(Limited by Guarantee)

TRUSTEES' ANNUAL REPORT and FINANCIAL ACCOUNTS

31 March 2022

Company registration number: 5971208

Charity registration number: 1116994

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CONTENTS

Year ended 31 March 2022

	Ē	Page	5
Reference and administration details		3	
Trustees' annual report	4	to	9
Independent examiner's report		10	
Financial accounts:			
- Balance sheet		11	
- Statement of Financial Activities (incorporating an income and expenditure account)		12	
- Notes to the accounts	13	to	23

REFERENCE AND ADMINISTRATION DETAILS

Year ended 31 March 2022

THE CHARITY

Registered name : Citizens Advice Gosport
Legal status : Company limited by guarantee

Registered address : Martin Snape House, 96 Pavilion Way, St George Barracks,

Gosport, Hampshire PO12 1GE

Company registration : Registered in England and Wales, number 5971208

Registered charity no: 1116994

Telephone numbers

023 9252 0112 (Administration only)

Website : www.citizensadvicegosport.org.uk

E-mail : Admin@gosport.cabnet.org.uk (Administration only)

NON-ELECTED OFFICER

President : The Mayor of Gosport

CHARITY TRUSTEES DURING YEAR

Elected Officers

Chairman : Richard Mackay

Honorary Treasurer : Richard Mackay

Other Trustees : Andrew Bowers (appointed 6 April 2021, resigned 23 March 2022),

Mery Bernabei (resigned 22 January 2022), Heather Blades,

Gary Cooper (resigned 14 September 2022)

Judith Feeney (appointed 11 May 2021, resigned 20 June 2022),

Daniel Hill (resigned 25 October 2021),

Clifford Leach (appointed 21 March 2022), Robert Morley.

CHIEF OFFICER : Valerie Kelly

PROFESSIONAL ADVISERS

Principal Bankers : CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling,

Kent ME19 4JQ

Independent examiner : G K Hicks FCA DChA, Director, Wood Hicks & Co Ltd,

Chartered Accountants, Units 1-2 Warrior Court, 9-11 Mumby Road, Gosport, Hampshire PO12 1BS

Solicitors : Churchers, 3 High Street, Gosport, Hampshire PO12 1BX

TRUSTEES' ANNUAL REPORT

Year ended 31 March 2022

The Trustees submit their annual report and statement of accounts of Citizens Advice Gosport (the Charity) as at and for the year ended 31 March 2022.

SECTION 1 - LEGAL AND ADMINISTRATIVE INFORMATION

Constitution and management

The articles of association require that the Charity be managed by a Board of Trustees the members of which are directors of the Company within the meaning of the Companies Act 2006.

Registration details of the Charity, the names of the Trustees and professional advisers are to be found on page 3.

All persons of 18 years and older or any body or organisation which is interested in furthering the Charity's work may be admitted to membership and the Trustee Board has set established criteria for membership and made regulations regarding the admission of members.

The Board of Trustees meets not less than quarterly but, of late, have found it necessary to meet more frequently. Day-to-day operational matters are delegated to the Charity's employed Chief Officer but she is required to refer to the Trustees in respect of any key decisions which are decided by a simple majority of a quorate Board.

Related and associated organisations

The National Association of Citizens Advice Bureaux (Citizens Advice) 3rd Floor North, 200 Aldersgate Street, London EC1A 4HD:

- sets the membership criteria and monitors quality; and,
- provides the information system, technical support and training

but, in other respects, there is no operating or financial inter-dependence between them and the Charity.

Citizens Advice Hampshire, Units 1-2 Warrior Court, 9-11 Mumby Road, Gosport, Hampshire PO12 1BS provides coordination, support and advice services to Local Citizens Advice in Hampshire. Citizens Advice Gosport is a member of Citizens Advice Hampshire and receives funding from it to carry out the Healthwatch, Macmillan Advice and other services referred to in these accounts but, in other respects, there is no operating or financial interdependence between them and the Charity.

Gosport Borough Council (GBC), Town Hall, High Street, Gosport, Hampshire PO12 1EB is the principal grantor to the Charity.

SECTION 2 - THE BOARD OF TRUSTEES

The Trustees who served during the year are set out on page 3.

The Trustees at the date of this report are:

Heather Blades, Clifford Leach, Richard Mackay and Robert Morley.

The Charity advertises for trustees and volunteers in local media and on-line. Potential trustees are interviewed by two trustees and meet the Chief Officer. Suitable candidates, attend a trustee board meeting as an observer and, if willing to serve, are co-opted to the Board. Trustees co-opted during the year must resign at the next AGM and can stand for re-election. Once appointed trustees must retire after three years' service but may stand for re-election.

SECTION 3 - OBJECTS, POWERS, POLICIES AND FUNDING

Objects

The Charity is established for the provision of any charitable purpose for the benefit of the community in Gosport and surrounding areas by the advancement of education, protection and preservation of health and the relief of poverty, sickness and distress.

(Limited by Guarantee)

TRUSTEES' ANNUAL REPORT (continued)

Year ended 31 March 2022

SECTION 3 - OBJECTS, POWERS, POLICIES AND FUNDING (continued)

Powers

In furtherance of its purposes, the Charity is permitted by its constitution to provide centres for the supply of advice and guidance, engage in all forms of lawful fundraising and do all such other lawful things that promote or help to promote the objects.

Implementation of objectives

In setting objectives and planning activities the trustees have given serious consideration to the Charity Commission's general guidance on public benefit that is met by the Charity delivering on the following aims:

- to provide a free, impartial and confidential 'problem solving' service of information, advice, guidance and support to ensure that individuals do not suffer through ignorance of their rights and responsibilities, or of services available, or through an inability to express their needs effectively.
- to participate with other organisations in exercising a responsible influence on the local and national development of social policies and services.

Reserves and risks policies

The Charity's policy is to retain liquid resources in a General Fund of at least three months' operating expenditure and potential staff redundancy costs to ensure that the Charity has the resources to withstand any financial setback.

