

Company Registration No. 2946921 (England and Wales)

Charity Registration No. 1039776

CITIZENS ADVICE PORTSMOUTH

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021

CITIZENS ADVICE PORTSMOUTH

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FOR THE YEAR ENDED 31st MARCH 2021**

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CITIZENS ADVICE PORTSMOUTH
CHARITY INFORMATION
FOR THE YEAR ENDED 31st MARCH 2021

TRUSTEES:	S Nienaltowski - Chair L Burton A Cullen R Eade R Emmerson K Richardson A Stevens R Townsend T Watmough M Wade (elected 4 Nov 2020) E Dumelow (elected 4 Nov 2020) S Dhana (elected 21 Jan 2021)
COMPANY SECRETARY:	K Richardson
CHIEF OFFICER:	Sandy O'Neill
REGISTERED OFFICE:	Unit 2 & 3 Ark Royal House Winston Churchill Avenue Portsmouth Hampshire PO1 2GF
CHARITY NUMBER:	1039776
COMPANY NUMBER:	2946921
INDPENENDENT EXAMINER:	Marcus Cridland BA (Hons) FCA Scott Vevers Ltd Chartered Accountants & Registered Auditors 65 East Street Bridport Dorset DT6 3LB
BANKERS:	National Westminster Bank Plc Commercial Banking Bay House Portsmouth Hampshire PO6 4RS
SOLICITORS:	Bates Wells & Braithwaite Cheapside House 138 Cheapside London EC2V 6BB

REPORT OF THE TRUSTEES OF CITIZENS ADVICE PORTSMOUTH FOR THE YEAR ENDED 31ST MARCH 2021

The Trustees, who are also Directors of the Charity for the purposes of the Companies Act, present their report together with the financial statements of the Charity for the year ended 31st March 2021.

The accounts have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charity's governing document, applicable law and the requirements of the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by our local Citizens Advice during the year. The Trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

Objectives and Activities

The Charity's objects are to promote any charitable purpose for the public benefit by the advancement and provision of free (in most cases), independent, confidential and impartial information and advice, to people on their rights and responsibilities which enable the public to have the knowledge and confidence they need to find a way forward whoever they are and whatever their problem may be. Our service is designed to work for a range of needs, including those with the most complex problems to those that are small, but equally important to that individual. We do so for the benefit of the community of Portsmouth and the surrounding area, recognising that diversity, equality and inclusion are at the core of our objectives is promoted.

All members of the Citizens Advice network share the same aims:

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives

Contribution of Volunteers

We receive help and support in the form of volunteers who provide advice, information and guidance to clients, but also contribute to various other aspects of administering the charity. In 2020/21 the volunteers contributed working hours valued at over £220,000.

Our continual investment in volunteer development ensures our clients receive quality advice and support. It also has tangible benefits for volunteers and wider society, through happier, healthier and more productive citizens. This is an additional benefit to society, through the way Citizens Advice delivers its service. The main financial arguments cover the public value created through enabling local network volunteers to:

- Move into work through the experience and confidence gained during their time at a local Citizens Advice.
- Develop skills that can lead to better salaries and employment prospects.
- Better manage mental health conditions, such as depression.
- Improve self-esteem, reduce isolation and increased ability to get on.
- Improve community relationships, through increased community trust and promote a sense of belonging by working with local people.

Achievements and Performance

Across all areas of operation, 7,541 clients accessed our different services. In total, we helped with 28,603 problems and to help resolve these problems we made 22,272 contacts with clients and third parties.

Nearly two thirds of clients (58%) were female. Less than a quarter of clients (24%) were recorded as disabled or had a long-term health condition.

The top five problem areas for the service were: Money Advice 3,031 (40.2%) & 924 Financial Services Capability (12.2%), Benefits (All) 2,578 (34.2%) with 1,259 being Universal Credit claims, Housing 736 (9.8%), Employment 562 (7.5%) and Relationships 479 (6.4%). The high proportion of debt matters was again due to our specialist debt advice project (funded by the Money & Pensions Service).

