) | (125,044) |
| Balance at the end of the period | <u>448,663</u> | <u>82,513</u> |

17. Movement in Funds

| | As at 1 April 2024 | Income | Expenditure | Transfers | As at 31 March 2025 |
|--|-----------------------|---------|-------------|-----------|------------------------|
| | £ | £ | £ | £ | £ |
| Unrestricted funds | | | | | |
| General: | | | | | |
| General unrestricted fund | 147,852 | 14,820 | (47,236) | 37,655 | 153,091 |
| Restricted funds | | | | | |
| British Gas Energy Trust | - | 147,022 | (148,597) | 1,575 | - |
| Cadent - Rural Advice | - | 123,136 | (112,756) | (10,380) | - |
| Energy Saving Trust - Warm Start Plus | - | 165,319 | (165,727) | 408 | - |
| Energy Saving Trust - Warm Homes | - | 296 | (1,472) | 1,176 | - |
| Essex County Council - Cost of Living | - | - | (1,159) | 1,159 | - |
| Essex County Council - Core | - | 122,000 | (122,000) | - | - |
| Essex County Council - Household Support Fund | - | 86,071 | (84,350) | (1,721) | - |
| Income Wise | - | 41,926 | (43,905) | 1,979 | - |
| Macmillan Welfare | - | 434,571 | (443,947) | 9,376 | - |
| Ministry of Justice - Probation | - | 222,417 | (218,749) | (3,668) | - |
| Ofgem SIF (1) | - | - | 2,152 | (2,152) | - |
| UK Power Networks | - | 483,573 | (490,292) | 6,719 | - |
| Aviva | - | 86,977 | (91,291) | 4,314 | - |
| Essex County Council - Household Support Fund (LCA) | - | 50,000 | (50,000) | - | - |
| Essex County Council - Household Support Fund (Training) | - | 50,000 | (9,305) | (40,695) | - |
| ECF Ukraine | - | 2,362 | - | (2,362) | - |

...CONTINUED

Citizens Advice Essex Limited
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2025

| | | | | | |
|---|---------------------------|---------------|--------------------|------------------|----------------------------|
| UK Power Networks (Contract) | - | 28,370 | (25,480) | (2,890) | - |
| Ofgem SIF (2) | - | 3,000 | (2,507) | (493) | - |
| Total restricted funds | - | 2,047,040 | (2,009,385) | (37,655) | - |
| Total funds | 147,852 | 2,061,860 | (2,056,621) | - | 153,091 |
| | As at 1 April 2023 | Income | Expenditure | Transfers | As at 31 March 2024 |
| | £ | £ | £ | £ | £ |
| Unrestricted funds | | | | | |
| General: | | | | | |
| General unrestricted fund | 71,612 | 28,463 | (47,417) | 95,194 | 147,852 |
| Designated: | | | | | |
| Designated fund | 45,001 | - | - | (45,001) | - |
| Total unrestricted funds | 116,613 | 28,463 | (47,417) | 50,193 | 147,852 |
| Restricted funds | | | | | |
| British Gas Energy Trust | 27,590 | 122,125 | (141,254) | (8,461) | - |
| Cadent - Rural Advice | - | 80,543 | (82,854) | 2,311 | - |
| Energy Saving Trust - Warm Start Essex | - | 3,634 | (1,969) | (1,665) | - |
| Energy Saving Trust - Warm Start Plus | - | 193,658 | (198,513) | 4,855 | - |
| Energy Saving Trust - Warm Homes | - | 288,016 | (266,022) | (21,994) | - |
| Essex County Council - Cost of Living | - | 336,412 | (335,056) | (1,356) | - |
| Essex County Council - Core | - | 122,000 | (122,000) | - | - |
| Essex County Council - Household Support Fund | - | 105,349 | (103,849) | (1,500) | - |
| Income Wise | - | 28,452 | (29,421) | 969 | - |
| Macmillan Welfare | - | 412,265 | (417,054) | 4,789 | - |
| Ministry of Justice - Probation | - | 81,106 | (78,627) | (2,479) | - |
| Ofgem SIF (1) | - | 41,434 | (21,374) | (20,060) | - |
| UK Power Networks | - | 267,879 | (262,277) | (5,602) | - |
| Total restricted funds | 27,590 | 2,082,873 | (2,060,270) | (50,193) | - |
| Total funds | 144,203 | 2,111,336 | (2,107,687) | - | 147,852 |

Citizens Advice Essex Limited
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2025

British Gas Energy Trust

Funds provided by another charity whose main donor is British Gas, enabling selected local offices to deliver services to fuel-poor clients using foodbanks.

Cadent

Funds provided directly from Cadent Gas to support ESG and regulatory obligations, enabling selected offices to deliver services to fuel-poor clients in rural locations.

Warm Start Essex (Energy Savings Trust)

Enabling selected local offices to deliver energy-saving advice and support to fuel-poor households.

Warm Start Essex Plus (Energy Savings Trust)

Sequentially funded projects derived from income drawn from the Energy Redress Fund enabling selected local offices to deliver services to fuel-poor households where there are dependent children.

Warm Homes

Funding drawn from Affordable Warmth Solutions via Essex County Council enabling selected offices to provide advice to fuel-poor clients in the Essex County Council Area.

Essex County Council - Cost of Living

Funding from Essex County Council, enabling selected offices to provide additional services supplementing our core offer, including out-of-hours provision to people in Essex affected by the cost of living crisis.

Essex County Council Core

Funding from Essex County Council supporting the "core" funding of local offices in Essex.

Essex County Council - Household Support Fund

Funding for the administration and onwards provision of funds through the government's Household Support Scheme Policy.

Essex County Council - Household Support Fund (LCA)

Funding channelled via the Local Citizens Advice membership to distribute and administer Household Support Fund allocations across Essex.

Essex County Council - Household Support Fund (Training)

Funding to deliver training to local offices to ensure compliance and consistency in Household Support Fund delivery.

Income Wise

Funding from Independent Age to support older clients, especially those from racially minoritized communities, in the South of Greater Essex enabling selected offices to deliver tailored services.

Macmillan

Funds from Macmillan, enabling selected offices to support people affected by cancer.

Ministry of Justice Probation

Funds enabling selected offices to support males on probation.

Ofgem SIF

Funds drawn from a contract between UKPN and Ofgem, supporting innovation in low carbon transition specifically targeted at low-income families, enabling selected offices to provide targeted assistance.

UK Power Networks

From February 2025, income has been drawn directly following the award of a separate tender to deliver similar services, but now funded directly by UKPN rather than through the partnership. This enables selected offices to support vulnerable and fuel-poor households and contribute to the transition to low carbon.

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Citizens Advice Essex Limited
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2025

17. Movement in Funds - continued

Aviva

A subcontract with Citizens Advice nationally - part of their national relationship with Aviva. Began in November 2024, providing a funded referral pathway via Aviva, with mobilisation and recruitment of advisers and caseworkers sat within four local offices within the Essex Consortium.

ECF Ukraine

Funding administered by Essex Community Foundation to support services for Ukrainian refugees and displaced people in Essex, mobilised during 2024/25.

At the balance sheet date there were no remaining balances on restricted funds.

18. Transactions with Trustees

No trustee expenses have been incurred.

19. Related Party Disclosures

Each of the Trustees who served during the year represented the following member Local Citizens Advice:

| | |
|------------------|------------------------------|
| Riccardo Tazzini | None - Independent Treasurer |
| Neil Jones | None |
| Alexander Tarala | Chelmsford |
| Claire Morin | Maldon |
| Graham Clark | Harlow |
| Jean Wells | Epping Forest |
| Lanston Ramsay | Colchester |
| Mary Stenson | Uttlesford |
| Paula Whittle | Southend |
| Stuart Freel | Braintree and South Essex |
| Tonia Parsons | Tendring |
| Philip Wakeling | Maldon |
| Ian Allsop | Epping Forest |

Details of the monies passed, during the year, by Citizens Advice Essex Limited to each member Local Citizens Advice is disclosed in the individual accounts for each member, which are publicly available.

20. Controlling Parties

The charitable company is controlled by its trustees.

21. Company limited by guarantee

The company is limited by guarantee and has no share capital.

Every member of the company undertakes to contribute to the assets of the company, in the event of a winding up, such an amount as may be required not exceeding £1.

22. FRC's Ethical Standard - Provision Available for Small Entities

In common with other businesses of our size and nature we use our auditors to prepare and submit returns to the tax authorities and assist with the preparation of the financial statements.

CITIZENS ADVICE ESSEX LIMITED

England & Wales - Charity number 1153582

Accounts

CITIZENS ADVICE ESSEX LIMITED
TRUSTEES REPORT AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

Company No. 06150651 (England and Wales)

Registered Charity No. 1153582

Citizens Advice Essex Limited
Trustees Report and Financial Statements
For the Year Ended 31 March 2024

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| Independent auditor's report | 7 - 10 |
| Statement of financial activities including income and expenditure account | 11 - 12 |
| Statement of total recognised gains and losses | 10 |
| Balance sheet | 11 |
| Statement of cash flows | 12 |
| Notes to the financial statements | 13 - 22 |

Citizens Advice Essex Limited
Report of the Trustees
For the Year Ended 31 March 2024

The trustees are pleased to present their Strategic Report and the Annual Report together with the financial statements of the charity for the year ending 31 March 2024 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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 in October 2019).

Reference and administrative details

| | |
|--|--|
| Charity registration number | 1153582 |
| Company registration number | 06150651 (England and Wales) |
| Registered and operational office | Council Offices Princes Road Maldon Essex CM9 5DL |
| Independent examiners | Denmark Forrester Ltd Office 12 The Bentalls Centre Maldon CM9 4GD |
| Bankers | Unity Trust Bank Four Brindleyplace Birmingham B1 2JB |
| Company Secretary | Riccardo Tazzini |
| Trustees & company directors | Neil Jones (Chair - appointed 7 August 2024) John Gilbert (resigned 2 May 2024) David Pickles (appointed 20 May 2024, resigned 6 August 2024) Alexander Tarala (appointed 28 November 2023) Claire Morin (appointed 15 March 2024) David Jarvis (resigned 22 August 2024) Georgina Placey (resigned 6 June 2023) Graham Clark (appointed 17 November 2023) Jean Wells (appointed 28 November 2023) John Barber (resigned 16 November 2023) Lanston Ramsay (appointed 22 August 2024) Mary Stenson Nigel Conway (resigned 19 October 2023) Paula Whittle Philip Wakeling (resigned 15 March 2024) Riccardo Tazzini (Treasurer) Stuart Freel Tonia Parsons (appointed 17 July 2023) |

Citizens Advice Essex Limited
Report of the Trustees
For the Year Ended 31 March 2024

Structure, governance and management

Governing document

The Charity was incorporated as a private limited company by guarantee on 12 March 2007. It is governed by a Memorandum and Articles of Association that were adopted by the Board on 5 December 2018. It registered as a charity with the Charities Commission on 29 August 2013.

Organisation and appointment and training of trustees

Citizens Advice Essex Limited is governed by its Trustee Board, whose composition is detailed at the front of this document. The Directors of the company are also the Trustees for the purposes of charity law. The Trustees carry the ultimate responsibility for the conduct of the Charity and for ensuring that the Charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly.

The members of the Charity are made up of individual Local Citizens Advice (LCAs) within the county of Essex. Under the requirements of the Memorandum and Articles of Association each member is entitled to appoint one Trustee to the Board and each trustee shall have one vote at all meeting of the Trustee Board.

Both the Chair and the Treasurer of the Charity are Independent Trustees.

The Trustee Board may co-opt up to three Trustees in addition to those appointed by members. Co-opted Trustees shall serve the term of three years from the date of their appointment and may then be re-appointed.

The Trustees therefore are usually exclusively Trustees of the member organisations. As such they are drawn from the various local communities within Essex and have a broad range of skills and backgrounds. Newly appointed Trustees will usually have acted as a Trustee of their member LCA for a number of years prior to appointment, and therefore will have received comprehensive inductions to the role of a Trustee, within their respective LCA.

Risk management

The Trustees recognise that any major risks to which the Charity is exposed need to be reviewed and systems put in place to mitigate those risks.

The Trustees have a duty to identify and review the risks to which the Charity is exposed and to ensure that appropriate controls are in place to provide reasonable assurance against fraud and error. The Trustees have implemented processes which evaluate the risks associated with the key areas within the operation of the Charity. The Trustees operate a range of committees including Finance, Strategic Planning and Operations to discharge effective governance on behalf of the Board. These include regular review of key risks through Trustee meetings and the monitoring of the processes utilised to manage those risks.

The key risk to the Charity is currently the main funding source from Essex County Council. Should any of the agreements with the council cease and not be renewed, then it would be necessary for the Charity to restructure or look for alternative funding.

Objectives and activities

Aims, objectives, strategies and activities

The Charity's objects are to promote any charitable purpose for the benefit of the community of Essex, the Unitary Authorities, plus surrounding areas ("the areas of benefit") by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Citizens Advice Essex Limited
Report of the Trustees
For the Year Ended 31 March 2024

This is achieved by assisting the member LCAs to secure funding from Essex County Council and other county and national level bodies, acting as a conduit to the processing of these funds and to streamline the relationship between the LCAs and funders. Citizens Advice Essex Limited received funding directly from Essex County Council, currently in regards to three funding sources, and then distributes these between its member LCAs, meaning that Essex County Council only requires one point of contact.

How our activities deliver public benefit

Citizens Advice Essex Limited aims to meet its charitable objectives by assisting its member LCAs to provide free, confidential, impartial and independent advice and information for the benefit of the community of Essex.

The Trustees confirm that they have complied with the requirements of section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Achievement and performance

Charitable activities

Over the past year, Citizens Advice Essex has witnessed significant growth, marked by an increase in income and the expanding range and complexity of the projects under our management. As the lead accountable body for these initiatives, we have strategically expanded our team to meet these demands, employing five staff members initially, four of whom are dedicated to directly supporting funded projects. Towards the end of the period, this expanded to six staff with the employment of a part-time Finance Manager. This addition has proven essential given the increased number and complexity of transactions between ourselves and consortium members, which is a direct result of our growth. Despite this expansion, we have maintained strict fiscal discipline, ensuring that our core operational costs remain below 10% of total income. This prudent financial management has allowed us to channel the majority of our funds to local Citizens Advice offices across Essex, enabling them to enhance and expand their vital services to the community.

Citizens Advice Essex's contribution to the funding landscape has grown substantially, now constituting over 25% of all income received by local offices within Essex. This significant contribution has bolstered collective activities and driven substantial public value delivered by consortium members. Notably, in 2023/24, our services across Essex, Southend, and Thurrock generated an impressive £79.43 million in financial value to the individuals we assisted, while also delivering £169.4 million in broader economic and social benefits. These outcomes underscore the far-reaching impact of our consortium's work, not just on individual lives but on the wider community and public services.

Throughout the year, we continued to play a pivotal role in supporting Local Citizens Advice (LCAs) consortium members in securing and managing critical funding from Essex County Council. This included an ongoing annual grant of £122,000, which supports the core activities of LCAs and is allocated proportionally based on local needs.

In late 2019, we secured £774,000 from the Warm Homes Fund via Essex County, originally intended to be allocated over two years. However, this highly effective fuel poverty alleviation project was extended and delivered successfully over a span of more than four years, concluding this year. The success of this project laid the groundwork for developing deep expertise and capabilities across the consortium, which continues to benefit from multiple funding sources, ensuring ongoing

Citizens Advice Essex Limited
Report of the Trustees
For the Year Ended 31 March 2024

support for clients into 2024/25. Notably, a new £402,000 grant was secured through a competitive application process from the Energy Redress Fund, allowing us to extend a previously referenced project for another two years, starting in March 2023. This project spans Southend, Thurrock, and Essex, reflecting the broader remit of our consortium members. Further information about two additional large-scale energy advice projects is provided later in this report.

In 2023/24, the consortium attracted significant funds from Essex County Council to bolster our response to the Cost-of-Living crisis. This funding was instrumental in enabling us to enhance our services across the consortium, providing additional debt advice capacity, increasing generalist face-to-face support, and establishing a new countywide "out of hours" telephone service. However, due to cessation in funding, the "out of hours" scheme was discontinued. Additionally, we secured funding from Essex County Council to support the delivery of the Household Support Fund, with applications processed by consortium members under the charity's oversight to ensure compliance and effective delivery. The future of this fund remains uncertain, with final payments pending following the conclusion of the current phase.

One of the most notable achievements reported last year was securing a major grant from Macmillan Cancer Support, valued at £1.3 million over three years. This grant supports local offices in assisting individuals with cancer to manage the financial impacts of their diagnosis, including maximizing their income and accessing other Citizens Advice services. The project was fully mobilized by participating LCAs during the year, becoming well embedded in hospital locations across the county, and has proven highly effective in providing specialist benefits advice to those financially affected by cancer.

In November 2023, we secured additional funding in partnership with Citizens Advice Arun and Chichester to support the delivery of a major new initiative under the UK Power Networks (UKPN) Enduring Partnerships program. Utilizing staff based in LCAs across the consortium, this project—comprising both fuel poverty support and a significant low-carbon transition component as part of UKPN's "No One Left Behind" agenda—saw consortium members employ a peak of twenty additional full-time equivalent staff during the reporting period. This initiative not only addresses immediate energy needs but also contributes to the broader goal of ensuring equitable access to low-carbon technologies.

In addition to these initiatives, Citizens Advice Essex secured a £240,000 contract from the Ministry of Justice to deliver financial benefits and debt advice to individuals in the probation system. This contract, involving several LCAs across Essex, is focused on supporting men on probation as they reintegrate into society following incarceration. The project is grounded in the belief that timely and effective support around financial management, benefit claims, and banking is integral to a broader range of activities aimed at reducing recidivism and supporting successful reintegration.

