

REGISTERED COMPANY NUMBER: 02390927 (England and Wales)
REGISTERED CHARITY NUMBER: 900116

**THE BASINGSTOKE CITIZENS ADVICE BUREAU
LIMITED**

**REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS**

For the Year Ended 31 March 2024

Derbyshire Accountants Limited
2 Fairfield
Whitchurch
Hampshire
RG28 7ES

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THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
TRUSTEES AND DIRECTORS REPORT
For the Year Ended 31 March 2024

The Trustees, who are also the directors of the charitable company for the purposes of the Companies Act 2006, are pleased to present their annual report with the financial statements of the charity for the year ended 31 March 2024.

REFERENCE AND ADMINISTRATION INFORMATION

Charity Name	The Basingstoke Citizens Advice Bureau Limited (also known as Citizens Advice Basingstoke (CAB))
Charity Registration Number	900116
Company Registration Number	02390927
Registered office	The Discovery Centre 19/20 Westminster House Potters Walk Basingstoke Hampshire RG21 7LS

Trustees/Directors

The Trustees who served during the period and up to the date of this report are set out below:

Anthony Curtis	Chair
Richard Haas	Vice Chair
Deborah Cornick	Treasurer
Neil Bass	Company Secretary
Catherine Brooks	(Appointed 19 October 2023)
Ian Green	
Rhiannon Lee	(Resigned 6 July 2024)
Toju Ogbe	
John Robinson	

Management team

Graham Hatcher (CEO)
Jane Charlick (Office Manager)
Katie Jennings (Advice Services Manager)
Callum Low (Operations Manager)
Lucy Sweet (Marketing and Fundraising Officer)

Bankers

CAF Bank Ltd, 35 Kings Hill Avenue, Kings Hill, West Malling, Kent,
ME19 4JQ

Independent Examiner

Charlotte Derbyshire FCCA, Derbyshire Accountants Limited,
2 Fairfield, Whitchurch, Hampshire, RG28 7ES

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED

TRUSTEES AND DIRECTORS REPORT

For the Year Ended 31 March 2024

OBJECTIVES AND ACTIVITIES

Objectives and aims for the public benefit.

Citizens Advice Basingstoke's objectives are aligned with the aims and principles of the national organisation, Citizens Advice. These are to provide free, independent, confidential, and impartial advice to help people overcome their problems; to advise them on their rights and responsibilities; to improve the policies and practices that affect people's lives; to be a voice for people on the issues that matter to them and to value diversity, promote equality and challenge discrimination.

Citizens Advice Basingstoke's objects are laid out in its Articles of Association. The Articles were updated by Special Resolution at the 2023 AGM.

"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, but without limitation, for the benefit of the community in Basingstoke and Deane and surrounding areas".

Our main activities and who we try to help are described below. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The Board of Trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

ACHIEVEMENTS AND PERFORMANCE

Charitable activities

Citizens Advice Basingstoke's primary activity is to provide information and advice to any member of the public who seeks it. This service can be accessed by people at our office in Festival Place, Basingstoke by making an appointment. It can also be accessed by telephone, email, webchat, and on-line advice line. Home visits can also be arranged when necessary and we provide outreach in the community.

- Client numbers increased in the year to 9,857 (2023:9,193) with a slight decrease in Activities carried out for clients 28,589 (2023:31,309). (These numbers reflect our workload in the year and include repeat client visits on different issues).
- We saw an increase in Casework 7,671 (2023:6,945).
- The ages of the clients we have dealt ranged from 16-102 (2023:16-99).
- Ethnicity of clients seen has also slightly changed: ethnic minorities 17% (2023:15%).
- Those with a disability or long-term health condition 47% (2023:47%). Clients experiencing health problems have more complex advice needs.
- We have used the following Channels to meet client demand: email 37% (2023:40%), webchat 1% (2023:1%), phone 45% (2023:39%), letter 1% (2023:2%), in person 15% (2023:11%), and other 1% (2023:7%).

In addition:

- Income gained for our clients, thanks to the advice provided by advisers rose to £2,176,829 (2023:£1,067,335).
- Wider economic and social benefits- the public value of improving clients' wellbeing (emotional wellbeing, family relationships and positive functioning) £12,763,774 (2023: £11,431,617).

These figures are based on the value of advice delivered by our office. Using a Treasury approved model developed by New Economy using the latest values, we only put a value on what we can firmly evidence.

Income gained for clients uses their individual financial gain for a 12-month period as a result of our help.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
TRUSTEES AND DIRECTORS REPORT
For the Year Ended 31 March 2024

ACHIEVEMENTS AND PERFORMANCE (Continued)

Charitable activities (continued)

We have given advice on a wide range of issues 19,414 (2023:15,144), with 80% (2023:83%) of all enquiries relating to:

- Benefits, Universal Credit and Tax Credit 27% (2023:24%).
- Charitable Support and Food banks 8% (2023: 11%).
- Debt 9% (2023:15%).
- Housing 12% (2023:10%).
- Utilities and Communication 11% (2023:12%).
- Relationships and family 7% (2023:6%) and
- Employment 6% (2023:5%).