The trustees have reviewed the appropriateness of the general and designated reserves and the changes in them are shown in notes 3 and 10.

The trustees regularly review the risks to the Charity's operations and have put in place processes to address them. A specific risk register has been developed to track and manage those risks arising from the Covid-19 crisis over and above generic risks to our operations.

Funding

GBC has continued to support the Charity with an annual grant for a general advice service staffed by fully-trained volunteers, the Money Advice Matters homeless prevention service, and from April 2022 a Welfare Benefits Advocacy service. The Council has also provided funds to enable the Charity to support European Union citizens residing in the UK apply for Settled Status.

Macmillan Cancer Support via Citizens Advice Hampshire has continued to fund a part time caseworker to provide advice to cancer sufferers, their families and carers.

The Department of Work and Pensions in conjunction with Citizens Advice provided grant funding for a "Help to Claim" service for people applying for Universal Credit. This ceased on 31 March 2022 when the service became a remote only service.

The Money Advice and Pensions Service in conjunction with Citizens Advice has provided funds for the employment of a part time, remote debt caseworker.

Hampshire and Isle of Wight Community Foundation has funded a project, Pathways, to help people obtain employment, with funding from the European Social Fund Solent Supporting Employment, part funded by the European Social Fund

Utility companies via Citizens Advice Hampshire have provided funding for a service to help people have a comfortable and safe home environment especially after being discharged from hospital.

The Charity has participated in the national KickStart scheme funded by the Department of Work and Pensions enabling it to employ young people for six months to gain experience and work skills.

The Charity has obtained other grants for projects as set out in the financial accounts.

Ongoing links are maintained with current and potential funding organisations to demonstrate the value of the services the Charity provides.

(Limited by Guarantee)

TRUSTEES' ANNUAL REPORT (continued)

Year ended 31 March 2022

SECTION 4 - RESPONSIBILITIES OF TRUSTEES

The Trustees are responsible for preparing the Trustees' Annual Report and the Financial Accounts in accordance with applicable law and regulations.

Company law requires the Trustees to prepare accounts for each financial year. Under that law the Trustees have elected to prepare the accounts in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the accounts unless they are satisfied that they give a true and fair view of the state of affairs of the Charity and of its net income or expenditure for that year. In preparing such statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the accounts on a going concern basis unless it is inappropriate to presume that the Charity will continue in operation.

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

SECTION 5 - PRINCIPAL ACTIVITIES AND REVIEW OF DEVELOPMENTS

Strategic planning

The Board periodically reviews strategy and annually updates its business plan to best meet the needs of the local community taking into account changes in the economic and legislative situation.

The operating environment

The last year has been dominated by the changes made necessary by the Covid-19 pandemic.

The demand for advice from residents of Gosport continues to be at a high level and, the problems they need help with are becoming more complex. Many people can use the Citizens Advice national website to obtain the information they need to solve their own problems. Those with more complex needs require help in our local office or assistance by phone.

Benefits are still the issue that most clients require help with though we are seeing a growth in the number of people with debt problems. We expect debt to become an even bigger issue because of the looming cost-of-living crisis.

The complexity of the benefits system (made worse by many instances of poor administration by government authorities) causes real hardship for people. The professional advice we give resolves many of the issues.

Achievements in 2021/22

The Charity offered the following services to local people:

- A caseworker funded by Macmillan Cancer Support through Citizens Advice Hampshire who is dedicated to helping individuals and their families affected by cancer. Help is provided at hospitals, hospices, in people's homes and at other locations as well as at the Charity's premises. During lockdown, face-to-face delivery was achieved through use of digital channels.
- Supermarket vouchers to give to residents in, or at risk of, food poverty funded through GBC's Food Partnership.
- An Information, Advice and Signposting service on non-clinical health and social care matters as part of the remit of Healthwatch Hampshire. The information we collect helps to identify where Health and NHS-funded Social Care requires improvement. This is funded by Citizens Advice Hampshire which, in partnership with another charity, delivers the services of Healthwatch Hampshire.

(Limited by Guarantee)

TRUSTEES' ANNUAL REPORT (continued)

Year ended 31 March 2022

SECTION 5 - PRINCIPAL ACTIVITIES AND REVIEW OF DEVELOPMENTS (continued)

Achievements in 2021/22 (continued)

- Advice to tenants on their finances and money management to avoid homelessness and help them avoid getting into financial difficulties in the future.
- Face-to-face debt advice and a financial capability service to veterans, emergency services personnel and their families in partnership with FirstLight Trust. The face-to-face service was delivered using video technology and telephone during the periods of national lockdown. Funding for this service ceased in July 2021.
- Support to European Union citizens applying for Settled Status (ceased June 2021).
- Welfare Benefits Advocacy support to people challenging Benefits decision. Funding from Hampshire County Council for this service ceased during the year and apart from donations of £2,000 no new grant income was received in the year. Due to the importance of the service we continued to provide help by utilizing our financial reserves. We are delighted that Gosport Borough Council has provided a grant to enable the service to continue in 2022/23.
- The Pathways project, funded partly by means of a grant from the European Social Fund through the Hampshire and Isle of Wight Community Foundation, to provide support to help people into employment.
- A service to help people have a comfortable and warm home, especially those leaving hospital.
- Specialised debt advice.

Impact of Covid-19

We have had to continually adapt our services to meet the restriction resulting from the pandemic. As a result, much more advice has been provided by phone and digital means during periods when we could not see clients in person.

A number of paid and volunteer staff have worked from home, but we are now gradually returning to mainly working in the office and opening up our in-person service.

About three-quarters of our volunteer staff felt unable to work during the pandemic and many of these have permanently ceased volunteering. We are now actively recruiting and training additional volunteers but in common with other local charities we are finding this much harder than a few years ago. Until 31 March 2023 we are employing an additional paid advisor whilst we rebuild the volunteer workforce. The trustees have set aside a financial provision in 2021/22 to cover this cost.