Other projects of note include the British Gas Energy Trust, which secured a second round of funding that allowed for the continuation and expansion of services across participating LCAs, and the Cadent Gas project, which focuses on providing rural energy advice and is expected to receive increased funding in the upcoming financial year. The Independent Age project, although slow to start, has made progress, particularly in engaging with BME communities, a key focus area for the initiative.

Fundraising activities

Total income for the year was £2,111,336 (2023: £1,347,742).

Citizens Advice Essex Limited
Report of the Trustees
For the Year Ended 31 March 2024

Investment activities

Due to the current size of the Charity, all funds are presently held on deposit. The Charity does not currently hold any other type of investment.

Future periods

The Charity will continue to work to achieve a sustainable future for the provision of Citizens Advice services throughout Essex and the Unitary Authorities. Income for the year ended 31 March 2025 is on track to exceed £2.4m.

The Charity plans to refine changes in its business development and operational governance during the year to better manage future challenges.

We will continue to develop our relationships with statutory organisations, including local authorities, health and police services, and look for imaginative and innovative ways to support their people-focussed objectives.

Other potential funding sources have been identified for services that the LCAs will deliver. Such resources are almost always time project-specific and linked to outcomes.

Financial review

Financial position

Incoming resources in the year were £2,111,336 (2023: £1,347,742). Of this £2,082,873 (2023: £1,336,493) related to project restricted activities.

The surplus of income over expenditure for the year was £3,649 (2023: £63,338). At 31 March 2024, total reserves were £147,852 (2023: £144,203), all of which were unrestricted.

Reserves policy

Each year the Trustees review the reserves policy and consider the appropriate level of reserves for the organisation to hold. It considers the level appropriate for the current size and complexity of the organisation, the economic environment, the risks and know investment plans above any beyond budgeted costs. Trustees also consider our current risk profile, balancing the need to reflect that risk, while making sure funds are not held unnecessarily at the expense of committing funds to meet charitable objectives.

In April 2024, the Board of Trustees agreed a revised reserves policy. The policy continues to hold in free reserves (unrestricted funds) the equivalent of 3 to 6 months' core operating costs for the Consortium Director, Finance Officer and one Project Manager, fixed running costs plus any redundancy liabilities. This will require the target range for 2024/25 to be between £60,000 and £90,000 (target £70,000).

As at 31 March 2024, free reserves totalled £147,852. Based on the original 2024/25 budget, the forecast free reserves are expected to be in excess of the policy's target. The policy will be kept under review as the Consortium develops.

Funds in deficit

No funds were in deficit at the balance sheet date.

Principal funding sources

The Trustees extend their gratitude to Essex County Council who continue to support the Charity and its' members in their operations.

Citizens Advice Essex Limited
Report of the Trustees
For the Year Ended 31 March 2024

Investment policy and objectives

Due to the size of the Charity and its cash flow requirements, all funds are held on deposit or in low risk investments, in furtherance of its objects, and for no other purpose. The Charity has the power to invest the monies of the Charity not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

Trustees' responsibilities statement

The Trustees (who are also Directors of Citizens Advice Essex Limited for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law required the Trustees to prepare financial statement for each financial year which 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 the income and expenditure, of the charitable company for that period. In preparing the financial statements, the Trustees are requires 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 a going concern basis, unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure 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.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

On behalf of the Board of Trustees



.....
Neil Jones
Chair of the Trustees

Date 25 October 2024

Independent Auditors Report to the Trustees of Citizens Advice Essex Limited
For the Year Ended 31 March 2024

Opinion

We have audited the financial statements of Citizens Advice Essex Limited (the 'charitable company') for the year ended 31 March 2024 which comprise Statement of Financial Activities, Balance Sheet, Cashflow Statement 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, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (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 2024 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 of 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 Auditor's 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 entity'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 other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. 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. 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 course of 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.

Independent Auditors Report to the Trustees of Citizens Advice Essex Limited
For the Year Ended 31 March 2024

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 trustees' report, which includes the directors' report prepared for company law purposes, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the and the directors' report included within the trustees' report 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 trustees' report.

We have nothing to report in respect of the following matters in relation to which 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.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 6 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.

Auditor's 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 an auditor's report 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

Independent Auditors Report to the Trustees of Citizens Advice Essex Limited
For the Year Ended 31 March 2024

Auditor's responsibilities for the audit of the financial statements (continued)

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charitable company through discussions with trustees and other management, and from our commercial knowledge and experience of the charity sector;
- we focussed on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the Charity, including the Companies Act 2006, taxation legislation and data protection, employment, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- Identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions; and
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with relevant regulators and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with law and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities is located on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

**Independent Auditors Report to the Trustees of Citizens Advice Essex Limited
For the Year Ended 31 March 2024**

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 auditor's 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.



**Robert Easby FCA
Senior Statutory Auditor**

For and on behalf of Denmark Forrester Ltd
Chartered Accountants
Statutory Auditor

Date: 25 October 2024

Office 12
The Bentalls Centre
Maldon
Essex
CM9 4GD

Citizens Advice Essex Limited
Statement of Financial Activities
(Including Income and Expenditure Account)
For the Year Ended 31 March 2024

| | Note | Unrestricted funds £ | Restricted funds £ | Total funds 2024 £ | Total funds 2023 £ |
|------------------------------------|------|----------------------------|--------------------------|--------------------------|--------------------------|
| Income | | | | | |
| Charitable activities | 2 | 20,018 | 2,082,873 | 2,102,891 | 1,343,623 |
| Investment income | 3 | 8,445 | - | 8,445 | 1,619 |
| Other | 4 | - | - | - | 2,500 |
| Total incoming resources | | 28,463 | 2,082,873 | 2,111,336 | 1,347,742 |
| Expenditure | | | | | |
| Charitable expenditure | 5 | 47,417 | 2,060,270 | 2,107,687 | 1,284,404 |
| Total resources expended | | 47,417 | 2,060,270 | 2,107,687 | 1,284,404 |
| Net income/(expenditure) | | (18,954) | 22,603 | 3,649 | 63,338 |
| Transfer between funds | | 50,193 | - 50,193 | - | - |
| Net movement in funds | | 31,239 | (27,590) | 3,649 | 63,338 |
| Reconciliation of funds | | | | | |
| Total funds brought forward | | 116,613 | 27,590 | 144,203 | 80,865 |
| Total funds carried forward | | 147,852 | 0 | 147,852 | 144,203 |

All incoming resources and resources expended derive from continuing activities.

2023 unrestricted and restricted funds

| | Note | 2023 Unrestricted £ | 2023 Restricted £ | 2023 Total funds £ |
|------------------------------------|------|---------------------------|-------------------------|--------------------------|
| Income | | | | |
| Charitable activities | 2 | 7,130 | 1,336,493 | 1,343,623 |
| Investment income | 3 | 1,619 | - | 1,619 |
| Other | 4 | 2,500 | - | 2,500 |
| Total incoming resources | | 11,249 | 1,336,493 | 1,347,742 |
| Expenditure | | | | |
| Charitable expenditure | 5 | 10,180 | 1,274,224 | 1,284,404 |
| Total resources expended | | 10,180 | 1,274,224 | 1,284,404 |
| Net income/(expenditure) | | 1,069 | 62,269 | 63,338 |
| Transfer between funds | | 44,900 | (44,900) | - |
| Net movement in funds | | 45,969 | 17,369 | 63,338 |
| Reconciliation of funds | | | | |
| Total funds brought forward | | 70,644 | 10,221 | 80,865 |
| Total funds carried forward | | 116,613 | 27,590 | 144,203 |

Citizens Advice Essex Limited

Balance Sheet

As at 31 March 2024

| | Notes | | 2024 £ | | 2023 £ |
|---|-------|---------|----------------|---------|----------------|
| Fixed assets | | | | | |
| Tangible assets | 10 | | 1,215 | | - |
| | | | 1,215 | | - |
| Current assets | | | | | |
| Debtors | 11 | 403,759 | | 194,427 | |
| Cash at bank and in hand | | 321,826 | | 290,199 | |
| | | 725,585 | | 484,626 | |
| Creditors: amounts falling due within one year | 12 | 578,948 | | 340,423 | |
| Net current assets | | | 146,637 | | 144,203 |
| Net assets | | | 147,852 | | 144,203 |
| Funds | | | | | |
| Restricted funds | 13 | | - | | 27,590 |
| Unrestricted funds | | | 147,852 | | 71,612 |
| Designated funds | | | - | | 45,001 |
| | | | 147,852 | | 144,203 |

The notes form part of these accounts.

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

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP.

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



.....
Neil Jones

Date 25 October 2024

Company No. 3144906

Citizens Advice Essex Limited
Statement of Cash Flows
For the Year Ended 31 March 2024

| | 2024 | 2023 |
|---|----------------|----------------|
| | £ | £ |
| Cash used in operating activities | | |
| Net movement in funds | 3,649 | 63,338 |
| Depreciation charge | 304 | 114 |
| Interest received | (8,445) | (1,619) |
| Decrease/(increase) in debtors | (209,332) | (93,576) |
| Decrease in creditors | 238,525 | 79,711 |
| | 24,701 | 47,968 |
| Cash flows from investing activities | | |
| Interest income | 8,445 | 1,619 |
| Purchase of tangible fixed assets | (1,519) | - |
| | 6,926 | 1,619 |
| Cash used in investing activities | | |
| | 31,627 | 49,587 |
| Decrease in cash and cash equivalents in the year | | |
| | 31,627 | 49,587 |
| Cash and cash equivalents at the beginning of the year | 290,199 | 240,612 |
| | 321,826 | 290,199 |
| Cash and cash equivalents at the end of the year | | |

Citizens Advice Essex Limited
Notes to the Financial Statements
For the Year Ended 31 March 2024

1. **Accounting policies, judgements and key sources of estimation uncertainty**

a) Basis of preparation

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 (FRS102) (issue in October 2019) - (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

Citizens Advice Essex Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The financial statements are prepared in sterling, which is the functional currency of the company. Monetary amounts in these financial statements are rounded to the nearest pound.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

b) Preparation of the accounts on a going concern basis

The charity reported a surplus for the year that has brought the reserves to an amount that could sustain the running costs for a period of in excess of 12 months and on that basis the charity is a going concern.

c) Income

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income, it is probable that the income will be received and the amount can be quantified with reasonable accuracy.

Bank interest is included in the income and expenditure account upon receipt.

d) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Expenditure on charitable activities includes the costs of running the charity's cancer support centres, and the funding it provides to support clinical trials.
- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

e) Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity. These costs have been allocated between cost of raising funds and expenditure on charitable activities on the basis of an estimation of time spent by relevant staff.

f) Taxation

The charity is exempt from corporation tax on its charitable activities.

Citizens Advice Essex Limited
Notes to the Financial Statements
For the Year Ended 31 March 2024

g) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds comprise of income which the contributor has specified are to be solely used for particular areas of the charity's work or for a specific project being undertaken by the charity.

h) Tangible fixed assets

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful economic life, which in all cases is expected to be 5 years.

i) Debtors

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

j) Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of six months or less from the date of acquisition or opening of the deposit or similar account.

k) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer 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 the settlement amount after allowing for any discounts due.

l) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured and amortised cost using the effective interest method.

m) Pensions

The charity makes contributions to a defined contribution pension scheme. Contributions are charged to the statement of financial activities as they become payable in accordance with the rules of the scheme.

Judgements and key sources of estimation uncertainty

Key sources of estimation uncertainty

The estimates and assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities are as follows.

Useful economic lives of tangible fixed assets

The annual depreciation charge for tangible fixed assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of the assets. See note 15 for the carrying amount of the tangible fixed assets and note 1h for the useful economic lives for each class of asset.

Citizens Advice Essex Limited
Notes to the Financial Statements
For the Year Ended 31 March 2024

| 2. Income from charitable activities | 2024 | 2023 |
|--|-------------|-------------|
| Performance related grants | £ | £ |
| British Gas Energy Trust | 122,125 | 69,417 |
| BESN | 12,976 | - |
| Cadent - Rural Advice | 80,543 | - |
| Citizens Advice - Big Energy Savings Network | - | 12,976 |
| Donations | 198 | - |
| Energy Saving Trust - Energy Redress Scheme Voucher Fund | - | 122,967 |
| Energy Saving Trust - Warm Start Essex | 3,634 | 160,421 |
| Energy Saving Trust - Warm Start Plus | 193,658 | - |
| Energy Saving Trust - Warm Homes | 288,016 | - |
| Essex Community Foundation | - | 10,125 |
| Essex Community Foundation - Training | - | 4,630 |
| Essex County Council - Contain Outbreak Management Fund | - | 105,100 |
| Essex County Council - Cost of Living | 336,412 | 67,504 |
| Essex County Council - Core | 122,000 | - |
| Essex County Council - Household Support Fund | 105,349 | 225,067 |
| Essex County Council - SLA | - | 130,978 |
| Essex County Council - Warm Homes | - | 290,609 |
| GP Primary Choice - Training | - | 2,500 |
| Grants | 6,844 | - |
| Income Wise | 28,452 | - |
| Macmillan Welfare Benefits Essex | 412,265 | 141,329 |
| Ministry of Justice - Probation | 81,106 | - |
| Ofgem SIF | 41,434 | - |
| UK Power Networks | 267,879 | - |
| | <hr/> | <hr/> |
| | 2,102,891 | 1,343,623 |
| | <hr/> | <hr/> |

The income from charitable activities was £2,102,891 (2023: £1,343,623) of which £2,082,873 was restricted (2023: £1,336,493).

| 3. Investment income | 2024 | 2023 |
|-----------------------------|-------------|-------------|
| | £ | £ |
| Bank interest received | 8,445 | 1,619 |
| | <hr/> | <hr/> |
| | 8,445 | 1,619 |
| | <hr/> | <hr/> |

| 4. Other income | 2024 | 2023 |
|------------------------|-------------|-------------|
| | £ | £ |
| Income from members | - | 2,500 |
| | <hr/> | <hr/> |
| | - | 2,500 |
| | <hr/> | <hr/> |

Income of £nil (2023: £2,500) received from members represents subscriptions paid by the Charity's member local Citizens Advice to support the general running costs of the Charity, which in turn supports the activities of the member Local Citizens Advice themselves.

Citizens Advice Essex Limited
Notes to the Financial Statements
For the Year Ended 31 March 2024

| | | |
|--|-------------|-------------|
| 5. Charitable activities | 2024 | 2023 |
| | £ | £ |
| Provision of SLA | 93,450 | 130,978 |
| Partner costs | 1,810,883 | 1,031,274 |
| Staff and training costs | 175,454 | 76,638 |
| | <hr/> | <hr/> |
| | 2,079,787 | 1,238,890 |
| | | |
| Support costs (note 6) | 13,923 | 39,418 |
| Governance costs (note 6) | 13,977 | 6,096 |
| | <hr/> | <hr/> |
| | 2,107,687 | 1,284,404 |
| | | |
| Analysis by fund | | |
| Unrestricted | 47,417 | 10,180 |
| Restricted | 2,060,270 | 1,274,224 |
| | <hr/> | <hr/> |
| | 2,107,687 | 1,284,404 |
| | | |
| 6. Support and governance costs | 2024 | 2023 |
| | £ | £ |
| Support costs | | |
| Outsourced support | 5,855 | 19,644 |
| Staff and training costs | 873 | 16,205 |
| Recruitment costs | 3,994 | - |
| Office costs | 3,037 | 1,530 |
| Other costs | 164 | 2,039 |
| | <hr/> | <hr/> |
| | 13,923 | 39,418 |
| | | |
| Governance costs | 2024 | 2023 |
| | £ | £ |
| Audit and accountancy fees | 13,977 | 6,096 |
| | <hr/> | <hr/> |
| | 13,977 | 6,096 |

7. Trustees' remuneration and benefits

There were no trustees' remuneration or benefits for the year ended 31 March 2024, nor for the year ended 31 March 2023.

Trustees' expenses

There were no trustees' expenses or benefits for the year ended 31 March 2024, nor for the year ended 31 March 2023.

Citizens Advice Essex Limited
Notes to the Financial Statements
For the Year Ended 31 March 2024

| | | | |
|-----------------------|------------------------------|-------------|-------------|
| 8. Staff costs | | 2024 | 2023 |
| | | £ | £ |
| | Gross salaries | 160,402 | 85,883 |
| | Employers National Insurance | 10,371 | 4,266 |
| | Pension contributions | 4,681 | 2,878 |
| | | <hr/> | <hr/> |
| | | 175,454 | 93,027 |
| | | <hr/> | <hr/> |

The average number of employees during the year was as follows:

| | | | |
|--|---------------------|-------------|-------------|
| | | 2024 | 2023 |
| | | £ | £ |
| | Charitable purposes | 5 | 3 |
| | | <hr/> | <hr/> |
| | | 5 | 3 |
| | | <hr/> | <hr/> |

There are no staff receiving emoluments of more than £60,000 (2023: None)

9. Auditors' remuneration

The Auditors' Remuneration paid in the year to 31 March 2024 was £6,775 (2023: £5,400).

10. Tangible fixed assets

| | Computer equipment | Total |
|--------------------------|-------------------------------|--------------|
| Cost or valuation | | |
| At 1 April 2023 | 984 | 984 |
| Additions | 1,519 | 1,519 |
| Disposals | - | - |
| | <hr/> | <hr/> |
| At 31 March 2024 | 2,503 | 2,503 |
| | <hr/> | <hr/> |
| Depreciation | | |
| At 1 April 2023 | 984 | 984 |
| Charge for the year | 304 | 304 |
| Eliminated on disposal | - | - |
| | <hr/> | <hr/> |
| At 31 March 2024 | 1,288 | 1,288 |
| | <hr/> | <hr/> |
| Net book value | | |
| At 31 March 2024 | 1,215 | 1,215 |
| | <hr/> | <hr/> |
| At 31 March 2023 | - | - |
| | <hr/> | <hr/> |

11. Debtors: Amounts falling due within one year

| | | |
|--------------------------------|-------------|-------------|
| | 2024 | 2023 |
| | £ | £ |
| Prepayments and accrued income | 403,759 | 194,427 |
| | <hr/> | <hr/> |
| | 403,759 | 194,427 |
| | <hr/> | <hr/> |

Citizens Advice Essex Limited
Notes to the Financial Statements
For the Year Ended 31 March 2024

| 12. Creditors: amounts falling due within one year | 2024 £ | 2023 £ |
|--|-----------|-----------|
| Trade creditors | 184 | 184 |
| Taxation and social security | 4,425 | 2,828 |
| Other creditors | 574,339 | 337,411 |
| | 578,948 | 340,423 |

Other creditors includes £82,513 (2023: £125,044) of deferred income. This is income received before the year end date for services due to be provided after the year end.