REPORT OF THE TRUSTEES OF CITIZENS ADVICE PORTSMOUTH FOR THE YEAR ENDED 31ST MARCH 2021

All our advice is delivered through individually funded specialist projects. For enquiry areas not covered by a funded project we provide information & guidance service (Triage). The Triage service replaced Info Point as we moved from quick client contacts (Info Point) to developing cases for the Casebook system. This is, in part, to conform to National CA's requirements, and tender for the upcoming generalist service. Triage is an unfunded service that is delivered by our team of specially trained volunteers (Triage advisers). In total, the Triage service assisted 3,205 clients (-24% from Info Point last year). No local authority funding is received for this, it is therefore supplied out of our own productivity and volunteers.

To give just a couple of examples of the impact of the work our teams do:

- Over the past year our money advice team helped 3,031 people locally & national with their debt problems and had £64,093 of clients' debts written off.
- This year we have achieved improved income of almost £2.4 million and assisted approximately 900 clients in mainly disability and means tested benefits. We have assisted with 177 'blue badge' applications and achieved £35,600 from charitable funds.

Factors Affecting the Achievement of Objectives

In 2020/21 we faced the challenge of COVID -19 which had the potential to significantly impact our service delivery. We had to move most of our team to home-based working but did manage to retain a small office-based team who serviced a drop-in throughout the year. This service was aimed at our most vulnerable clients who would have been unable to access our support remotely. We saw the demand for our services increase dramatically, however, and our team agreed to work flexibly; allowing us to increase our opening hours and enabling us to meet the increased need.

Despite the fact that we still do not receive any funding for generalist advice from Portsmouth City Council, we continued to deliver this service unfunded throughout the year, which at times saw a record number of clients.

This achievement is due to the leadership of the CO and all the Staff and Volunteers who are dedicated to the objectives of the organisation.

Financial Review

Financial Position

The trustees report incoming resources for the year of £905,103 (2020 £671,747). Of this £879,022 (2020 £606,368) related to project restricted activities. The charity does not carry out any significant public fundraising activities.

Net incoming resources in the year amounted to £104,329 (2020 £57,915). At 31st March 2021 reserves were £457,186 of which £113,303 represented restricted funds.

Reserves Policy

It is the policy of the charity that unrestricted funds which are not represented by fixed assets or have not been designated for a specific use should be maintained at a level equivalent to between 3- and 6-month's expenditure. The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. These reserves at 31st March 2021 stood at £343,883, which is comfortably within this range.

Principal Funding Sources

In 2013, the charity entered into a loan agreement with Portsmouth City Council in order to discharge a liability to the Local Government Pension Scheme. The balance of this loan is repayable over the next 3 years at £6,000 per annum.

Investment Activities

The charity has £230,000 invested in fixed term interest earning accounts with major financial institutions.

REPORT OF THE TRUSTEES OF CITIZENS ADVICE PORTSMOUTH FOR THE YEAR ENDED 31ST MARCH 2021

Future Plans

Our focus as we move into 2021/22 will be the continued development of our first social enterprise, with which we should generate a sustainable funding stream for our immigration advice work. We also aim to increase our delivery and expertise in other advice areas, as well as continue to grow our money advice capabilities.

Structure, Governance and Management

Governing Document

The charity is a company limited by guarantee and was formed on 8th July 1994. It is governed by its Memorandum and Articles of Association as amended on 5th November 2002, and 4th November 2011. The name of the charity was formally changed from Portsmouth Citizen's Advice Bureau to Citizens Advice Portsmouth on 19th December 2017 to reflect the name that the charity is usually known by.

Trustees

Trustees are elected from the membership of the charity. Members wishing to stand as Trustees are nominated by an existing Trustee and names are put forward at the Annual General Meeting for election. The maximum number of Trustees shall be 15 and the minimum shall be 3, being either

a) elected at the Annual General Meeting (there being no more than ten such elected Trustees in total) and who shall hold office from the conclusion of that meeting;

Or

b) Co-opted by the Trustee Board

The Trustees who served during the year are listed on page 1.

Newly appointed Trustees are provided with a comprehensive induction to the charity through the provision of training courses and mentoring by established Trustees.

Membership

In addition to Trustees, the Charity may admit into membership:

a) 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) any corporate body or unincorporated association which is interested in furthering the Charity's work and is admitted to membership by the Trustees (any such body being called a "member organisation").

