



CITIZENS ADVICE 1066

**ANNUAL REPORT
& FINANCIAL STATEMENTS**

FOR THE YEAR ENDED 31 MARCH 2022

Registered Charity number 1039704

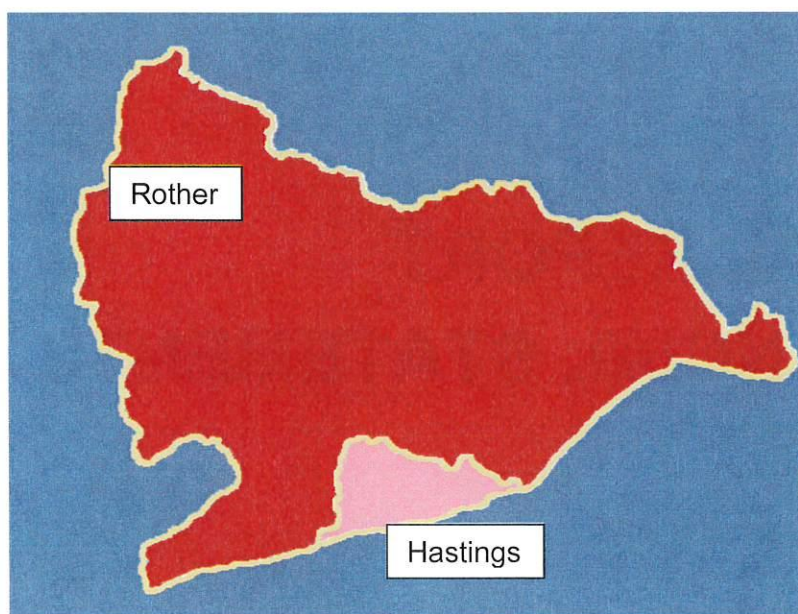
Company number 2923647

ANNUAL REPORT & FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

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Where Citizens Advice 1066 operates

"Time and tide wait for no man." **Anonymous**

"On such a full sea are we now afloat. And we must take the current when it serves, or lose our ventures." Shakespeare's Julius Caesar, Act 4 Scene 3

REPORT OF THE DIRECTORS AND TRUSTEES

The trustees, who are also the directors of the company, have pleasure in presenting their annual report and financial statements for the year ended 31 March 2022. 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 (Charities SORP FRS 102) effective January 2015.

REFERENCE AND ADMINISTRATIVE DETAILS

Name of Charity:	CITIZENS ADVICE 1066
Registered Charity Number:	1039704
Company Limited by Guarantee:	2923647
Legal Form:	Charity and Company Limited by Guarantee
Governing document:	Memorandum and Articles of Association incorporated 28 April 1994 and amended 9 December 2008
Registered Office:	CITIZENS ADVICE 1066 The Magnet Centre, 1 Christ Church Courtyard, London Road, St. Leonards-on-Sea East Sussex, TN37 6GL
Chief Executive:	Tracy Dighton
Company Secretary:	Tracy Dighton
Independent Examiner:	Peter Watters FCA BFP McPhersons CFG Limited. 23 St Leonards Road, Bexhill on Sea, East Sussex, TN40 1HH
Bankers:	Lloyds Bank, Hastings Branch Nationwide Building Society

The following people were Directors/Trustees of CITIZENS ADVICE 1066 on the date of approval of the report or served as a trustee in the reporting period: –

<u>NAME</u>	<u>ROLE</u>	<u>APPOINTED BY</u>	<u>DATE OF FIRST APPOINTMENT</u>	<u>DATE OF RETIREMENT</u>
Christopher Maynard	Chair	Re-election at AGM	Dec 2015	
Elizabeth Menger	Trustee	Re-election at AGM	Apr 2016	
David Watters	Trustee	Re-election at AGM	Apr 2016	
Nicolae Trofin	Trustee	Re-election at AGM	Apr 2016	
Lee Forster-Kirkham	Treasurer	Re-election at AGM	Jun 2016	
Iona Wooderson	Trustee	Election at AGM	Feb 2018	Feb 2022
Gemma Forshaw	Trustee	Co-opted by the Board	Sep 2022	

Senior Officers during the year

During the reporting period and at the date of approval of this report the trustees delegated day-to-day management of the charity to the following senior management personnel: –

Tracy Dighton	Chief Executive Officer
Martyn Loft	Quality and Training Lead

STRUCTURE, GOVERNANCE AND MANAGEMENT

History

The Hastings and Rother Citizens Advice Bureau was founded on 9 September 1939. It has been continuously active as a charity in the Hastings, St. Leonards-on-Sea and Rother areas since then.

The charity became incorporated as a company limited by guarantee on 28 April 1994. It has been registered with the Charity Commission since 26 July 1994.

On 9 December 2008 the company changed its name to **Citizens Advice 1066** (“CA 1066”).

Governing Document

The company is governed by its Articles of Association as amended and adopted on 4 November 2014.

Trustees and Members

The trustees of the charity are the directors of the company. They are individuals drawn from the local community and they normally reside or work in local authority districts of Hastings and Rother. The maximum number of trustees is fifteen and the minimum is three.

Trustees are appointed by way of election at the annual general meeting or by co-option by the Trustee Board, provided that on appointment the total number of co-opted Trustees does not exceed one third of the total number of Trustees. No other persons or bodies external to the charity are entitled to appoint persons to the Trustee Board. Individual trustees are required to retire from office at the third annual general meeting following their appointment

but they are eligible for re-appointment. A register of trustees' interests is maintained at the registered office and is available to the public to view.

Membership of the company is open (a) to individuals (over the age of 18 years) who are interested in furthering the work of the charity and who are not paid or volunteer workers of the charity; and (b) to any body corporate or unincorporated organisation which is interested in furthering the charity's work. Applications for membership must be approved by the Trustee Board. Members of the company are not required to be trustees but all trustees must be members of the company.

At 31 March 2022, the company had 10 members (2021 – 11 members). The maximum liability of each member is £1 in the event of the company winding up. A register of members is maintained at the registered office and is available to the public to view.

Staff and Volunteers

The charity has a core of employed staff but it also relies upon the services of a large number of volunteers for the delivery of its services.

Organisational Structure

The business of the charity is managed by the trustees who may exercise all the powers of the charity. The Trustee Board meets in formal session at least quarterly to determine overall policy and supervise the furtherance of the charity's objects. Where appropriate, the trustees also deliberate and make decisions by electronic communications outside formal meetings. The trustees have established a Finance Sub-Committee and a Human Resources Sub-Committee to monitor financial policies, strategies and procedures and to take certain decisions in accordance with the delegated powers.

Day to day organisational decisions are delegated to the Chief Executive and other members of CA1066's management team. The organisational structure of CA1066 is regularly reviewed.

Membership of National Body

CA 1066 is a member of the National Association of Citizens Advice Bureaux, which trades as "Citizens Advice" and which provides a framework for standards of advice and casework management. As well as association with a very well-recognised and highly reputable brand, membership confers the benefit of access to a range of resources, systems and assistance which support both the management of the organisation and the effective delivery of its core advisory activities. Membership also carries an obligation to submit to external standards and performance monitoring; it does not otherwise affect the organisational independence of the charity.

Business Plan

In order to sustain its administration and general advice functions, the charity's business model relies on a combination of core funding and funds generated by the delivery of special projects. There is a three-year rolling Business Plan which is reviewed annually. Whilst its primary purpose is to create a process by which the Trustee Board can monitor progress towards achieving the charity's objectives, the Plan also serves as a set of internal targets and outputs for staff and volunteers. In this way, inclusiveness and collective responsibility about CA1066's key priorities can be engendered, leading to improvements in service delivery. At its core, our Plan seeks to deliver the CA1066 Vision: 'Anybody. Any problem. Anywhere.'