13. Movement in funds

For the Year Ended 31 March 2024

| | At 1 April 2023 £ | Incoming resources £ | Outgoing resources £ | Transfers between funds £ | At 31 March 2024 £ |
|--|-------------------------|----------------------------|----------------------------|------------------------------------|--------------------------|
| Unrestricted funds | | | | | |
| General fund | 71,612 | 28,463 | (47,417) | 95,194 | 147,852 |
| Designated fund | 45,001 | - | - | (45,001) | - |
| | 116,613 | 28,463 | (47,417) | 50,193 | 147,852 |
| Restricted funds | | | | | |
| British Gas Energy Trust | 27,590 | 122,125 | (141,254) | (8,461) | - |
| Cadent - Rural Advice | - | 80,543 | (82,854) | 2,311 | - |
| Energy Saving Trust - Warm Start Essex | - | 3,634 | (1,969) | (1,665) | - |
| Energy Saving Trust - Warm Start Plus | - | 193,658 | (198,513) | 4,855 | - |
| Energy Saving Trust - Warm Homes | - | 288,016 | (266,022) | (21,994) | - |
| Essex County Council - Cost of Living | - | 336,412 | (335,056) | (1,356) | - |
| Essex County Council - Core | - | 122,000 | (122,000) | - | - |
| Essex County Council - Household Support Fund | - | 105,349 | (103,849) | (1,500) | - |
| Income Wise | - | 28,452 | (29,421) | 969 | - |
| Macmillan Welfare | - | 412,265 | (417,054) | 4,789 | - |
| Ministry of Justice - Probation | - | 81,106 | (78,627) | (2,479) | - |
| Ofgem SIF | - | 41,434 | (21,374) | (20,060) | - |
| UK Power Networks | - | 267,879 | (262,277) | (5,602) | - |
| | 27,590 | 2,082,873 | (2,060,270) | (50,193) | - |
| Total funds | 144,203 | 2,111,336 | (2,107,687) | - | 147,852 |

Citizens Advice Essex Limited
Notes to the Financial Statements
For the Year Ended 31 March 2024

For the Year Ended 31 March 2023

| | At 1 April 2022 | Incoming resources | Outgoing resources | Transfers between funds | At 31 March 2023 |
|--|--------------------|-----------------------|-----------------------|-------------------------------|---------------------|
| | £ | £ | £ | £ | £ |
| Unrestricted funds | | | | | |
| General fund | 25,643 | 11,249 | (10,180) | 44,900 | 71,612 |
| Designated fund | 45,001 | - | - | - | 45,001 |
| | 70,644 | 11,249 | (10,180) | 44,900 | 116,613 |
| Restricted funds | | | | | |
| British Gas Energy Trust | - | 69,417 | (41,827) | - | 27,590 |
| Citizens Advice - Big Energy Savings Network | - | 12,976 | - | (12,976) | - |
| Energy Saving Trust - Energy Redress Scheme Voucher Fund | - | 122,967 | (112,754) | (10,213) | - |
| Energy Saving Trust - Warm Start Essex | - | 160,421 | (154,351) | (6,070) | - |
| Essex Community Foundation | 5,521 | 10,125 | (41,186) | 25,540 | - |
| Essex County Council - Contain Outbreak Management Fund | - | 105,100 | (105,100) | - | - |
| Essex County Council - Cost of Living | - | 67,504 | (61,170) | (6,334) | - |
| Essex County Council - Household Support Fund | - | 225,067 | (213,443) | (11,624) | - |
| Essex County Council - SLA | - | 130,978 | (130,978) | - | - |
| Essex County Council - Warm Homes | - | 290,609 | (273,203) | (17,406) | - |
| Macmillan Welfare Benefits Essex | - | 141,329 | (145,407) | 4,078 | - |
| Universal Services Best Practice Lead | - | - | 5,195 | (5,195) | - |
| Universal Credit Best Practice Lead | 4,700 | - | - | (4,700) | - |
| | 10,221 | 1,336,493 | (1,274,224) | (44,900) | 27,590 |
| Total funds | 80,865 | 1,347,742 | (1,284,404) | - | 144,203 |

Purpose of designated funds

Member SLAs - Business Development Manager

This is funding to support 50% of the costs of a business development manager for a two year period. In 2023/24 the designated fund was reclassified and transferred into general funds, since it is no longer set aside for the previous specific purpose.

Citizens Advice Essex Limited
Notes to the Financial Statements
For the Year Ended 31 March 2024

Purpose of restricted funds

British Gas Energy Trust

Funds provided by another charity whose main donor is British Gas, enabling selected local offices to deliver services to fuel-poor clients using foodbanks.

Cadent

Funds provided directly from Cadent Gas to support ESG and regulatory obligations enabling selected offices to deliver services to fuel-poor clients in rural locations.

Warm Start Essex (Energy Savings Trust)

Enabling selected local offices to deliver energy-saving advice and support to fuel-poor households.

Warm Start Essex Plus (Energy Savings Trust)

Sequentially funded projects derived from income drawn from the Energy Redress Fund enabling selected local offices to deliver services to fuel-poor households where there are dependent children.

Warm Homes

Funding drawn from Affordable Warmth Solutions via Essex County Council enabling selected enabling selected offices to provide advice to fuel-poor clients in the Essex County Council Area.

Essex County Council - Cost of Living

Funding from Essex County Council, enabling selected offices to provide additional services supplementing our core offer, including out-of-hours provision to people in Essex affected by the cost-of-living crisis.

Essex County Council Core

Funding from Essex County Council supporting the "core" funding of local offices in Essex.

Essex County Council - Household Support Fund

Funding for the administration and onwards provision of funds through the government's Household Support Scheme Policy.

Income Wise

Funding from Independent Age to support older clients, especially those from racially minoritized communities, in the South of Greater Essex enabling selected offices to deliver tailored services.

Macmillan

Funds from Macmillan, enabling selected offices to support people affected by cancer.

Ministry of Justice Probation

Funds enabling selected offices to support males on probation.

Ofgem SIF

Funds drawn from a contract between UKPN and Ofgem, supporting innovation in low carbon transition specifically targeted at low-income families, enabling selected offices to provide targeted assistance.

UK Power Networks

Funds drawn from a partnership with Arun and Chichester Citizens Advice, enabling selected offices to support vulnerable and fuel-poor households to alleviate fuel poverty and support the transition to low carbon.

At the balance sheet date there were no remaining balances on restricted funds.

Citizens Advice Essex Limited
Notes to the Financial Statements
For the Year Ended 31 March 2024

14. Legal status of the charity

The charity is a private company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1. The number of members at 31 March 2024 was 11 (2023: 11).

15. Control

The Charity is controlled by its Trustees/Directors.

16 Related party transactions

Each of the Trustees who served during the year represented the following member Local Citizens Advice:

| | |
|------------------|------------------------------|
| David Pickles | None - Independent Chair |
| John Barber | Harlow |
| Philip Wakeling | Maldon |
| Paula Whittle | Southend |
| Nigel Conway | Epping |
| David Jarvis | Colchester |
| Riccardo Tazzini | None - Independent Treasurer |
| Chloe Tron | Chelmsford |
| Georgina Placey | Tendring |
| Stuart Freel | Braintree and South Essex |
| John Gilbert | None - Independent Chair |
| Mary Stenson | Uttlesford |
| Jean Wells | Epping Forest |
| Claire Morin | Maldon |
| Alexander Tarala | Chelmsford |
| Neil Jones | None - Independent Chair |

Details of the monies passed, during the year, by Citizens Advice Essex Limited to each member Local Citizens Advice is disclosed in the individual accounts for each member, which are publicly available.

CITIZENS ADVICE ESSEX LIMITED

England & Wales - Charity number 1153582

Accounts

Company Registration No. 06150651 (England and Wales)

Charity No: 1153582

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023
FOR
CITIZENS ADVICE ESSEX LIMITED**



**CITIZENS ADVICE ESSEX LIMITED
CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

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| Statement of Financial Activities | 13 |
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INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF CITIZENS ADVICE ESSEX LIMITED FOR THE YEAR ENDED 31 MARCH 2023

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of Citizens Advice Essex Limited (the company) for the year ended 31 March 2023. The trustees confirm that the Annual Report and financial statements of the company comply with current statutory requirements, the requirements of the company's governing document and 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 published in October 2019.

REFERENCE AND ADMINISTRATIVE DETAILS

Charity name

Citizens Advice Essex Limited

Registered company number

06150651 (England and Wales)

Registered charity number

1153582

Registered office & operational address

Council Offices
Princes Road
Maldon
Essex
CM9 5DL

Company Secretary

Riccardo Tazzini

Trustees & Company Directors

Richard Armitage (Resigned 31 January 2023)
Andrew Hunter (Resigned 9 July 2022)
David Pickles - Chair (Resigned 20 July 2022)
Susan Wilson (Resigned 26 October 2022)
John Barber
Philip Wakeling
Paula Whittle
Nigel Conway
David Jarvis
Riccardo Tazzini - Independent Treasurer
Chloe Tron (Resigned 20 July 2022)
Georgina Placey (Resigned 6 June 2023)
Stuart Freel (Appointed 9 July 2022)
Michael Barthee (Appointed 20 July 2022)
John Gilbert - Chair (Appointed 20 July 2022)
Mary Stenson (Appointed 1 February 2023)

Auditor

Smith & Goulding Limited
4 Southport Road
Chorley
Lancashire
PR7 1LD

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF CITIZENS ADVICE ESSEX LIMITED FOR THE YEAR ENDED 31 MARCH 2023 (CONTINUED)

Bankers

Unity Trust Bank
Four Brindleyplace
Birmingham
B1 2JB

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Charity was incorporated as a private company limited by guarantee on the 12 March 2007, number 06150651. It is governed by a Memorandum and Articles of Association that were adopted by the Board on 5 December 2018. It registered as a charity, number 1153582, with the Charities Commission on the 29 August 2013.

Organisation and appointment and training of trustees

Citizens Advice Essex Limited is governed by its Trustee Board, whose composition is detailed at the front of this document. The Directors of the company are also the Trustees for the purposes of charity law. The Trustees carry the ultimate responsibility for the conduct of the Charity and for ensuring that the Charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly.

The members of the Charity are made up of the individual Local Citizens Advice (LCAs) within the county of Essex. Under the requirements of the Memorandum and Articles of Association each member is entitled to appoint one Trustee to the Trustees board and each trustee shall have one vote at all meetings of the Trustee Board.

Both the Chair and the Treasurer of the Charity are independent Trustees.

The Trustee Board may co-opt up to three Trustees in addition to those appointed by members. Co-opted Trustees shall serve for terms of three years from the date of their appointment and may then be re-appointed.

Trustees therefore are usually exclusively Trustees of the member organisations. As such they are drawn from the various local communities within Essex and have a broad range of skills and backgrounds. Newly appointed Trustees will usually have acted as a Trustee of their member LCA for a number of years prior to appointment, and therefore will have received comprehensive inductions to the role of a Trustee, within their respective LCA.

Risk management

The Trustees recognise that any major risks to which the Charity is exposed need to be reviewed and systems put in place to mitigate those risks.

The Trustees have a duty to identify and review the risks to which the Charity is exposed and to ensure that appropriate controls are in place to provide reasonable assurance against fraud and error. The Trustees have implemented processes which evaluate the risks associated with the key areas within the operation of the Charity. The Trustees operate a range of committees including Finance, Strategic Planning and Operations to discharge effective governance on behalf of the Board. These include regular review of key risks through Trustees meetings and the monitoring of the processes utilised to manage those risks.

The key risk to the Charity is currently the main funding source from Essex County Council. Should any of the agreements with the council cease and not be renewed, then it would be necessary for the Charity to restructure or look for alternative funding.

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF CITIZENS ADVICE ESSEX LIMITED FOR THE YEAR ENDED 31 MARCH 2023 (CONTINUED)

OBJECTIVES AND ACTIVITIES

Aims, objectives, strategies and activities

The Charity's objects are to promote any charitable purpose for the benefit of the community of Essex, the Unitary Authorities, plus surrounding areas ("the areas of benefit") by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

This is achieved by assisting the member LCAs to secure funding from Essex County Council and other county and national level bodies, acting as a conduit to the processing of these funds and to streamline the relationship between the LCAs and funders. Citizens Advice Essex Limited receives funding directly from Essex County Council, currently in regards to three funding sources, and then distributes these between its member LCAs, meaning that Essex County Council only requires one point of contact.

How our activities deliver public benefit

Citizens Advice Essex Limited aims to meet its charitable objectives by assisting its member LCAs to provide free, confidential, impartial and independent advice and information for the benefit of the community of Essex.

The trustees confirm that they have complied with the requirements of section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

As part of the charity's strategic plan, the charity had previously appointed a Business Development manager to raise the charity's profile with external stakeholders and influence their funding and commissioning decisions. The appointment was part funded by the Thriving Third Sector Fund, administered by the Essex Community Foundation (ECF), but is sustained from management overheads drawn from the many funded projects now administered by the charity. The role now also encompasses strategic leadership, the development and supervision of employees directly employed by the charity to oversee the delivery of new projects and initiatives. Overall, including this post, the charity employed five staff members throughout the year. 4 of the staff directly support and are recharged to funded projects. It is notable that, even though this central team has grown, the full "core" costs of running the charity constitute less than 10% of total income; the majority of income is passed on directly to local Citizens Advice offices in Essex to provide new and enhanced services to their clients.

During the year, the charity continued to assist consortium member Local Citizens Advice (LCAs) in securing and administering funding from Essex County Council. Funding consisted of continuing grant funding for general advice valued at £122,000 annually. This funding, which supports the LCAs' core activities, is distributed proportionally based on local needs and in its entirety.

A successful application in 2019 to the Warm Homes Fund via Essex County enabled us to continue to draw down and pass on this funding against a total allocation of £774,000 over two years. Services supporting clients who are in fuel poverty are delivered via the member LCAs. The project's duration was extended during the year, meaning it continued throughout the year and underpinned the development of subsequent funded activity delivered through the consortium members in the energy advice and fuel poverty alleviation field. As with most of the organisation's portfolio of projects, funding supports the employment of paid specialist staff, employed directly by multiple local offices but working together as teams, provided technical and pastoral support by their local offices, but broader collegial and practitioner development being facilitated by Citizens Advice as the consortium lead. It is notable that, as part of this "one team" approach, Citizens Advice Essex manages and undertakes recruitment, provisions some initial training, and telephony and single point of access referral arrangements on behalf of the consortium members, giving effect to a shared service approach to these common back-office functions.

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF CITIZENS ADVICE ESSEX LIMITED FOR THE YEAR ENDED 31 MARCH 2023 (CONTINUED)

A successful application, made in 2020, for funding from the Energy Redress Fund "main fund" programme, again supporting the delivery of services throughout the consortium to help alleviate conditions for clients experiencing fuel poverty. The total funding allocation was £348,000, and we have been able to continue to draw down against this allocation and pass on this fund to participating consortium LCA throughout the year. As the year ended, we received notification that an application for additional funding of £402,000 had been agreed through a competitive application process to extend this project for a further two years beginning in March 2022. As before, the geographic scope of this project encompasses Southend and Thurrock, in addition to Essex, as befits the remit of component consortium members.

Funding was received to support the delivery of a successful "emergency fuel voucher" scheme – again funded by the Energy Redress Scheme with administration shared between Citizens Advice Essex and a consortium member. This scheme supports the delivery of fuel vouchers by member LCA who are at risk of (or already have) "self-disconnected" from their energy supply as they use a prepayment meter and, in a similar vein, the charity received funding from Essex County Council through the Household Support Fund, with applications assessed and processed via the consortium members by the back office functions and compliance requirements devised, overseen and supervised by the charity on behalf of the network.

Of note and strategic significance, the charity provided frontline worker training under the Citizens Advice "Big Energy Saving Scheme". Although modest as a source of income, this has proven effective in extending our reach amongst frontline workers who, on behalf of the network, we are able to raise their awareness of the services we provide of relevance and usefulness for the most disadvantaged and hard to reach members of the community.

Finally, and perhaps the most notable development, was the acquisition of a major grant from Macmillan Cancer Support. This will be valued at £1.3 million over three years. Determining which local offices would participate and creating the correct set of legal ratios between ourselves as the legal charity and them as members and with Macmillan was something trustees gave a great deal of consideration to and was not without its challenges. Mobilisation was challenging due to the difficult labour market and recruitment conditions. Despite this, by year-end, the participating local offices had recruited eight of the allocation of ten (full-time equivalent) caseworkers who had begun to support clients, fulfilling the purpose of the agreement: to help people with cancer deal with the financial impact by supporting them to maximise their incomes and act as a conduit to other Citizens Advice services. The slightly later start on this project reflected in the level of funds we were able to draw down as reflected in these accounts.

Fundraising activities

Total income for the year was £1,347,742.

Investment activities

Due to the current size of the charity, all funds are presently held on deposit. The charity does not currently hold any other type of investment.

FUTURE PERIODS

The Charity will continue to work to achieve a sustainable future for the provision of Citizens Advice services throughout Essex & the Unitary Authorities. Income for 2023/24 is on track to exceed £2 million.