Within housing issues, we dealt with 288 (2023:196) enquiries from those who are homeless or threatened with homelessness.

Our Research and Campaigns work to improve the policies and practices that affect people's lives continues. The evidence our Advisers capture is collated and sent to Citizens Advice centrally, which then helps to inform national campaigns for changes in policy or practice. In this way, people who never visit Citizens Advice or who may not even know we exist, can benefit from our work.

One of Citizens Advice's most significant national campaign concerns for 2024 is "Negative Budget" data from debt clients which shows that for a growing proportion, they have nothing, or less than nothing, left at the end of the month. Their essential outgoings on things like rent, food and heating, exceed their income. In the Basingstoke constituency it is estimated that almost 6.5% (c7000) of the population are in a negative budget. Alongside Citizens Advice National we are working towards addressing what is a shocking everyday reality for many in our society.

Notable successes following campaigns by Citizens Advice during the year included:

- a) For private renters on Universal Credit, the Local Housing Allowance at 30% of local market rates was reinstated, having been frozen since 2020.
- b) Following pressure from Citizens Advice, amongst others, the Chancellor decided to increase Benefits from April 2024 in line with the September inflation rate.
- c) The £90 fee for Debt Relief Orders was abolished.
- d) The repayment period for Universal Credit loans was extended from 12 to 24 months.

ACHIEVEMENTS AND PERFORMANCE (Continued)

Partnership projects and other outreach services

To ensure that our services are as accessible as possible to those who need our help, we also undertake funded partnership projects and other services:

BDBC Cost of Living Community Grant – A project for face-to-face outreach at Oakridge Hall to support residents who are facing significant challenges with the cost of living,

Citizens Advice Pot 2 Remote Service delivery – A collaboration between local offices to increase resources and improve the Adviceline telephone service.

Citizens Advice Energy Advice Programme – The project consists of three elements: one-to-one help and advice for people who are in or at risk of fuel poverty; an Energy Outreach Project to deliver actionable energy advice to consumers who are not engaging with energy as an issue, in an outreach setting, and Carbon Monoxide Advice to vulnerable clients.

Energy casework – Funding for a dedicated caseworker to complement our existing energy funded services to provide support to clients who have complex needs or circumstances. The advice will focus on energy advice issues, income maximisation and benefits advice.

Foodbank outreach service - We provided a dedicated on-site advice service at 6 locations for people using the local foodbank.

Sovereign Housing Association - A partnership that we have continued for many years to engage and provide help to their most vulnerable residents who are at risk of eviction. This service moved in-house, and our funding ended in 30 September 2023.

HIWCF Penton Trust – “Alleviating Poverty for Over 65’s” is a dedicated service, specifically designed to meet the growth of a local ageing population, helping older people to tackle debt and poverty etc. and ensure they are receiving the benefits to which they are entitled.

Home & Well - This is Citizens Advice Hampshire in partnership with SSEN, SGN, Portsmouth Water, Southern Water, South East Water and Hampshire & Isle of Wight ICB to enable vulnerable people across Hampshire & IoW “to stay safely and independently in their homes”. The focus is on Priority Service Register sign-ups, energy-related assistance as well as debt, welfare benefits and generalist advice.

Parklands Mental Health Outreach – Outreach services at Parklands Hospital to address the underlying, wider determinants of poor mental health, thereby supporting recovery and reducing risk factors of further mental health episodes. This includes supporting people to maximise their income, claim benefits, prevent (or address) debt, as well as deal with housing, relationship, employment and other advice issues which are impacting their quality of life. The potential benefits include reduced pressure on mental health services, and significant improvements in the quality of life of those previously experiencing poor mental health.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
TRUSTEES AND DIRECTORS REPORT
For the Year Ended 31 March 2024

ACHIEVEMENTS AND PERFORMANCE (Continued)

Partnership projects and other outreach services (Continued)

Household Support Fund – A Hampshire- wide scheme to provide funding to individuals who are struggling to pay their fuel bills and are in debt.

Hate Crime – As part of our Equality and Diversity work, we are a third-party Hate Crime Reporting Centre, providing a safe, accessible environment where people, who may otherwise be reluctant to go to the police, can report anonymously, via our office, incidents of hate crime. Our CEO chairs a local Hate Crime working party attended by the local authority, police, and community leaders. The aim of this is to educate young people and raise awareness to increase the reporting of Hate Crimes.

Other activities

We have continued to work on a collaborative basis with other Citizens Advice organisations including the Hampshire Consortium Citizens Advice Hampshire. For example, we host and support the North Hampshire Big Lottery debt case worker.

