

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
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FOR THE YEAR ENDED 31 MARCH 2023**

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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).

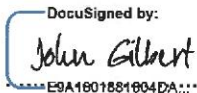
Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that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

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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 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 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:	13				
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:

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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)
		61,833	5,120
Working capital adjustments			
Decrease/(increase) in debtors	10	(93,576)	(5,288)
(Decrease)/increase in creditors	11	79,711	108,762
Net cash flows from operating activities		47,968	108,594
Cash flows from investing activities			
Interest receivable and similar income	3	1,619	31
Purchase of tangible fixed assets		-	-
Net cash flows from investing activities		1,619	31
Cash flows from financing activities			
Repayment of borrowing		-	-
Net cash flows from financing activities		-	-
Net increase in cash and cash equivalents		49,587	108,625
Cash and cash equivalents at 1 April		240,612	131,987
Cash and cash equivalents at 31 March		290,199	240,612
Cash and cash equivalents consists of:			
Cash at bank and in hand		290,199	240,612
Cash and cash equivalents at 31 March		290,199	240,612

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	984	984
Depreciation		
As at 1 April 2022	870	870
Charge for the year	114	114
As at 31 March 2023	984	984
Net book value		
As at 31 March 2023	-	-
As at 31 March 2022	114	114

11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Prepayments and accrued income	194,427	100,851
	194,427	100,851

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
	340,423	260,712

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	7,981	1,170,870	1,178,851
Expenditure on:			
Charitable activities	3,028	1,170,870	1,173,898
Total expenditure	3,028	1,170,870	1,173,898
Net income / (expenditure)	4,953	-	4,953
Transfers between funds	-	-	-
Net movement in funds	4,953	-	4,953
Reconciliation of funds			
Total funds brought forward	65,691	10,221	75,912
Total funds carried forward	70,644	10,221	80,865

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	<u>1,619</u>	<u>31</u>
Net (expenditure)/income	<u>63,338</u>	<u>4,953</u>

This page does not form part of the statutory financial statements