The Charity plans to refine changes in its business development and operational governance during the year to better manage future challenges.

We will continue to develop our relationship with statutory organisations, including local authorities, health, and police services, and look for imaginative and innovative ways to support their people-focussed objectives.

Other potential funding sources have been identified for services that the LCAs will deliver. Such resources are almost always time project-specific and linked to outcomes.

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF CITIZENS ADVICE ESSEX LIMITED FOR THE YEAR ENDED 31 MARCH 2023 (CONTINUED)

FINANCIAL REVIEW

Financial position

Incoming resources in the year were £1,347,742 (2022: £1,178,851). Of this £1,336,493 (2022: £1,170,870) related to project restricted activities.

The surplus of income over expenditure for the year was £63,338 (2022: £4,953). At 31 March 2023, total reserves were £144,203 (2022: £80,865), of which £116,613 were unrestricted and £27,590 were restricted.

Reserves policy

Each year, the Trustees review the reserves policy and considers the appropriate level of reserves for the organisation to hold. It considers the level appropriate for the current size and complexity of the organisation, the economic environment, the risks and known investment plans above and beyond annual budgeted costs. Trustees also consider our current risk profile, balancing the need to reflect that risk, while making sure funds are not held unnecessarily at the expense of committing funds to meet charitable objectives.

In July 2023, the Board of Trustees agreed a revised reserves policy. The policy is to hold in free reserves (unrestricted funds and designated reserves) the equivalent to 6 months' core operating costs plus any redundancy liabilities. This requires the free reserves target for 2023/24 to be £70,000.

As at 31 March 2023, unrestricted funds including the designated funds totalled £117,436. Based upon the original 2023/24 budget, the forecast unrestricted funds for 31 March 2024 are expected to be in excess of the policy's target. The Policy will be kept under review as the Consortium develops.

Funds in deficit

No funds were in deficit at the balance sheet date.

Principal funding sources

The Trustees extend their gratitude to Essex County Council who continue to support the Charity and its members in their operations.

The Charity's members continue to provide additional funding when required to meet operational costs and during the year this totalled £2,500 (2022: £2,750).

Investment policy and objectives

Due to the size of the charity and its cash flow requirements, all funds are held on deposit or in low-risk investments, in furtherance of its objects, and for no other purpose. The charity has the power to invest the monies of the charity not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

**INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF CITIZENS ADVICE ESSEX LIMITED
FOR THE YEAR ENDED 31 MARCH 2023 (CONTINUED)**

TRUSTEES' RESPONSIBILITIES STATEMENT

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


Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing the financial statements, the Trustees are required to:

- select suitable accounting policies and then 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;
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure 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.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

On behalf of the Board of Trustees

DocuSigned by:

E9A1601881604DA.....

John Gilbert
Chair of the Trustees

Dated: 3 November 2023

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF CITIZENS ADVICE ESSEX LIMITED FOR THE YEAR ENDED 31 MARCH 2023 (CONTINUED)

Independent Auditors' Report to the Trustees of Citizens Advice Essex Limited

Opinion

We have audited the financial statements of Citizens Advice Essex Limited (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, Balance Sheet, Cash Flow Statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (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 2023, 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 auditor 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 other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. 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. 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 course of 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.

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF CITIZENS ADVICE ESSEX LIMITED FOR THE YEAR ENDED 31 MARCH 2023 (CONTINUED)

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 trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Other matters which we are required to address

Comparative information in the financial statements is derived from the company's prior period financial statements which were not audited.

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 directors' report.

We have nothing to report in respect of the following matters in relation to which 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 6, 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.

Auditor 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 an auditor's report 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF CITIZENS ADVICE ESSEX LIMITED FOR THE YEAR ENDED 31 MARCH 2023 (CONTINUED)

- we identified the laws and regulations applicable to the charitable company through discussions with trustees and other management, and from our commercial knowledge and experience of the charity sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity, including the Companies Act 2006, taxation legislation and data protection, employment, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions; and
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative or potential bias.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with relevant regulators and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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. This description forms part of our auditor's report.

**INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF CITIZENS ADVICE ESSEX LIMITED
FOR THE YEAR ENDED 31 MARCH 2023 (CONTINUED)**

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 auditor's 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.

Simon Worswick

Simon Worswick BA FCA
Senior Statutory Auditor
For and on behalf of Smith & Goulding Limited
Chartered Accountants and Registered Auditors
4 Southport Road
Chorley
Lancashire
PR7 1LD

24 November 2023

CITIZENS ADVICE ESSEX LIMITED
STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE
ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2023

| | | Year ended 31 March 2023 | | | Year ended 31 March 2022 |
|------------------------------------|-------|----------------------------|--------------------------|---------------------|--------------------------------|
| | Notes | Unrestricted funds £ | Restricted funds £ | Total funds £ | Total funds £ |
| Income from: | | | | | |
| Charitable activities | 2 | 7,130 | 1,336,493 | 1,343,623 | 1,176,070 |
| Investment income | 3 | 1,619 | - | 1,619 | 31 |
| Other | 4 | 2,500 | - | 2,500 | 2,750 |
| Total income | | <u>11,249</u> | <u>1,336,493</u> | <u>1,347,742</u> | <u>1,178,851</u> |
| Expenditure on: | | | | | |
| Charitable activities | 5 | 10,180 | 1,274,224 | 1,284,404 | 1,173,898 |
| Total expenditure | | <u>10,180</u> | <u>1,274,224</u> | <u>1,284,404</u> | <u>1,173,898</u> |
| Net income / (expenditure) | | <u>1,069</u> | <u>62,269</u> | <u>63,338</u> | <u>4,953</u> |
| Transfers between funds | | 44,900 | (44,900) | - | - |
| Net movement in funds | | <u>45,969</u> | <u>17,369</u> | <u>63,338</u> | <u>4,953</u> |
| Reconciliation of funds | | | | | |
| Total funds brought forward | | 70,644 | 10,221 | 80,865 | 75,912 |
| Total funds carried forward | | <u>116,613</u> | <u>27,590</u> | <u>144,203</u> | <u>80,865</u> |

The accompanying notes form part of these financial statements.

CITIZENS ADVICE ESSEX LIMITED
BALANCE SHEET
AS AT 31 MARCH 2023

| | Notes | Unrestricted funds £ | Restricted funds £ | 2023 Total funds £ | 2022 Total funds £ |
|--|-----------|-------------------------|-----------------------|--------------------------|--------------------------|
| Fixed assets | | | | | |
| Tangible assets | 10 | - | - | - | 114 |
| | | <u>-</u> | <u>-</u> | <u>-</u> | <u>114</u> |
| Current assets | | | | | |
| Debtors | 11 | 194,427 | - | 194,427 | 100,851 |
| Cash at bank and in hand | | 262,609 | 27,590 | 290,199 | 240,612 |
| | | <u>457,036</u> | <u>27,590</u> | <u>484,626</u> | <u>341,463</u> |
| Liabilities | | | | | |
| Amounts falling due within one year | 12 | (340,423) | - | (340,423) | (260,712) |
| Net current assets | | <u>116,613</u> | <u>27,590</u> | <u>144,203</u> | <u>80,751</u> |
| Total assets less current liabilities | | <u>116,613</u> | <u>27,590</u> | <u>144,203</u> | <u>80,865</u> |
| Net assets | | <u>116,613</u> | <u>27,590</u> | <u>144,203</u> | <u>80,865</u> |
| Funds of the Charity: | | | | | |
| Unrestricted funds: | | | | | |
| General funds | | | | 71,612 | 25,643 |
| Designated funds | | | | 45,001 | 45,001 |
| Restricted funds | | | | 27,590 | 10,221 |
| Total charity funds | | | | <u>144,203</u> | <u>80,865</u> |

CITIZENS ADVICE ESSEX LIMITED
BALANCE SHEET
AS AT 31 MARCH 2023

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

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.

The financial statements were approved by the Board of Trustees on 3 November 2023 and were signed on its behalf by:

DocuSigned by:

-----E9A180Y881807DA.....

John Gilbert
Trustee

Company Registration Number: 06150651

The accompanying notes form part of these financial statements.

CITIZENS ADVICE ESSEX LIMITED
STATEMENT OF CASH FLOWS
AS AT 31 MARCH 2023

| | Notes | 2023 | 2022 |
|---|-------|----------------|----------------|
| | | £ | £ |
| Cash flows from operating activities | | | |
| Net movement in funds | | 63,338 | 4,953 |
| Adjustment to cash flows from non-cash items | | | |
| Depreciation | | 114 | 198 |
| Investment Income | 3 | (1,619) | (31) |
| | | <u>61,833</u> | <u>5,120</u> |
| Working capital adjustments | | | |
| Decrease/(increase) in debtors | 10 | (93,576) | (5,288) |
| (Decrease)/increase in creditors | 11 | 79,711 | 108,762 |
| | | <u>47,968</u> | <u>108,594</u> |
| Net cash flows from operating activities | | | |
| | | <u>47,968</u> | <u>108,594</u> |
| Cash flows from investing activities | | | |
| Interest receivable and similar income | 3 | 1,619 | 31 |
| Purchase of tangible fixed assets | | - | - |
| | | <u>1,619</u> | <u>31</u> |
| Net cash flows from investing activities | | | |
| | | <u>1,619</u> | <u>31</u> |
| Cash flows from financing activities | | | |
| Repayment of borrowing | | - | - |
| | | <u>-</u> | <u>-</u> |
| Net cash flows from financing activities | | | |
| | | <u>-</u> | <u>-</u> |
| Net increase in cash and cash equivalents | | | |
| | | <u>49,587</u> | <u>108,625</u> |
| Cash and cash equivalents at 1 April | | | |
| | | 240,612 | 131,987 |
| Cash and cash equivalents at 31 March | | | |
| | | <u>290,199</u> | <u>240,612</u> |
| Cash and cash equivalents consists of: | | | |
| Cash at bank and in hand | | 290,199 | 240,612 |
| Cash and cash equivalents at 31 March | | <u>290,199</u> | <u>240,612</u> |

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

**CITIZENS ADVICE ESSEX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

1. ACCOUNTING POLICIES

Basis of preparation of financial statements

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 issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared in sterling, which is the functional currency of the company. Monetary amounts in these financial statements are rounded to the nearest £.

Citizens Advice Essex Limited meets the definition of a public entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

Preparation of the accounts on a going concern basis

The financial statements have been prepared on a going concern basis as the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

Income

All incoming resources are included on the Statement of Financial Activities when the Charity is legally entitled to the income, it is probable that the income will be received and the amount can be quantified with reasonable accuracy.

Bank interest is included in the income and expenditure account on receipt.

Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs 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 the resources.

Governance costs include those costs associated with meeting the constitutional and statutory requirements for the charity and include accountant's fees and costs linked to the strategic management of the Charity.

Taxation

The charity is exempt from corporation tax on its charitable activities. The Charity is not registered for VAT and accordingly all expenditure includes VAT as appropriate.

Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, which in all cases is estimated to be 5 years from initial acquisition.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments and accrued income comprise payments made in advance relating to the following year and income relating to the current year, which will not be invoiced until after the balance sheet date.

**CITIZENS ADVICE ESSEX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Creditors and provisions

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 discounts due.

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.

Restricted funds

Income received for the restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

Designated funds

Designated funds are allocated out of unrestricted funds by the Trustees for specific purposes. The use of such funds is at the Trustees' discretion.

Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

CITIZENS ADVICE ESSEX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

2. INCOME FROM CHARITABLE ACTIVITIES

Performance related grants

| | 2023 | 2022 |
|---|------------------|------------------|
| | £ | £ |
| British Gas Energy Trust | 69,417 | - |
| Citizens Advice – Big Energy Savings Network | 12,976 | 15,137 |
| Energy Saving Trust – Energy Redress Covid-19 Crisis Fund | - | 23,606 |
| Energy Saving Trust – Energy Redress Scheme Voucher Fund | 122,967 | - |
| Energy Saving Trust – Warm Start Essex | 160,421 | 122,052 |
| Essex Community Foundation | 10,125 | 14,167 |
| Essex Community Foundation – Training | 4,630 | - |
| Essex County Council – Contain Outbreak Management fund | 105,100 | 536,817 |
| Essex County Council – Cost Of Living | 67,504 | - |
| Essex County Council – Household Support Fund | 225,067 | - |
| Essex County Council – SLA | 130,978 | 122,000 |
| Essex County Council – Warm Homes | 290,609 | 297,112 |
| GP Primary Choice – Training | 2,500 | - |
| Macmillan Welfare Benefits Essex | 141,329 | - |
| Saffron Building Society – Debt Awareness Training | - | 5,200 |
| Universal Credit Best Practice Lead | - | 39,979 |
| | <u>1,343,623</u> | <u>1,176,070</u> |

The income from charitable activities was £1,343,623 (2022: £1,176,070) of which £1,336,493 was restricted (2022: £1,170,870).

3. INVESTMENT INCOME

| | 2023 | 2022 |
|------------------------|--------------|-------------|
| | £ | £ |
| Bank interest received | 1,619 | 31 |
| | <u>1,619</u> | <u>31</u> |

4. OTHER INCOME

| | 2023 | 2022 |
|---------------------|--------------|--------------|
| | £ | £ |
| Income from members | 2,500 | 2,750 |
| | <u>2,500</u> | <u>2,750</u> |

Income of £2,500 received from members represents subscriptions paid by the Charity's member Local Citizens Advice to support the general running costs of the Charity, which in turn supports the activities of the member Local Citizens Advice themselves.

**CITIZENS ADVICE ESSEX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

5. CHARITABLE ACTIVITIES

| Provision of services | 2023 | 2022 |
|-------------------------------|------------------|------------------|
| | £ | £ |
| Provision of SLA | 130,978 | 122,000 |
| Partner costs | 1,031,274 | 898,239 |
| Staff and training costs | 76,638 | 113,785 |
| | <u>1,238,890</u> | <u>1,134,024</u> |
| Support costs (see note 6) | 39,418 | 37,480 |
| Governance costs (see note 6) | 6,096 | 2,394 |
| | <u>1,284,404</u> | <u>1,173,898</u> |
| Analysis by fund | | |
| Unrestricted | 10,180 | 3,028 |
| Restricted | 1,274,224 | 1,170,870 |
| | <u>1,284,404</u> | <u>1,173,898</u> |

6. SUPPORT & GOVERNANCE COSTS

| Support costs | 2023 | 2022 |
|----------------------------|---------------|---------------|
| | £ | £ |
| Outsourced support | 19,644 | 13,292 |
| Staff and training costs | 16,205 | 15,811 |
| Recruitment costs | - | 488 |
| Office costs | 1,530 | 3,265 |
| Other costs | 2,039 | 4,624 |
| | <u>39,418</u> | <u>37,480</u> |
| Governance costs | 2023 | 2022 |
| | £ | £ |
| Audit and accountancy fees | 6,096 | 2,394 |
| | <u>6,096</u> | <u>2,394</u> |

7. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or benefits for the year ended 31 March 2023, nor for the year ended 31 March 2022.

Trustees' expenses

There were no trustees' expenses paid during the year ended 31 March 2023, nor in the year ended 31 March 2022.

CITIZENS ADVICE ESSEX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

8. STAFF COSTS

| | 2023 | 2022 |
|------------------------------|---------------|----------------|
| | £ | £ |
| Wages and salaries | 85,883 | 114,683 |
| Employers National Insurance | 4,266 | 5,185 |
| Pension costs | 2,878 | 2,985 |
| | <u>93,027</u> | <u>122,853</u> |

The average monthly number of employees during the year was as follows:

| | 2023 | 2022 |
|---------------------|-------------|-------------|
| Charitable purposes | 3 | 4 |
| | <u>3</u> | <u>4</u> |

No employee received remuneration of more than £60,000 during the year (2022: Nil).

9. AUDITORS' REMUNERATION

The Auditors' Remuneration paid in the year to 31 March 2023 was £5,400 (2022: Independent Examiner £2,490).