We have continued to work with our partners to meet community needs and are active in the Social Inclusion Partnership which prevents and tackles homelessness and helps rough sleepers in the community. We are involved in the Mental Health Alliance, and we also hold extended Board meetings to get feedback from community leaders on our service.

Our staff

The Trustees are incredibly grateful to our staff and volunteers at Citizens Advice Basingstoke, without whom it would not be possible to deliver our service. Our team, mainly volunteers, provide advice and help to people from all backgrounds and abilities to tackle a wide range of issues.

Throughout the year our in-house training and recruitment has continued.

Thanks to the dedication of our staff and volunteers, our clients, including families, the elderly and disabled, have received much needed additional support during the year.

Communications and Marketing

In 2023 we recruited a Marketing and Fundraising Officer to raise our profile as a charity and attract new funding in line with our business plan. A new communications plan was completed and the website was refreshed to include a revised client enquiry form, separate fundraising and volunteering sections, a recruitment section and a news page to enable us to share news effectively. Press releases have been distributed to local media and we have completed radio interviews and a radio advertisement. We have focused on growing our presence on social media platforms with daily posts on Facebook containing a mixture of useful client guidance together with personal stories about our team and our work. To ensure our staff and volunteer team feel a key part of the organisation and to help with staff retention, we increased internal communications. A new quarterly team newsletter was launched, and the team are updated via a morning briefing meeting, a quarterly team meeting, an annual team away day, social media posts and regular emails from the management team as required. A total of 24 local events have been attended in the last year helping us to network and meet other like-minded charities, organisations and potential donors. Fundraising events have been organised, including raffles and quizzes, with networking taking place with local businesses.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
TRUSTEES AND DIRECTORS REPORT
For the Year Ended 31 March 2024

FINANCIAL REVIEW

The availability of funding in the charity sector remains challenging. The charity is focused on providing added value from a base of sound financial management and ensuring that our services remain relevant to the strategic objectives of stakeholders at local and national level.

In the reporting period, the charity had a surplus of £37,154 (2023: £8,766) from a total income of £448,588 (2023: £357,225) and expenditure of £411,434 (2023: £348,459).

At the year end the charity's total funds stand at £339,184 (2023: £302,030) of which £326,557 (2023: £273,873) is unrestricted and £12,627 (2023: £28,157) is restricted.

The charity transferred £15,380 (2023: £3,390) into designated funds to cover future shortfalls in restricted funds. This has been utilised to cover a £2,170 overspend on the HIWCF Penton Trust Project, an additional laptop purchases for core staff totalling £1,280. (Note 16 & 17) and £760 overspend on the Cost of Living project.

We continue to be grateful to Basingstoke and Deane Borough Council (BDBC) who are our principal funders and who view us as one of their very few "Strategic Partners".

As well as specific project income mentioned earlier in the report, we also received other fundraising income from:

- CitA Hants Healthwatch/ HSF Community Grant - £17,106.
- BDBC Cost of Living Partner Contribution - £27,834 which was deferred from 2022-23.
- Citizens Advice Cost of Living Grant for Telephone support - £15,000 which was deferred from 2022-23.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
TRUSTEES AND DIRECTORS REPORT
For the Year Ended 31 March 2024

FINANCIAL REVIEW (Continued)

Reserves policy

The charity holds both unrestricted financial reserves and restricted funds to be applied against agreed future activities. Unrestricted reserves provide protection against the immediate impact of funding changes and cover for unforeseen, essential services.

It is the policy of the charity to maintain unrestricted funds, which are the free reserves of the charity, at a level which equates to approximately three to six months' unrestricted expenditure. The Trustees consider that this will provide sufficient funds to cover management and administration and support costs and to respond to emergency needs, which arise from time to time. Unrestricted funds (which include designated funds) were maintained at this level throughout the year. These have been revised in line with current expected costs.

Designated funds (see Note 17) are in place for the following:

	31/03/2024	31/03/2023
	£	£
Liquidation reserve	182,763	152,844
Sick pay reserve	10,434	10,434
Computer upgrade reserve	5,894	5,894
Short term Building reserve	5,000	10,000
Dilapidation's reserve	12,000	10,000
Recruitment reserve	5,000	5,000
Short Term Meeting demand reserve	34,355	34,355
Project Subsidy Fund	25,048	9,668
	280,494	238,195

As some of our projects come to an end, we intend keeping on existing project staff where possible to meet the increasing demand on our service and retain their experience. As a result of the forecast reduction in our funding and increased costs, our budget forecast deficit for 2024/25 is approximately £23,000. We therefore plan to utilise some of the above reserves in financial year 2024/25 to cover this deficit if required. The Trustee Board has therefore approved the use of existing reserves to cover this shortfall in the short term but is actively looking at areas for additional funding for the office for the longer term.

Restricted funds of £12,627 (2023: £28,157), as at 31 March 2024, represent any funds carried forward towards future costs on some of our funded projects. (See Note 16).