The Trustee Board may establish criteria for membership and make regulations governing the admission of members.

Organisational Structure

Overall control of the charity rests with the Trustee board, with a chairperson, treasurer and company secretary as officers. Trustees meet as a minimum 4 times a year (quarterly) but review and meet as required with additional meetings organised in accordance with the company articles. The Trustees delegate day-to-day organisational management to the Chief Officer. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Related Parties

Citizens Advice Portsmouth is an independent charity that is a member of Citizens Advice (trading name of the National Association of Citizens Advice), which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Citizens Advice Portsmouth in order to fulfil its charitable objects and comply with the national membership requirements.

The charity operates from its head office at Ark Royal House.

**REPORT OF THE TRUSTEES OF CITIZENS ADVICE PORTSMOUTH
FOR THE YEAR ENDED 31ST MARCH 2021**

Major Risks

This year the trustees have reviewed their approach to risk management by developing a new and evolving framework, defined risk appetites and held risk identification workshops; aligned to the Charity Commissions 'Charities and risk management' guidance.

The primary risk remains in relation to Department for Work and Pensions (DWP) services (Help to Claim and Money Advice). This risk has increased year on year in part due to societal changes and increasing demands on service delivery. Mitigation plans remain in place and are regularly reviewed; including the continuing move toward diversification of services which has resulted in our Business Development Manager position being made permanent this year.

Citizens Advice Portsmouth are responding to the risks associated with societal challenges and increasing needs, most notably in respect to debt and mental health concerns through direct advice and collaboration with partners across the city.

Statement of Trustees' Responsibilities

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 charity and of the financial activities of the charity for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities Charity Commissions Statement of Recommended Practice (SORP);
- make judgements and estimates that are reasonable and prudent;
- state whether the policies adopted are in accordance with the Companies Act 2006 and with applicable accounting standards and statements of recommended practice, subject to any material departures 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 company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enables them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for ensuring that the company maintains an adequate system of internal control designed to provide reasonable assurance that assets are safeguarded against loss or unauthorised use and to prevent and detect fraud and other irregularities.

Independent Examiner

The independent examiner, Marcus Cridland of Scott Vevers Ltd has expressed his willingness to continue in office and a proposal for his re-appointment will be made at the Annual General Meeting.

This report has been prepared in accordance with the small companies' regime under the Companies Act 2006.



.....
S Nienaltowski
Trustee

Date: 17th November 2021

**INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31ST MARCH 2021**

I report on the accounts of the company for the year ended 31st March 2021, which are set out on pages 7 to 17.

Responsibilities and basis of report

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

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

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

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

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



Marcus Cridland BA(Hons) FCA
Scott Vevers Ltd
Chartered Accountants & Registered Auditors
65 East Street
Bridport
Dorset DT6 6LB

Date: 21st December 2021

CITIZENS ADVICE PORTSMOUTH

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

	Notes	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Income and endowments from:					
Donations and legacies	2	9,381	-	9,381	9,943
Charitable activities	3	13,802	879,022	892,824	653,252
Other trading activities: Fund raising events		-	-	-	4,887
Investment income (Bank interest)		2,898	-	2,898	3,665
Total income		<u>26,081</u>	<u>879,022</u>	<u>905,103</u>	<u>671,747</u>
Expenditure on:					
Raising funds	4	-	-	-	-
Charitable activities	5	17,068	783,706	800,774	613,832
Total expenditure		<u>17,068</u>	<u>783,706</u>	<u>800,774</u>	<u>613,832</u>
Net income		9,013	95,316	104,329	57,915
Gross transfers between funds		(507)	507	-	-
Net movement in funds		<u>8,506</u>	<u>95,823</u>	<u>104,329</u>	<u>57,915</u>
Reconciliation of funds					
Total funds at 1st April 2020		335,377	17,480	352,857	294,942
Total funds at 31st March 2021		<u><u>343,883</u></u>	<u><u>113,303</u></u>	<u><u>457,186</u></u>	<u><u>352,857</u></u>

All amounts derive from continuing activities.

All gains and losses recognised in the period are included in the statement of financial activities.