CITIZENS ADVICE ESSEX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

10. FIXED ASSETS

| | Computer Equipment £ | Total £ |
|-----------------------|-------------------------------------|--------------------|
| Cost | | |
| As at 1 April 2022 | 984 | 984 |
| Additions | - | - |
| As at 31 March 2023 | <u>984</u> | <u>984</u> |
| Depreciation | | |
| As at 1 April 2022 | 870 | 870 |
| Charge for the year | 114 | 114 |
| As at 31 March 2023 | <u>984</u> | <u>984</u> |
| Net book value | | |
| As at 31 March 2023 | <u>-</u> | <u>-</u> |
| As at 31 March 2022 | <u>114</u> | <u>114</u> |

11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2023 £ | 2022 £ |
|--------------------------------|-------------------|-------------------|
| Prepayments and accrued income | 194,427 | 100,851 |
| | <u>194,427</u> | <u>100,851</u> |

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2023 £ | 2022 £ |
|------------------------------|-------------------|-------------------|
| Trade creditors | 184 | 413 |
| Taxation and social security | 2,828 | 2,531 |
| Accruals and deferred income | 337,411 | 257,768 |
| | <u>340,423</u> | <u>260,712</u> |

CITIZENS ADVICE ESSEX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

13. MOVEMENT IN FUNDS

YEAR ENDED 31 MARCH 2023

| | At 1 April 2022 | Incoming resources | Outgoing resources | Transfers between funds | At 31 March 2023 |
|--|--------------------------------|-------------------------------|-------------------------------|--|---------------------------------|
| | £ | £ | £ | £ | £ |
| UNRESTRICTED FUNDS | | | | | |
| General fund | 25,643 | 11,249 | (10,180) | 44,900 | 71,612 |
| Designated fund | 45,001 | - | - | - | 45,001 |
| | <u>70,644</u> | <u>11,249</u> | <u>(10,180)</u> | <u>44,900</u> | <u>116,613</u> |
| RESTRICTED FUNDS | | | | | |
| British Gas Energy Trust | - | 69,417 | (41,827) | - | 27,590 |
| Citizens Advice – Big Energy Saving Network | - | 12,976 | - | (12,976) | - |
| Energy Saving Trust – Energy Redress Scheme Voucher Fund | - | 122,967 | (112,754) | (10,213) | - |
| Energy Saving Trust – Warm Start Essex | - | 160,421 | (154,351) | (6,070) | - |
| Essex Community Foundation | 5,521 | 10,125 | (41,186) | 25,540 | - |
| Essex County Council – Contain Outbreak Management Fund | - | 105,100 | (105,100) | - | - |
| Essex County Council – Cost Of Living | - | 67,504 | (61,170) | (6,334) | - |
| Essex County Council – Household Support Fund | - | 225,067 | (213,443) | (11,624) | - |
| Essex County Council – SLA | - | 130,978 | (130,978) | - | - |
| Essex County Council – Warm Homes | - | 290,609 | (273,203) | (17,406) | - |
| Macmillan Welfare Benefits Essex | - | 141,329 | (145,407) | 4,078 | - |
| Universal Services Best Practice Lead | - | - | 5,195 | (5,195) | - |
| Universal Credit Best Practice Lead | 4,700 | - | - | (4,700) | - |
| | <u>10,221</u> | <u>1,336,493</u> | <u>(1,274,224)</u> | <u>(44,900)</u> | <u>27,590</u> |
| TOTAL FUNDS | <u>80,865</u> | <u>1,347,742</u> | <u>(1,284,404)</u> | <u>-</u> | <u>144,203</u> |

**CITIZENS ADVICE ESSEX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

YEAR ENDED 31 MARCH 2022

| | At 1 April 2021 £ | Incoming resources £ | Outgoing resources £ | Transfers between funds £ | At 31 March 2022 £ |
|---|--------------------------------------|-------------------------------------|-------------------------------------|--|---------------------------------------|
| UNRESTRICTED FUNDS | | | | | |
| General fund | 20,690 | 7,981 | (3,028) | - | 25,643 |
| Designated fund | 45,001 | - | - | - | 45,001 |
| | <u>65,691</u> | <u>7,981</u> | <u>(3,028)</u> | <u>-</u> | <u>70,644</u> |
| RESTRICTED FUNDS | | | | | |
| Citizens Advice – Big Energy Saving Network | - | 15,137 | (15,137) | - | - |
| Essex County Council – SLA | - | 122,000 | (122,000) | - | - |
| Essex County Council – Warm Homes | - | 297,112 | (297,112) | - | - |
| Essex County Council – Contain Outbreak Management Fund | - | 536,817 | (536,817) | - | - |
| Energy Saving Trust – Energy Redress Covid-19 Crisis Fund | - | 23,606 | (23,606) | - | - |
| Energy Saving Trust – Warm Start Essex | - | 122,052 | (122,052) | - | - |
| Essex Community Foundation | 5,521 | 14,167 | (14,167) | - | 5,521 |
| Universal Credit Best Practice Lead | 4,700 | 39,979 | (39,979) | - | 4,700 |
| | <u>10,221</u> | <u>1,170,870</u> | <u>(1,170,870)</u> | <u>-</u> | <u>10,221</u> |
| TOTAL FUNDS | <u>75,912</u> | <u>1,178,851</u> | <u>(1,173,898)</u> | <u>-</u> | <u>80,865</u> |

14. PURPOSES OF RESTRICTED FUNDS

British Gas Energy Trust

Funding to help people in, or at risk of, financial hardship meet their energy needs and manage their energy costs through support, education and raising awareness of sound money management.

Citizens Advice – Big Energy Saving Network

Funding to support the costs of training Regional Energy Leads.

Energy Saving Trust – Energy Redress Scheme Voucher Fund

This is a fund to support vulnerable energy customers. The fund included both an element to cover the direct costs of the vouchers, the voucher supplier's admin costs, and the costs of administering the scheme.

**CITIZENS ADVICE ESSEX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

Energy Saving Trust – Warm Start Essex

This is a fund source from the Energy Redress "main fund" for which Citizens Advice Essex is the lead accountable body. Activities are chiefly delivered by consortium member LCA and support fuel poverty alleviation across Essex, Southend and Thurrock.

Essex Community Foundation

This is funding to support with the costs of a business development manager for a four year period.

Essex County Council – Contain Outbreak Management Fund

Funding to support the costs associated with the ongoing public health and outbreak management costs of tackling COVID.

Essex County Council – Cost Of Living

Funding to provide additionality to services provided by the member Local Citizens Advice and focus on where there is most pressure and demand on services as a result of cost of living issues.

Essex County Council – Household Support Fund

Funding to support Essex residents with the rising costs of living.

Essex County Council – SLA (Service Level Agreement)

This is funding to support the member Local Citizens Advice with regards to the continued provision of free, independent, impartial advice and information to residents within the Essex County Council area.

Essex County Council – Warm Homes

The Warm Homes project is derived from Essex County Council acting as lead accountable body and contracting to Citizens Advice Essex under a grant paid through Category 3 of the National Grid "Warm Homes Fund". It is to support fuel poverty alleviation activities across the county.

Macmillan Welfare Benefits Essex

Funding to provide a holistic welfare benefits intervention through the creation of a specialist Welfare Benefits team.

Universal Credit Best Practice Lead

Funding research to guide best practice for Citizens Advice support for Universal Credit applicants.

14. PURPOSES OF DESIGNATED FUNDS

Member SLAs – Business Development Manager

This is funding to support 50% of the costs of a business development manager for a two year period.

15. LEGAL STATUS OF CHARITY

The charity is a private company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1. The number of members as at the 31 March 2023 was 11.

16. CONTROL

The charity is controlled by its Trustees/Directors.

**CITIZENS ADVICE ESSEX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

17. RELATED PARTY DISCLOSURE

Each of the Trustees who served during the year represented the following member Local Citizens Advice:

| | |
|------------------|------------------------------|
| Richard Armitage | Uttlesford |
| Andrew Hunter | South Essex |
| David Pickles | None – Independent Chair |
| Susan Wilson | Braintree, Halstead & Witham |
| John Barber | Harlow |
| Philip Wakeling | Maldon |
| Paula Whittle | Southend |
| Nigel Conway | Epping |
| David Jarvis | Colchester |
| Riccardo Tazzini | None – Independent Treasurer |
| Chloe Tron | Chelmsford |
| Georgina Placey | Tendring |
| Stuart Freel | South Essex |
| Michael Barthee | Chelmsford |
| John Gilbert | None – Independent Chair |
| Mary Stenson | Uttlesford |

Details of the monies passed, during the year, by Citizens Advice Essex Limited to each member Local Citizens Advice is disclosed in the individual accounts for each member, which are publicly available.

**CITIZENS ADVICE ESSEX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

**18. STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2022
(INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)**

| | Unrestricted funds £ | Restricted funds £ | Total funds £ |
|------------------------------------|-------------------------------------|-----------------------------------|------------------------------|
| Income from: | | | |
| Charitable activities | 5,200 | 1,170,870 | 1,176,070 |
| Investment income | 31 | - | 31 |
| Other | 2,750 | - | 2,750 |
| Total income | <u>7,981</u> | <u>1,170,870</u> | <u>1,178,851</u> |
| Expenditure on: | | | |
| Charitable activities | 3,028 | 1,170,870 | 1,173,898 |
| Total expenditure | <u>3,028</u> | <u>1,170,870</u> | <u>1,173,898</u> |
| Net income / (expenditure) | <u>4,953</u> | <u>-</u> | <u>4,953</u> |
| Transfers between funds | - | - | - |
| Net movement in funds | <u>4,953</u> | <u>-</u> | <u>4,953</u> |
| Reconciliation of funds | | | |
| Total funds brought forward | 65,691 | 10,221 | 75,912 |
| Total funds carried forward | <u>70,644</u> | <u>10,221</u> | <u>80,865</u> |

**CITIZENS ADVICE ESSEX LIMITED
DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023**

| | 2023 | 2022 |
|--|----------------------|---------------------|
| | £ | £ |
| INCOMING RESOURCES | | |
| Incoming resources from charitable activities | | |
| General Advisory Services | 1,343,623 | 1,176,070 |
| Income from members | 2,500 | 2,750 |
| Total incoming resources | <u>1,346,123</u> | <u>1,178,820</u> |
| RESOURCES EXPENDED | | |
| Charitable activities | | |
| Provision of SLA | 130,978 | 122,000 |
| Partner costs | 1,031,274 | 898,239 |
| Computer costs | 117 | 2,002 |
| Telephone | 21 | 571 |
| Recruitment advertising | - | 488 |
| Staff training | (184) | 6,743 |
| Insurance | 764 | 693 |
| Legal and professional | 1,278 | 35 |
| Bookkeeping and payroll processing fees | 2,930 | 2,443 |
| Publicity and promotion | 1,259 | 667 |
| Office costs | 628 | - |
| Sundry expenses | (3,730) | 999 |
| Subscriptions | 85 | 176 |
| Depreciation | 114 | 198 |
| Bank charges | 103 | 105 |
| Outsourced support | 19,644 | 13,292 |
| Wages and salaries | 85,883 | 114,683 |
| Employer's National Insurance | 4,266 | 5,185 |
| Pension costs | 2,878 | 2,985 |
| | <u>1,278,308</u> | <u>1,171,504</u> |
| Governance costs | | |
| Audit and accountancy fees | 6,096 | 2,394 |
| | <u>6,096</u> | <u>2,394</u> |
| Total resources expended | <u>1,284,404</u> | <u>1,173,898</u> |
| Bank interest received | 1,619 | 31 |
| Net (expenditure)/income | <u>63,338</u> | <u>4,953</u> |

This page does not form part of the statutory financial statements

CITIZENS ADVICE ESSEX LIMITED

England & Wales - Charity number 1153582

Accounts

Company Registration No. 06150651 (England and Wales)

Charity No: 1153582

**REPORT OF THE TRUSTEES AND UNAUDITED FINANCIAL
STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022
FOR
CITIZENS ADVICE ESSEX LIMITED**



**CITIZENS ADVICE ESSEX LIMITED
CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

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| Report of the Trustees | 1 |
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| Statement of Financial Activities | 7 |
| Balance Sheet | 8 |
| Statement of Cash Flows | 10 |
| Notes to the Financial Statements | 11 |

**CITIZENS ADVICE ESSEX LIMITED
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of Citizens Advice Essex Limited (the company) for the year ended 31 March 2022. The trustees confirm that the Annual Report and financial statements of the company comply with current statutory requirements, the requirements of the company's governing document and 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 published in October 2019.

REFERENCE AND ADMINISTRATIVE DETAILS

Charity name

Citizens Advice Essex Limited

Registered company number

06150651 (England and Wales)

Registered charity number

1153582

Registered office & operational address

Council Offices
Princes Road
Maldon
Essex
CM9 5DL

Company Secretary

Riccardo Tazzini

Trustees & Company Directors

Richard Armitage

Andrew Hunter (Resigned 9 July 2022)

David Pickles - Chair (Resigned 20 July 2022)

Susan Wilson

John Barber

Keith Dabbs (Resigned 10 February 2022)

Tonia Parsons (Resigned 10 March 2022)

Jean Wells (Resigned 13 May 2021)

Philip Wakeling

Paula Whittle

Nigel Conway

David Jarvis

Riccardo Tazzini - Independent Treasurer

Chloe Tron (Appointed 10 February 2022, Resigned 20 July 2022)

Georgina Placey (Appointed 10 March 2022)

Stuart Freel (Appointed 9 July 2022)

Michael Barthee (Appointed 20 July 2022)

John Gilbert - Chair (Appointed 20 July 2022)

Independent Examiner

Mark Goldman FCA

M J Goldman (Chartered Accountants)

MJG Accounts Limited

Hollinwood Business Centre

Albert Street

Oldham OL8 3QL

**CITIZENS ADVICE ESSEX LIMITED
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

Bankers

Unity Trust Bank
Four Brindleyplace
Birmingham
B1 2JB

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Charity was incorporated as a private company limited by guarantee on the 12 March 2007, number 06150651. It is governed by a Memorandum and Articles of Association that were adopted by the Board on 5 December 2018. It registered as a charity, number 1153582, with the Charities Commission on the 29 August 2013.

Organisation and appointment and training of trustees

Citizens Advice Essex Limited is governed by its Trustee Board, whose composition is detailed at the front of this document. The Directors of the company are also the Trustees for the purposes of charity law. The Trustees carry the ultimate responsibility for the conduct of the Charity and for ensuring that the Charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly.

The members of the Charity are made up of the individual Local Citizens Advice (LCAs) within the county of Essex. Under the requirements of the Memorandum and Articles of Association each member is entitled to appoint one Trustee to the Trustees board and each trustee shall have one vote at all meetings of the Trustee Board.

Both the Chair and the Treasurer of the Charity are independent Trustees.

The Trustee Board may co-opt up to three Trustees in addition to those appointed by members. Co-opted Trustees shall serve for terms of three years from the date of their appointment and may then be re-appointed.

Trustees therefore are usually exclusively Trustees of the member organisations. As such they are drawn from the various local communities within Essex and have a broad range of skills and backgrounds. Newly appointed Trustees will usually have acted as a Trustee of their member LCA for a number of years prior to appointment, and therefore will have received comprehensive inductions to the role of a Trustee, within their respective LCA.

Risk management

The Trustees recognise that any major risks to which the Charity is exposed need to be reviewed and systems put in place to mitigate those risks.

The Trustees have a duty to identify and review the risks to which the Charity is exposed and to ensure that appropriate controls are in place to provide reasonable assurance against fraud and error. The Trustees have implemented processes which evaluate the risks associated with the key areas within the operation of the Charity. The Trustees operate a range of committees including Finance, Strategic Planning and Operations to discharge effective governance on behalf of the Board. These include regular review of key risks through Trustees meetings and the monitoring of the processes utilised to manage those risks.

The key risk to the Charity is currently the main funding source from Essex County Council. Should any of the agreements with the council cease and not be renewed, then it would be necessary for the Charity to restructure or look for alternative funding.

**CITIZENS ADVICE ESSEX LIMITED
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

OBJECTIVES AND ACTIVITIES

Aims, objectives, strategies and activities

The Charity's objects are to promote any charitable purpose for the benefit of the community of Essex, the Unitary Authorities, plus surrounding areas ("the areas of benefit") by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

This is achieved by assisting the member LCAs to secure funding from Essex County Council and other county and national level bodies, acting as a conduit to the processing of these funds and to streamline the relationship between the LCAs and funders. Citizens Advice Essex Limited receives funding directly from Essex County Council, currently in regards to three funding sources, and then distributes these between its member LCAs, meaning that Essex County Council only requires one point of contact.

How our activities deliver public benefit

Citizens Advice Essex Limited aims to meet its charitable objectives by assisting its member LCAs to provide free, confidential, impartial and independent advice and information for the benefit of the community of Essex.

The trustees confirm that they have complied with the requirements of section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

During the year, the Charity continued to assist consortium member Local Citizens Advice (LCAs) in securing and administering funding from Essex County Council. Funding consisted of continuing grant funding for general advice valued at £122,000 annually. This funding, which supports the LCAs' core activities, is distributed proportionally based on local needs and in its entirety.

In addition, Essex County Council provided further funding to Citizens Advice Essex under the Contain Outbreak Management Fund (COMF). This significant funding supported the LCA in their response to the pandemic in terms of volunteer recruitment, training and the digital transformation efforts that enabled them to support clients in similar numbers through the pandemic as prior, but through non face-to-face channels. Some of the monies received have been treated as income in advance as at the year end as we sought and obtained approval for funding deployment to continue beyond the financial year. Irrespective, the investment in core infrastructure and the network's capacity to work digitally will provide a legacy into the future. It is noteworthy that of the funding received under this fund, Citizens Advice Essex retained, and on agreement with the funder, less than 1.5% of the fund value to coordinate activities and provide central monitoring and reporting.

The Charity was appointed by Citizens Advice in 2018/19 to take on the role of Best Practice Lead for Essex for Universal Credit best practice development support as part of the national "Help to Claim" service. This resulted in the appointment of the Charity's then first employee. This work continued with the worker hosted by one of the member LCA, although this ceased by year-end in line with a remodelled Help to Claim service.

As part of the Charity's strategic plan, we had previously appointed a Business Development manager to raise the Charity's profile with external stakeholders and influence their funding and commissioning decisions. The appointment is funded by the Thriving Third Sector Fund, administered by the Essex Community Foundation (ECF) and the LCAs in Essex. The role continues and now also encompasses strategic development and the management and supervision of employees directly employed in the delivery of new projects and initiatives. The Charity directly employed four members of staff throughout the year.

A successful application made in 2019 to the Warm Homes Fund via Essex County enabled us to continue to draw down and pass on this funding against a total funding allocation of £774,000 over two years. Services supporting clients who are in fuel poverty are delivered via the member LCAs. The project's duration was extended during the year, meaning it will continue into the financial year 2022/23.

**CITIZENS ADVICE ESSEX LIMITED
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

A successful application, made in 2020, for funding from the Energy Redress Fund "main fund" programme, again supporting the delivery of services throughout the consortium to help alleviate conditions for clients experiencing fuel poverty. The total funding allocation was £348,000, and we have been able to continue to draw down against this allocation and pass on this fund to participating consortium LCA throughout the year. The geographic scope of this project encompasses Southend and Thurrock, in addition to Essex, as befits the remit of component consortium members.

Funding was received to support the delivery of a successful "emergency fuel voucher" scheme – again funded by the Energy Redress Scheme with administration shared between Citizens Advice Essex and a consortium member. This scheme supports the delivery of fuel vouchers by member LCA who are at risk of (or already have) "self-disconnected" from their energy supply as they use a prepayment meter.