Data Protection

The trustees take the protection of personal data extremely seriously. They are alert to the risks of data loss, misuse, cyber-attacks and other external threats and also to the changing regulatory environment. They have adopted a robust data protection policy to safeguard the personal data of clients, volunteers and paid staff and to ensure compliance with the Data Protection Act 2018 and the UK General Data Protection Regulation.

Risk Management

The Trustees have reviewed their procedures in the light of corporate governance guidance contained within 'Accounting and Reporting by Charities: the Statement of Recommended Practice'.

The funding environment within which CA 1066 operates is subject to constant, and sometimes rapid, shifts and changes. Accordingly, the risks which the charity faces, the activities by which it seeks to deliver its charitable objects, and its internal organisation are constantly evolving. Its survival depends in part from successful risk taking and the ability to seize and develop new revenue opportunities as they arise. The purpose of internal control is not to eliminate risks but to identify, manage and control them appropriately.

A risk assessment report is contained within the Business Plan which seeks to anticipate potential changes to the financial climate and to the framework of social policy which affect CA 1066, and other legal and technological developments and to highlight how these would impact on its services. In addition, the charity maintains a rolling risk register which identifies and rates the principal risks which it faces.

The approach of the Trustees is that the key to successful risk management is to assess the likelihood of identified risks occurring and what actions are appropriate to mitigate or obviate their impact. The risk register is a dynamic, formal statement of the risk management strategy. It is kept under regular review. Areas covered in this process include:

- activities and services undertaken by the organisation
- targets and outputs required by funders and others
- the operating structure
- external factors (statutory obligations, relationships with funders)
- comparisons with other CABx/comparable organisations
- past performance and previous risks encountered

The following adopted measures help minimise the risks inherent in any voluntary sector organisation which relies on a diverse range of funding to meet all its commitments:

1. The management team and staff recognise that they operate under the authority of the Trustee Board, which has the ultimate responsibility for the organisation.
2. Effective appraisal of the Chief Executive and Management Team.
3. Internal management and supervisory controls which minimise risk of failing to deliver on existing grant agreements and contracts.
4. Staff awareness of sources of funding and the consequences arising from any failure to deliver services in line with grant agreements and contracts.
5. The effective use of probationary periods, Job Person Role Specifications, staff supervision and HR policies to promptly identify and deal with issues of concern.
6. Regular case note checking; informal and formal staff reviews; training to ensure quality.
7. Securing and maintaining external quality control accreditations.
8. Regular review and analysis of performance statistics to ensure targets are met.
9. Ensuring adequate financial reserves and cultivating good relationships with funders to identify potential future funding problems and potential funding opportunities.
10. Quarterly financial monitoring against annual budget.

11. Good communication between volunteers, staff, the Management Team and the Trustee Board.
12. Maintaining independence, political neutrality and avoidance of conflicts of interest.

Induction of Trustees

Citizens Advice 1066 regards diversity as an important source of strength. In our recruitment practice, we are committed to reflecting the communities we serve, to fairness, and to enabling people to overcome barriers to participation. We actively seek a wide range of skills and life experiences.

Newly appointed trustees are provided with an Induction Pack and have an induction meeting with relevant members of the management team and the Chair of the Trustee Board. This provides the opportunity to learn about the work of CA 1066, to focus on current Board priorities and to assess individual training needs. The induction process also provides an opportunity to identify and provide for management of any potential conflicts of interest.

Facilities

Since January 2019 the charity's operations have been conducted from premises at the Magnet Centre, 1 Christ Church Courtyard, London Road, St. Leonards-on-Sea, of which the charity has a lease until January 2029. The premises include a good-sized reception and waiting area; large open-plan office space, meeting rooms and private interview rooms.

In response to the COVID-19 pandemic, the charity undertook some internal reconfiguration of the premises so better to adapt the space for safe, socially-distanced interviews.

In January 2022, our landlord announced its intention to carry out major maintenance works to the building with an overall budget approaching £¼ million, of which CA 1066 would bear a nearly 50%. The trustees were very grateful to the landlord for being given the opportunity to be consulted and to make representations about the works, following which it was agreed to separate the programme into two separate works contracts, to be undertaken sequentially. Although the costs burden is very substantial, the trustees recognise the need for the works and they are committed to working constructively with the landlord to make them possible.

In the course of the reporting period, the trustees also reached a mutually satisfactory settlement of outstanding issues with the landlord of the charity's previous accommodation at Renaissance House, London Road, St. Leonards-on-Sea, which enabled them to close the contingent provision made in the accounts for previous years and to delete the associated risk.

Staff and volunteers

In the course of the reporting year, CA 1066 employed 15 paid staff and we had 38 volunteer advisers and others in voluntary roles.

Partnerships

CA 1066 works in close partnership with other local Citizens Advice bureaux across East Sussex and in West Sussex as well. It also forms partnerships with other organisations for the delivery of specific advice services. It can provide management infrastructure and facilities to support specific projects for the relief of poverty and distress, thereby drawing resources into its primary areas of benefit to support local people most in need, and to support our work in gathering and collating data which informs local and national policy. Further details of such

projects and the partners with whom we have been working, are detailed in the section of this report on Special Projects.

From 1 January 2022, CA 1066 provided interim management to our sister charity, the Rother District Citizens Advice Bureau ("RDCAB"). It also entered into discussions to merge the services of both bureaux into One Service across the combined local authority districts of Hastings and Rother. In a significant post-balance sheet event, on 1 September 2022, CA 1066 received a formal transfer of assets and liabilities and took over the entire undertaking of RDCAB.

The Pandemic

In the year 2020/21, the burden of the health crisis caused by COVID-19 stretched the institutions of civil society near to breaking point. Those strains continued through the 2021/22 reporting period. Although the rates of hospitalisation fell and numbers of fatalities reduced significantly, the infection became much more widespread.

According to government statistics, in the current reporting period, from 1 April 2021 to 31 March 2022, the pandemic claimed 56 in Rother and 48 lives in Hastings, and there were some 41,921 reported cases across both districts. The statistics for hospital admissions do not breakdown into local authority areas but, for the East Sussex NHS Trust, which includes both districts, there were 3,152 hospital admissions for confirmed COVID-19 illness.

By way of comparison, during the previous reporting period, from 1 April 2020 to 31 March 2021, the pandemic took 324 lives in Rother 238 and in Hastings, with some 11,202 reported cases in the combined area. The East Sussex NHS Trust had 2,030 hospital admissions for confirmed COVID-19 illness.

The impact of the pandemic on CA 1066 cannot be understated. The year 2020/21 was the year in which the charity made a great pivot from being primarily an in-person, face-to-face service to being primarily a remote one. In the current reporting period, the organisational culture evolved to embrace the challenges of the change. The new methods of delivering our services lost their novelty and new practices become embedded.

At the beginning of the period the management team planned a transition to a hybrid of remote and in-office working, with advisers returning to the Magnet Centre from mid-May 2021 and face-to-face meetings resuming, by appointment only, from mid-June. Everyone in the organisation was surveyed about their needs and wishes, so that the new model of service delivery could be tailored to our capacities. The transition was successfully implemented with a triage system being operated through a call and ring back service and personal appointments being offered where necessary, 5 days per week.

The recruitment and training of new volunteers was able to continue, re-built around the requirements of social distancing.

The numerous and rolling changes in working practice continued to require careful work to update the office manual and to ensure compliance with our data protection obligations.

The continuing effectiveness of its response to the emergency has further consolidated the position of CA 1066 as a local pathfinder, to which others in the local voluntary sector, and the wider community, have turned for support.

War in Ukraine

The invasion of Ukraine on 24 February 2022 led to the arrival of a small but significant number of refugees from the conflict in the charity's area of benefit. CA 1066 has provided support both to the new arrivals and to host families but the numbers have not been large enough to

affect the performance of the charity during the reporting period. The trustees will continue to evaluate the risks and needs for its response to the crisis but they do not take the view that post balance sheet developments require any adjustment to their financial statements.

