

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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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.

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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

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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.

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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 required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on 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	-
		<hr/> 1,215	<hr/> -
Current assets			
Debtors	11	403,759	194,427
Cash at bank and in hand		321,826	290,199
		<hr/> 725,585	<hr/> 484,626
Creditors: amounts falling due within one year	12	578,948	340,423
		<hr/>	<hr/>
Net current assets		146,637	144,203
		<hr/>	<hr/>
Net assets		147,852	144,203
		<hr/>	<hr/>
Funds	13		
Restricted funds		-	27,590
Unrestricted funds		147,852	71,612
Designated funds		-	45,001
		<hr/> 147,852	<hr/> 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
	<hr/>	<hr/>
Net cash provided by operating activities	24,701	47,968
	<hr/>	<hr/>
Cash flows from investing activities		
Interest income	8,445	1,619
Purchase of tangible fixed assets	(1,519)	-
	<hr/>	<hr/>
Cash used in investing activities	6,926	1,619
	<hr/>	<hr/>
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
	<hr/>	<hr/>
Cash and cash equivalents at the end of the year	321,826	290,199
	<hr/>	<hr/>

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/> 2,102,891	<hr/> 1,343,623

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/> 8,445	<hr/> 1,619

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

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
	<u>175,454</u>	<u>93,027</u>

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

	2024	2023
	£	£
Charitable purposes	5	3
	<u>5</u>	<u>3</u>

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	-	-
	<u>2,503</u>	<u>2,503</u>
At 31 March 2024		
Depreciation		
At 1 April 2023	984	984
Charge for the year	304	304
Eliminated on disposal	-	-
	<u>1,288</u>	<u>1,288</u>
At 31 March 2024		
Net book value		
At 31 March 2024	1,215	1,215
At 31 March 2023	-	-

11. Debtors: Amounts falling due within one year

	2024	2023
	£	£
Prepayments and accrued income	403,759	194,427
	<u>403,759</u>	<u>194,427</u>

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
	<hr/> 578,948	<hr/> 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)	-
	<hr/> 116,613	<hr/> 28,463	<hr/> (47,417)	<hr/> 50,193	<hr/> 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)	-
	<hr/> 27,590	<hr/> 2,082,873	<hr/> (2,060,270)	<hr/> (50,193)	<hr/> -
Total funds	<hr/> 144,203	<hr/> 2,111,336	<hr/> (2,107,687)	<hr/> -	<hr/> 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
	<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 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)	-
	<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>

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 onwads 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.