

Charity registration number 1039776

Company registration number 02946921 (England and Wales)

CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

**CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
LEGAL AND ADMINISTRATIVE INFORMATION**

Trustees	Mr S Nienaltowski Miss L J Burton Mr A I Cullen Mr R J Emmerson Mr K Richardson Mr R N I Townsend Ms M Wade Ms S T Dhana Mr T A Little Mr A Gilbert Mr P B Brook
Secretary	Mr K Richardson
Charity number	1039776
Company number	02946921
Registered office	Units 2-3 Ark Royal House Winston Churchill Avenue Portsmouth Hampshire PO1 2GF
Auditor	Sumer Audit Piper House 4 Dukes Court Bognor Road Chichester West Sussex PO19 8FX
Bankers	National Westminster Bank Plc First floor Bay House North Harbour Business Park Portsmouth Hants PO6 4RS
Solicitors	Bates Wells & Braithwaite Cheapside House 138 Cheapside London EC2V 6BB

CITIZENS ADVICE SOLENT EAST (FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH) CONTENTS

	Page
Trustees' report	1 - 5
Statement of trustees' responsibilities	6
Independent auditor's report	7 - 9
Statement of financial activities	10
Balance sheet	11
Statement of cash flows	12
Notes to the financial statements	13 - 24

CITIZENS ADVICE SOLENT EAST (FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH) TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

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 31 March 2024.

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.

As part of the merger with Citizens Advice Havant that took place on the 1 October 2024, we have looked at the legal entity name and as the new Charity covers the east Solent area, we have formally changed the Companies House and Charity Commission name to Citizens Advice Solent East. We feel this represents the geography the Charity is covering. One important thing to note is that we are not going to alter what each operation is known as locally. We feel it is very important that as a client walks into either the Havant or Portsmouth centres, they recognise it as Citizens Advice Havant or Portsmouth.

Objectives and Activities

The Charity's objects 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.

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 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 2023/24 CAP benefited from the contribution of 61 volunteers averaging 9.5 hours per week across our services, representing a value of volunteering hours 579.5 on average equalling £7,323.16 per week. 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.

**CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

Achievements and performance

In 2023/24 our newly funded generalist advice service dealt with 13,597 client contacts, including 3,315 face-to-face, 6,184 via email, and 4,098 by telephone, addressing over 28,687 advice issues.

Our efforts yielded impressive outcomes for our clients, including:

- We secured £17,317,841 in financial gains through welfare benefits and debt write-offs.
- We have supported clients by reducing client's debt, totalling £333,640.

We supported individuals and families at greatest risk of crisis.

- 2,159 client contacts from clients were related to Immigration and Asylum.
- 55% had a disability and/or long-term health condition.

Overall, Citizens Advice Portsmouth dealt with 27,851 client contacts including 4039 face-to-face, 10,425 via email and 11,982 by telephone addressing over 50,900 advice issues.

Our efforts yielded impressive outcomes for our clients, including:

- We secured £23,315,236 in financial gains through welfare benefits and debt write-offs.
- We have supported clients by reducing client's debt, totalling £855,719.

We supported individuals and families at greatest risk of crisis.

- 7,495 clients were able to use our excellent online support services to self-help, negating the need for an adviser and preserving our resources for those most in need of adviser support.
- 48% had a disability and/or long-term health condition.

In conclusion, we take great pride in sharing that during the 2023/24 period, an impressive 96% of our customers rated our overall support as either good or excellent.

Factors Affecting the Achievement of Objectives

In 2023/24

In the 2023/24 fiscal year, Portsmouth City Council recognised the vital work we do in providing advice to the Portsmouth community by granting us financial support. This funding allowed us to secure paid staff for a service that had previously relied on our reserves and volunteer efforts. This was a significant milestone in enhancing our professional standing in the city.

Additionally, we soft-launched our first social enterprise—a specialist immigration advice service. In its first year, we tripled our financial target and provided free advice to 865 individuals through this initiative.

Our dedicated team worked tirelessly to ensure another year of growth and success for our essential service. Consequently, a major focus this year was to significantly enhance the benefits package for our team members, ensuring a supportive work environment that offers opportunities for growth, diversity, and overall well-being.