AIMS, OBJECTIVES AND ACTIVITIES

Objectives and activities

The objects of CA 1066, as set out in its Articles of Association, are, "*to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Hastings, Rother and surrounding areas.*" The key power the charity exercises in furtherance of its objects is, "*...to establish Citizens Advice 1066 as a centre to provide a free, confidential and impartial service of advice, training, information and counsel for the public and for the implementation thereof.*"

The services of CA 1066 are consistent with the twin aims of Citizens Advice, namely, "*to provide the advice people need for the problems they face*" and "*to improve the policies and practices that affect people's lives.*" Its services are also consistent with the four stated Principles of Citizens Advice, namely, "*Free, Independent, Impartial and Confidential*".

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the aims and objectives of the charitable company and in planning any future activities.

Citizens Advice general advice areas include benefits, debt, housing, employment, consumer, family, legal, immigration, health and education. Specialist projects deliver energy advice to consumers and digital access and support to local people.

In addition to providing high-quality, face-to-face advisory services to the local community, CA 1066 also operates a telephone advice service which runs from 9am to 5pm each week day and an e-mail advice service; we also participate in the national Citizens Advice Webchat service.

The charity also has a casework team which provides specialist level advice in debt. During the reporting period the additional specialist advisory services were provided via special project funding as detailed further below.

CA 1066 is the only independent advice service within Hastings and St. Leonards which is able to offer quality assured advice across the full range of advice subject areas. It also contributes to the local economy by providing training opportunities for volunteers, many of whom then go on to gain paid employment in addition to providing a valuable service to their community.

A significant development in recent years, which has continued to be a key theme for work during the reporting period, is the extent to which CA 1066 engages in collaborative projects with both statutory and non-statutory partner organisations, frequently in a leadership role and frequently breaking new ground in terms of innovative and effective service delivery.

With a long track record of providing free, independent, impartial and confidential advice to the citizens of Hastings, St. Leonards-on-Sea and neighbouring areas, the trustees are satisfied that CA1066 complies with the guidance on public benefit supplied by the Charity Commission.

ACHIEVEMENTS AND PERFORMANCE IN 2021 - 2022

The twin themes which emerge from this year's report are the extent to which CA 1066 is at the forefront of innovation in developing new services which respond to the needs of our clients in an increasingly complex age; and the agility and flexibility of the management team in adapting to circumstances and seizing new opportunities as they arise.

Charitable Activities

CA 1066 remains one of the busiest local citizens advice offices in the UK for the size of the population it serves. This is reflected in key statistics. Our client management system, known as Casebook (provided by the Citizens Advice Service), records clients and client issues in the following way:

- **Unique Clients** – individual clients who are counted once only during the period;
- **Client Issues** – client enquiries may include more than one issue e.g. employment rights and tax credit entitlement, or clients may return in the period with new enquiries.
- **Client Contacts** – contact with clients by phone, letter, email, or in person.

The data generated by the system shows that during the 2021-2022 reporting period, CA 1066 dealt with **6,929 Unique Clients**. That represents some 7.5% of the combined populations of Hastings local authority area. These clients presented with **15,870 distinct client issues**. The charity responded through **14,043 client contacts**.

Our key statistics consistently show that the majority of our clients are in the age range of 25 to 60 years old. Many clients return for advice on more than one occasion and for a range of reasons. These may include chronic mental or physical ill health, communication problems as a result of literacy or language issues. A significant proportion of our clients are amongst the most deprived and vulnerable within our community: 58% are living with disabilities or long-term ill-health conditions and 55% have an income of less than £999 per month. (Figures from the Office for National Statistics indicate that median household disposable income in the UK to the 2021 financial year end was £31,500 per annum.)

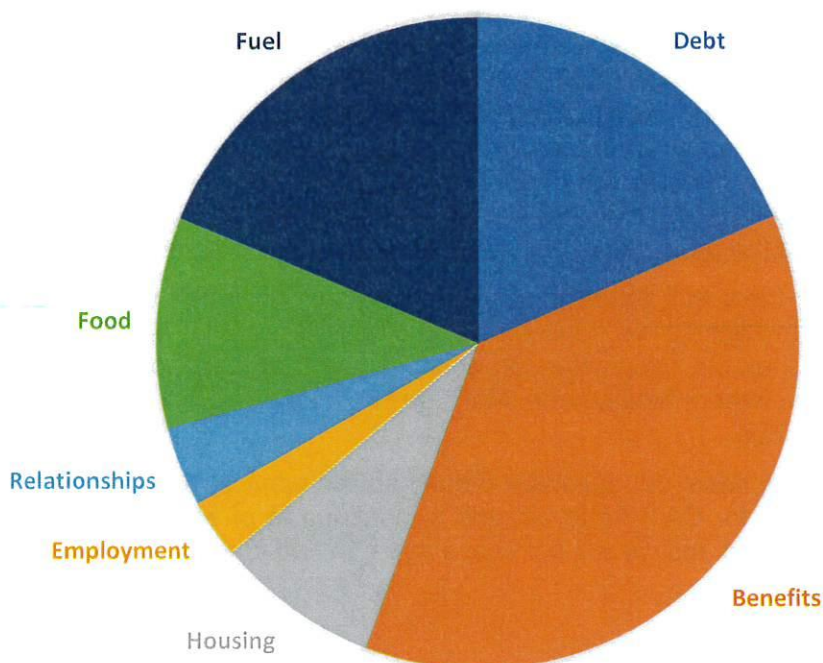
As shown in the chart overleaf, the most common type of client issue was benefits (and tax credits) which accounted for 4,651, (2020/21 - 5,628). This category accounted for 30% (26% in 2020-2021) of all client issues over the year, although in the autumn and early winter it rose to over a third of our case-load. It is striking how that pattern mirrors the winter peak for the pandemic.

The second most common type of client issue was utilities and communications, which includes home energy advice and fuel poverty.

Administration and assessment of requests for issue of **food bank vouchers, fuel vouchers and other grants**, has continued to grow in the course of the reporting period. From a negligible activity four years ago, it has become one of the greatest single demands upon the time and resources of volunteers. During the reporting period the number of clients assisted in this way was 3,664, compared to 2,701 in the preceding year and 2,285 in the year 2019/20.

In part, the proportion of these issues in our caseload is a function of specific project funding the charity receives to deal with this type of work but also it is a reflection of the needs of the communities we serve.

Whilst these statistics present a profile of the charity, they cannot be permitted to obscure the fact that each service user is an individual with a personal story who is entitled to dignity and compassion.

KEY ISSUES 2021 - 2022

CA 1066 undertakes regular surveys amongst users and non-users and its findings are generally very positive with 82% of surveyed clients stating they were likely or very likely to recommend the service provided in 2021-22. It is clear from responses that the demand pressures and consequent waiting times for an appointment are having an impact on the service. Measures to manage demand and client expectations continue to be explored and implemented. During the period covered by this report we received four formal complaints which were resolved satisfactorily.

The General Advice Service

The General Advice Service faced sustained pressure throughout the reporting period. Shortage of available trained volunteer advisers, together with the high volume of demand impacted the quality of service. To control the workflow, a temporary policy was introduced whereby new clients were not accepted into the service on Wednesday and Friday afternoons so that advisers could work through the cases for established clients. The resumption of in-office working increased the pool of available volunteers later in the period, which boosted capacity. The quality issues which had been picked up by our robust quality monitoring were addressed by an action plan devised by the senior management team and advice supervisors. By the end the reporting period that effort was bearing fruit.

The Money Advice Service

The charity has a long-established, specialist **Money Advice Unit**. The demand for this service remained high through the reporting period and we secured funding for an additional money advice trainee. The Unit met all its performance targets for the year.