We continue to see a number of other organisations using our services to support their clients due to cut-backs elsewhere.

Most of our revenue comes from grants so the impact on our income has been small. Where grant agreements required face-to-face in person contact with clients, we have agreed with funders that providing advice by phone and email is an acceptable alternative.

View of future needs and new ways of working

Looking forward we anticipate a growing need for advice, in particular because of high levels of inflation.

During the lockdown we have learnt a lot about helping clients in different ways. The Charity will be continuing with some of these new ways of working that give benefits to clients, such as not having to travel to our offices or having problems addressed out of normal working hours. We will seek to exploit these opportunities to change and enhance our traditional ways of working and communications channels.

(Limited by Guarantee)

TRUSTEES' ANNUAL REPORT (continued)

Year ended 31 March 2022

SECTION 5 - PRINCIPAL ACTIVITIES AND REVIEW OF DEVELOPMENTS (continued)

Grant support and going concern

We are very grateful that despite the financial pressures facing it, GBC recognises the value of the service the Charity provides and has increased our core grant by 2% for 2022/23.

We had planned to obtain new grants to continue and grow the services we offer. We are still hopeful we will be successful, but it is likely that the funding will be obtained later than hoped for. In the meantime, through the prudent management of resources over many years, we have the financial reserves that will enable us to continue the provision of our services for the ensuing financial year.

If there were to be a substantial reduction in Local Authority grant income for 2023/24, the Charity would be able to continue as a going concern by reducing costs and utilising reserves. These reserves are, of course, finite. Just like individuals and the country as a whole, we will seek to replenish and maintain our reserves with a more informed view of the impact of any future disruption to life and livelihood of a similar magnitude.

Volunteer recruitment and funding

As a result of the pandemic, a significant number of volunteers have left the Charity and we are conducting an enhanced recruitment and training programme to meet our needs. In the meantime, we have allocated £17,000 to a designated Covid reserve to fund temporary paid staff to provide advice to clients (see Note 10).

SECTION 6 - REVIEW OF TRANSACTIONS AND FINANCIAL POSITION

The Trustees are satisfied with the overall financial position of the Charity and that on a fund-by-fund basis the Charity's resources are sufficient and available to meet its current financial commitments, although new sources of funding will be sought to enable the Charity to expand the service that it offers.

In the year, the Charity had a deficit of £61,629 (2021: surplus of £68,841) and total funds of £225,958 (2021: £287,587). During the year the charity participated in the government KickStart scheme and the grant for this and related employment costs are included in income and payroll expense respectively.

Designated funds totalling £121,495 (2021: £131,106) are maintained to ring-fence non-expendable funds or resources needed to cover prospective liabilities. The funds to cover prospective liabilities are reviewed by the Trustees in light of current circumstances each financial year and any change in them are recorded as transfers to or from general fund.

Much of the Charity's incoming resources have conditions attached to them by the respective donors and are thus treated as restricted funds. At 1 April 2021 there was £49,427 of restricted funds received in the previous year but available to be spent in 2021/22. All these funds have been spent in the year under review.

SECTION 7 - ACKNOWLEDGEMENTS AND EVALUATION OF CONTRIBUTIONS

Staff and volunteers

The Trustees recognise the exceptional pressures that have been placed on our workforce over the last year. The dedication of the paid staff and those volunteers who continued to give advice and do more than asked of them has enabled the Charity to provide the help so greatly needed by local people. We are particularly gratified to note that key services continued to be delivered to clients during the lockdown period. This has only been possible by paid staff and some volunteers working from home, juggling home-life and caring. We are very fortunate to have such a dedicated team, maintaining its professionalism, enthusiasm and flexibility in unprecedented circumstances. The team has been led by our Chief Officer, Valerie Kelly, whose outstanding commitment and work ethic continues to set an example for us all to follow.

Although the efforts of Citizens Advice Gosport cannot be precisely measured in isolation, based on a Treasury approved model the Trustees calculate that the financial benefit to the local community in 2021/22 amounted to £6m. The vast majority of this benefit comes from Central Government and benefits the local area.

TRUSTEES' ANNUAL REPORT (continued)

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Year ended 31 March 2022

SECTION 7 - ACKNOWLEDGEMENTS AND EVALUATION OF CONTRIBUTIONS (continued) Gosport Borough Council

The Trustees extend their grateful thanks to Gosport Borough Council for its responsiveness in funding the Charity's services.

SECTION 8 - SMALL COMPANY PROVISIONS

The Trustees' Annual Report has been prepared in accordance with the provisions of Part 15 of the Companies Act 2006 relating to small companies.

By order of the Trustees,

Richard Mackay

Treasurer and Chairman

19 September 2022

The Board of Trustees Citizens Advice Gosport Martin Snape House 96 Pavilion Way St George Barracks Gosport Hampshire PO12 1GE

INDEPENDENT EXAMINER'S REPORT TO THE MEMBERS ON THE UNAUDITED ACCOUNTS OF CITIZENS ADVICE GOSPORT (Limited by Guarantee)

I report to the charity trustees on my examination of the financial accounts of the Company for the year ended 31 March 2022 which are set out on pages 11 to 23.

Responsibilities and basis of report

As the charity's trustees of the Company (who are also the directors of the Company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

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

Independent examiner's statement

The Company's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

I have completed my examination. I confirm that no material matters have come to my attention that gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the 2006 Act; or,
- the accounts do not accord with such records; or,
- the accounts do not comply with the relevant accounting requirements under section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or,
- the accounts have not been prepared in accordance with the Charities SORP (FRS 102).