CITIZENS ADVICE PORTSMOUTH**BALANCE SHEET
AS AT 31ST MARCH 2021**

	Notes	2021		2020	
		£	£	£	£
Fixed Assets					
Tangible assets	7		-		-
Current assets					
Debtors	8	35,450		40,038	
Cash at bank and in hand		465,851		356,748	
		<u>501,301</u>	-	<u>396,786</u>	
Creditors: Amounts falling due within one year	9	<u>(32,115)</u>		<u>(25,929)</u>	
Net current assets			469,186		370,857
Total assets less current liabilities			<u>469,186</u>		<u>370,857</u>
Creditors: Amounts falling after more than one year	10		(12,000)		(18,000)
Net Assets			<u>457,186</u>		<u>352,857</u>
The funds of the charity:					
Restricted income funds	12		113,303		17,480
Unrestricted income funds:					
Other charitable funds	11		343,883		335,377
Total charity funds			<u>457,186</u>		<u>352,857</u>

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

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

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

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime under the Companies Act 2006.

The Financial statements were approved by the board on 17th November 2021.


S Nienaltowski - Trustee

The notes on pages 10 to 17 form part of these financial statements

CITIZENS ADVICE PORTSMOUTH

STATEMENT OF CASH FLOWS
AS AT 31st MARCH 2021

	Notes	2021 £	2020 £
Cash flow from operating activities	19	112,205	34,734
Cash flow from investing activities			
Interest received		2,898	3,665
Net cash flow from investing activities		<u>115,103</u>	<u>38,399</u>
Cash flow from financing activities			
Repayment of long term loans		(6,000)	(6,000)
Net increase / (decrease) in cash and cash equivalents		<u>109,103</u>	<u>32,399</u>
Cash and cash equivalents at 1st April 2020		356,748	324,349
Cash and cash equivalents at 31st March 2021		<u><u>465,851</u></u>	<u><u>356,748</u></u>

The notes on pages 10 to 17 form part of these financial statements

CITIZENS ADVICE PORTSMOUTH
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

1 General information

Citizens Advice Portsmouth is a company, limited by guarantee, incorporated in England and Wales under the Companies Act 2006 and Charities Act 2011. The address of the registered office is provided in Reference and administrative details. Details of the charity's operations are provided in the Report of the Trustees.

Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

1.1 Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements are prepared under the historical cost convention and in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. The accounts include the results of the charity's operations which are described in the Trustees' Report, all of which are continuing.

1.2 Income

Income from donations and grants, including capital grants is included in incoming resources when the amount can be quantified with reasonable accuracy except as follows:

When donors specify that donations and grants given to the charity must be used in future accounting periods, the income is deferred until those periods.

When donors impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred and not included in incoming resources until the pre-conditions for use have been met.

When donors specify that donations and grants, including capital grants, are for particular restricted purposes, which do not amount to pre-conditions regarding entitlement, this income is included in incoming resources of restricted funds when receivable.

Grant clawbacks are deducted from incoming resources if they occur in the same accounting period. Grant clawbacks made in subsequent accounting periods are shown as outgoing resources in preference to negative income.

Gifts and services in kind are included at their estimated open market valuation.

1.3 Expenditure

Expenditure is included when incurred. Costs which are identified as relating to restricted activities are allocated directly to those activities. Costs which relate to the general running of the bureau are allocated against unrestricted funds, and within the statement of financial activities these expenses are shown as cost of advisory services, support costs and governance costs. Governance costs are those relating to the charity's compliance with constitutional and statutory requirements. Irrecoverable VAT is allocated to the expenditure heading to which it relates.

1.4 Tangible fixed assets and depreciation

Tangible fixed assets costing more than £500 are capitalised at cost. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Leasehold Improvements	20% straight line
Fixtures, fitting and equipment	33% straight line

CITIZENS ADVICE PORTSMOUTH
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

Accounting policies (continued)

1.5 Designated funds

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

1.6 Restricted funds

Restricted funds are funds subject to specific conditions imposed by donors as to how they may be used. The purposes and uses of the restricted funds are set out in note 12 to the accounts.