Since 2018, the work of this Unit has been funded primarily via the **Money Advice Service Debt Advice Project**, commissioned by the Money and Pensions Service (MaPS) from National Citizens Advice. During the reporting period, the MaPS put the service out for tender for 2022 onwards. Unfortunately, National Citizens Advice were not able to apply for all the packages on offer and they decided not to apply for the South Region. Despite hard work to find an alternative consortium to join for the tender, the size of CA1066 was just too small to be a lead contractor and the project was not viable to participate on a sub-contract basis.

In the event, however, the entire tender process for regional provision was cancelled after MaPS concluded that the alternative services being offered would not adequately meet the needs of people in vulnerable circumstances at the scale they had hoped to achieve, or provide value for money. Interim funding from MaPS to continue the existing contract was then confirmed until March 2023.

Despite this short-term reprieve, our specialist money advice service remains vulnerable. We believe that it is essential for CA1066 to be able to continue to offer face-to-face advice to vulnerable clients in our area and we will not cease trying to find funding to enable the Money Advice Unit to continue.

Social Policy, Research and Campaigns

The charity contributed to a case study on Hastings for the Chief Medical Officer of England's Annual Report 2021, which was focussed on Health in Coastal Communities. The case study of Hastings, one of ten in the report, was authored by the East Sussex Director of Public Health. CA 1066, together with other local frontline charities, had hosted a visit from the soon to be CMO shortly before the start of the pandemic and provided important data and background information. The report overall highlighted the substantially higher burden of physical and mental health conditions borne by coastal communities in comparison to our inland neighbours. It followed a study published by the Office for National Statistics in 2020 which found that coastal towns are more likely to have higher levels of deprivation than non-coastal towns, as well as slower levels of population and employment growth.

Our local MP, Sally-Ann Hart, was appointed as the Chair of the All Party Parliamentary Group on Coastal Communities and we arranged a briefing session to help inform her in that role. In the event that was postponed and occurred after the reporting period.

Our CEO co-chaired a regional conference on the impact of climate change and net zero carbon attended by representatives from central government, utility companies, local energy companies and national Citizens Advice. Amongst other things, the conference addressed the government's new Heating and Building Strategy for the South East region. She also sat on the East Sussex Energy Partnership.

The team worked on providing data on a monthly basis to feed into the Covid-19 emergency hub. We were able to flag to the Clinical Commissioning Group (CCG) a correlation between low take up of the Covid-19 vaccination in the most deprived wards and the cost of transport to the nearest vaccination centre, meaning some people faced a difficult choice between eating or paying the fare to be vaccinated. We were able to secure funding from the CCG to support a **Vaccine Hesitancy Survey** and to support clients who may be experiencing financial and other barriers to being vaccinated.

Special Projects

CA 1066 did well across all its Special Projects and by the end of the period all targets and quality standards had been achieved. Operation of the Household Support Fund had meant we attracted additional clients who we were able to help in other ways.

Universal Credit

In the reporting year, CA 1066 continued to provide training and support for benefits claimants in personal budgeting and in improving their online skills, under the **Help to Claim** service, which was administered by Citizens Advice nationally under contract with the Department for Work and Pensions (DWP). In the course of the reporting period that contract, too, was put out to tender. Our colleagues in Eastbourne Citizens Advice Bureau successfully bid for the sub-contract to deliver this service for the whole of Sussex and Surrey. Accordingly, our involvement with this service ended on 31 March 2022.

East Sussex Shielding Groups (Additional Measures)

The funding for additional generalist money advisers across Sussex, which commenced in 2020 was continued through the current reporting period. Under this project, CA1066 received funding to provide money advice through the financial capability team of its General Advice service for clients in Rother District and Lewes District as well as Hastings.

In collaboration with Eastbourne Citizens Advice, CA 1066 completed delivery of a six-month project providing **benefits advice to people on psychiatric wards** in East Sussex hospitals by NHS Sussex Partnership.

Household Support Fund

Central government continued to distribute funding via East Sussex County Council, the Districts and Boroughs and Voluntary and Community Sector to people facing financial hardship. CA 1066 co-ordinated, on behalf of all the East Sussex Local Citizens Advice bureaux, the distribution of £358,400 of household support funding to local people who were unable to cover the cost of spending on essential items such as heating, water, lighting, rent, food, warm clothes, shoes and school uniforms. The financial capability advisers worked with clients to ensure that all benefits they were entitled to were claimed, grant applications made and debts managed. Where clients lacked skills in budgeting or digital access coaching was given.

Combating Fuel Poverty

During the reporting period the charity again carried out local delivery of the **Energy Advice Development Programme**, which provides one to one advice for people in fuel poverty or in a fuel poverty risk group using local CA 1066 advisers trained up NEA/City & Guilds Level 3 Award in Energy Awareness. CA 1066, with CA Arun and Chichester, was also the lead for all the Citizens Advice Bureaux in East and West Sussex and Brighton and Hove for this and for the **Big Energy Saving Network**, which are both projects funded through National Citizens Advice. There was a concerted effort to include areas of the county where areas of fuel poverty were high but historically specialist energy advice had not been available. The projects succeeded in avoiding “advice deserts”, ensuring all areas of fuel poverty were been covered and the funding risk was spread across all partners.

In the reporting period CA 1066 was active also in administering the **Fuel Voucher Scheme** which extends across East and West Sussex and Brighton & Hove. The scheme was primarily funded by the Department for Work and Pensions via East Sussex County Council but also

received money from the industry-funded Energy Redress Scheme, especially for people on pre-payment meters. As well as providing help with fuel costs to eligible clients, the scheme extends to help with providing basic items such as fridges and cookers.

In partnership with RetrofitWorks and the other four CABx in East Sussex, CA 1066 continued to deliver energy advice under contract to East Sussex County Council through the **Warm Home Check Service**. CA 1066 led on co-ordinating the advice element. The innovative project model promotes stabilisation of difficult financial situations for poorer households by providing an entry point for engagement with wider advice. It has inspired the development of similar projects elsewhere in the country. The service had a challenging year and suffered a delay in re-starting home visits after the pandemic.

In another innovative, field-leading project called **Tackling Fuel Poverty Together**, in January 2022 the charity started providing support to vulnerable people who might otherwise struggle with their bills. This project, delivered in association with Arun and Chichester Citizens Advice and funded by a group of utility companies (SGN, UK Power Networks and Southern Water), provides wrap-around, holistic advice for energy work, including energy, other debts and benefits advice. The project will run as a pilot for 18 months with the possibility for extension and expansion if successful.

A further project which commenced in the reporting period was the **CO2 Energy Project**. Co-funded by the four UK Gas Distribution Networks using the collaborative Vulnerability and Carbon Monoxide Allowance provided to the networks by Ofgem, this project aims to support vulnerable households with a single point of contact for independent and bespoke support to keep a safe and warm home. The charity trained advisers who commenced delivering the project locally in January 2022. Within the first three months, CA 1066 outperformed its delivery target.

In an example of sharing the knowledge and skills acquired in our path-finding work in energy advice and fuel poverty, CA 1066 also participated in an **Energy Advice Training Programme**, funded by the Energy Redress Scheme and led by Arun & Chichester Citizens Advice, under which we provided training to Citizens Advice energy advisers across the region and set-up advice to the chief officers and project managers.

The energy team at National Citizens Advice approached CA 1066 and Arun & Chichester Citizens Advice to take part in a 5 month, BEIS-funded pilot to explore a referral pathway and lessons on the client journey from the national **Consumer Line** energy webchat team to local Citizen Advice Bureaux. This project started in January 2022.

Digital Inclusion

From the start of the pandemic, CA 1066 recognised that digital inclusion, long an issue in Hastings and St Leonards, would become an even greater challenge for clients needing to access services which had, to a greater or lesser extent, moved to remote delivery. The CEO took a lead, together with the chief officer of Seaview Project (a local charity which provides support and advocacy for people who are marginalised), in co-ordinating a working group on behalf of the Hastings Community Network to share knowledge and resources on how clients could access devices, free wifi and free and low cost training. Under funding provided by the National Lottery, CA 1066 was able to employ a **digital inclusion officer** to take this work forward.