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

G K Hicks FCA DChA

19 September 2022

Wood, Hicks & Co Ltd.
Chartered Accountants and Registered Auditors
Units 1-2 Warrior Court
9-11 Mumby Road
Gosport
Hampshire PO12 1BS

Registered number: 5971208

CITIZENS ADVICE GOSPORT (Limited by Guarantee)

BALANCE SHEET

31 March 2022

	Note	2022 F	2021 £
FIXED ASSETS		T.	£
Tangible assets	5	31,930	41,147
		-	
CURRENT ASSETS			
Debtors	6	11,373	5,662
Cash and cash equivalents	7	198,125	267,462
		209,498	273,124
CREDITORS: Amounts falling due			
within one year	8	(15,470)	(19,892)
NET CURRENT ASSETS		194,028	253,232
TOTAL ASSETS LESS CURRENT LIABILITIES		225,958	294,379
PROVISION FOR LIABILITIES AND CHARGES	9	-	6,792
NET ASSETS	21	£225,958	£287,587
•			
REPRESENTED BY:			
TOTAL FUNDS	10		
Unrestricted funds		225,958	238,160
Restricted funds		-	49,427
FUND BALANCES AT 31 MARCH,		£225,958	£287,587

STATEMENTS OF THE TRUSTEES

For the year ending 31 March 2022, the Company was entitled to exemption from audit under section 477 of the Companies Act 2006 (the Act) relating to small companies.

The members have not required the Company to obtain an audit of its financial accounts for the year in question in accordance with Section 476 of the Act.

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

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

J Richard Mackay

The financial accounts were approved by the Board of Trustees and authorised for issue on 19 September 2022 and signed on its behalf by:

Treasurer and Chairman

(Limited by Guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (Incorporating an income and expenditure account)

Year ended 31 March 2022

	<u>Note</u>	Year er	nded 31 Mar	ch 2022	Year ended 31 March 2021_		
			c- Restrict		Unrestric-		
		ted funds			ted funds		
TMONE EDON.		£	£	£	£	£	£
INCOME FROM:							
Donations	11	114,647	500	115,147	110,539		110,539
Charitable activities	12	7,145	175,421	182,566	9,655	255,432	265,087
Other income				-	329		329
Investments: deposit interest		846		846	1,053		1,053
Total income		122,638	175,921	298,559	121,576	255,432	377,008
EXPENDITURE ON:							
Charitable activities	13	134,840	225,348	360,188	89,127	219,040	308,167
Total expenditure		134,840	225,348	360,188	89,127	219,040	308,167
NET INCOME/(EXPENDITURE) BEFORE TAXATION		(12,202)	(49,427)	(61,629)	32,449	36,392	68,841
TAX ON ACTIVITIES							
Corporation tax	2 (p)			_			_
-	-						
NET INCOME/(EXPENDITURE) AFTER TAXATION		(12,202)	(49,427)	(61,629)	32,449	36,392	68,841
TRANSFER BETWEEN FUNDS	10			-			-
NET MOVEMENT IN FUNDS		(12,202)	(49,427)	(61,629)	32,449	36,392	68,841
FUND BALANCES							
Total funds brought forward	10	238,160	49,427	287,587	205,711	13,035	218,746
TOTAL FUNDS CARRIED FORWARD	10	£225,958	£ -	£225,958	£238,160	£49,427	£287,587

(Limited by Guarantee)

NOTES TO THE ACCOUNTS

Year ended 31 March 2022

NOTE 1 - LEGAL STATUS OF CITIZENS ADVICE GOSPORT

The Charity is incorporated in England and Wales as a company limited by guarantee and not having a share capital. Its registered office is Martin Snape House, 96 Pavilion Way, St George Barracks, Gosport, Hampshire, PO12 1GE.

The Charity is registered under the Charities Act 2011 as a Public Benefit Entity. It is established for the promotion of any charitable purpose for the benefit of the community in Gosport and surrounding areas by the advancement of education, protection and preservation of health, and the relief of poverty, sickness and distress.

NOTE 2 - ACCOUNTING POLICIES

(a) Accounting policies and standards

The financial accounts are prepared under the historical cost convention in accordance with the:

- Charities (Accounts and Reports) Regulations 2008;
- Financial Reporting Standard 102 (FRS 102);
- Companies Act 2006 relating to small companies; and,
- Statement of Recommended Practice applicable to charities preparing accounts in accordance with FRS 102 (the SORP).

The Charity does not meet the SORP definition of a 'larger charity' and has opted not present a Statement of Cash Flows.

(b) Basis of preparation of the financial accounts

The accounts have been prepared on the basis of historical cost and the accruals concept to show a true and fair view of the Charity's financial position and activities.

The accounts are expressed in pounds sterling, rounded to the nearest pound and include all the assets and liabilities under the control of the Trustees of Citizens Advice Gosport.

Grants and donations received for specific projects are treated as restricted funds for use only in connection with the specified purposes.

(c) Going concern

The Charity's financial accounts are prepared on the going concern basis of accounting unless the Trustees intend to cease operations or have no realistic alternative but to do so. In assessing whether the going concern basis of accounting is appropriate, the Trustees take into account all available information about the future, which is at least, but not limited to, twelve months from the date when the financial accounts are authorised for issue.

(d) Tangible fixed assets and depreciation

Assets which can be used for more than one year with an individual cost exceeding f1,000 are capitalised at cost. Lesser amounts are charged to the SOFA as incurred. Depreciation is calculated to write off these assets over their estimated useful lives on the following bases and rates:

Leasehold premises 5% straight line Leasehold improvements 10% straight line Electronic equipment 25% straight line

(e) Debtors

Debtors are stated at the amounts due to the Charity at the balance sheet date. Prepayments are recorded for the proportion of time-based expenditures attributable to the ensuing year.

(f) Cash and cash equivalents

This caption represents the amounts held in bank current accounts and cash at the balance sheet date together with bank deposits on less than 90 days' notice.

(Limited by Guarantee)

NOTES TO THE ACCOUNTS

Year ended 31 March 2022

NOTE 2 - ACCOUNTING POLICIES (continued)

(g) Liabilities

Liabilities are recognised as soon as an outflow of economic benefit is considered more likely than not to occur under a legal or constructive obligation committing the Charity to pay out resources. Creditors that are current liabilities are recognised at the settlement amount expected to be paid at the balance sheet date.