Investment policy and objectives

Under the Articles of Association, the charity has the power to make any investment which the Trustees deem fit. Any surplus cash funds are currently placed in short to medium-term low-risk bank deposits.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED

TRUSTEES AND DIRECTORS REPORT

For the Year Ended 31 March 2024

STRUCTURE, GOVERNANCE AND MANAGEMENT

Constitution

The organisation is a charitable company limited by guarantee. In the event of the company being wound up members are required to contribute an amount not exceeding £10.

The Articles of Association are the governing documents of the Charity. The Articles were updated by Special Resolution at the 2023 AGM.

Trustees

The management of the Charity is the responsibility of the Trustees who are elected or co-opted to the Board in accordance with the terms of the Articles of Association. The Trustees under charity law are Directors of the charitable company.

The Articles of Association provide that the number of Trustees shall not be less than four nor more than fifteen. Trustees are elected for a three-year term and retire on rotation but may seek re-election at the AGM. A person may not hold the position of Chair, Vice Chair or Treasurer for more than six consecutive years. After the end of this period, two further years must pass before any former Chair, Vice Chair or Treasurer may be re-appointed to those offices.

The Corporate Governance Code recommends that non-executive directors serve no more than 9 years to ensure independence and a regular refresh of the Board. The Board has been very active ensuring the Board is diverse and in appointing new Trustees over the past few years, including the recruitment of a new Chairman and Vice Chair in 2022. Ian Green has served on the Board since January 2008 and the Board considers Mr Green's previous experience as Vice Chair and Chairman to be invaluable. In addition to providing support to his successor he continues to make a valuable contribution to the Board and the running of the Charity.

The Trustees are unpaid volunteers but are entitled to reasonable reimbursement of expenses incurred in attending Trustee meetings or otherwise in connection with the discharge of their duties.

The Trustee Board aims to reflect the diversity of the Borough of Basingstoke and Deane wherever possible. When it is necessary to recruit a new Trustee, the Board is mindful of this and of any specific skills required. Potential Trustees are interviewed by the Chair of the Trustee Board and at least one other Trustee. Potential Trustees are also invited to attend a Board meeting in an observer capacity to ensure clarity about the role and responsibilities of a Trustee before accepting the appointment.

Induction and training of Trustees

New Trustees are briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. They also meet key employees and other trustees. They are also encouraged to spend time in the office to familiarise themselves with how advice sessions operate. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

Management and organisation

Basingstoke Citizens Advice (CAB) is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureau, 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 to enable it to fulfil its charitable objects and comply with the national membership requirements.

The day-to-day management of CAB is delegated to the Chief Executive Officer. This is overseen by the Trustee Board. The CEO, Operations Manager, Advice Services Manager, Marketing and Fundraising Officer and a volunteer representative are also invited to attend Board meetings. Once a quarter an extended Board meeting is held where additional representative members comprising members of the Borough Council and local organisations are also invited to contribute towards overall policy and provide input into the furtherance of the charitable company's objects.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
TRUSTEES AND DIRECTORS REPORT
For the Year Ended 31 March 2024

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

Risk Management and internal controls

The Trustees are responsible for the effective management of risk, including ensuring that the appropriate internal controls are in place and are operating as designed. The Trustee Board conducts a regular review of the major risks to which the charity is exposed.

A risk register is in place and is updated at least annually. Where appropriate, systems or procedures have been established to manage and mitigate the risks the charity faces. These procedures are periodically reviewed to ensure that they continue to meet the needs of the charity.

We consider the following risk categories in our risk register and risk reporting - Governance and Compliance; Operational; Financial and Reputational and People.

Our key areas of risk include:

- Service delivery – It is critical that we monitor how people access our service and our ability to deliver a multi-channel service to meet local demand. We are actively recruiting and training additional volunteers and staff to meet the ever-increasing demand.
- Financial stability - Sustaining our sources of funding in a highly competitive environment. This is currently mitigated through the financial support we receive from Basingstoke and Deane Borough Council, but we continue to focus on seeking new sustainable sources of income. A new Marketing and Fundraising manager has been recruited to support this.
- Information assurance - Protecting our client data from cyber and other external threats. This is mitigated/managed by strengthening our information governance through compliance with the General Data Protection Regulations and the use of 2 factor authentication. Annual GDPR training is provided to all staff and Trustees.

The national association for Citizens Advice lays down strict guidelines as to how we deliver advice, conduct our governance, and account for our financing. We are internally audited annually by Citizens Advice in the areas of: Governance, Strategic Business Planning, Risk Management, Financial Management, People Management, Operational Performance Management, Partnership Working, Research and Campaigns and Equality Leadership.