2 Donations and legacies

	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Donations and gifts	381	-	381	943
Donated services and facilities	9,000	-	9,000	9,000
	<u>9,381</u>	<u>-</u>	<u>9,381</u>	<u>9,943</u>
<i>2020</i>	<i>£</i>	<i>£</i>	<i>£</i>	
<i>Donations and gifts</i>	<i>943</i>	<i>-</i>	<i>440</i>	
<i>Donated services and facilities</i>	<i>9,000</i>	<i>-</i>	<i>9,000</i>	
	<u><i>9,943</i></u>	<u><i>-</i></u>	<u><i>9,440</i></u>	

Portsmouth City Council provides the premises at Portsmouth from which the charity operates at a reduced rent. The assistance for the year has been valued at £9,000 (2020 £9,000).

3 Income from charitable activities

	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Provision of advisory services				
HIWCF - Hardship grants	-	3,855	3,855	1,000
HIWCF – KWKW	-	-	-	1,260
Macmillan	-	66,147	66,147	67,672
Portsmouth Primary Care Trust	-	17,880	17,880	17,880
CitA F2F	-	383,411	383,411	286,252
Henry Smith Charity	-	-	-	147
Access to Justice	-	40,000	40,000	-
Armed Forces	-	17,213	17,213	18,109
EAP	-	5,940	5,940	-
Fuel Bank Foundation	-	26,341	26,341	-
Innovation Community	-	25,000	25,000	-
Mental Health ASK	-	13,000	13,000	-
National Emergency Fund	-	8,500	8,500	-
National Lottery	-	8,550	8,550	-
Remote Working Equipment	-	9,900	9,900	-
U Benefit	-	20,897	20,897	-
VIVID	-	7,200	7,200	-
Immigration	-	37,511	37,511	37,244
Transition support	-	-	-	10,514
Universal credit	-	145,132	145,132	141,839
PBSA	-	24,857	24,857	4,833
Home & Well	-	11,022	11,022	851
P&W Trust	-	-	-	3,434
PCC Appeals service	-	6,666	6,666	13,333
Hive	-	-	-	2,000
Other income	13,802	-	13,802	46,884
	<u>13,802</u>	<u>879,022</u>	<u>892,824</u>	<u>653,252</u>

CITIZENS ADVICE PORTSMOUTH
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

3 Income from charitable activities (continued)

2020	Unrestricted funds £	Restricted funds £	Total 2020 £
Provision of advisory services			
HIWCF - Hardship grants	-	1,000	1,000
HIWCF – KWKW	-	1,260	1,260
Macmillan	-	67,672	67,672
Portsmouth Primary Care Trust	-	17,880	17,880
CitA F2F	-	286,252	286,252
Henry Smith Charity	-	147	147
Armed Forces	-	18,109	18,109
Immigration	-	37,244	37,244
Transition support	-	10,514	10,514
Universal credit	-	141,839	141,839
PBSA	-	4,833	4,833
Home & Well	-	851	851
P&W Trust	-	3,434	3,434
PCC Appeals service	-	13,333	13,333
Hive	-	2,000	2,000
Other income	46,884	-	46,884
	<u>46,884</u>	<u>606,368</u>	<u>653,252</u>

4 Costs of raising funds

	2021 £	2020 £
Consultancy	-	-

5 Expenditure - Charitable Activities

	Charitable Activities £	Support Costs £	Total 2021 £	Total 2020 £
Natural classification:-				
Staff costs (including travel and training)	566,176	105,363	671,539	526,568
Office costs	-	55,379	55,379	41,976
Premises costs	34,203	-	34,203	32,659
Disbursements	34,280	-	34,280	4,567
Depreciation	-	-	-	2,560
<u>Governance costs</u>				
Staff costs	-	3,528	3,528	3,256
Professional fees	-	-	-	13
Independent examination fee	-	1,845	1,845	2,000
AGM expenses	-	-	-	233
	<u>634,659</u>	<u>166,115</u>	<u>800,774</u>	<u>613,832</u>

CITIZENS ADVICE PORTSMOUTH
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

5 Expenditure - Charitable Activities (continued)

2020	<i>Charitable Activities</i>	<i>Support Costs</i>	<i>Total 2020</i>
<i>Natural classification:-</i>			
	£	£	£
<i>Staff costs (including travel and training)</i>	427,380	99,188	526,568
<i>Office costs</i>	-	41,976	41,976
<i>Premises costs</i>	32,659	-	32,659
<i>Disbursements</i>	4,567	-	4,567
<i>Depreciation</i>	-	2,560	2,560
 <i>Governance costs</i>			
<i>Staff costs</i>	-	3,256	3,256
<i>Professional fees</i>	-	13	13
<i>Independent examination fee</i>	-	2,000	2,000
<i>AGM expenses</i>	-	233	233
	<u>464,606</u>	<u>149,226</u>	<u>613,832</u>

6 Employee costs

No trustees received remuneration during the year (2020 £nil). No expenses were reimbursed to trustees in the year (2020 £nil).