Financial review

Financial Position

The trustees report incoming resources for the year of £1,445,045 (2023: £1,259,428). Of this £1,343,073 (2023: £1,192,941) related to project restricted activities. The charity does not carry out any significant public fundraising activities.

Net incoming resources in the year amounted to £105,707 (2023: net outgoing resources £14,195). At 31st March 2024 reserves were £452,288 (2023: £346,581) of which £91,147 (2023: £69,236) represented restricted funds.

CITIZENS ADVICE SOLENT EAST (FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH) TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

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 specific use should be maintained at a level equivalent to between 3-6 months 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 31 March 2024 stood at £452,288 (2023: £346,581), which is comfortably within this range.

Future Plans

As we look ahead to 2024/25, our priority remains to diversify our funding sources and increase our unrestricted funding. To achieve this, we are exploring new fundraising initiatives and expanding our social enterprise ventures. To support these efforts, we have strengthened our business development team by hiring an additional bid writer.

As mentioned at the beginning of this report the new legal entity that came into effect on 1 October 2024 covers the Havant and Portsmouth operations. As we look at the developing landscape with grants and funders, we do expect to see more mergers of local Citizen Advice operations and we will respond to those as the opportunity / need arises.

Structure, Governance and Management

Governing Document

The charity is a company limited by guarantee and was formed on 8 July 1994. It is governed by its Memorandum and Articles of Association as amended on 5 November 2002, and 4 November 2011.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mr S Nienaltowski	
Miss L J Burton	
Mr A I Cullen	
Mr R Eade	(Resigned 1 July 2023)
Mr R J Emmerson	
Mr K Richardson	
Mr R N I Townsend	
Mr T Watmough	(Resigned 18 September 2023)
Ms M Wade	
Ms S T Dhana	
Mr T A Little	
Mr A Gilbert	
Mr P B Brook	
Ms Emily Drum	(Resigned 29 November 2023)

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

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

**CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

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 body corporate 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.

Organisation 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, Sandy Bramley. 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.

Major Risks

The trustees have developed a framework with defined risk appetites 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) which remains a risk 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.

On the face of this with our main contracts offered with a 12- or 18-month period this might look like a high risk. But the nature of this beast is that is how the DWP operates, and we do not see this as a risk as the employees contracted to these contracts are not an ongoing liability as we have a well tried and tested process for making roles redundant when, or if, contracts terminate. Today we have a portfolio of 16 grant contracts from 11 funders of which these are only two of the 16. We remain very aware of the situation but do not see this as high risk. In fact the strategy seems to be moving in a direction of more regional based agreements and as we grow our own organisation and geographic coverage, this will strengthen our position to take on larger contracts.

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.

Auditor

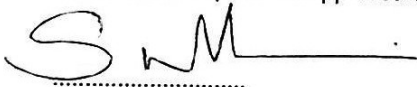
In accordance with the company's articles, a resolution proposing that Sumer Audit be reappointed as auditor of the company will be put at a General Meeting.

**CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

Disclosure of information to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The trustees' report was approved by the Board of Trustees.



Mr S Nienaltowski
Trustee

Date: 21/10/2024

**CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2024**

The trustees, who are also the directors of Citizens Advice Solent East for the purpose of company law, 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 charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

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 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 charity will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

CITIZENS ADVICE SOLENT EAST (FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH) INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF CITIZENS ADVICE SOLENT EAST

Opinion

We have audited the financial statements of Citizens Advice Solent East (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

**CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE TRUSTEES OF CITIZENS ADVICE SOLENT EAST**

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

In addition to the above, our procedures to respond to risks identified included the following:

- Making enquiries of management, about any known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of the board and senior management;
- Reading correspondence with regulators;
- Challenging assumptions and judgements made by management in their significant accounting estimates, including defined benefit pension scheme valuations; and
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- Obtaining an understanding of the legal and regulatory framework that the charitable company operates in, focusing on those laws and regulations that had a direct effect on the financial statements and operations;
- Obtaining an understanding of the charitable company's policies and procedures on fraud risks, including knowledge of any actual, suspected or alleged fraud; and
- Discussing among the engagement team how and where fraud might occur in the financial statements and any potential indicators of fraud through our knowledge and understanding of the company and our sector-specific experience.

As a result of these procedures, we considered the opportunities and incentives that may exist within the charitable company for fraud. We are also required to perform specific procedures to respond to the risk of management override. As a result of performing the above, we identified the following areas as those most likely to have an impact on the financial statements: compliance with the UK Companies Act and Charities Act.

**CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE TRUSTEES OF CITIZENS ADVICE SOLENT EAST**

In addition to the above, our procedures to respond to risks identified included the following:

- Making enquiries of management about any known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of the board and senior management;
- Challenging assumptions and judgements made by management in their significant accounting estimates; and
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness.

Due to the inherent limitations of an audit, there is an unavoidable risk that some material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with the ISAs (UK). For instance, the further removed non-compliance is from the events and transactions reflected in the financial statements, the less likely the auditor is to become aware of it or to recognise the non-compliance.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



**Robin Evans BA FCA CTA DChA (Senior Statutory Auditor)
for and on behalf of Sumer Audit
Chartered Accountants
Statutory Auditor
Chichester**

4/12/2024

Sumer Audit is the trading name of Sumer Auditco Limited

**CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT**

FOR THE YEAR ENDED 31 MARCH 2024

		Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	Notes	2024 £	2024 £	2024 £	2023 £	2023 £	2023 £
Income and endowments from:							
Donations and legacies	3	9,222	-	9,222	12,104	5,000	17,104
Charitable activities	4	84,237	1,343,073	1,427,310	46,430	1,187,941	1,234,371
Investments	5	8,382	-	8,382	1,885	-	1,885
Other income	6	130	-	130	6,068	-	6,068
Total income		101,971	1,343,073	1,445,044	66,487	1,192,941	1,259,428
Expenditure on:							
Charitable activities	7	14,668	1,324,669	1,339,337	61,797	1,211,826	1,273,623
Total expenditure		14,668	1,324,669	1,339,337	61,797	1,211,826	1,273,623
Net income/(expenditure)		87,303	18,404	105,707	4,690	(18,885)	(14,195)
Transfers between funds		(3,507)	3,507	-	(11,344)	11,344	-
Net movement in funds		83,796	21,911	105,707	(6,654)	(7,541)	(14,195)
Reconciliation of funds:							
Fund balances at 1 April 2023		277,345	69,236	346,581	283,999	76,777	360,776
Fund balances at 31 March 2024		361,141	91,147	452,288	277,345	69,236	346,581

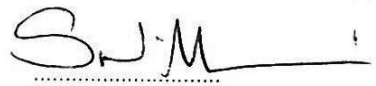
The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

**CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
BALANCE SHEET**

AS AT 31 MARCH 2024

	Notes	2024		2023	
		£	£	£	£
Fixed assets					
Tangible assets	12		25,046		10,604
Current assets					
Debtors	13	78,582		36,672	
Cash at bank and in hand		397,221		366,588	
		<u>475,803</u>		<u>403,260</u>	
Creditors: amounts falling due within one year	15	<u>48,561</u>		<u>67,283</u>	
Net current assets			427,242		335,977
Total assets less current liabilities			<u>452,288</u>		<u>346,581</u>
The funds of the charity					
Restricted income funds	16		91,147		69,236
Unrestricted funds			361,141		277,345
			<u>452,288</u>		<u>346,581</u>

The financial statements were approved by the trustees on 21st October 2024



Mr S Nienaltowski
Trustee

Company registration number 02946921 (England and Wales)

**CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024**

	Notes	2024 £	£	2023 £	£
Cash flows from operating activities					
Cash generated from operations	22		56,370		2,815
Investing activities					
Purchase of tangible fixed assets		(28,119)		(15,827)	
Investment income received		8,382		1,885	
Net cash used in investing activities			(19,737)		(13,942)
Financing activities					
Repayment of borrowings		(6,000)		(6,000)	
Net cash used in financing activities			(6,000)		(6,000)
Net increase/(decrease) in cash and cash equivalents			30,633		(17,127)
Cash and cash equivalents at beginning of year			366,588		383,715
Cash and cash equivalents at end of year			397,221		366,588

**CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

1 Accounting policies

Charity information

Citizens Advice Solent East is a private company limited by guarantee incorporated in England and Wales. The registered office is Units 2-3, Ark Royal House, Winston Churchill Avenue, Hampshire, Portsmouth, PO1 2GF.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's articles of association, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "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)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £1.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Based on these assessments and having regard to the resources available to the entity, the trustees have concluded that there is no material uncertainty and that they can continue to adopt the going concern basis in preparing the annual report and financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Goods, facilities and services in kind are included at their estimated open market valuation.

**CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies (Continued)

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures and fittings	25% Reducing balance
Computers	33% Straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

**CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

**CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

3 Donations and legacies

	Unrestricted funds	Total	Unrestricted funds	Restricted funds	Total
	2024	2024	2023	2023	2023
	£	£	£	£	£
Donations and gifts	222	222	3,104	5,000	8,104
Donated goods and services	9,000	9,000	9,000	-	9,000
	<u>9,222</u>	<u>9,222</u>	<u>12,104</u>	<u>5,000</u>	<u>17,104</u>

Donated goods and services

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 (2023: £9,000)

4 Income from charitable activities

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2024	2024	2024	2023	2023	2023
	£	£	£	£	£	£
Provision of advisory services	84,237	1,343,073	1,427,310	43,108	1,187,941	1,231,049
Other income	-	-	-	3,322	-	3,322
	<u>84,237</u>	<u>1,343,073</u>	<u>1,427,310</u>	<u>46,430</u>	<u>1,187,941</u>	<u>1,234,371</u>

5 Income from investments

	Unrestricted funds	Unrestricted funds
	2024	2023
	£	£
Interest receivable	8,382	1,885
	<u>8,382</u>	<u>1,885</u>

6 Other income

	Unrestricted funds	Unrestricted funds
	2024	2023
	£	£
Other income	130	6,068
	<u>130</u>	<u>6,068</u>

**CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

FOR THE YEAR ENDED 31 MARCH 2024

7 Expenditure on charitable activities

	Charitable activities 2024 £	Charitable activities 2023 £
Direct costs		
Staff costs	1,187,082	1,109,555
Depreciation and impairment	13,677	5,223
Staff and volunteer costs	15,056	16,326
Premises costs	38,726	37,323
Disbursements	2,747	5,129
Legal and professional fees	7,000	-
	<u>1,264,288</u>	<u>1,173,556</u>
Share of support and governance costs (see note 8)		
Support	68,536	92,940
Governance	6,513	7,127
	<u>1,339,337</u>	<u>1,273,623</u>
Analysis by fund		
Unrestricted funds	14,668	61,797
Restricted funds	1,324,669	1,211,826
	<u>1,339,337</u>	<u>1,273,623</u>

8 Support costs allocated to activities

	2024 £	2023 £
Support costs	68,536	92,940
Governance costs	6,513	7,127
	<u>75,049</u>	<u>100,067</u>
Analysed between:		
Charitable activities	<u>75,049</u>	<u>100,067</u>
Governance costs comprise:	2024 £	2023 £
Audit fees	4,224	4,020
Accountancy	1,656	1,440
Legal and professional	633	1,667
	<u>6,513</u>	<u>7,127</u>

**CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

8 Support costs allocated to activities (Continued)

All support costs incurred in the current and comparative years are attributed to office costs and are allocated on a direct cost basis to charitable activities.

Governance costs includes payments to the auditors of £5,880 (2023: £5,460) for audit and preparation of financial statements.

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

During the year trustee office expenses of £107 (2023: £nil) were reimbursed to one trustee (2023: no trustees).

10 Employees

The average monthly number of employees during the year was:

	2024	2023
	Number	Number
Average full time equivalent number of staff employed	50	50
	<u>50</u>	<u>50</u>
Employment costs	2024	2023
	£	£
Wages and salaries	1,087,401	1,016,791
Social security costs	82,634	77,761
Other pension costs	17,047	15,003
	<u>1,187,082</u>	<u>1,109,555</u>

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2024	2023
	Number	Number
£60,000 to £70,000	1	-
	<u>1</u>	<u>-</u>

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2024	2023
	£	£
Aggregate compensation	69,622	59,559
	<u>69,622</u>	<u>59,559</u>

**CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

FOR THE YEAR ENDED 31 MARCH 2024

11 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

12 Tangible fixed assets

	Fixtures and fittings	Computers	Total
	£	£	£
Cost			
At 1 April 2023	31,168	56,253	87,421
Additions	10,308	17,811	28,119
Disposals	(31,168)	(40,426)	(71,594)
At 31 March 2024	<u>10,308</u>	<u>33,638</u>	<u>43,946</u>
Depreciation and impairment			
At 1 April 2023	31,168	45,649	76,817
Depreciation charged in the year	2,576	11,101	13,677
Eliminated in respect of disposals	(31,168)	(40,426)	(71,594)
At 31 March 2024	<u>2,576</u>	<u>16,324</u>	<u>18,900</u>
Carrying amount			
At 31 March 2024	<u>7,732</u>	<u>17,314</u>	<u>25,046</u>
At 31 March 2023	<u>-</u>	<u>10,604</u>	<u>10,604</u>

13 Debtors

	2024	2023
	£	£
Amounts falling due within one year:		
Trade debtors	28,336	32,859
Prepayments and accrued income	50,246	3,813
	<u>78,582</u>	<u>36,672</u>

14 Loans and overdrafts

	2024	2023
	£	£
Other loans	-	6,000
Payable within one year	-	6,000

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 was secured by a floating charge over the assets of the Bureau and has been fully repaid in the year.

**CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

15 Creditors: amounts falling due within one year

	2024	2023
	£	£
Borrowings	-	6,000
Other taxation and social security	19,847	19,798
Trade creditors	9,598	2,190
Other creditors	2,991	3,666
Accruals and deferred income	16,125	35,629
	<u>48,561</u>	<u>67,283</u>

Deferred income of £3,750 (2023: £nil) in relation to grant amounts received in advance.

16 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
	£	£	£	£	£
Access to Justice	10,917	64,875	(64,467)	-	11,325
Forces for Families	-	2,000	(2,000)	-	-
Translation	5,207	2,250	(4,872)	-	2,585
Veterans Covenant	-	16,336	(16,522)	186	-
Force for Change	-	7,390	(7,700)	310	-
Help to Claim	23,931	512,323	(489,758)	-	46,496
HIWCF	4,441	1,000	(7,664)	2,223	-
Home and Well	-	35,902	(32,858)	-	3,044
British Red Cross	-	66,484	(64,876)	-	1,608
National Lottery	-	74,300	(68,603)	-	5,697
Scams CENF	-	12,035	(13,361)	1,326	-
Macmillan Hampshire	-	79,358	(72,653)	-	6,705
MaPS	-	338,019	(324,332)	-	13,687
Montague Neville Durnford & St Leo Cawthran	-	5,000	(5,050)	50	-
NHS Portsmouth CCG	-	19,055	(19,055)	-	-
P&W Trust	588	-	-	(588)	-
Cost of Living	15,000	-	(15,000)	-	-
PCC - Debts & benefits	9,152	24,416	(33,568)	-	-
PCC - Generalist	-	32,570	(32,570)	-	-
PCC - Multiply	-	49,760	(49,760)	-	-
	<u>69,236</u>	<u>1,343,073</u>	<u>(1,324,669)</u>	<u>3,507</u>	<u>91,147</u>

**CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

FOR THE YEAR ENDED 31 MARCH 2024

16 Restricted funds (Continued)

Previous year:	At 1 April 2022	Incoming resources	Resources expended	Transfers	At 31 March 2023
	£	£	£	£	£
Access to Justice	-	19,672	(8,755)	-	10,917
Forces for Families	8,186	3,745	(11,931)	-	-
Translation	5,407	-	(200)	-	5,207
Help to Claim	8,609	483,817	(468,495)	-	23,931
Suicide Prevention	6,080	-	-	(6,080)	-
HIVE	524	1,000	(2,321)	797	-
HIWCF	2,316	10,050	(5,609)	(2,316)	4,441
Home and Well	-	56,000	(58,841)	2,841	-
Immigration	-	35,965	(50,427)	14,462	-
Macmillan Hampshire	-	67,597	(69,610)	2,013	-
MaPS	44,120	444,539	(488,905)	246	-
Mental Health ASK	947	-	-	(947)	-
NHS Portsmouth CCG	-	19,055	(19,383)	328	-
P&W Trust	588	-	-	-	588
Cost of Living	-	15,000	-	-	15,000
PCC	-	36,500	(27,348)	-	9,152
	<u>76,777</u>	<u>1,192,940</u>	<u>(1,211,825)</u>	<u>11,344</u>	<u>69,236</u>

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.

Forces for Families was received from Citizens Advice for Armed Forces Veterans Pilot Project.