In January 2024 we were audited by Citizens Advice and we met the required standard in all nine areas. Accreditation was renewed under the Advice Quality Standard (April 2023 Version 4) . By meeting these requirements we also met the following external standards - Money and Pensions Service Debt Advice Quality Framework, which supports our Financial Conduct Authority authorisation and Information and Advice Quality Framework.

Part of our audit requires ongoing Quality of Advice checks to ensure that the clients are given the correct advice to maintain the trust the public have in our service and to help them move forward. We follow the principles and practices set out in the Charity Governance Code guidance and good practice for smaller charities.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
TRUSTEES AND DIRECTORS REPORT
For the Year Ended 31 March 2024

STRUCTURE, GOVERNANCE AND MANAGEMENT (Continued)

Information assurance

The local Citizens Advice Trustee Board oversees the information security of all personal information of our clients, staff, funders, and strategic partners that is processed. The local Citizens Advice holds joint responsibility with the national Citizens Advice Service for client data that is held in our case management system. An information assurance management team ensures the confidentiality, integrity and availability of all our sensitive data assets is maintained to a level which is consistent with the requirements of our clients, funders and strategic partners. The Bureau aims to achieve an appropriate level of compliance to the Data Protection Act, the Cabinet Office's Security Policy Framework, and industry best practice, as defined by the ISO 27000 series of standards.

Going Concern

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

PLANS FOR THE FUTURE

Our overarching strategic priorities for 2024/25 continue to be:

- Develop and grow our client service capability and maintain a high-quality service across all channels to make our core service more accessible. Strengthening our links within the local community to be better able to improve access for the marginalised and vulnerable members of our community.
- Improve our financial sustainability. We need to focus on growth rather than just survival and look at new ways to secure long term income commitments and funding opportunities to cope with the ever-increasing growth in demand.
- Ensure that staff and volunteer resources keep pace with demand. We plan to explore new ways to recruit, retain and motivate our team in what is a very competitive environment.
- Increase the impact of communications by creating and implementing a comprehensive communications plan to improve our profile as a Charity, attract additional funding and increase our team.
- Increase the impact of Research & Campaigning within Basingstoke. We will work with Basingstoke and Deane Borough Council and our partners to focus on issues that affect our community.

We are always looking for additional volunteers to support our services across a wide range of roles including advisers, Trustees, people to support our day-to-day internal project and administration functions, and volunteers to help arrange fundraising, so please do get in touch if you are interested in joining us.

The Annual Report was approved by the Board of Trustees on 25 July 2024 and signed on behalf of the Board:



Anthony Curtis
Chair of Trustees

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
TRUSTEES AND DIRECTORS REPORT
For the Year Ended 31 March 2024

STATEMENT OF TRUSTEES' AND DIRECTORS' RESPONSIBILITIES

The Trustees and directors are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company and charity law requires the Trustees and directors to prepare financial statements for each financial year. Under that law, the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Company law requires that the Trustees and directors must not approve the financial statements unless they give a true and fair view of the state of affairs of the company and of the surplus or deficit of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- a. select suitable accounting policies and then apply them consistently;
- b. make judgements and estimates that are reasonable and prudent;
- c. state whether applicable accounting standards have been followed subject to any material departures disclosed and explored in the financial statements;
- d. prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business;
- e. that the Trustees and directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the charity and that enable them to ensure that the financial statements comply with the Companies Act;
- f. that the Trustees and directors are responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities; and that, where appropriate the Trustees and directors are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website.

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

Approved by the Trustees of the charity on 25 July 2024 and signed on its behalf by:



Neil Bass
Company Secretary

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
TRUSTEES AND DIRECTORS REPORT
For the Year Ended 31 March 2024

INDEPENDENT EXAMINERS REPORT

I report on the accounts of the company for the year ended 31 March 2024, which are set out on pages 14 to 26.

Respective responsibilities of Trustees and examiner

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the ACCA.

Having satisfied myself that the charity is not required to be audited under part 16 of the Companies Act 2006 and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act; and
- state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities have not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

CA Derbyshire

Charlotte Derbyshire FCCA
Derbyshire Accountants Limited
2 Fairfield
Whitchurch
Hampshire
RG28 7ES

Date 07/08/2024

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
For the Year Ended 31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	66,556	-	66,556	39,557
Charitable activities	3	262,951	111,662	374,613	315,784
Investment income	4	7,419	-	7,419	1,884
Total Income		336,926	111,662	448,588	357,225
EXPENDITURE ON					
Charitable activities	5	299,622	111,812	411,434	348,459
Total Expenditure		299,622	111,812	411,434	348,459
NET INCOME/(EXPENDITURE)		37,304	(150)	37,154	8,766
Transfers between funds	15	15,380	(15,380)	-	-
Net movement in funds		52,684	(15,530)	37,154	8,766
Reconciliation of funds:					
Total funds brought forward		273,873	28,157	302,030	293,264
TOTAL FUNDS CARRIED FORWARD		326,557	12,627	339,184	302,030