(h) Provision for liabilities and charges

When the Charity is aware of circumstances at the balance sheet date that are likely to result in an outflow of economic resources but the timing or amount of such outflow is uncertain, a provision for liabilities and charges is made according the best estimates of the Trustees at the date the financial accounts are approved for issue.

(i) Funds

Grants and donations received for non-specific purposes or general funding are available for utilisation at the discretion of the Trustees and are dealt with through the General Fund.

Certain designated funds (see Note 3) have been created by the Trustees to ring-fence resources that are either not readily expendable or needed to cover possible future expenditures that cannot be recognised as liabilities under policies (g) or (h) above.

Grants and donations received for specific charitable projects are treated as restricted funds available only for use on such specified projects. Deficits on restricted funds are carried forward to the extent that the Trustees are satisfied that future funding will cover such deficits on a last-in-first-out basis.

(j) Income recognition

Income is brought into account when it is more likely than not that the economic benefit will accrue to the Charity. A donation/grant received in advance of the expenditure it is intended to fund is recognised on receipt unless that donation/grant is subject to performance-related or other conditions that prevent immediate income recognition. Income received which cannot be recognised at the balance sheet date is deferred as a current liability.

Individual amounts classified as Other Income are disclosed separately if they are considered to be material.

Grants that become receivable on the occurrence of a specified future event are recognised in the financial accounts when that specified event has occurred and all the grantor's requirements associated with it have been complied with.

Investment income representing bank deposit interest is recognised in the year in which it is earned.

(k) Gifts-in-kind and intangible income

Tangible assets received as gifts for use by the Charity with a market value of not less than £1,000 are treated as incoming resources at their actual or estimated value including VAT where appropriate at the time the gift is made. Gifts of fixed assets are correspondingly capitalised in accordance with policy (d) above. Individual donations of goods with a value of less than £1,000 are not accounted for.

Donated services are recognised as incoming resources insofar as another party is bearing the financial cost of the resources supplied and the benefit is quantifiable and measurable. An equivalent cost is recorded under the appropriate expenditure caption in the Statement of Financial Activities.

(1) Expenditure

Expenditure is recognised when a liability is incurred or a constructive obligation arises that results in payment being more likely than not to occur.

(m) Value added tax (VAT)

Since the Charity is not registered for VAT, the cost of all input VAT is included with the expense to which it relates.

(n) Pension commitments

The Charity operates defined contribution pension arrangements for certain staff. These contributions are charged as expenditure when they fall due and are invested separately from the Charity's assets.

(Limited by Guarantee)

NOTES TO THE ACCOUNTS

Year ended 31 March 2022

NOTE 2 - ACCOUNTING POLICIES (continued)

(o) Allocation and analysis of charitable support and administrative charges

Central expenditures for charitable support and administration are partly met through core funding and partly from attributions to restricted funds for centrally-borne costs the amounts of which are normally negotiated with the respective funders. As shown in Notes 10 and 13, the indirect costs charged to restricted funds represent spending on charitable support while the remaining charges represent general administrative costs. Support charges are based upon an appropriate proportion of the cost of staff salaries and overheads incurred that are indirectly attributable to the Charity's restricted activities.

(p) Corporation tax

The Charity is exempted by tax law from liability to corporation tax on its operating surpluses and investment income whilst it pursues its charitable objectives.

NOTE 3 - NATURE AND PURPOSE OF FUNDS

Designated funds

Funds have been designated by the Trustees to ring-fence resources to meet the identified needs and risks to which the Charity is susceptible.

(a) Leasehold premises and improvements

Funds representing the carrying value of the investment in the Charity's operating premises.

(b) Leasehold dilapidations and infrastructure refurbishment

Funds set aside for refitting the leasehold premises and related infrastructure, recognising that over time requirements change and there is a need for regular major refurbishment.

(c) Staff recruitment and rationalisation

Funds set aside for future staff recruitment and rationalisation costs. As the general reserve now allows for potential staff redundancy costs this reserve is no longer considered necessary.

(d) Business continuity

To enable a controlled wind-down if specific grants are not renewed and provide bridging resources to enable alternative funding to be sourced. As the general reserve in addition to representing three months operating expenses also covers potential staff redundancy costs this reserve is no longer considered necessary.

(e) Bidding and cash flow

Funds set aside to support new service provision either (1) to prove viability before a grant agreement is signed or (2) to finance the up-front costs for grants that are paid in arrears.

(f) Covid provision

Amount set aside to provide for specific costs to be incurred as a consequence of the Covid-19 pandemic.

Restricted funds

The principal project funds listed below are restricted funds the income for which is provided by contributions shown in Note 12. Their purposes are to provide the following services and support:

(g) Money Advice Matters

Provision of a money advice and homeless prevention service to individuals referred by the Housing Department of Gosport Borough Council.

(h) MoneyWatch

Delivery of a face-to-face debt advice and financial capability service to veterans, emergency services personnel and their families in partnership with FirstLight Trust funded by the Chancellor using LIBOR funds in conjunction with Citizens Advice. Funding ceased in July 2021 resulting in the service being discontinued.

(i) <u>Citizens Advice Hampshire in partnership with Macmillan Cancer Support</u>
Provision of advice to cancer sufferers, their families and carers.

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NOTES TO THE ACCOUNTS

Year ended 31 March 2022

NOTE 3 - NATURE AND PURPOSE OF FUNDS (continued)

Restricted funds (continued)

(j) Energy Advice Programme

Provision of face-to-face help to enable people to save money on their energy bills including assisting them to change suppliers. This service ceased in the previous financial year.

(k) Help to Claim

Provision of face to face and digital support to help people apply for Universal Credit.