The costs of the remaining staff were:

	2021	2020
	£	£
Wages and salaries	607,163	459,461
Social security costs	43,414	32,694
Pension costs	9,293	7,137
	<u>659,870</u>	<u>499,292</u>

No employee earned more than £60,000 during the period. The average full time equivalent number of staff employed by the charity during the year was as follows:

	2021	2020
	No	No
Average full time equivalent number of staff employed	<u>30.0</u>	<u>21.6</u>
The average number of staff employed (Headcount)	<u>40.0</u>	<u>28.0</u>

7 Tangible fixed assets

	<i>Fixtures, fittings & equipment</i>	<i>Total</i>
	£	£
Cost		
At 1st April 2020 and 31st March 2021	<u>71,596</u>	<u>71,596</u>
Depreciation		
At 1st April 2020	71,596	71,596
Charge for the year	-	-
At 31st March 2021	<u>71,596</u>	<u>71,596</u>
Net book value		
At 31st March 2021	<u>-</u>	<u>-</u>
At 31st March 2020	<u>-</u>	<u>-</u>

CITIZENS ADVICE PORTSMOUTH
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

8 Debtors

	2021	2020
	£	£
Operational debtors	3,620	11,849
Prepayments and accrued income	31,830	28,189
	<u>35,450</u>	<u>40,038</u>

9 Creditors: amounts falling due within one year

	2021	2020
	£	£
Repayments due on loan from Portsmouth City Council	6,000	6,000
Other creditors	9,917	8,113
Social security and other taxes	14,140	9,605
Accruals	2,058	2,211
	<u>32,115</u>	<u>25,929</u>

10 Creditors: amounts falling after more than one year

	2021	2020
	£	£
Portsmouth City Council loan:		
Amounts repayable in one to two years	6,000	6,000
Amounts repayable in two to five years	6,000	12,000
	<u>12,000</u>	<u>18,000</u>

In April 2013, the Bureau received a loan from Portsmouth City Council to finance the exit charge from the Local Government Pension Scheme. The loan is secured by a floating charge over the assets of the Bureau.

11 Unrestricted Funds

	Balance at 1 April 2020	Net Incoming resources	Restricted Fund Transfers	Designated Fund Transfers	Balance at 31 March 2021
	£	£	£	£	£
Designated Funds					
Lease commitments	40,000	-	-	(32,000)	8,000
	<u>40,000</u>	<u>-</u>	<u>-</u>	<u>(32,000)</u>	<u>8,000</u>
Other charitable funds	295,377	9,013	(507)	32,000	335,883
	<u>335,377</u>	<u>9,013</u>	<u>(507)</u>	<u>-</u>	<u>343,883</u>
	<i>2020</i>	<i>£</i>	<i>£</i>	<i>£</i>	<i>£</i>
<i>Designated Funds</i>					
<i>Lease commitments</i>	<i>40,000</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>40,000</i>
	<u><i>40,000</i></u>	<u><i>-</i></u>	<u><i>-</i></u>	<u><i>-</i></u>	<u><i>40,000</i></u>
<i>Other charitable funds</i>	<i>264,440</i>	<i>67,955</i>	<i>2,982</i>	<i>-</i>	<i>335,377</i>
	<u><i>304,440</i></u>	<u><i>67,955</i></u>	<u><i>2,982</i></u>	<u><i>-</i></u>	<u><i>375,377</i></u>

The trustees have transferred the value of property lease commitments to a separate designated reserve.