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

The notes on pages 17 to 26 form part of these financial statements.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
BALANCE SHEET
 At 31 March 2024

Company No. 02390927

	Notes	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
CURRENT ASSETS					
Debtors	12	1,672	14,721	16,393	17,819
Cash at bank and in hand		353,330	10,852	364,182	371,599
		<u>355,002</u>	<u>25,573</u>	<u>380,575</u>	<u>389,418</u>
CREDITORS					
Amounts falling due within one year	13	(28,445)	(12,946)	(41,391)	(87,388)
		<u>326,557</u>	<u>12,627</u>	<u>339,184</u>	<u>302,030</u>
NET CURRENT ASSETS					
		<u>326,557</u>	<u>12,627</u>	<u>339,184</u>	<u>302,030</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>326,557</u>	<u>12,627</u>	<u>339,184</u>	<u>302,030</u>
NET ASSETS					
		<u><u>326,557</u></u>	<u><u>12,627</u></u>	<u><u>339,184</u></u>	<u><u>302,030</u></u>
FUNDS					
	15				
Unrestricted funds:					
General funds		46,063	-	46,063	35,678
Designated funds		280,494	-	280,494	238,195
		<u>326,557</u>	<u>-</u>	<u>326,557</u>	<u>273,873</u>
Restricted funds:					
Restricted funds		<u>-</u>	<u>12,627</u>	<u>12,627</u>	<u>28,157</u>
TOTAL FUNDS					
		<u><u>326,557</u></u>	<u><u>12,627</u></u>	<u><u>339,184</u></u>	<u><u>302,030</u></u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The Trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the Board of Trustees on 25 July 2024 and were signed on its behalf by:



Anthony Curtis
Chair of Trustees

The notes on pages 17 to 26 form part of these financial statements.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
NOTES TO THE FINANCIAL STATEMENTS
For the Year Ended 31 March 2024

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Going concern

The accounts have been prepared on the going concern basis as the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected level of income and expenditure for the 12-months from authorising these statements. The expected income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received, and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

The charity capitalises assets with an acquisition cost exceeding £1,000. These assets are recorded on the balance sheet and depreciated over their useful lives according to the rates specified in the accounts. Assets with an acquisition cost of £1,000 or less are expensed in the Income and Expenditure account in the period they are incurred.

The depreciation rates applied to capitalised assets are as follows:

Plant and machinery	- 33% on cost
Fixtures and fittings	- 25% on cost
Computer equipment	- 25% on cost

Taxation

The company is a registered charity and is exempt from corporation tax on its activities so long as the income does not arise from trading and is applied for charitable purposes within the original terms of the exemption.

Fund accounting

Unrestricted general funds can be used in accordance with the charitable objectives at the discretion of the Trustees.

Designated funds are set aside by the Trustees out of unrestricted general funds for specific future purposes or projects.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
For the Year Ended 31 March 2024

1. ACCOUNTING POLICIES (Continued)

Fund accounting (Continued)

Restricted funds can only be used for particular restricted purposes within the objectives of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

2 OTHER TRADING INCOME

	Unrestricted £	Restricted £	Total 2024 £	Total 2023 £
Gift Aid	559	-	559	286
Donations	3,150	-	3,150	1,766
Fundraising	62,847	-	62,847	37,505
	<u>66,556</u>	<u>-</u>	<u>66,556</u>	<u>39,557</u>

3 INCOME FROM CHARITABLE ACTIVITIES

Grant and contract income receivable for charitable activities

	Unrestricted £	Restricted £	Total 2024 £	Total 2023 £
Local authority service level agreements	195,248	-	195,248	169,780
Basingstoke & Deane - Additional Partner Contribution	13,141	-	13,141	-
Citizen Advice Pot 2 Remote Services Delivery	31,125	-	31,125	-
Citizen Advice Energy Advice Program	23,437	-	23,437	-
Basingstoke & Deane Cost of Living Community Grant	-	9,060	9,060	-
Basingstoke & Deane Community Infrastructure Grant for heating upgrade	-	18,515	18,515	-
Hampshire County Council Councillor Grant for laptops	-	2,124	2,124	-
Energy Casework	-	7,695	7,695	-
Foodbank outreach service	-	13,137	13,137	13,137
Sovereign Housing Association	-	12,777	12,777	25,555
HWCF Penton Trust	-	9,267	9,267	11,000
LEWS (Local Emergency Welfare Scheme)	-	-	-	14,724
MAPS Debt Advice	-	-	-	31,967
Home and Well	-	36,387	36,387	26,511
NHS Housing	-	-	-	23,110
Parklands Mental Health Outreach	-	2,700	2,700	-
	<u>262,951</u>	<u>111,662</u>	<u>374,613</u>	<u>315,784</u>

4 INVESTMENT INCOME

	Unrestricted £	Restricted £	Total 2024 £	Total 2023 £
Bank interest received	7,419	-	7,419	1,884