Sussex Community Foundation and a government emergency grant provided funding for devices for distribution to clients in need and our digital inclusion officer established a partnership with a local enterprise (Tech Resort CIC) who provide refurbished laptops and support to clients referred to them by CA 1066. In response, local authorities and others offered used laptops for refurbishment, creating a virtuous cycle of reuse.

The **Home Connect** project, undertaken in conjunction with Hastings Emergency Action Response Team (HEART) included development of a digital platform to support the client journey. This was being funded by the Community Renewal Fund via Hastings Voluntary Action working with specialist contractors. We developed discussions with local and national NHS agencies on developing this work further, based on enabling clients access to information, advice and services via digital channels, thus addressing the wider determinants of health. Despite the significant amount of work put into this project, at a very late stage our initial NHS partners disappointingly decided to withdraw support. The development work continued, however. Patients from Woodlands Hospital, clients facing digital exclusion or ones needing referrals to the Food Bank took part in testing of the system in anticipation of showcasing the platform to the wider Voluntary and Community Sector later in the year.

We were also approached by Public Health England funded through NHS Brighton & Hove CCG to work with GP practices and pharmacies to raise awareness of lung cancer in patients facing barriers due to digital exclusion, deprivation and the impact of the Covid-19 pandemic.

Our digital inclusion officer also worked with East Sussex County Council on developing social value KPIs for their tender for a new broadband provider.

Following on from these innovative, pathfinding projects, the trustees expect Digital Inclusion to become a central plank of the charity's work in the future and to roll out the knowledge and skills we have acquired to other organisations in the sector, both regionally and nationally.

Law Clinics

Changes to the legal aid system have led to a pressing need for access to pro bono qualified legal advice within the local area. Since 2019 CA 1066 has had an ambition to foster into being regular law clinics for clients with more complex needs for legal advice which cannot be met by our General Advice service. On the basis of our experience and case recording of clients needing such advice who are unlikely to be able to pay a commercial provider, we have estimated the baseline demand to be for about 20 appointments per month. The Magnet Centre has the capacity to host such a project but, especially due to the diversion of time and resources into responding to the pandemic, we have struggled to find the administrative and managerial resources to bring it to fruition. Despite the challenges, work continued to build support amongst the local legal community and we achieved commitments from three firms in providing pro bono sessions.

Community Impact

CA 1066 has the knowledge, skills and experience to make an impact where clients experience greatest need: most significantly in terms of preventing homelessness, maximising benefits and managing debts, including priority debts such as council tax and rent arrears outcomes. This generates tangible savings for statutory services in terms of lower costs incurred in a range of areas including temporary accommodation, debt enforcement, social care support and primary healthcare. The charity strives to empower people to help them solve the problems they face and to help them own the solutions to them.

Citizens Advice impact tools help us to evaluate the difference we make to local communities. These include a New Economy and HM Treasury approved methodology, and draws together evidence of the impact of all our activities. The benefits to the community can be expressed in money terms as:

- Fiscal savings **£1,168,083**
- Public value **£8,916,662**
- Benefits to individuals **£4,442,429**
- Improved emotional wellbeing **£6,616,386**

The chart below illustrates how CA 1066 succeeded in leveraging its core grant into social impact.



Quality assurance standards

The charity holds an AQS quality-mark for Generalist Advice and Advice with Casework in Welfare Rights and Debt, and Telephone Advice. It is accredited by the Financial Conduct Authority (FCA) to provide debt casework and advice (debt adjusting counselling). It is approved by the Insolvency Service as an intermediary for Debt Relief Orders (DROs). All specialist debt advice staff undergo Money Advice Service accredited training to the Court representation level.

In the 2021 leadership self-assessment review, conducted externally by Citizens Advice, the trustees were pleased to be able to demonstrate “excellent leadership” in all areas.

Staff

In order to match its staff costs to its income, and in response in particular to successive reductions in local authority support, in recent years the charity has had to undertake frequent reviews of its structure. That was compounded by the need to respond to the rapidly changing emergency situation caused by COVID-19.

The vastly increased reliance upon short-term funding for special projects, means that staffing structures are likely to remain fluid for some time to come in response to fluctuating needs and resources.

Contribution of Volunteers

Voluntary social engagement is the heart and soul of Citizens Advice. CA 1066 is reliant on the work of volunteers who undertake a range of roles including administration, interpreting, advice, casework and research and campaign work and serving as trustees. The volunteer base is diverse and committed, with 38 people who give at least a full day a week to the service. They include former solicitors, senior social workers, company directors, people with disabilities, public health practitioners, nurses, parents, carers, law graduates and teachers. Retention of volunteers is good.

The monetary value of these services cannot be included in the Financial Statements and, indeed their value is inadequately expressed in purely monetary terms. The trustees welcome the opportunity acknowledge and to praise the contribution which volunteers make to the

charity with their enthusiasm and dedication. There were 38 volunteers active during the year and they contributed 13,832 hours of their time (2021 – 43 volunteers and 17,888 hours). Calculated on the basis of a living wage of £10.90 per hour, this has an estimated financial value of £150,769. As well as their time, care and life experience, the volunteers bring the local community into CA 1066, so that it is truly an integrated part of the society to which it belongs.

FINANCIAL REVIEW

The total incoming resources for CA 1066 for the year were £570,396 (2021 - £472,487). The exceptional increase in income was due to additional project funding, primarily relating to the pandemic response.

Of the total expenditure of £513,290 (2021 - £430,908), the total amount of charitable expenditure on direct charitable activity was £513,290 (2021 - £430,908) across the range of projects operated by the Bureau.

At the year end the charity's total funds stand at £191,076 (2021: £133,971) of which £1,897 is restricted (2021: £0).

Principal Funding Sources

The charity's main funders are shown in note 3 to the accounts.

The trustees recognise the nature of the charity's funding is inherently precarious. It has no endowment and it relies upon grants and charitable giving which, by their very nature, are unpredictable and short term. The significant social impact of CA 1066 is achieved by leveraging the maximum return out of by far the smallest local authority core provision per head of population of any Citizens Advice Bureau in East Sussex and one of the smallest nationally.

Historically, CA 1066 has enjoyed direct financial support from Hastings Borough Council. However, in the decade between 2011 and 2021, that support suffered successive and very severe reductions. After adjustment for inflation, that amounted to an overall cut of some 74% between the year ending 31 March 2011, when it received a total of £123,876, and the year ending 31 March 2021, when it was received just £38,174. Ultimately, the Borough Council decided to cease exercising its statutory powers to provide grant aid altogether, with effect from April 2021.

Instead, the Borough Council decided to use its position as the trustee of a private charitable trust called the Foreshore Trust, which has an income which is separate from the Council's general revenue account, to direct funding to voluntary and community sector organisations. Accordingly, in 2020, the Foreshore Trust established a "Large Grant Programme" with the aim of supporting organisations in carrying out activities that enhance the quality of local residents' lives and increase their involvement in the community. CA 1066 applied for funding for the 3-year funding round 2021-24 in the total amount of £183,174.

CA1066 is very grateful to have received £42,108 from the Foreshore Trust during the reporting year. That money is crucial to providing premises and to supporting the employment of core staff who can, in turn, sustain the activities of the General Advice service, volunteers and enable specific projects which can employ dedicated project staff. However, it is simply not enough and the charity could not survive without the contributions of the special projects. The work of the leadership team in identifying such projects and putting together bids for them is critical to the charity's continued existence.

CA 1066 has not remained passive in response to the inadequacy of local authority support. It has been creative and agile in finding other sources of income. But that exercise itself

absorbs time and resources and, despite the successful accumulation of a number of projects, the trustees recognise that those income streams are short-term and cannot substitute adequate long-term core funding.