(1) Welfare Benefits Advocacy

Provision of a specialised welfare benefits service to Gosport residents who need help to make and manage their welfare benefit claims. Funding for this service ceased during the year and apart from donations of £2,000 no grant income was received. Due to the importance of this service we continued to provide help by utilising reserves. We are delighted that Gosport Borough Council has funded this service for 2022/2023

(m) Settled Status

To assist European Union citizens resident in the UK to apply for settled status.

(n) Pathways

Training and support to help people obtain employment.

(o) Phone and digital support

Improving phone and digital advice provision.

(p) IT Hardware

Equipping staff with laptops to enable home and remote working funded by Citizens Advice.

(q) Debt Specialist

Training a debt specialist and providing specialist debt advice funded by the Money Advice and Pensions Service in conjunction with Citizens Advice.

(r) Home and well

A service funded by utility companies to help people have a comfortable and safe home environment especially after being discharged from hospital.

(s) KickStart

A government scheme to provide funding to create new six-month job placements for 16 to 24 year olds on Universal Credit who are at risk of long term unemployment.

NOTE 4 - CRITICAL JUDGEMENTS AND ESTIMATION UNCERTAINTIES

Judgements

No judgements have been made by the Trustees that would have a significant effect on the amounts recognised in these financial accounts other than the continued maintenance of designated funds (see Notes 3 and 10) and the estimation uncertainty below.

Estimations

The key source of estimation uncertainty that comports a significant risk to the carrying value of assets or liabilities within the next financial year is the cost of maintaining the Core advice service whilst the volunteer workforce is rebuilt following the Covid 19 pandemic. The trustees have created a provision for liabilities and charges of £17,000 to cover the cost of paid staff to deliver the advice that would normally be provided by volunteers.

NOTES TO THE ACCOUNTS

Year ended 31 March 2022

NOTE 5 - TANGIBLE FIXED ASSETS

		2022			2021	
	Leasehold			Leasehold		
	premises			premises		
	and imp-	Electronic		and imp-	Electronic	
•		equipment	<u>Total</u>		equipment	<u>Total</u>
	£	£	£	£	£	£
Cost or valuation Balance at beginning of year Additions in the year	169,496	6,428	175,924	169,496	4,148 2,280	173,644 2,280
Balance at 31 March,	169,496	6,428	175,924	169,496	6,428	175,924
Depreciation and impairments Balance at beginning of year	131,443	3,334	134,777	123,832	1,727	125,559
Charge for year	7,611	1,606	9,217	7,611	1,607	9,218
Charge for year	7,011		9,217	7,611		9,216
Balance at 31 March,	139,054	4,940	143,994	131,443	3,334	134,777
Net book value						
At 31 March,	£ 30,442	£1,488	£ 31,930	£ 38,053	£3,094	£ 41,147
NOTE 6 - DEBTORS						
				2022 £	202 £	_
Trade debtors				11,036	5,2	47
Prepayments and accrued incom	е			337	4	15
						
				£11,373	£5,6	62
					-	
NOTE 7 - CASH AND CASH EQUIVA	LENTS			2022	202	1
				2022 £	202 £	
Bank gurrant aggount	taxaat as	nina		38,210		
Bank current account - non-in Easy Access accounts - intere				84,720	•	
35 day notice accounts - inte				75,150	•	
Cash in hand	rese carmi	**3		45	· ·	24
				£198,125	£267,4	62
						
NOTE 8 - CREDITORS: Amounts f	alling due	within one	year			
				2022 £	202 £	
Trade creditors				2,602	3,6	57
Taxation and Social Security				5,781	5,6	24
Other creditors				266		06
Accrued charges				6,821	10,5	05
				£15,470	£19,8	92

(Limited by Guarantee)

NOTES TO THE ACCOUNTS

Year ended 31 March 2022

NOTE 9 - PROVISION FOR LIABILITIES AND CHARGES

Provision for costs to be incurred as a consequence of the Covid-19 pandemic

Movement on provision in year

	2022 £	2021 £
Balance brought forward	6,792	10,000
Specific grants and donations received		1,100
Amounts expended:		
Staff costs to cover for lack of volunteer advisors	(6,792)	_
Equipment and supplies expensed		(6,018)
Door opening and intercom system capitalised		2,280
Depreciation of door opening and intercom system		(570)
Balance carried forward	£ -	£ 6,792

NOTE 10 - TOTAL FUNDS

Movement in year ended 31 March 2022

	Balances brought forward £	Incoming resources	Direct resources expended £	Allocated support costs	Transfers	Balances carried forward
Unrestricted	105.054	100 600	(000 155)	TO 000	0.000	104 460
General fund	107,054	122,638	(200,157)	72,928	2,000	104,463
Designated funds:						
Leasehold premises and						
related improvements Leasehold dilapidations	38,053		(7,611)			30,442
and refurbishment	49,053					49,053
Staff recruitment and	·					·
rationalisation	20,500				(20,500)	-
Business continuity	23,500				(23,500)	-
Bidding and cash flow					25,000	25,000
Covid provision					17,000	17,000
	131,106	-	(7,611)	-	(2,000)	121,495
	238,160	122,638	(207,468)	72,928		225,958
Restricted						
Money Advice Matters		35,000	(13,780)	(21,220)		-
Welfare Benefits Advocacy	8,332	2,000	(14,373)	4,041		-
Citizens Advice Hampshire in partnership with						
Macmillan Cancer Support		19,053	(15,413)	(3,640)		-
Pathways	9,763		(31,041)	21,278		-
Phone & Digital support	15,000		(375)	(14,625)		-
Debt specialist	819	33,282	(21,956)	(12,145)		-
Help to Claim		44,767	(20,759)	(24,008)		-
Home and well		15,330	(11,323)	(4,007)		-
MoneyWatch	9,820	118	(5,509)	(4,429)		-
Settled Status	5,173			(5,173)		-
Defibrillator	520		(520)			-
KickStart		26,371	(17,371)	(9,000)		
	49,427	175,921	(152,420)	(72,928)		
	£287,587	£298,559	£(360,188)	£ -	£ -	£225,958