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

For the Year Ended 31 March 2024

5 EXPENDITURE ON CHARITABLE ACTIVITIES BY FUND

	Unrestricted £	Restricted £	Total 2024 £	Total 2023 £
Charitable activities	299,622	-	299,622	213,087
Basingstoke & Deane - Cost of Living Community Grant	-	9,820	9,820	-
Basingstoke & Deane Community Infrastructure Grant for heating upgrade	-	18,515	18,515	-
Hampshire County Council Councillor Grant for laptops	-	3,404	3,404	-
Energy Casework	-	5,312	5,312	-
Foodbank outreach service	-	13,741	13,741	13,860
Sovereign Housing Association	-	13,542	13,542	25,947
HIWCF Penton Trust	-	11,685	11,685	10,532
LEWS (Local Emergency Welfare Scheme)	-	-	-	14,724
MAPS Debt Advice	-	-	-	31,314
Home and Well	-	33,127	33,127	20,864
NHS Housing	-	-	-	18,131
Parklands Mental Health Outreach	-	2,666	2,666	-
	299,622	111,812	411,434	348,459

6 DIRECT COSTS OF CHARITABLE ACTIVITIES

	General Advice £	Cost of Living Community Grant £	B&D Community Infrastructur e Grant £	Hampshire CC Councillor Grant £	Energy Casework £
Direct costs:					
Salaries	252,623	8,245	-	-	2,239
Staff & volunteers	14,051	-	-	-	-
Office costs	28,354	-	-	3,404	-
Premises costs	17,725	-	18,515	-	-
Governance costs	114	-	-	-	-
Other costs	3,965	-	-	-	-
	316,832	8,245	18,515	3,404	2,239
Support Costs:					
Salaries	(1,568)	-	-	-	1,568
Other costs	(15,642)	1,575	-	-	1,505
	(17,210)	1,575	-	-	3,073
Total Expenditure on charitable activities	299,622	9,820	18,515	3,404	5,312

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

For the Year Ended 31 March 2024

6 DIRECT COSTS OF CHARITABLE ACTIVITIES (continued)

	Foodbank outreach Service £	Sovereign Housing £	HIWCF Penton Trust £	Home and Well £	Parklands Mental Health Outreach £	Total 2024 £
Direct costs:						
Salaries	11,263	11,151	9,314	27,191	1,389	323,415
Staff & volunteers	63	130	100	92	45	14,481
Office costs	151	30	291	557	432	33,219
Premises costs	-	-	-	-	-	36,240
Governance costs	-	-	-	-	-	114
Other costs	-	-	-	-	-	3,965
	11,477	11,311	9,705	27,840	1,866	411,434
Support Costs:						
Salaries	-	-	-	-	-	-
Other costs	2,264	2,231	1,980	5,287	800	-
	2,264	2,231	1,980	5,287	800	-
Total Expenditure on charitable activities	13,741	13,542	11,685	33,127	2,666	411,434

The basis of allocation of support costs is hours worked.

6b DIRECT COSTS OF CHARITABLE ACTIVITIES COMPARATIVES

	General Advice £	Foodbank outreach £	Sovereign Housing Association £	HIWCF Penton Trust £	LEWS (Local Emergency Welfare Scheme) £
Direct costs:					
Salaries	191,917	10,702	23,003	8,838	9,885
Staff & volunteers	9,698	123	-	110	10
Office costs	20,517	107	240	120	-
Premises costs	19,451	-	-	-	-
Governance costs	450	-	-	-	-
Other costs	3,015	-	-	-	3,000
	245,048	10,932	23,243	9,068	12,895
Support Costs:					
Salaries	(4,000)	-	-	-	-
Other costs	(27,961)	2,928	2,704	1,464	1,829
	(31,961)	2,928	2,704	1,464	1,829
Total Expenditure on charitable activities	213,087	13,860	25,947	10,532	14,724

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
For the Year Ended 31 March 2024

6b DIRECT COSTS OF CHARITABLE ACTIVITIES COMPARATIVES (continued)

	MAPS Debt Advice	Home and Well	NHS Housing	Total 2023
	£	£	£	£
Direct costs:				
Salaries	22,239	16,736	7,819	291,139
Staff & volunteers	260	-	104	10,305
Office costs	115	-	-	21,099
Premises costs	-	-	-	19,451
Governance costs	-	-	-	450
Other costs	-	-	-	6,015
	22,614	16,736	7,923	348,459
Support Costs:				
Salaries	-	-	4,000	-
Other costs	8,700	4,128	6,208	-
	8,700	4,128	10,208	-
Total Expenditure on charitable activities	31,314	20,864	18,131	348,459

The basis of allocation of support costs is hours worked.