Of note and strategic significance, the Charity directly provided funded training activity through funding from Saffron Building Society to provide debt awareness training for their staff and through Citizens Advice nationally, who selected us as the Regional Energy Lead part of which required us to deliver training to over 300 frontline workers throughout Essex and neighbouring counties.

Fundraising activities

Total income for the year was £1,178,851.

Investment activities

Due to the current size of the charity, all funds are presently held on deposit. The charity does not currently hold any other type of investment.

FUTURE PERIODS

The Charity will continue to work to achieve a sustainable future for the provision of Citizens Advice services throughout Essex & the Unitary Authorities.

The Charity plans to refine changes in its business development and operational governance during the year to better manage future challenges.

We will continue to develop our relationship with statutory organisations, including local authorities, health, and police services, and look for imaginative and innovative ways to support their people-focussed objectives.

Other potential funding sources have been identified for services that the LCAs will deliver. Such resources are almost always time project-specific and linked to outcomes.

FINANCIAL REVIEW

Financial position

Incoming resources in the year were £1,178,851 (2021: £666,734). Of this £1,170,870 (2021: £598,534) related to project restricted activities.

The surplus of income over expenditure for the year was £4,953 (2021: £9,036). At 31 March 2022, total reserves were £80,865 (2021: £75,912), of which £70,644 were unrestricted and £10,221 were restricted.

**CITIZENS ADVICE ESSEX LIMITED
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

Reserves policy

Each year, the Trustees review the reserves policy and consider the appropriate level of reserves for the organisation to hold. They consider the level appropriate for the current size and complexity of the organisation, the economic environment, the risks and known investment plans above and beyond annual budgeted costs. Trustees also consider our current risk profile, balancing the need to reflect that risk, while making sure funds are not held unnecessarily at the expense of committing funds to meet charitable objectives.

In September 2021, the Board of Trustees agreed a revised reserves policy recommended to them by the Finance Committee. The policy is to hold in free reserves (unrestricted funds and designated reserves) the equivalent of 3 to 6 months' core operating costs for the staff pay, fixed running costs plus any redundancy and closedown liabilities. This means the target range for the year 2022/22 of between at least £30,000 to £50,000. As at 31 March 2022, unrestricted funds (general fund plus designated funds) totalled £70,644, which is comfortably ahead of the target range.

Funds in deficit

No funds were in deficit at the balance sheet date.

Principal funding sources

The Trustees extend their gratitude to Essex County Council who continue to support the Charity and its members in their operations.

The Charity's members continue to provide additional funding when required to meet operational costs and during the year this totalled £2,750 (2021: £3,150).

Investment policy and objectives

Due to the size of the charity and its cash flow requirements, all funds are held on deposit or in low-risk investments, in furtherance of its objects, and for no other purpose. The charity has the power to invest the monies of the charity not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

TRUSTEES' RESPONSIBILITIES STATEMENT

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

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing the financial statements, the Trustees are required to:

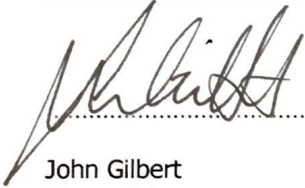
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material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

**CITIZENS ADVICE ESSEX LIMITED
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure 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.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

On behalf of the Board of Trustees



.....

John Gilbert
Chair of the Trustees

Date 26 October 2022

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CITIZENS ADVICE ESSEX LIMITED FOR THE YEAR ENDED 31 MARCH 2022

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2022 which are set out on pages 7 to 18.

Responsibilities and basis of report

As the charity trustees of the company (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').

An independent examination has taken place instead of an audit (Regulation 31(f)) under a dispensation from the Charity Commission dated 18 May 2022.

Having satisfied myself that the accounts of the company 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 company'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 the company'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 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 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 company 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.



M Goldman FCA
M J Goldman (Chartered Accountants)
MJG Accounts Limited
Hollinwood Business Centre
Albert Street
Oldham
OL8 3QL

26 October 2022

CITIZENS ADVICE ESSEX LIMITED
STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE
ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022

| | | Year ended 31 March 2022 | | | Year ended 31 March 2021 |
|------------------------------------|-------|--------------------------|----------------------|----------------------|--------------------------|
| | Notes | Unrestricted funds | Restricted funds | Total funds | Total funds |
| | | £ | £ | £ | £ |
| Income from: | | | | | |
| Charitable activities | 2 | 5,200 | 1,170,870 | 1,176,070 | 663,534 |
| Investment income | 3 | 31 | - | 31 | 50 |
| Other | 4 | 2,750 | - | 2,750 | 3,150 |
| Total income | | <u>7,981</u> | <u>1,170,870</u> | <u>1,178,851</u> | <u>666,734</u> |
| Expenditure on: | | | | | |
| Charitable activities | 5 | 3,028 | 1,170,870 | 1,173,898 | 657,698 |
| Total expenditure | | <u>3,028</u> | <u>1,170,870</u> | <u>1,173,898</u> | <u>657,698</u> |
| Net income / (expenditure) | | <u>4,953</u> | <u>-</u> | <u>4,953</u> | <u>9,036</u> |
| Transfers between funds | | - | - | - | - |
| Net movement in funds | | <u>4,953</u> | <u>-</u> | <u>4,953</u> | <u>9,036</u> |
| Reconciliation of funds | | | | | |
| Total funds brought forward | | 65,691 | 10,221 | 75,912 | 66,876 |
| Total funds carried forward | | <u><u>70,644</u></u> | <u><u>10,221</u></u> | <u><u>80,865</u></u> | <u><u>75,912</u></u> |

The accompanying notes form part of these financial statements.

CITIZENS ADVICE ESSEX LIMITED
BALANCE SHEET
AS AT 31 MARCH 2022

| | Notes | Unrestricted funds £ | Restricted funds £ | 2022 Total funds £ | 2021 Total funds £ |
|--|-------|-------------------------|-----------------------|--------------------------|--------------------------|
| Fixed assets | | | | | |
| Tangible assets | 9 | 114 | - | 114 | 312 |
| | | <u>114</u> | <u>-</u> | <u>114</u> | <u>312</u> |
| Current assets | | | | | |
| Debtors | 10 | 2,162 | 98,689 | 100,851 | 95,563 |
| Cash at bank and in hand | | 77,844 | 162,768 | 240,612 | 131,987 |
| | | <u>80,006</u> | <u>261,457</u> | <u>341,463</u> | <u>227,550</u> |
| Liabilities | | | | | |
| Amounts falling due within one year | 11 | (9,476) | (251,236) | (260,712) | (151,950) |
| Net current assets | | | | | |
| | | <u>70,530</u> | <u>10,221</u> | <u>80,751</u> | <u>75,600</u> |
| Total assets less current liabilities | | | | | |
| | | <u>70,644</u> | <u>10,221</u> | <u>80,865</u> | <u>75,912</u> |
| Net assets | | | | | |
| | | <u>70,644</u> | <u>10,221</u> | <u>80,865</u> | <u>75,912</u> |
| Funds of the Charity: 12 | | | | | |
| Unrestricted funds: | | | | | |
| General funds | | | | 25,643 | 20,690 |
| Designated funds | | | | 45,001 | 45,001 |
| Restricted funds | | | | 10,221 | 10,221 |
| Total charity funds | | | | | |
| | | | | <u>80,865</u> | <u>75,912</u> |

**CITIZENS ADVICE ESSEX LIMITED
BALANCE SHEET
AS AT 31 MARCH 2022**

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

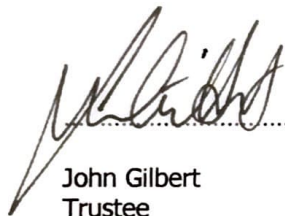
These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

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.

The financial statements were approved by the Board of Trustees on 26 October 2022 and were signed on its behalf by:



.....

John Gilbert
Trustee

Company Registration Number: 06150651

The accompanying notes form part of these financial statements.

CITIZENS ADVICE ESSEX LIMITED
STATEMENT OF CASH FLOWS
AS AT 31 MARCH 2022

| | Notes | 2022 | 2021 |
|---|--------------|----------------|----------------|
| | | £ | £ |
| Cash flows from operating activities | | | |
| Net movement in funds | | 4,953 | 9,036 |
| Adjustment to cash flows from non-cash items | | | |
| Depreciation | | 198 | 196 |
| Investment Income | 3 | (31) | (50) |
| | | <u>5,120</u> | <u>9,182</u> |
| Working capital adjustments | | | |
| Decrease/(increase) in debtors | 10 | (5,288) | (95,563) |
| (Decrease)/increase in creditors | 11 | 108,762 | 147,005 |
| Net cash flows from operating activities | | <u>108,594</u> | <u>60,624</u> |
| Cash flows from investing activities | | | |
| Interest receivable and similar income | 3 | 31 | 50 |
| Purchase of tangible fixed assets | | - | - |
| Net cash flows from investing activities | | <u>31</u> | <u>50</u> |
| Cash flows from financing activities | | | |
| Repayment of borrowing | | - | - |
| Net cash flows from financing activities | | <u>-</u> | <u>-</u> |
| Net increase in cash and cash equivalents | | <u>108,625</u> | <u>60,674</u> |
| Cash and cash equivalents at 1 April | | 131,987 | 71,313 |
| Cash and cash equivalents at 31 March | | <u>240,612</u> | <u>131,987</u> |
| Cash and cash equivalents consists of: | | | |
| Cash at bank and in hand | | 240,612 | 131,987 |
| Cash and cash equivalents at 31 March | | <u>240,612</u> | <u>131,987</u> |

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

1. ACCOUNTING POLICIES

Basis of preparation of financial statements

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 issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared in sterling, which is the functional currency of the company. Monetary amounts in these financial statements are rounded to the nearest £.

Citizens Advice Essex Limited meets the definition of a public entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

Preparation of the accounts on a going concern basis

The financial statements have been prepared on a going concern basis as the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

Income

All incoming resources are included on the Statement of Financial Activities when the Charity is legally entitled to the income, it is probable that the income will be received and the amount can be quantified with reasonable accuracy.

Bank interest is included in the income and expenditure account on receipt.

Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs 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 the resources.

Governance costs include those costs associated with meeting the constitutional and statutory requirements for the charity and include accountant's fees and costs linked to the strategic management of the Charity.

Taxation

The charity is exempt from corporation tax on its charitable activities. The Charity is not registered for VAT and accordingly all expenditure includes VAT as appropriate.

Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, which in all cases is estimated to be 5 years from initial acquisition.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments and accrued income comprise payments made in advance relating to the following year and income relating to the current year, which will not be invoiced until after the balance sheet date.

**CITIZENS ADVICE ESSEX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Creditors and provisions

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 discounts due.

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.

Restricted funds

Income received for the restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

Designated funds

Designated funds are allocated out of unrestricted funds by the Trustees for specific purposes. The use of such funds is at the Trustees' discretion.

Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2. INCOME FROM CHARITABLE ACTIVITIES

| | 2022 | 2021 |
|--|------------------|----------------|
| | £ | £ |
| Essex County Council – Contain Outbreak Management fund | 536,817 | - |
| Essex County Council – SLA | 122,000 | 122,000 |
| Essex County Council – Warm Homes | 297,112 | 215,053 |
| Essex County Council – Covid-19 assistance | - | 65,000 |
| Essex Community Fund | 14,167 | 13,333 |
| Essex Community Foundation – Covid-19 assistance | - | 60,000 |
| Energy Saving Trust – Energy Redress Covid-19 Crisis Fund | 23,606 | 119,776 |
| Energy Saving Trust – Warm Start Essex | 122,052 | 28,724 |
| Citizens Advice – Big Energy Saving Network | 15,137 | - |
| Universal Credit Best Practice Lead | 39,979 | 39,648 |
| Saffron Building Society – Debt Awareness Training | 5,200 | - |
| | <u>1,176,070</u> | <u>663,534</u> |

The income from charitable activities was £1,176,070 (2021: £663,534) of which £1,170,870 was restricted (2021: £598,534).

**CITIZENS ADVICE ESSEX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

3. INVESTMENT INCOME

| | 2022 | 2021 |
|------------------------|------------------|------------------|
| | £ | £ |
| Bank interest received | 31 | 50 |
| | <u>31</u> | <u>50</u> |
| | <u><u>31</u></u> | <u><u>50</u></u> |

4. OTHER INCOME

| | 2022 | 2021 |
|---------------------|---------------------|---------------------|
| | £ | £ |
| Income from members | 2,750 | 3,150 |
| | <u>2,750</u> | <u>3,150</u> |
| | <u><u>2,750</u></u> | <u><u>3,150</u></u> |

Income of £2,750 received from members represents subscriptions paid by the Charity's member Local Citizens Advice to support the general running costs of the Charity, which in turn supports the activities of the member Local Citizens Advice themselves.

5. RESOURCES EXPENDED

| | Unrestricted funds | Restricted funds | Total Funds 2022 | Total Funds 2021 |
|---------------------------|---------------------------|-------------------------|-------------------------|-------------------------|
| | £ | £ | £ | £ |
| General Advisory Services | 3,028 | 1,170,870 | 1,173,898 | 654,859 |
| Governance Costs | - | - | - | 2,839 |
| | <u>3,028</u> | <u>1,170,870</u> | <u>1,173,898</u> | <u>657,698</u> |
| | <u><u>3,028</u></u> | <u><u>1,170,870</u></u> | <u><u>1,173,898</u></u> | <u><u>657,698</u></u> |

Natural classification of expenditure

| | 2022 | 2021 |
|---|-------------------------|-----------------------|
| | £ | £ |
| Provision of SLA | 122,000 | 122,000 |
| Provision of Warm Homes | 3,528 | 1,689 |
| Provision of Energy Redress Covid-19 Crisis | - | 108,410 |
| Partner costs | 894,711 | 317,895 |
| Staff and training costs | 129,596 | 91,006 |
| Outsourced support | 13,292 | 4,062 |
| Recruitment costs | 488 | 1,930 |
| Support costs | - | 3,000 |
| Office costs | 3,265 | 1,656 |
| Governance costs | 2,394 | 2,839 |
| Other costs | 4,624 | 3,211 |
| | <u>1,173,898</u> | <u>657,698</u> |
| | <u><u>1,173,898</u></u> | <u><u>657,698</u></u> |

Governance costs relate in their entirety to accountancy fees in respect to the preparation and independent examination of the year end accounts.

**CITIZENS ADVICE ESSEX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or benefits for the year ended 31 March 2022, nor for the year ended 31 March 2021.

Trustees' expenses

There were no trustees' expenses paid during the year ended 31 March 2022, nor in the year ended 31 March 2021.

7. STAFF COSTS

| | 2022 | 2021 |
|------------------------------|----------------|---------------|
| | £ | £ |
| Wages and salaries | 114,683 | 80,028 |
| Employers National Insurance | 5,185 | 3,407 |
| Pension costs | 2,985 | 2,401 |
| | <u>122,853</u> | <u>85,836</u> |

The average monthly number of employees during the year was as follows:

| | 2022 | 2021 |
|---------------------|-------------|-------------|
| Charitable purposes | 4 | 3 |
| | <u>4</u> | <u>3</u> |

No employee received remuneration of more than £60,000 during the year (2021: Nil).

8. INDEPENDENT EXAMINERS REMUNERATION

The Independent Examiners' Remuneration paid in the year to 31 March 2022 was £2,394.

**CITIZENS ADVICE ESSEX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

9. FIXED ASSETS

| | Computer Equipment £ | Total £ |
|-----------------------|-------------------------------------|--------------------|
| Cost | | |
| As at 1 April 2021 | 984 | 984 |
| Additions | - | - |
| As at 31 March 2022 | 984 | 984 |
| Depreciation | | |
| As at 1 April 2021 | 672 | 672 |
| Charge for the year | 198 | 198 |
| As at 31 March 2022 | 870 | 870 |
| Net book value | | |
| As at 31 March 2022 | 114 | 114 |
| As at 31 March 2021 | 312 | 312 |

10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2022 £ | 2021 £ |
|--------------------------------|-------------------|-------------------|
| Prepayments and accrued income | 100,851 | 95,563 |
| | 100,851 | 95,563 |

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2022 £ | 2021 £ |
|------------------------------|-------------------|-------------------|
| Trade creditors | 413 | 560 |
| Taxation and social security | 2,531 | 2,378 |
| Accruals and deferred income | 257,768 | 148,459 |
| Other creditors | - | 553 |
| | 260,712 | 151,950 |

**CITIZENS ADVICE ESSEX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

12. MOVEMENT IN FUNDS

| | At 1 April 2021 £ | Incoming resources £ | Outgoing resources £ | Transfers between funds £ | At 31 March 2022 £ |
|---|--------------------------------------|-------------------------------------|-------------------------------------|--|---------------------------------------|
| UNRESTRICTED FUNDS | | | | | |
| General fund | 20,690 | 7,981 | (3,028) | - | 25,643 |
| Designated fund | 45,001 | - | - | - | 45,001 |
| | <u>65,691</u> | <u>7,981</u> | <u>(3,028)</u> | <u>-</u> | <u>70,644</u> |
| RESTRICTED FUNDS | | | | | |
| Citizens Advice – Big Energy Saving Network | - | 15,137 | (15,137) | - | - |
| Essex County Council – SLA | - | 122,000 | (122,000) | - | - |
| Essex County Council – Warm Homes | - | 297,112 | (297,112) | - | - |
| Essex County Council – Contain Outbreak Management Fund | - | 536,817 | (536,817) | - | - |
| Energy Saving Trust – Energy Redress Covid-19 Crisis Fund | - | 23,606 | (23,606) | - | - |
| Energy Saving Trust – Warm Start Essex | - | 122,052 | (122,052) | - | - |
| Essex Community Foundation | 5,521 | 14,167 | (14,167) | - | 5,521 |
| Universal Credit Best Practice Lead | 4,700 | 39,979 | (39,979) | - | 4,700 |
| | <u>10,221</u> | <u>1,170,870</u> | <u>(1,170,870)</u> | <u>-</u> | <u>10,221</u> |
| TOTAL FUNDS | <u>75,912</u> | <u>1,178,851</u> | <u>(1,173,898)</u> | <u>-</u> | <u>80,865</u> |

13. PURPOSES OF RESTRICTED FUNDS

Essex County Council – SLA (Service Level Agreement)

This is funding to support the member Local Citizens Advice with regards to the continued provision of free, independent, impartial advice and information to residents within the Essex County Council area.