Investment Policy

As provided at clause 3.19 of its Articles of Association, to promote its objects but not for any other purposes, CA1066 has the power to invest funds in any lawful manner. The nature of its income and capital resources does not permit long-term investments.

Reserves Policy

The trustees believe that the charity should hold sufficient financial reserves in unrestricted funds to ensure that it can continue to meet the needs of clients, and its statutory obligations to staff and other stakeholders, in the event of unforeseen circumstances arising.

Total unrestricted reserves at the end of the period were £189,180. The trustees aim to hold three months' expenditure as reserves. The significant and progressive reductions in local authority funding in particular, as outlined above, and the need to maintain services to support vulnerable service-users through complex and challenging changes in the benefits system, caused the charity to fall below its target for operating reserves in previous years, forcing the trustees to take measures to restore the balance between income and expenditure and to rebuild reserves.

During 2021-22, as a result of unforeseen and exceptional circumstances, the charity was able to achieve a budget surplus which has been applied to rebuild the charity's reserves. This will assist with the need to meet ongoing costs of maintenance and repair of the building to which the charity is obliged to contribute under the terms of its lease.

Going Concern

The charity has successfully managed the uncertainties of its revenue stream over many years, despite the recurrent difficulties with the funding of its core services. The trustees rely on this experience in forming their opinion that it remains appropriate to report the charity's affairs on the going concern basis. They remain alive to the risks this uncertainty represents and to the need to retain agility and flexibility in order to adapt to changing circumstances.

Post-balance sheet event

On 1 September 2022, CA 1066 received a transfer of assets and liabilities and took over the entire undertaking of our sister charity, the Rother District Citizens Advice Bureau ("RDCAB") and on 8 September 2022 it took an assignment of the lease of premises at 40 St Leonards Road, Bexhill on Sea which was occupied by RDCAB. The charity will continue to deliver services within the Rother District under the arrangements previously agreed between Rother District Council and RDCAB. The trustees are satisfied this provides greater stability for the future of the charity and that it is a non-adjusting event which does not affect their opinion that the charity is a going concern.

PLANS FOR THE FUTURE

Within the context of the challenging economic environment the Board is pleased with the efforts of CA 1066 during the reporting year to deliver the best possible services despite the continuing challenge of the pandemic. It believes that the charity is well managed and would like to commend the exceptional work undertaken by the skilled and committed staff and volunteers.

The trustees are grateful to the agencies and individuals who are working so hard to help us provide and maintain an effective and quality assured independent advice service for the people within the charity's area of benefit.

The trustees recognise that funding for core CA 1066 services is reviewed on a two-yearly basis, and its heavy reliance on short-term funding for Special Projects severely impacts on the charity's capacity to plan strategically for the future. Funding cycles which last 3 - 5 years would provide far greater opportunity for the Board and the management team to focus on organisational and service development.

In setting the budget for 2021 - 22, the Board had to meet the challenge of starting the year with fewer grants than the previous year. The Board remains committed to securing new additional funding wherever possible but this must be in line with meeting client needs identified in our Business Plan to avoid mission drift.

In the meantime, the trustees have recognised that the charity's core funding has remained inadequate. Although the deficiency has been made up temporarily by funds generated by special projects, such projects are, by their nature, short-lived and trustees continue to seek medium- and long-term financial security for CA 1066.

EXEMPTIONS FROM DISCLOSURE

No relevant exemptions from disclosure apply

FUNDS HELD AS A CUSTODIAN TRUSTEE

The charity and its trustees do not hold funds as custodian trustee.

STATEMENT OF DIRECTORS' RESPONSIBILITIES

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departure disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

- there is no relevant information of which the charitable company's Independent Examiners are unaware; and

- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant information and to establish that the Independent Examiners are aware of that information.

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

In preparing this report, the trustees have taken advantage of the small companies' exemptions provided by section 415A of the Companies Act 2006.

Approved by the Board of Trustees on 5th December 2022 and signed on behalf of the Board:



Christopher Maynard
Chair



Lee Foster-Kirkham
Treasurer

9th December 2022

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF CITIZENS ADVICE 1066

FOR THE YEAR ENDED 31 MARCH 2022

I report to the charity's trustees on my examination of the financial statements of Citizens Advice 1066 (the charity) for the year ended 31 March 2022.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

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

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

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

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

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



Peter Watters FCA BFP
McPhersons CFG Limited
Chartered Accountants
23 St Leonards Road
Bexhill-on-Sea
East Sussex TN40 1HH

Date: 20-12-2022

BALANCE SHEET

(including statement of financial position)

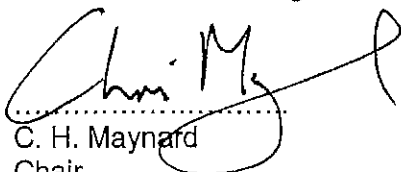
As at 31 March 2022

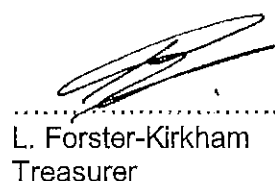
	Note	Total 2022 £	Total 2021 £
Fixed Assets			
Tangible Fixed Assets	10	<u>9,544</u>	<u>15,356</u>
Current Assets			
Debtors	11	120,536	63,694
Cash at bank and in hand		<u>294,891</u>	<u>157,456</u>
		415,427	221,150
Liabilities			
Creditors - amounts falling due within one year	12	<u>(158,895)</u>	<u>(67,535)</u>
Net Current Assets		<u>256,532</u>	<u>153,615</u>
Provisions for liabilities	13	<u>(75,000)</u>	<u>(35,000)</u>
Net assets	14	<u>191,076</u>	<u>133,971</u>
Funds of the Charity			
Unrestricted funds	15	189,180	133,971
Restricted Funds	15	1,897	-
		<u>191,076</u>	<u>133,971</u>

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

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476. The directors 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 of FRS 102 – small entities. The notes on pages 22 to 33 form part of these financial statements

The financial statements were approved and authorised for issue by the Board on 5th December 2022 and signed on their behalf by:


C. H. Maynard
Chair


L. Forster-Kirkham
Treasurer

Company Registration No: 2923647; Charity Registration No: 1039704

STATEMENT OF FINANCIAL ACTIVITIES

(including income and expenditure account)

For the year ended 31 March 2022

	Note	Unrestricted funds £	Restricted funds £	Total funds 2022 £	Total funds 2021 £
Income from:					
Donations and legacies	2	1,562	-	1,562	996
Charitable activities	3	314,123	252,272	566,395	466,890
Other (including fundraising)	4	2,439	-	2,439	4,601
Total Income		<u>318,124</u>	<u>252,272</u>	<u>570,396</u>	<u>472,487</u>
Expenditure on:					
Charitable activities	5	257,547	255,743	513,290	430,908
Total Expenditure		<u>257,547</u>	<u>255,743</u>	<u>513,290</u>	<u>430,908</u>
Net movement in funds for the year		60,577	(3,471)	57,106	41,579
Transfers between funds	15	(5,368)	5,368	-	-
Other gains / (losses)					
Net movement in funds for the year		<u>55,209</u>	<u>1,897</u>	<u>57,106</u>	<u>41,579</u>
Reconciliation of funds:					
Balances brought forward	15	<u>133,971</u>	-	<u>133,971</u>	<u>92,392</u>
Balances carried forward	15	<u>189,180</u>	<u>1,897</u>	<u>191,076</u>	<u>133,971</u>

There are no recognised gains or losses in the year, other than those included in the statement of financial activities.