NOTES TO THE ACCOUNTS

Year ended 31 March 2022

NOTE 10 - TOTAL FUNDS (continued)

Movement in year ended 31 March 2021

	Balances brought forward £	Incoming resources	Direct resources expended £	Allocated support costs	Transfers	Balances carried forward
Unrestricted					_	
General fund	66,994	121,576	(185,504)	103,988		107,054
Designated funds:						
Leasehold premises and						
related improvements	45,664		(7,611)			38,053
Leasehold dilapidations and refurbishment	40 053					40.053
Staff recruitment and	49,053					49,053
rationalisation	20,500					20,500
Business continuity	23,500					23,500
	138,717	<u>-</u>	(7,611)			131,106
	205,711	121,576	(193,115)	103,988	-	238,160
Restricted						
Money advice matters	-	31,500	(11,600)	(19,900)		-
Welfare Benefits Advocacy Citizens Advice Hampshire in partnership with	5,697	20,000	(17,854)	489		8,332
Macmillan Cancer Support	-	18,387	(14,846)	(3,541)		-
Pathways		18,000	(7,661)	(576)		9,763
Phone and digital support		38,000	(12,635)	(10,365)		15,000
Debt Specialist Energy Advice Programme		16,640	(9,734)	(6,087)		819
Help to Claim	2,178	1,680 44,436	(14,712)	(1,680) (31,902)		-
IT Hardware	2,170	12,932	(12,932)	(31,902)		<u>-</u>
MoneyWatch		32,215	(12,973)	(9,422)		9,820
Settled Status	4,640	21,642	(105)	(21,004)		5,173
Defibrillator	520	, -	,,,	(,-5-,		520
	13,035	255,432	(115,052)	(103,988)	-	49,427
	£218,746	£377,008	£(308,167)	£ -	£ -	£287,587

NOTE 11 - DONATIONS

NOID II - DOMATIONS						
	Year end	ed 31 Marc	h 2022	Year end	ed 31 Marc	ch 2021
	Unrestric-	Restrict-	Total	Unrestric-	Restrict	- Total
	ted funds	ed funds	funds	ted funds	ed funds	funds
	£	£	£	£	£	£
Monetary						
Gosport Borough Council:						
Core funding	110,300		110,300	108,670		108,670
Donation for volunteer						
recruitment	3,000		3,000			-
Miscellaneous donations	347	500	847	869		869
Intangible						
Independent examiner's fees	1,000		1,000	1,000		1,000
						
	£114,647	£500	£115,147	£110,539	£ -	E110,539
						

(Limited by Guarantee)

NOTES TO THE ACCOUNTS

Year ended 31 March 2022

NOTE 12 - INCOME FROM CHARITABLE ACTIVITIES

	Year ended 31 March 2022			Year ended 31 March 2021			
	Unrestric-	Restrict	- Total	Unrestric	- Restrict	- Total	
	ted funds	ed funds	funds	ted funds	ed funds	funds	
	£	£	£	£	£	£	
Citizens Advice Hampshire in partnership with Macmillan							
Cancer Support		18,553	18,553		18,387	18,387	
Money Advice Matters		35,000	35,000		31,500	31,500	
Citizens Advice Hampshire:							
Healthwatch	2,650		2,650	4,150		4,150	
Gamble Support				475		475	
Energy Advice Programme					1,680	1,680	
Scams	100		100			-	
Help to Claim		44,767	44,767		44,436	44,436	
Make Every Contact Count				1,760		1,760	
MoneyWatch		118	118		32,215	32,215	
Benefits advocacy		2,000	2,000		20,000	20,000	
Settled Status					21,642	21,642	
U Benefit	1,795		1,795	3,000		3,000	
Home & Well		15,330	15,330	270		270	
Pathways					18,000	18,000	
Phone & Digital support					38,000	38,000	
IT Hardware					12,932	12,932	
Money Advice Service		33,282	33,282		16,640	16,640	
KickStart		26,371	26,371			-	
Food and energy voucher							
distribution	2,600		2,600			-	
	£7,145	£175,421	£182,566	£9,655	E255,432	£265,087	

NOTE 13 - EXPENDITURE ON CHARITABLE ACTIVITIES

	Year ended 31 March 2022			Year ended 31 March 2021			
	Unrestri	c- Restric	t- Total	Unrestric-	Restrict-	Total	
	ted fund	s ed fund	s <u>funds</u>	ted funds	ed funds	funds	
	£	£	£	£	£	£	
Payroll and related							
costs (Note 14)	162,612	144,200	306,812	153,319	100,157	253,476	
Redundancy cost	4,995		4,995			-	
Occupancy expenses (Note 15)	16,000	3,900	19,900	12,645	650	13,295	
Personnel expenses (Note 16)	4,420	418	4,838	635	106	741	
Office and general							
expenses (Note 17)	19,741	3,902	23,643	26,516	14,139	40,655	
	207,768	152,420	360,188	193,115	115,052	308,167	
Reallocation of support costs	(72,928)	72,928	-	(103,988)	103,988	-	
	£134,840	£225,348	£360,188	£ 89,127	£219,040	£308,167	

(Limited by Guarantee)

NOTES TO THE ACCOUNTS

Year ended 31 March 2022

NOTE 14 - PAYROLL AND RELATED COSTS

	Year ended 31 March 2022			Year ende	d 31 March	2021 _
	Unrestric-	Restrict	- Total	Unrestric-	Restrict-	Total
	ted funds	ed funds	funds	ted funds	ed funds	funds
	£	£	£	£	£	£
Gross pay						
Managerial & administration	65,147	16,018	81,165	85,425		85,425
Advice and training	85,391	117,152	202,543	58,902	92,785	151,687
						
	150,538	133,170	283,708	144,327	92,785	237,112
Other payroll cost						
National insurance	9,553	8,843	18,396	7,344	5,887	13,231
Pension contributions	2,521	2,187	4,708	1,648	1,485	3,133
	£162,612	£144,200	£306,812	£153,319	£100,157	£253,476