Essex County Council – Warm Homes

The Warm Homes project is derived from Essex County Council acting as lead accountable body and contracting to Citizens Advice Essex under a grant paid through Category 3 of the National Grid "Warm Homes Fund". It is to support fuel poverty alleviation activities across the county.

Energy Saving Trust – Energy Redress Covid-19 Crisis Fund

This is a fund to support us distributing emergency fuel vouchers for prepayment meter users who are at risk of "self-disconnection" from their energy supply. The fund included both an element to cover the direct costs of the vouchers, the voucher supplier's admin costs, and the costs of administering the scheme.

**CITIZENS ADVICE ESSEX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

Energy Saving Trust – Warm Start Essex

This is a fund source from the Energy Redress "main fund" for which Citizens Advice Essex is the lead accountable body. Activities are chiefly delivered by consortium member LCA and support fuel poverty alleviation across Essex, Southend and Thurrock.

Essex Community Foundation

This is funding to support with the costs of a business development manager for a four year period.

Essex County Council – Contain Outbreak Management Fund

Funding to support the costs associated with the ongoing public health and outbreak management costs of tackling COVID.

Universal Credit Best Practice Lead

Funding research to guide best practice for Citizens Advice support for Universal Credit applicants.

Citizens Advice – Big Energy Saving Network

Funding to support the costs of training Regional Energy Leads.

14. PURPOSES OF DESIGNATED FUNDS

Member SLAs – Business Development Manager

This is funding to support 50% of the costs of a business development manager for a two year period.

15. LEGAL STATUS OF CHARITY

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1. The number of members as at the 31 March 2022 was 12.

16. CONTROL

The charity is controlled by its Trustees/Directors.

17. RELATED PARTY DISCLOSURE

Each of the Trustees who served during the year represented the following member Local Citizens Advice:

| | |
|------------------|------------------------------|
| Richard Armitage | Uttlesford |
| Andrew Hunter | South Essex |
| David Pickles | None – Independent Chair |
| Susan Wilson | Braintree, Halstead & Witham |
| John Barber | Harlow |
| Keith Dabbs | Chelmsford |
| Tonia Parsons | Tendring |
| Jean Wells | Epping |
| Philip Wakeling | Maldon |
| Paula Whittle | Southend |
| Nigel Conway | Epping |
| David Jarvis | Colchester |
| Riccardo Tazzini | None – Independent Treasurer |
| Chloe Tron | Chelmsford |
| Georgina Placey | Tendring |

Details of the monies passed, during the year, by Citizens Advice Essex Limited to each member Local Citizens Advice is disclosed in the individual accounts for each member, which are publicly available.

**CITIZENS ADVICE ESSEX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

**18. STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2021
(INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)**

| | Unrestricted funds £ | Restricted funds £ | Total funds £ |
|------------------------------------|-------------------------------------|-----------------------------------|------------------------------|
| Income from: | | | |
| Charitable activities | 65,000 | 191,478 | 663,534 |
| Investment income | 50 | - | 50 |
| Other | 3,150 | - | 3,150 |
| Total income | <u>68,200</u> | <u>598,534</u> | <u>666,734</u> |
| Expenditure on: | | | |
| Charitable activities | 59,164 | 598,534 | 657,698 |
| Total expenditure | <u>59,164</u> | <u>598,534</u> | <u>657,698</u> |
| Net income / (expenditure) | <u>9,036</u> | <u>-</u> | <u>9,036</u> |
| Transfers between funds | - | - | - |
| Net movement in funds | <u>9,036</u> | <u>-</u> | <u>9,036</u> |
| Reconciliation of funds | | | |
| Total funds brought forward | 56,655 | 10,221 | 66,876 |
| Total funds carried forward | <u>65,691</u> | <u>10,221</u> | <u>75,912</u> |

**CITIZENS ADVICE ESSEX LIMITED
DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022**

| | 2022 | 2021 |
|--|---------------------|---------------------|
| | £ | £ |
| INCOMING RESOURCES | | |
| Incoming resources from charitable activities | | |
| General Advisory Services | 1,176,070 | 663,534 |
| Income from members | 2,750 | 3,150 |
| Total incoming resources | <u>1,178,820</u> | <u>666,684</u> |
| RESOURCES EXPENDED | | |
| Charitable activities | | |
| Provision of SLA | 122,000 | 122,000 |
| Provision of Warm Homes | 3,528 | 1,689 |
| Provision of Energy Redress Covid-19 Crisis | - | 108,410 |
| Partner costs | 894,711 | 317,895 |
| Computer costs | 2,002 | 1,340 |
| Telephone | 571 | 60 |
| Recruitment advertising | 488 | 1,930 |
| Staff training | 6,743 | 5,170 |
| Insurance | 693 | 256 |
| Travel and subsistence | - | 54 |
| Legal and professional | 35 | 185 |
| Bookkeeping and payroll processing fees | 2,443 | 2,538 |
| Management support | - | 3,000 |
| Publicity and promotion | 667 | - |
| Sundry expenses | 999 | 50 |
| Subscriptions | 176 | 90 |
| Depreciation | 198 | 196 |
| Bank charges | 105 | 98 |
| Outsourced support | 13,292 | 4,062 |
| Wages and salaries | 114,683 | 80,028 |
| Employer's National Insurance | 5,185 | 3,407 |
| Pension costs | 2,985 | 2,401 |
| | <u>1,171,504</u> | <u>654,859</u> |
| Governance costs | | |
| Accountancy fees | 2,394 | 2,839 |
| | <u>2,394</u> | <u>2,839</u> |
| Total resources expended | <u>1,173,898</u> | <u>657,698</u> |
| Bank interest received | 31 | 50 |
| Net (expenditure)/income | <u>4,953</u> | <u>9,036</u> |

This page does not form part of the statutory financial statements

CITIZENS ADVICE ESSEX LIMITED

England & Wales - Charity number 1153582

Accounts

Company Registration No. 06150651 (England and Wales)

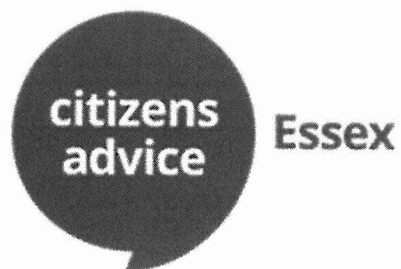
Charity No: 1153582

**REPORT OF THE TRUSTEES AND UNAUDITED FINANCIAL
STATEMENTS**

FOR THE YEAR ENDED 31 MARCH 2021

FOR

CITIZENS ADVICE ESSEX LIMITED



**CITIZENS ADVICE ESSEX LIMITED
CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

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| Notes to the Financial Statements | 11 |

**CITIZENS ADVICE ESSEX LIMITED
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of Citizens Advice Essex Limited (the company) for the year ended 31 March 2021. The trustees confirm that the Annual Report and financial statements of the company comply with current statutory requirements, the requirements of the company's governing document and 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 published in October 2019.

REFERENCE AND ADMINISTRATIVE DETAILS

Charity name

Citizens Advice Essex Limited

Registered company number

06150651 (England and Wales)

Registered charity number

1153582

Registered office & operational address

Suite 4, Town Hall
Ingrave Road
Brentwood
Essex
CM14 9PJ

Company Secretary

David Pickles

Trustees & Company Directors

Richard Armitage

Andrew Hunter

David Pickles - Chair

Susan Wilson

John Barber

Keith Dabbs

Tonia Parsons

Jean Wells (Resigned 13 May 2021)

Philip Wakeling

Paula Whittle

Nigel Conway (Appointed 9 December 2020)

David Jarvis (Appointed 9 December 2020)

Riccardo Tazzini - Independent Treasurer (Appointed 9 December 2020)

Independent Examiner

Mark Goldman FCA

M J Goldman (Chartered Accountants)

MJG Accounts Limited

Hollinwood Business Centre

Albert Street

Oldham

OL8 3QL

**CITIZENS ADVICE ESSEX LIMITED
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

Bankers

Unity Trust Bank
Four Brindleyplace
Birmingham
B1 2JB

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Charity was incorporated as a private company limited by guarantee on the 12 March 2007, number 06150651. It is governed by a Memorandum and Articles of Association that were adopted by the Board on 6 April 2017. It registered as a charity, number 1153582, with the Charities Commission on the 29 August 2013.

Organisation and appointment and training of trustees

Citizens Advice Essex Limited is governed by its Trustee Board, whose composition is detailed at the front of this document. The Directors of the company are also the Trustees for the purposes of charity law. The Trustees carry the ultimate responsibility for the conduct of the Charity and for ensuring that the Charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly.

The members of the Charity are made up of the individual Local Citizens Advice (LCAs) within the county of Essex. Under the requirements of the Memorandum and Articles of Association each member is entitled to appoint one Trustee to the Trustees board and each trustee shall have one vote at all meetings of the Trustee Board.

The Chair of the Charity is an independent Trustee, and during the year an independent Treasurer was appointed as allowed in the Memorandum and Articles of Association.

The Trustee Board may co-opt up to three Trustees in addition to those appointed by members. Co-opted Trustees shall serve for terms of three years from the date of their appointment and may then be re-appointed.

Trustees therefore are usually exclusively Trustees of the member organisations. As such they are drawn from the various local communities within Essex and have a broad range of skills and backgrounds. Newly appointed Trustees will usually have acted as a Trustee of their member LCA for a number of years prior to appointment, and therefore will have received comprehensive inductions to the role of a Trustee, within their respective LCA.

Risk management

The Trustees recognise that any major risks to which the Charity is exposed need to be reviewed and systems put in place to mitigate those risks.

The Trustees have a duty to identify and review the risks to which the Charity is exposed and to ensure that appropriate controls are in place to provide reasonable assurance against fraud and error. The Trustees have implemented processes which evaluate the risks associated with the key areas within the operation of the Charity. These include regular review of key risks through Trustees meetings and the monitoring of the processes utilised to manage those risks.

The key risk to the Charity is currently the main funding source from Essex County Council. Should any of the agreements with the council cease and not be renewed, then it would be necessary for the Charity to restructure or look for alternative funding.

**CITIZENS ADVICE ESSEX LIMITED
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

OBJECTIVES AND ACTIVITIES

Aims, objectives, strategies and activities

The Charity's objects are to promote any charitable purpose for the benefit of the community of Essex, the Unitary Authorities, plus surrounding areas ("the areas of benefit") by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

This is achieved by assisting the member LCAs to secure funding from Essex County Council and other county and national level bodies, acting as a conduit to the processing of these funds and to streamline the relationship between the LCAs and funders. Citizens Advice Essex Limited receives funding directly from Essex County Council, currently in regards to three funding sources, and then distributes these between its member LCAs, meaning that Essex County Council only requires one point of contact.

How our activities deliver public benefit

Citizens Advice Essex Limited aims to meet its charitable objectives by assisting its member LCAs to provide free, confidential, impartial and independent advice and information for the benefit of the community of Essex.

The trustees confirm that they have complied with the requirements of section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

During the year, the charity continued to assist consortium member LCAs in securing and administering funding from Essex County Council. Funding consisted of continuing grant funding for general advice valued at £122,000 annually, alongside additional funding secured to support our response to the pandemic, valued at £65,000. Both funding sources support member LCAs general advice services and capacity to recruit, support and deploy volunteers.

The charity was appointed by Citizens Advice in the year before last to take on the role of Best Practice Lead for Essex for Universal Credit best practice development support. This resulted in the appointment of the charity's then first employee. This work continues with the worker hosted by one of the member LCAs.

As part of the charity's strategic plan, we had previously appointed a Business Development manager to raise the charity's profile with external stakeholders and influence their funding and commissioning decisions. The appointment is funded by the Thriving Third Sector Fund, administered by the Essex Community Foundation (ECF) and the LCAs in Essex. The role continues and now also encompasses strategic development and the management and supervision of employees directly employed in the delivery of new projects and initiatives.

A successful application was made to the Warm Homes Fund via Essex County Council shortly after the business development manager's appointment. It is worth £774k over two years, and services will be delivered via the member LCAs. During the year, the project's duration was extended, meaning it will continue into the financial year 2022/23.

During the year, a successful application was made for funding from the Energy Redress Fund "main fund" programme, again supporting the delivery of services throughout the consortium. We are pleased to report that the geographic scope of this project encompasses the Unitary Authorities of Southend and Thurrock, in addition to the area covered by Essex County Council, as befits the remit of component consortium members.

Funding was received to support the delivery of a successful "emergency fuel voucher" scheme – again funded by the Energy Redress Scheme with administration shared between Citizens Advice Essex and a consortium member.

Other funding opportunities were pursued successfully.

**CITIZENS ADVICE ESSEX LIMITED
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

A successful application was also made to the Thrive programme administered and delivered by Essex Community Foundation. This provided the charity with a mentor from the Cranfield University Trust to support the charity.

Fundraising activities

Total income for the year was £666,734

Investment activities

Due to the current size of the charity, all funds are presently held on deposit. The charity does not currently hold any other type of investment.

FUTURE PERIODS

The charity will continue to work to achieve a sustainable future for the provision of Citizens Advice services throughout Essex & the Unitary Authorities. However, it is anticipated that local government unrestricted funding will decline.

The charity plans to review and implement changes in its business development and operational governance to better manage future challenges.

We will continue to develop our relationship with statutory organisations, including local authorities, health, and police services, and look for imaginative and innovative ways to support their people-focussed objectives.

Other potential sources of funding have been identified for services that the LCAs will deliver. Such resources are almost always time project-specific and linked to outcomes.

FINANCIAL REVIEW

Financial position

Incoming resources in the year were £666,734 (2020: £201,129). Of this £598,534 (2020: £191,478) related to project restricted activities.

The surplus of income over expenditure for the year was £9,036 (2020: £5,657). At 31 March 2021, total reserves were £75,912 (2020: £66,876), of which £65,691 were unrestricted and £10,221 were restricted.

Reserves policy

Each year, the Trustees review the reserves policy and considers the appropriate level of reserves for the organisation to hold. It considers the level appropriate for the current size and complexity of the organisation, the economic environment, the risks and known investment plans above and beyond annual budgeted costs. Trustees also consider our current risk profile, balancing the need to reflect that risk, while making sure funds are not held unnecessarily at the expense of committing funds to meet charitable objectives.

In September 2021, the Board of Trustees agreed a revised reserves policy recommended to them by the Finance Committee. The policy is to hold in free reserves (unrestricted funds and designated reserves) the equivalent of 3 to 6 months' core operating costs for the staff pay, fixed running costs plus any redundancy and closedown liabilities. This means the target range for the year 2021/22 of between at least £30,000 to £50,000. As at 31 March 2021, unrestricted funds (general fund plus designated funds) totalled £65,691, which is comfortably ahead of the target range.

Funds in deficit

No funds were in deficit at the balance sheet date.

**CITIZENS ADVICE ESSEX LIMITED
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

Principal funding sources

The Trustees extend their gratitude to Essex County Council who continue to support the Charity and its members in their operations.

The Charity's members continue to provide additional funding when required to meet operational costs and during the year this totalled £3,150 (2020: £2,250).

Investment policy and objectives

Due to the size of the charity and its cash flow requirements, all funds are held on deposit or in low-risk investments, in furtherance of its objects, and for no other purpose. The charity has the power to invest the monies of the charity not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

TRUSTEES' RESPONSIBILITIES STATEMENT

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

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing the financial statements, the Trustees are required to:

- select suitable accounting policies and then 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;
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure 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.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

On behalf of the Board of Trustees



.....
David Pickles
Chair of the Trustees

Date 29 September 2021

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CITIZENS ADVICE ESSEX LIMITED FOR THE YEAR ENDED 31 MARCH 2021

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2021 which are set out on pages 7 to 18.

Responsibilities and basis of report

As the charity trustees of the company (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 the company 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 company'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 the company'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 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 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 company 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.



M Goldman FCA
M J Goldman (Chartered Accountants)
MJG Accounts Limited
Hollinwood Business Centre
Albert Street
Oldham
OL8 3QL

29 September 2021

CITIZENS ADVICE ESSEX LIMITED
STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE
ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2021

| | | Year ended 31 March 2021 | | | Year ended 31 March 2020 |
|------------------------------------|----------|----------------------------|--------------------------|---------------------|--------------------------------|
| | Notes | Unrestricted funds £ | Restricted funds £ | Total funds £ | Total funds £ |
| Income from: | | | | | |
| Charitable activities | 2 | 65,000 | 598,534 | 663,534 | 198,678 |
| Investment income | 3 | 50 | - | 50 | 201 |
| Other | 4 | 3,150 | - | 3,150 | 2,250 |
| Total income | | <u>68,200</u> | <u>598,534</u> | <u>666,734</u> | <u>201,129</u> |
| Expenditure on: | | | | | |
| Charitable activities | 5 | 59,164 | 598,534 | 657,698 | 195,472 |
| Total expenditure | | <u>59,164</u> | <u>598,534</u> | <u>657,698</u> | <u>195,472</u> |
| Net income / (expenditure) | | <u>9,036</u> | <u>-</u> | <u>9,036</u> | <u>5,657</u> |
| Transfers between funds | | - | - | - | - |
| Net movement in funds | | <u>9,036</u> | <u>-</u> | <u>9,036</u> | <u>5,657</u> |
| Reconciliation of funds | | | | | |
| Total funds brought forward | | 56,655 | 10,221 | 66,876 | 61,219 |
| Total funds carried forward | | <u>65,691</u> | <u>10,221</u> | <u>75,912</u> | <u>66,876</u> |

The accompanying notes form part of these financial statements.