STATEMENT OF FINANCIAL ACTIVITIES

(Including income and expenditure account)

Comparative figures prior year

	Unrestricted funds £	Restricted funds £	Total funds 2021 £	Total funds 2020 £
Income from:				
Donations and legacies	996	-	19,137	19,137
Charitable activities	212,078	254,812	466,890	338,880
Other (including fundraising)	4,601	-	4,601	8,867
Total Income	<u>217,675</u>	<u>254,812</u>	<u>472,487</u>	<u>366,884</u>
Expenditure on:				
Charitable activities	172,063	258,845	430,908	342,404
Other	-	-	-	-
Total Expenditure	<u>172,063</u>	<u>258,845</u>	<u>430,908</u>	<u>342,404</u>
Net movement in funds for the year	45,612	(4,033)	41,579	24,480
Transfers between funds	(4,033)	4,033	-	-
Other gains / (losses)	-	-	-	-
Net movement in funds for the year	41,579	-	41,579	24,480
Reconciliation of funds:				
Balances brought forward	<u>92,392</u>	<u>-</u>	<u>67,912</u>	<u>67,912</u>
Balances carried forward	<u>133,971</u>	<u>-</u>	<u>92,392</u>	<u>92,392</u>

STATEMENT OF CASH FLOW

As at 31 March 2022

	2022 £	2021 £
Net cash used in operating activities		
Net movement in funds for the reporting period	57,105	41,579
Adjustments for:		
Depreciation Charges	5,812	8,773
Decrease/(Increase) in debtors	(56,842)	21,611
Increase/(Decrease)/increase in creditors	131,360	48,364
	<hr/>	<hr/>
Net cash (used by)/provided by operating activities	137,435	120,327
Cash flows from investing activities		
Purchase of fixed assets	-	-
Proceeds of fixed asset disposals	-	-
	<hr/>	<hr/>
	<hr/>	<hr/>
Total net cash (used by)/provided by operating and investing activities	137,435	120,327
Cash and cash equivalents at the beginning of the year	157,456	37,129
	<hr/>	<hr/>
Total cash and cash equivalents at the end of the year	294,891	157,456
	<hr/>	<hr/>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

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1. Accounting policies

a) Accounting basis

- i) These financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value, unless otherwise stated in the relevant note(s), in accordance with:
 - The Charities Act 2011
 - The Companies Act 2006
 - The Financial Reporting Standard applicable in the UK and the Republic of Ireland: FRS 102
 - Accounting and Reporting by Charities: Statement of Recommended Practice (Charities SORP FRS 102) (effective January 2015).
- ii) There has been no change in the accounting basis from the previous year.
- iii) The charity meets the definition of a public benefit entity as defined by FRS 102
- iv) The Trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern
- v) The functional currency of Citizens Advice 1066 is £ Sterling and is the presentation currency of these accounts, rounded to the nearest pound.

NOTES TO THE FINANCIAL STATEMENTS (contd.)

For the year ended 31 March 2022

b) Incoming resources

i) Grants receivable

Grants made to finance the activities of the local Citizens Advice are credited to the income and expenditure account in the period to which they relate. Income is only credited when any conditions for entitlement have been met. The "Performance Model" is used for recognition of grant income.

ii) Bank interest

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

iii) Other income

Other income, including donations, gifts and covenants are included as they were received.

iv) Gifts and Intangible income

In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public.

The financial value of services provided by volunteers has not been included in these accounts; however, the management team of CA 1066 acknowledges and greatly appreciates the high contribution which volunteers make to the charity with their enthusiasm and dedication. The number of volunteers and the financial benefit provided by them has been evaluated in the trustees' report.

v) Deferred income

Grants received in advance of the period in which the funder requires the expenditure to be applied will be reflected in deferred income within the balance sheet.

c) Expenditure, Support Costs & 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. All expenditure is accounted for on an accruals basis.

Expenditure is classified under the following headings:

- Expenditure on charitable activities taken to further the objectives of the charity
- Other expenditure, which represents those items not falling into the above heading.

Support costs relate to functions which are necessary to support the work of the charity but which are not, in themselves, charitable activities. The apportionment of support costs between the supported charitable activities is based upon the estimated amount of support time and resource drawn by each supported activity. Details of the apportionment are set out in note 5.

The charity is not registered for VAT. All VAT payable is charged to the same expenditure heading as the associated underlying costs.

d) Fixed assets and depreciation

Fixed assets are included at cost. Items are capitalised if their value is over £1000.

NOTES TO THE FINANCIAL STATEMENTS (contd.)

For the year ended 31 March 2022

Depreciation is charged on a straight-line basis on the costs of the assets over their estimated useful lives as follows:

Land and Buildings	- 5 years
Fixtures, fittings and equipment	- 3 years
Computers	- 3 years

e) Restricted funds

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

f) Pension

The charity operates a defined contribution group personal pension plan for its employees. Payments are charged to the income and expenditure account in the period in which they are incurred.

g) Leases

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases.

h) Financial Instruments

The trust holds only financial assets and liabilities that qualify as basic financial instruments.

2. Donations and legacies

	Unrestricted	Restricted	Total	Total
	£	£	2022	2021
	£	£	£	£
Voluntary income				
Donations	1,562	-	1,562	996
	<u>1,562</u>	<u>-</u>	<u>1,562</u>	<u>996</u>

3. Income from Charitable Activities

	Unrestricted	Restricted	Total	Total
	£	£	2022	2021
	£	£	£	£
Energy Advice Programme	12,520	38,449	50,969	21,000
Financial Capability	-	88,813	88,813	25,006
Hastings Borough Council	-	-	-	38,174
The Foreshore Trust	42,108	-	42,108	-
Help to Claim (via National CA)	-	37,651	37,651	38,352
SGN Tackling Fuel Poverty Together	12,667	-	12,667	-
Money Advice Service	-	87,359	87,359	74,765

NOTES TO THE FINANCIAL STATEMENTS (contd.)

For the year ended 31 March 2022

SHINE (Interreg 2 Seas)	-	-	-	30,678
ESCC (Warm Home Check Service)	96,769	-	96,769	110,675
Big Energy Savings Network	27,000	-	27,000	-
BEIS Remote Working (National CA)	-	-	-	6,545
National Lottery – COVID Response	-	-	-	88,487
Energy Development Programme - Sussex	41,553	-	41,553	13,656
Charities Aid Foundation	-	-	-	5,000
Sussex Community Foundation	5,000	-	5,000	5,000
NHS Brighton & Hove CCG (for PHE)	20,000	-	20,000	-
Sussex Police	-	-	-	500
NHS Charities Together	16,298	-	16,298	-
Hastings Voluntary Action	24,687	-	24,687	-
NHS Benefits	-	-	-	7,202
Other Grants	952	-	952	1,850
Rother District CAB Interim Management	14,570	-	14,570	-
	<u>314,124</u>	<u>252,272</u>	<u>566,396</u>	<u>466,890</u>

4. Other Income

	Unrestricted	Restricted	Total	Total
	£	£	2022	2021
	£	£	£	£
Activities for generating funds				
Other income	2,439	-	2,439	4,601
Miscellaneous Income	-	-	-	-
	<u>2,439</u>	<u>-</u>	<u>2,439</u>	<u>4,601</u>

5. Expenditure on charitable activities by fund

Charitable Activity	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	2022	£	£	2021
	£	£	£	£	£	£
Generalist Advice and Information	53,225	-	53,225	51,848	-	51,848
Debt and Benefits Advice	-	126,162	126,162	-	114,811	114,811
Energy Projects	154,845	41,849	196,694	120,215	21,930	142,145
Financial Capability	-	87,731	87,731	-	25,942	25,942
Digital Suit	34,197	-	34,197	-	88,686	88,686
Home Connect	15,280	-	15,280	-	7,476	7,476
Sundry Projects	-	-	-	-	-	-
	<u>257,547</u>	<u>255,743</u>	<u>513,290</u>	<u>172,063</u>	<u>258,845</u>	<u>430,908</u>

NOTES TO THE FINANCIAL STATEMENTS (contd.)