NOTE 15 - OCCUPANCY EXPENSES

	Year ended 31 March 2022			Year ended 31 March 2021			
	Unrestric-	Restrict-	Total	Unrestric-	Restrict-	Total	
	ted funds	ed funds	funds	ted funds	ed funds	funds	
	£	£	£	£	£	£	
Rent and room hire		3,900	3,900		650	650	
Service charges & maintenance	966		966	1,176		1,176	
Water and sewerage	462		462	565		565	
Heat and lighting	2,905		2,905	1,366		1,366	
Cleaning	2,074		2,074	1,580		1,580	
Amortisation and depreciation	8,527		8,527	7,958		7,958	
Equipment	1,066		1,066			-	
	£16,000	£3,900	£19,900	£12,645	£650	£13,295	

NOTE 16 - PERSONNEL EXPENSES

	Year ended 31 March 2022			Year ende	2021	
	Unrestric-	Restrict-	Total	Unrestric-	Restrict-	Total
	ted funds	ed funds	funds	ted funds	ed funds	funds
	£	£	£	£	£	£
Staff events	1,166		1,166			
Recruitment	408	130	538	391	88	479
Travel expenses (net of accrual						
no longer required 2020/21)	306	23	329	(635)		(635)
Training	1,085	80	1,165	100		100
Medical and hygiene expenses	156	185	341	510	18	528
Hospitality & staff welfare	699		699	269		269
Legal fees	600		600			
-						
	£4,420	£418	£4,838	£635	£106	£741
						

NOTES TO THE ACCOUNTS

Year ended 31 March 2022

NOTE 17 - OFFICE AND GENERAL EXPENSES

	Year ended 31 March 2022			Year ended 31 March 2021			
	Unrestric-	Restrict-	Total	Unrestric-	Restrict-	Total	
	ted funds	ed funds	funds	ted funds	ed funds	<u>funds</u>	
	£	£	£	£	£	£	
Printing and stationery	1,524	10	1,534	1,599		1,599	
Equipment repairs and renewals	45	40	85	11,800	12,932	24,732	
Promotional activity				10		10	
Subscriptions	167		167	162		162	
Citizens Advice fees and							
publications	2,968	507	3,475	3,470	72	3,542	
Postage and telephone	3,268	289	3,557	3,331	345	3,676	
Insurance	2,495		2,495	1,725		1,725	
IT Support	4,285	903	5,188	1,050		1,050	
Software and IT licences				780	710	1,490	
Depreciation of IT equipment	690		690	690		690	
Support services	2,268	100	2,368	576		576	
Miscellaneous expenses	790	37	827	310	80	390	
Governance costs:							
Statutory fees	13		13	13		13	
Independent examiner's fees	1,000		1,000	1,000		1,000	
Promotional costs	228	1,496	1,724			-	
Defibrillator		520	520			-	
	£19,741	£3,902	£23,643	£26,516	£14,139	£40,655	

NOTE 18 - OTHER PERSONNEL INFORMATION

	Year ended 31 March 2022			Year ended 31 March 2021			
	Managerial and admin		Total	Managerial and admin		Total	
Staff employed during the year:							
- Average number	4	12	16	3	10	13	
 Full-time equivalent 	3	9	12	2	7	9	

No individual employee's emoluments exceeded £60,000 p.a. (2021: £60,000).

No trustees, nor anyone connected with them, received any remuneration in connection with their services as trustees of the Charity during the year (2021: fnil).

The Trustees control and manage the Charity and make all strategic decisions in relation to its activities. Day-to-day operational matters are delegated to the Charity's employed Chief Officer but she is required to refer to the Trustees in respect of any key decisions to be made. Accordingly, the Trustees do not consider that any member of staff meets the definition of key management personnel referred to in the SORP.

NOTE 19 - STAFF, VOLUNTEER AND TRUSTEE EXPENSES

No trustee received reimbursements of expenses incurred in carrying out their duties as a trustee of the Charity (2021: fnil).

NOTE 20 - RELATED PARTY TRANSACTIONS

The Charity did not engage in any transactions with related parties or anyone connected with them during the year (2021: None).

NOTES TO THE ACCOUNTS

Year ended 31 March 2022

NOTE 21 - ANALYSIS OF NET ASSETS BETWEEN FUNDS

	2022				2021			
	Net				Net			
	Fixed	current	Net	Fixed	current	Net		
	assets	assets	assets	assets	<u>assets</u>	<u>assets</u>		
	£	£	£	£	£	£		
Unrestricted								
General fund	1,488	102,975	104,463	3,094	103,960	107,054		
Designated funds:								
- Leasehold premises and								
improvements	30,442		30,442	38,053		38,053		
- Leasehold dilapidations								
and refurbishment		49,053	49,053		49,053	49,053		
 Staff recruitment and 								
rationalisation			-		20,500	20,500		
- Business continuity			-		23,500	23,500		
- Bidding and cash flow		25,000	25,000			-		
- Covid provision		17,000	17,000			-		
	31,930	194,028	225,958	41,147	197,013	238,160		
Restricted								
Benefits advocacy			_		8,332	8,332		
MoneyWatch			-		9,820	9,820		
Settled Status			-		5,173	5,173		
Defibrillator			-		520	520		
Phone & Digital Support			-		15,000	15,000		
Pathways			-		9,763	9,763		
Money Advice Service			-		819	819		
		-	-		49,427	49,427		
								
TOTAL FUNDS AT								
31 MARCH	£31,930	£194,028	£225,958	£41,147	£246,440	£287,587		

NOTE 22 - GOING CONCERN

The Charity is dependent upon receiving core funding each year estimated to represent about 40% of its income from all sources in 2022/23 from Gosport Borough Council. The funding is expected to be received in future years but the amount is not guaranteed. Taking into account the level of reserves the Trustees believe that the Charity is a going concern and will remain so for a period of at least one year from the date that these financial accounts are approved for issue by the Trustees.