CITIZENS ADVICE PORTSMOUTH
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

12 Restricted Funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	Balance at 31 March 2021
	£	£	£	£	£
HIWCF - Keep warm keep well grants	915	-	1,060	-	(145)
HIWCF - Hardship grants	700	3,855	1,690	-	2,865
Macmillan Hampshire	(5,164)	66,147	66,201	-	(5,218)
CitA F2F	9,540	383,411	347,350	-	45,601
Home & Well	(13)	11,022	11,729	-	(720)
Hive	1,000	-	2,460	-	(1,460)
NHS Portsmouth CCG	-	17,880	17,016	-	864
Access to Justice	-	40,000	21,471	-	18,529
Armed Forces	(1,896)	17,213	17,016	-	(1,699)
EAP	-	5,940	7,186	-	(1,246)
Fuel Bank Foundation	-	26,341	27,113	-	(772)
Innovation Community	-	25,000	11,248	-	13,752
Mental Health ASK	-	13,000	6,500	-	6,500
National Emergency	-	8,500	8,534	34	-
National Lottery Community	-	8,550	9,023	473	-
Remote Working Equipment	-	9,900	7,911	-	1,989
U Benefit	-	20,897	17,241	-	3,656
VIVID	-	7,200	6,889	-	311
Immigration	14,873	37,511	34,067	-	18,317
P&W Trust	(929)	-	-	-	(929)
PCC Appeals service	(2,305)	6,666	4,393	-	(32)
Universal credit	759	145,132	131,447	-	14,444
PBSA	-	24,857	26,161	-	(1,304)
	<u>17,480</u>	<u>879,022</u>	<u>783,706</u>	<u>507</u>	<u>113,303</u>
<i>2020</i>	<i>£</i>	<i>£</i>	<i>£</i>	<i>£</i>	<i>£</i>
<i>Awards For All Grant</i>	<i>4,106</i>	<i>-</i>	<i>2,560</i>	<i>(1,546)</i>	<i>-</i>
<i>HIWCF - Keep warm keep well grants</i>	<i>-</i>	<i>1,260</i>	<i>345</i>	<i>-</i>	<i>915</i>
<i>HIWCF - Hardship grants</i>	<i>-</i>	<i>1,000</i>	<i>300</i>	<i>-</i>	<i>700</i>
<i>Macmillan Hampshire</i>	<i>(1,197)</i>	<i>67,672</i>	<i>71,639</i>	<i>-</i>	<i>(5,164)</i>
<i>CitA F2F</i>	<i>157</i>	<i>286,252</i>	<i>276,869</i>	<i>-</i>	<i>9,540</i>
<i>Portsmouth Together Seed Funding</i>	<i>2,787</i>	<i>-</i>	<i>-</i>	<i>(2,787)</i>	<i>-</i>
<i>Home & Well</i>	<i>-</i>	<i>851</i>	<i>864</i>	<i>-</i>	<i>(13)</i>
<i>Hive</i>	<i>-</i>	<i>2,000</i>	<i>1,000</i>	<i>-</i>	<i>1,000</i>
<i>NHS Portsmouth CCG</i>	<i>-</i>	<i>17,880</i>	<i>18,256</i>	<i>376</i>	<i>-</i>
<i>Henry Smith Charity - Welfare benefits</i>	<i>6,240</i>	<i>147</i>	<i>6,934</i>	<i>547</i>	<i>-</i>
<i>Armed Forces</i>	<i>-</i>	<i>18,109</i>	<i>20,005</i>	<i>-</i>	<i>(1,896)</i>
<i>Immigration</i>	<i>14,228</i>	<i>37,244</i>	<i>36,599</i>	<i>-</i>	<i>14,873</i>
<i>Sector support</i>	<i>-</i>	<i>10,514</i>	<i>10,514</i>	<i>-</i>	<i>-</i>
<i>P&W Trust</i>	<i>-</i>	<i>3,434</i>	<i>4,363</i>	<i>-</i>	<i>(929)</i>
<i>PCC Appeals Service</i>	<i>-</i>	<i>13,333</i>	<i>15,638</i>	<i>-</i>	<i>(2,305)</i>
<i>Universal credit</i>	<i>-</i>	<i>141,839</i>	<i>141,080</i>	<i>-</i>	<i>759</i>
<i>PBSA</i>	<i>-</i>	<i>4,833</i>	<i>5,261</i>	<i>428</i>	<i>-</i>
<i>The South West Legal Support Trust</i>	<i>4,181</i>	<i>-</i>	<i>4,181</i>	<i>-</i>	<i>-</i>
	<u><i>30,502</i></u>	<u><i>606,368</i></u>	<u><i>616,408</i></u>	<u><i>(2,982)</i></u>	<u><i>17,480</i></u>

CITIZENS ADVICE PORTSMOUTH
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

12 Restricted Funds (continued)

Grants were received from Hampshire and Isle of Wight Community Foundation to fund grants payable to families in need and under the "Keep Warm Keep Well" scheme.