For the year ended 31 March 2022

6. Analysis of expenditure on charitable activities - Current Year

	Basis of Allocation* / Apportionment**	Gener allst Advice	Debt and Benefits Advice	Energy Projects	Financial Capability	Digital Suit	Home Connect	Total 2022	Total 2021
		£	£	£	£	£	£	£	£
Direct costs:									
Salaries	Direct*	18,399	99,644	111,116	74,489	9,753	1,240	314,641	267,389
Staff & volunteers	Direct*	780	792	-	-	-	-	1,572	265
Other costs	Direct*	26,801	4,173	60,362		22,301	13,836	127,473	97,154
Support costs	Staff/volunteer hours**	7,245	21,553	25,216	13,242	2,143	204	69,603	66,100
		<u>53,225</u>	<u>126,162</u>	<u>196,694</u>	<u>87,731</u>	<u>34,197</u>	<u>15,280</u>	<u>513,290</u>	<u>430,908</u>
Support Costs:									
Salaries	Staff/volunteer hours**	903	1,885	2,294	1,158	195	-	6,435	
Staff & volunteers	Staff/volunteer hours**	155	741	815	404	69	17	2,200	
Office costs	Staff/volunteer hours**	3,779	11,521	13,550	7,269	1,188	57	37,364	
Premises costs	Staff/volunteer hours**	2,234	6,023	7,107	3,566	540	106	19,576	
Governance costs	Staff/volunteer hours**	32	793	816	587	99	0	2,327	
Other costs	Staff/volunteer hours**	142	590	634	258	52	24	1,701	
		<u>7,245</u>	<u>21,553</u>	<u>25,216</u>	<u>13,242</u>	<u>2,143</u>	<u>204</u>	<u>69,603</u>	

7. Trustees

During the year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or to any person known to be connected with them.

Travel costs amount to £nil (2021 - £nil) were reimbursed to members of the Trustee Board

8. Staff Costs

	2022 £	2021 £
Wages and salaries	291,748	249,079
Social security costs	18,368	15,353
Pension costs	6,592	5,433
	<u>316,708</u>	<u>269,865</u>

NOTES TO THE FINANCIAL STATEMENTS (contd.)

For the year ended 31 March 2022

9. Employees

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

	2022	2021
Administration	-	-
Operational staff	15	13
	<u>15</u>	<u>13</u>

No employee received remuneration amounting to more than £60,000 in the period (2021: None)

10. Fixed Assets

	Land & Buildings	Computer Equipment	Fixtures, fittings and equipment	Total
	£	£	£	£
Cost				
At 1 April 2021	29,061	34,128	-	63,189
Additions	-	-	-	-
Disposals	-	-	-	-
	<u>29,061</u>	<u>34,128</u>	<u>-</u>	<u>63,189</u>
Cost 31 March 2022		34,128	-	63,189
Depreciation 1 April 2021	13,705	34,128	-	47,833
Charge for the year	5,812	-	-	5,812
Disposals	-	-	-	-
	<u>19,517</u>	<u>34,128</u>	<u>-</u>	<u>53,645</u>
Depreciation 31 March 2022		34,128	-	53,645
NBV as at 31 March 2022	<u>9,544</u>	<u>-</u>	<u>-</u>	<u>9,544</u>
NBV as at 31 March 2021	<u>15,356</u>	<u>-</u>	<u>-</u>	<u>15,356</u>

11. Debtors

	2022	2021
	£	£
Debtors	79,859	45,062
Prepayments	-	-
Accrued Income	40,677	18,632
	<u>120,536</u>	<u>63,694</u>

12. Creditors - amounts falling due within one year

	2022	2021
	£	£
Creditors	27,260	56,503
Accruals	47,632	6,032
Deferred Income	84,000	5,000
	<u>158,892</u>	<u>67,535</u>

NOTES TO THE FINANCIAL STATEMENTS (contd.)

For the year ended 31 March 2022

13. Provision for liabilities

	2022 £	2021 £
The trustees consider it prudent to build up a provision for liability for repairs under the lease of premises occupied by the charity.	75,000	35,000
Since the balance sheet date, the landlord has indicated an intention to commence a multi-year programme of external repairs with a significant overall budget.		

14. Analysis of net assets between funds

	Unrestricted £	Restricted £	Total £	2021 £
Tangible Fixed Assets	9,544	-	9,544	15,536
Current Assets	413,530	1,897	415,427	221,150
Current Liabilities & Provisions	(233,895)	-	(233,895)	(102,535)
	<u>189,179</u>	<u>1,897</u>	<u>191,076</u>	<u>133,971</u>

15. Movements in funds - Current Year

	1 Apr 2021 £	Income £	Expenditure £	Transfers £	31 Mar 2022 £
Restricted Funds					
MASDAP	-	87,359	(90,408)	3,049	-
Financial Capability Help to Claim	-	88,813	(87,732)	(1,081)	-
(via National Citizens Advice)	-	37,651	(35,754)		1,897
Energy Advice Programme	-	38,449	(41,849)	3,400	-
Total Restricted Funds	<u>-</u>	<u>252,272</u>	<u>(255,743)</u>	<u>5,368</u>	<u>1,897</u>
Total Unrestricted funds	<u>133,971</u>	<u>318,124</u>	<u>(257,547)</u>	<u>(5,368)</u>	<u>189,180</u>
Total Funds	<u>133,971</u>	<u>570,396</u>	<u>(513,290)</u>	<u>-</u>	<u>191,076</u>

NOTES TO THE FINANCIAL STATEMENTS (contd.)

For the year ended 31 March 2022

16. Movements in funds - Prior Year

	1 Apr 2020 £	Income £	Expenditure £	Transfers £	31 Mar 2021 £
Restricted Funds					
MASDAP	-	74,765	(76,477)	1,712	-
Financial Capability	-	25,006	(25,942)	936	-
Help to Claim (via National Citizens Advice)	-	38,352	(38,334)	(18)	-
Energy Advice Programme	-	21,000	(21,930)	930	-
COVID Response (National Lottery)		88,487	(88,686)	199	
NHS Benefits		7,202	(7,476)	274	
Total Restricted Funds	-	254,812	(258,845)	4,033	-
Total Unrestricted funds	92,392	217,675	(172,063)	(4,033)	133,971
Total Funds	92,392	472,487	(430,908)	-	133,971

17. Purpose and nature of restricted funds

- MAPS: a Debt Advice Project (2016-22) funded by the Money Advice Service (latterly Money and Pensions Service) (Debt Advice).
- Help to Claim: a service funded by the Department of Work and Pensions via the national Citizens Advice service to provide tailored support to people making applications for Universal Credit. (Benefit Advice).
- Financial Capability work is funded by East Sussex County Council through the Additional Measures grant to provide generalist debt advice to people impacted by Covid-19.
- Energy Advice Programme funded via the national Citizens Advice service to help people cut their energy bills and get financial support.

18. Pension costs

A pension scheme for employees is operated on a defined contributions basis. The scheme is open to all employees at any time. The company contributes up to 6% of pensionable earnings to match employees' contributions. The assets of the scheme are held separately from those of the company in an independently administered fund. The fund administrators are The Pensions Trust and the scheme is the Flexible Retirement Plan.

The pension cost shown in the accounts for the year represents contributions payable by the company and amounted to £6,592 (2021 £5,433). There were no contributions payable or outstanding at the year end.

19. Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

NOTES TO THE FINANCIAL STATEMENTS (contd.)

For the year ended 31 March 2022

20. Operating Lease commitments

At 31 March 2022 Citizens Advice 1066 had the following future minimum lease payments under operating leases in relation to the lease of premises and photocopiers:

Not later than one year £7,439

Later than one year and not later than five years £12,534

Later than five years £ nil.

21. Related party transactions

There have been no related party transactions identified in accordance with FRS102.

22. Post Balance Sheet Event

On 1st September 2022 CA 1066 received a formal transfer of assets and liabilities and took over the undertaking of Rother District Citizens Advice Bureau.