CITIZENS ADVICE ESSEX LIMITED
BALANCE SHEET
AS AT 31 MARCH 2021

| | Notes | Unrestricted funds £ | Restricted funds £ | 2021 Total funds £ | 2020 Total funds £ |
|--|-----------|-------------------------|-----------------------|--------------------------|--------------------------|
| Fixed assets | | | | | |
| Tangible assets | 9 | 312 | - | 312 | 508 |
| | | <u>312</u> | <u>-</u> | <u>312</u> | <u>508</u> |
| Current assets | | | | | |
| Debtors | 10 | - | 95,563 | 95,563 | - |
| Cash at bank and in hand | | 77,168 | 54,819 | 131,987 | 71,313 |
| | | <u>77,168</u> | <u>150,382</u> | <u>227,550</u> | <u>71,313</u> |
| Liabilities | | | | | |
| Amounts falling due within one year | 11 | (11,789) | (140,161) | (151,950) | (4,945) |
| Net current assets | | | | | |
| | | <u>65,379</u> | <u>10,221</u> | <u>75,600</u> | <u>66,368</u> |
| Total assets less current liabilities | | | | | |
| | | <u>65,691</u> | <u>10,221</u> | <u>75,912</u> | <u>66,876</u> |
| Net assets | | | | | |
| | | <u>65,691</u> | <u>10,221</u> | <u>75,912</u> | <u>66,876</u> |
| Funds of the Charity: | | | | | |
| 12 | | | | | |
| Unrestricted funds: | | | | | |
| General funds | | | | 20,690 | 11,654 |
| Designated funds | | | | 45,001 | 45,001 |
| Restricted funds | | | | 10,221 | 10,221 |
| Total charity funds | | | | | |
| | | | | <u>75,912</u> | <u>66,876</u> |

**CITIZENS ADVICE ESSEX LIMITED
BALANCE SHEET
AS AT 31 MARCH 2021**

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

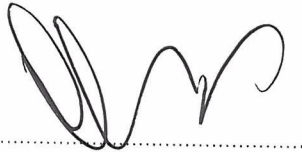
These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

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.

The financial statements were approved by the Board of Trustees on 29 September 2021 and were signed on its behalf by:



.....

David Pickles
Trustee

Company Registration Number: 06150651

The accompanying notes form part of these financial statements.

CITIZENS ADVICE ESSEX LIMITED
STATEMENT OF CASH FLOWS
AS AT 31 MARCH 2021

| | Notes | 2021 | 2020 |
|---|-------|----------|--------|
| | | £ | £ |
| Cash flows from operating activities | | | |
| Net movement in funds | | 9,036 | 5,657 |
| Adjustment to cash flows from non-cash items | | | |
| Depreciation | | 196 | 197 |
| Investment Income | 3 | (50) | (201) |
| | | 9,182 | 5,653 |
| Working capital adjustments | | | |
| Decrease/(increase) in debtors | 10 | (95,563) | - |
| (Decrease)/increase in creditors | 11 | 147,005 | 3,885 |
| Net cash flows from operating activities | | 60,624 | 9,538 |
| Cash flows from investing activities | | | |
| Interest receivable and similar income | 3 | 50 | 201 |
| Purchase of tangible fixed assets | | - | - |
| Net cash flows from investing activities | | 50 | 201 |
| Cash flows from financing activities | | | |
| Repayment of borrowing | | - | - |
| Net cash flows from financing activities | | - | - |
| Net increase in cash and cash equivalents | | 60,674 | 9,739 |
| Cash and cash equivalents at 1 April | | 71,313 | 61,574 |
| Cash and cash equivalents at 31 March | | 131,987 | 71,313 |
| Cash and cash equivalents consists of: | | | |
| Cash at bank and in hand | | 131,987 | 71,313 |
| Cash and cash equivalents at 31 March | | 131,987 | 71,313 |

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

1. ACCOUNTING POLICIES

Basis of preparation of financial statements

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 issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared in sterling, which is the functional currency of the company. Monetary amounts in these financial statements are rounded to the nearest £.

Citizens Advice Essex Limited meets the definition of a public entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

Preparation of the accounts on a going concern basis

The financial statements have been prepared on a going concern basis as the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

Income

All incoming resources are included on the Statement of Financial Activities when the Charity is legally entitled to the income, it is probable that the income will be received and the amount can be quantified with reasonable accuracy.

Bank interest is included in the income and expenditure account on receipt.

Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs 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 the resources.

Governance costs include those costs associated with meeting the constitutional and statutory requirements for the charity and include accountant's fees and costs linked to the strategic management of the Charity.

Taxation

The charity is exempt from corporation tax on its charitable activities. The Charity is not registered for VAT and accordingly all expenditure includes VAT as appropriate.

Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, which in all cases is estimated to be 5 years from initial acquisition.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments and accrued income comprise payments made in advance relating to the following year and income relating to the current year, which will not be invoiced until after the balance sheet date.

**CITIZENS ADVICE ESSEX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Creditors and provisions

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 discounts due.

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.

Restricted funds

Income received for the restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

Designated funds

Designated funds are allocated out of unrestricted funds by the Trustees for specific purposes. The use of such funds is at the Trustees' discretion.

Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2. INCOME FROM CHARITABLE ACTIVITIES

| | 2021 | 2020 |
|---|----------------|----------------|
| | £ | £ |
| Essex County Council – FABA | - | 7,200 |
| Essex County Council – SLA | 122,000 | 122,000 |
| Essex County Council – Warm Homes | 215,053 | - |
| Essex County Council – Covid-19 assistance | 65,000 | - |
| CitA – BPL Business Development Manager | - | 39,778 |
| Consumer Project | - | 4,700 |
| Essex Community Fund | 13,333 | 25,000 |
| Essex Community Foundation – Covid-19 assistance | 60,000 | - |
| Energy Saving Trust – Energy Redress Covid-19 Crisis Fund | 119,776 | - |
| Energy Saving Trust – Warm Start Essex | 28,724 | - |
| Universal Credit Best Practice Lead | 39,648 | - |
| | <u>663,534</u> | <u>198,678</u> |

The income from charitable activities was £663,534 (2020: £198,678) of which £598,534 was restricted (2020: £191,478).

CITIZENS ADVICE ESSEX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

3. INVESTMENT INCOME

| | 2021 | 2020 |
|------------------------|-------------|-------------|
| | £ | £ |
| Bank interest received | 50 | 201 |
| | <u>50</u> | <u>201</u> |

4. OTHER INCOME

| | 2021 | 2020 |
|---------------------|--------------|--------------|
| | £ | £ |
| Income from members | 3,150 | 2,250 |
| | <u>3,150</u> | <u>2,250</u> |

Income of £3,150 received from members represents subscriptions paid by the Charity's member Local Citizens Advice to support the general running costs of the Charity, which in turn supports the activities of the member Local Citizens Advice themselves.

5. RESOURCES EXPENDED

| | Unrestricted funds | Restricted funds | Total Funds 2021 | Total Funds 2020 |
|---------------------------|---------------------------|-------------------------|-------------------------|-------------------------|
| | £ | £ | £ | £ |
| General Advisory Services | 56,325 | 598,534 | 654,859 | 194,296 |
| Governance Costs | 2,839 | - | 2,839 | 1,176 |
| | <u>59,164</u> | <u>598,534</u> | <u>657,698</u> | <u>195,472</u> |

Natural classification of expenditure

| | 2021 | 2020 |
|--|----------------|----------------|
| | £ | £ |
| Provision of FABA | - | 2,315 |
| Provision of SLA | 122,000 | 122,000 |
| Provision of Consumer Project | - | 5,475 |
| Provision of Warm Homes | 1,689 | - |
| Provision of Energy Redress Covid-19 Crisis | 108,410 | - |
| Universal Credit Best Practice Lead administration | - | 7,950 |
| Partner costs | 317,895 | - |
| Staff and training costs | 91,006 | 46,122 |
| Outsourced support | 4,062 | - |
| Recruitment costs | 1,930 | 2,389 |
| Support costs | 3,000 | 3,000 |
| Office costs | 1,656 | 1,632 |
| Governance costs | 2,839 | 1,176 |
| Other costs | 3,211 | 3,413 |
| | <u>657,698</u> | <u>195,472</u> |

CITIZENS ADVICE ESSEX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

Governance costs relate in their entirety to accountancy fees in respect to the preparation and independent examination of the year end accounts.

6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or benefits for the year ended 31 March 2021, nor for the year ended 31 March 2020.

Trustees' expenses

There were no trustees' expenses paid during the year ended 31 March 2021, nor in the year ended 31 March 2020.

7. STAFF COSTS

| | 2021 | 2020 |
|------------------------------|--------------|--------------|
| | £ | £ |
| Wages and salaries | 80,028 | 43,871 |
| Employers National Insurance | 3,407 | 1,070 |
| Pension costs | 2,401 | 1,181 |
| | <hr/> 85,836 | <hr/> 46,122 |
| | <hr/> | <hr/> |

The average monthly number of employees during the year was as follows:

| | 2021 | 2020 |
|---------------------|-------------|-------------|
| Charitable purposes | 3 | 2 |
| | <hr/> 3 | <hr/> 2 |
| | <hr/> | <hr/> |

No employee received remuneration of more than £60,000 during the year (2020: Nil).

8. INDEPENDENT EXAMINERS REMUNERATION

The Independent Examiners' Remuneration paid in the year to 31 March 2021 was £2,839.

**CITIZENS ADVICE ESSEX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

9. FIXED ASSETS

| | Computer Equipment £ | Total £ |
|-----------------------|-------------------------------------|--------------------|
| Cost | | |
| As at 1 April 2020 | 984 | 984 |
| Additions | - | - |
| As at 31 March 2021 | 984 | 984 |
| Depreciation | | |
| As at 1 April 2020 | 476 | 476 |
| Charge for the year | 196 | 196 |
| As at 31 March 2021 | 672 | 672 |
| Net book value | | |
| As at 31 March 2021 | 312 | 312 |
| As at 31 March 2020 | 508 | 508 |

10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2021 £ | 2020 £ |
|--------------------------------|-------------------|-------------------|
| Prepayments and accrued income | 95,563 | - |
| | 95,563 | - |

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2021 £ | 2020 £ |
|------------------------------|-------------------|-------------------|
| Trade creditors | 560 | - |
| Taxation and social security | 2,378 | 1,280 |
| Accruals and deferred income | 148,459 | 3,484 |
| Other creditors | 553 | 181 |
| | 151,950 | 4,945 |

CITIZENS ADVICE ESSEX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

12. MOVEMENT IN FUNDS

| | At 1 April 2020 £ | Incoming resources £ | Outgoing resources £ | Transfers between funds £ | At 31 March 2021 £ |
|---|----------------------------|----------------------------|----------------------------|------------------------------------|-----------------------------|
| UNRESTRICTED FUNDS | | | | | |
| General fund | 11,654 | 68,200 | (59,164) | - | 20,690 |
| Designated fund | 45,001 | - | - | - | 45,001 |
| | 56,655 | 68,200 | (59,164) | - | 65,691 |
| RESTRICTED FUNDS | | | | | |
| Essex County Council – SLA | - | 122,000 | (122,000) | - | - |
| Essex County Council – Warm Homes | - | 215,053 | (215,053) | - | - |
| Energy Saving Trust – Energy Redress Covid-19 Crisis Fund | - | 119,776 | (119,776) | - | - |
| Energy Saving Trust – Warm Start Essex | - | 28,724 | (28,724) | - | - |
| Essex Community Foundation | 5,521 | 13,333 | (13,333) | - | 5,521 |
| Essex Community Foundation – Covid-19 Support | - | 60,000 | (60,000) | - | - |
| Universal Credit Best Practice Lead | 4,700 | 39,648 | (39,648) | - | 4,700 |
| | 10,221 | 598,534 | (598,534) | - | 10,221 |
| TOTAL FUNDS | 66,876 | 666,734 | (657,698) | - | 75,912 |

13. PURPOSES OF RESTRICTED FUNDS

Essex County Council – SLA (Service Level Agreement)

This is funding to support the member Local Citizens Advice with regards to the continued provision of free, independent, impartial advice and information to residents within the Essex County Council area.

Essex County Council – Warm Homes

The Warm Homes project is derived from Essex County Council acting as lead accountable body and contracting to Citizens Advice Essex under a grant paid through Category 3 of the National Grid "Warm Homes Fund". It is to support fuel poverty alleviation activities across the county.

Energy Saving Trust – Energy Redress Covid-19 Crisis Fund

This is a fund to support us distributing emergency fuel vouchers for prepayment meter users who are at risk of "self-disconnection" from their energy supply. The fund included both an element to cover the direct costs of the vouchers, the voucher supplier's admin costs, and the costs of administering the scheme.

Energy Saving Trust – Warm Start Essex

This is a fund source from the Energy Redress "main fund" for which Citizens Advice Essex is the lead accountable body. Activities are chiefly delivered by consortium member LCA and support fuel poverty alleviation across Essex, Southend and Thurrock.

**CITIZENS ADVICE ESSEX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

Essex Community Foundation

This is funding to support with the costs of a business development manager for a four year period.

Essex Community Foundation – Covid-19 Support

Funding to support increased volunteering capacity across the Citizens Advice consortium membership as a way of supporting the consortium's response to the impact of the Covid-19 pandemic.

Universal Credit Best Practice Lead

Funding research to guide best practice for Citizens Advice support for Universal Credit applicants.

14. PURPOSES OF DESIGNATED FUNDS

Member SLAs – Business Development Manager

This is funding to support 50% of the costs of a business development manager for a two year period.

15. LEGAL STATUS OF CHARITY

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1. The number of members as at the 31 March 2021 was 12.

16. CONTROL

The charity is controlled by its Trustees/Directors.

17. RELATED PARTY DISCLOSURE

Each of the Trustees who served during the year represented the following member Local Citizens Advice:

| | |
|------------------|------------------------------|
| Richard Armitage | Uttlesford |
| Andrew Hunter | South Essex |
| David Pickles | Maldon |
| Susan Wilson | Braintree, Halstead & Witham |
| John Barber | Harlow |
| Keith Dabbs | Chelmsford |
| Tonia Parsons | Tendring |
| Jean Wells | Epping |
| Philip Wakeling | Maldon |
| Paula Whittle | Southend |
| Nigel Conway | Epping |
| David Jarvis | Colchester |
| Riccardo Tazzini | None – Independent Treasurer |

Details of the monies passed, during the year, by Citizens Advice Essex Limited to each member Local Citizens Advice is disclosed in the individual accounts for each member, which are publicly available.

CITIZENS ADVICE ESSEX LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

18. STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2020
(INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)

| | Unrestricted funds £ | Restricted funds £ | Total funds £ |
|------------------------------------|-------------------------------------|-----------------------------------|------------------------------|
| Income from: | | | |
| Charitable activities | 7,200 | 191,478 | 198,678 |
| Investment income | 201 | - | 201 |
| Other | 2,250 | - | 2,250 |
| Total income | <u>9,651</u> | <u>191,478</u> | <u>201,129</u> |
| Expenditure on: | | | |
| Charitable activities | 11,465 | 184,007 | 195,472 |
| Total expenditure | <u>11,465</u> | <u>184,007</u> | <u>195,472</u> |
| Net income / (expenditure) | <u>(1,814)</u> | <u>7,471</u> | <u>5,657</u> |
| Transfers between funds | 50,981 | (50,981) | - |
| Net movement in funds | <u>49,167</u> | <u>(43,510)</u> | <u>5,657</u> |
| Reconciliation of funds | | | |
| Total funds brought forward | 7,488 | 53,731 | 61,219 |
| Total funds carried forward | <u>56,655</u> | <u>10,221</u> | <u>66,876</u> |

CITIZENS ADVICE ESSEX LIMITED
DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021

| | 2021 | 2020 |
|--|---------------------|---------------------|
| | £ | £ |
| INCOMING RESOURCES | | |
| Incoming resources from charitable activities | | |
| General Advisory Services | 663,534 | 198,678 |
| Income from members | 3,150 | 2,250 |
| Total incoming resources | <u>666,684</u> | <u>200,928</u> |
| RESOURCES EXPENDED | | |
| Charitable activities | | |
| Provision of FABA | - | 2,315 |
| Provision of SLA | 122,000 | 122,000 |
| Provision of Consumer Project | - | 5,475 |
| Provision of Warm Homes | 1,689 | - |
| Provision of Energy Redress Covid-19 Crisis | 108,410 | - |
| Universal Credit Best Practice Lead administration | - | 7,950 |
| Partner costs | 317,895 | - |
| Computer costs | 1,340 | 1,279 |
| Telephone | 60 | - |
| Recruitment advertising | 1,930 | 2,389 |
| Staff training | 5,170 | - |
| Insurance | 256 | 353 |
| Travel and subsistence | 54 | 2,275 |
| Meeting room hire | - | 65 |
| Legal and professional | 185 | 48 |
| Bookkeeping and payroll processing fees | 2,538 | 738 |
| Management support | 3,000 | 3,000 |
| Sundry expenses | 50 | - |
| Subscriptions | 90 | - |
| Depreciation | 196 | 197 |
| Bank charges | 98 | 90 |
| Outsourced support | 4,062 | - |
| Wages and salaries | 80,028 | 43,871 |
| Employer's National Insurance | 3,407 | 1,070 |
| Pension costs | 2,401 | 1,181 |
| | <u>654,859</u> | <u>194,296</u> |
| Governance costs | | |
| Accountancy fees | 2,839 | 1,176 |
| | <u>2,839</u> | <u>1,176</u> |
| Total resources expended | <u>657,698</u> | <u>195,472</u> |
| Bank interest received | 50 | 201 |
| Net (expenditure)/income | <u>9,036</u> | <u>5,657</u> |

This page does not form part of the statutory financial statements