Funds are received from Citizens Advice Hampshire in partnership with Macmillan Cancer Support to provide a specialist service for people affected by cancer, their families and carers, living in Hampshire. Users benefit from access to the full range of CAB advice.

NHS Portsmouth CCG funds a project worker, offering home visits for debt and generalist advice to families with children undergoing palliative care.

Funds are received from Citizens Advice for the delivery of money advice and universal credit advice services. Funds are received from Citizens Advice Hampshire for the delivery of dedicated information, advice and support to members of the Armed Forces Community.

Funds are received from the Red Cross to fund our specialist immigration advice service.

Home & Well was received from Citizens Advice Hampshire to provide an advisor for a Hampshire-wide service that aims to address the impact of cold homes, reduce water usage and bills following discharge from hospital.

Access to Justice was received from the Community Justice Fund to improve access to advice particularly in relation to Welfare Benefits and Employment specialist advice services.

EAP was received from Citizen's advice for the delivery of energy advice services.

Fuel Bank Foundation was received from the fuel bank foundation for a project to respond to fuel poverty.

Funds were received from the Innovation Community Fund for provision of facilities to enable remote access to advisers from our offices via video.

Mental Health Ask was received from the National Lottery Community Fund to run a pilot project on mitigating the links between mental health and debt.

National Emergency Fund was received from Hampshire and Isle of Wight Council for the provision of remote working equipment.

Citizens Advice National provided further funding for the purchase of remote working equipment.

We received funds from the National Lottery Community Fund to support our covid response costs.

U Benefit was received from Citizens Advice Hampshire for a project to a solution to mitigate the Covid19 Debt crisis – with this proposal called the 'UBenefit Project' aimed at new claimants to establish when they approach Citizens Advice, Job Centre plus or the Hampshire County Council Crisis Line for the first time, if they have levels of concern over their debt situation.

Funds were received from Vivid Homes and Radian Homes for the provision of a housing advisor.

Funds were received from Portsmouth City Council to fund our appeals service.

The Social Development Fund was received from HIVE for the provision of small grants to clients in need.

CITIZENS ADVICE PORTSMOUTH
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

13 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total funds £
Tangible fixed assets	-	-	-
Current Assets	387,998	113,303	501,301
Creditors: amounts falling due within one year	(32,115)	-	(32,115)
Creditors: Amounts falling after more than one year	(12,000)	-	(12,000)
	<u>343,883</u>	<u>113,303</u>	<u>457,186</u>
	£	£	£
<i>2020</i>			
<i>Tangible fixed assets</i>	-	-	-
<i>Current Assets</i>	389,346	7,440	396,786
<i>Creditors: amounts falling due within one year</i>	(25,929)	-	(25,929)
<i>Creditors: Amounts falling after more than one year</i>	(18,000)	-	(18,000)
	<u>345,417</u>	<u>9,540</u>	<u>352,857</u>

14 Capital Commitments

As at 31 March 2021 the company had future minimum lease commitments as follows:

	Land and buildings	Other	Total	
	£	£	2021 £	2020 £
Not later than 1 year	8,000	-	8,000	16,000
Later than 1 year and not later than 5 years	-	-	-	8,000
	<u>8,000</u>	<u>-</u>	<u>8,000</u>	<u>24,000</u>

15 Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2021 £	2020 £
Net income / (expenditure) for the year	104,329	57,915
Interest receivable	(2,898)	(3,665)
Depreciation and impairment of tangible fixed assets	-	2,560
(Increase) / decrease in debtors	4,588	(26,818)
Increase / (decrease) in creditors	6,186	4,742
Net cash flow from operating activities	<u>112,205</u>	<u>34,734</u>