Funds were received from Hampshire & Isle Of Wight Community Foundation to provide translation services to service users.

Funds were received from Armed Forces Covenant of £98,656 over two years for the Forces Home Straight Project.

Funds were received from Portsmouth Covenant Fund for the Armed Forces Force for Change Project.

Funds were received from Citizens Advice for Help to Claim Project delivery including money advice and Universal Credit advice services.

Funds were received from Hampshire & Isle Of Wight Community Foundation (HIWCF) to fund hardship payments.

Home and 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.

National Lottery funds were received for Holistic Debt Advice Services.

Funds were received from the Police and Crime Commissioner for a SCAMS prevention project.

Funds were 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 CAP advice.

**CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

16 Restricted funds

(Continued)

MaPS funding was received from Citizens Advice to support the provision of money advice services to the public. This consisted of face-to-face, web and telephone sessions.

Funds were received from Montague Neville Durnford & St Leo Cawthan for Support to Naval Forces and veterans over 50.

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

Funds were received from Citizens Advice to enable local offices to support or increase direct service delivery capacity, to help our clients through the cost of living crisis.

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

Portsmouth City Council provided funds to assist people in Portsmouth at risk of financial hardship who would benefit from money advice. Further funds were provided to deliver a targeted numeracy provision to adults aged 19 and above.

Funds were received from Citizens Advice for the delivery of money advice and Universal Credit advice services.

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

Southampton City Council provided a Suicide Prevention Service to the public.

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.

17 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used.

	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
	£	£	£	£	£
General funds	277,345	101,971	(14,668)	(3,507)	361,141
	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Previous year:	At 1 April 2022	Incoming resources	Resources expended	Transfers	At 31 March 2023
	£	£	£	£	£
General funds	283,999	66,487	(61,797)	(11,344)	277,345
	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>

**CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

FOR THE YEAR ENDED 31 MARCH 2024

18 Analysis of net assets between funds

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Fund balances at 31 March 2024 are represented by:			
Tangible assets	25,046	-	25,046
Current assets/(liabilities)	336,095	91,147	427,242
	<u>361,141</u>	<u>91,147</u>	<u>452,288</u>
	<u><u>361,141</u></u>	<u><u>91,147</u></u>	<u><u>452,288</u></u>
	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Fund balances at 31 March 2023 are represented by:			
Tangible assets	10,604	-	10,604
Current assets/(liabilities)	266,741	69,236	335,977
	<u>277,345</u>	<u>69,236</u>	<u>346,581</u>
	<u><u>277,345</u></u>	<u><u>69,236</u></u>	<u><u>346,581</u></u>

19 Operating lease commitments

Lessee

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2024 £	2023 £
Within one year	24,426	26,904
Between two and five years	20,292	41,866
	<u>44,718</u>	<u>68,770</u>
	<u><u>44,718</u></u>	<u><u>68,770</u></u>

During the year, the charitable company made payments under operating leases totaling £24,426 (2023: £20,570).

20 Events after the reporting date

On 1 October 2024, a merge transfer was completed of Citizens Advice Solent East and Citizens Advice Havant. Both entities share the same charitable aims. All assets, liabilities, staff and volunteers were transferred to the newly-named Citizens Advice Solent East.

21 Related party transactions

There were no disclosable related party transactions during the year (2023 - none).

**CITIZENS ADVICE SOLENT EAST
(FORMERLY KNOWN AS CITIZENS ADVICE PORTSMOUTH)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

FOR THE YEAR ENDED 31 MARCH 2024

22	Cash generated from operations	2024	2023
		£	£
	Surplus/(deficit) for the year	105,707	(14,195)
	Adjustments for:		
	Investment income recognised in statement of financial activities	(8,382)	(1,885)
	Depreciation and impairment of tangible fixed assets	13,677	5,223
	Movements in working capital:		
	(Increase) in debtors	(41,910)	(10,217)
	(Decrease)/increase in creditors	(12,722)	23,889
	Cash generated from operations	56,370	2,815

23	Analysis of changes in net funds	At 1 April 2023	Cash flows	At 31 March 2024
		£	£	£
	Cash at bank and in hand	366,588	30,633	397,221
	Loans falling due within one year	(6,000)	6,000	-
		<u>360,588</u>	<u>36,633</u>	<u>397,221</u>