7 Net incoming resources for the year

	2024	2023
	£	£
This is stated after charging:		
Operating leases – land and buildings	4,618	4,618
Operating leases – other	216	216
Independent Examiners' remuneration: - Independent Examination	1,290	660
Depreciation charge	-	-

8 TRUSTEES

During the year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or to any person known to be connected with them. (2023: £nil)

Expenses totalling £95 (2023: £13) were reimbursed to 3 Trustees (2023: 1 Trustee) during the year for professional fees and travelling expenses.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
 NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
 For the Year Ended 31 March 2024

9 EMPLOYEES

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

	2024 Head Count	2023 Head Count
Advice workers and support staff	10	10
Key management personnel	5	4
	15	14
	2024	2023
	£	£
Employment costs		
Wages and salaries	301,636	267,305
Social security costs	12,838	16,606
Other pension costs	8,941	7,228
	323,415	291,139

No employee received remuneration amounting to more than £60,000 in the period (2023: None)

10 PENSIONS

The assets of the scheme are held separately from those of the company in an independently administered fund managed by Legal and General. The pension cost charge for the year represents contributions payable by the charitable company to the fund.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED
NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
For the Year Ended 31 March 2024

11 FIXED ASSETS

	Plant and machinery £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 April 2023 and 31 March 2024	9,943	15,365	20,451	45,759
DEPRECIATION				
At 1 April 2023 and 31 March 2024	9,943	15,365	20,451	45,759
NET BOOK VALUE				
At 31 March 2024	-	-	-	-
At 31 March 2023	-	-	-	-

All of the fixed assets are for the Charity's own use.

12 DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Prepayments	1,129	1,099
Accrued income	15,264	16,720
	<u>16,393</u>	<u>17,819</u>

13 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Emergency donation funds	1,368	1,841
Accrued expenses	27,110	33,636
Deferred grant income	12,913	51,911
	<u>41,391</u>	<u>87,388</u>

14 RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024 (2023: None).

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

For the Year Ended 31 March 2024

15 MOVEMENT IN FUNDS

	At 31.3.23	Net movement in funds	Transfers between funds	At 31.3.24
	£	£	£	£
Unrestricted funds				
General funds	35,678	37,304	(26,919)	46,063
Designated funds	238,195	-	42,299	280,494
	273,873	37,304	15,380	326,557
Restricted funds				
Restricted funds	28,157	(150)	(15,380)	12,627
TOTAL FUNDS	302,030	37,154	-	339,184

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General funds	336,926	(299,622)	37,304
	336,926	(299,622)	37,304
Restricted funds			
Restricted funds	111,662	(111,812)	(150)
TOTAL FUNDS	448,588	(411,434)	37,154

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

For the Year Ended 31 March 2024

15 MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.22	Net movement in funds	Transfers between funds	At 31.3.23
	£	£	£	£
Unrestricted funds				
General funds	35,177	(1,866)	2,367	35,678
Designated funds	237,172	-	1,023	238,195
	272,349	(1,866)	3,390	273,873
Restricted funds				
Restricted funds	20,915	10,632	(3,390)	28,157
TOTAL FUNDS	293,264	8,766	-	302,030

Comparative net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General funds	211,221	(213,087)	(1,866)
	211,221	(213,087)	(1,866)
Restricted funds			
Restricted funds	146,004	(135,372)	10,632
TOTAL FUNDS	357,225	(348,459)	8,766

16 RESTRICTED FUNDS

	At 31.3.23	Incoming Resources	Resources Expended	Transfers	At 31.3.24
	£	£	£	£	£
Projects:					
Cost of Living Community Grant Basingstoke & Deane Community	-	9,060	(9,820)	760	-
Infrastructure Grant for heating upgrade Hampshire County Council Councillor	-	18,515	(18,515)	-	-
Grant for laptops	-	2,124	(3,404)	1,280	-
Energy Casework	-	7,695	(5,312)	-	2,383
Foodbank outreach service	1,858	13,137	(13,741)	-	1,254
Sovereign Housing Association	814	12,777	(13,542)	-	49
HIWCF Penton Trust	248	9,267	(11,685)	2,170	-
MAPS Debt Advice	14,611	-	-	(14,611)	-
Home & Well	5,647	36,387	(33,127)	-	8,907
NHS Housing	4,979	-	-	(4,979)	-
Parklands Mental Health Outreach	-	2,700	(2,666)	-	34
	28,157	111,662	(111,812)	(15,380)	12,627

The purpose of each fund is detailed in the Report of the Trustee Directors.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

For the Year Ended 31 March 2024

17 DESIGNATED FUNDS

	At 31.3.23	Incoming Resources	Resources Expended	Transfers	At 31.3.24
	£	£	£	£	£
Liquidation reserve	152,844	-	-	29,919	182,763
Sick pay reserve	10,434	-	-	-	10,434
Computer upgrade reserve	5,894	-	-	-	5,894
Short term Building reserve	10,000	-	-	(5,000)	5,000
Dilapidation's reserve	10,000	-	-	2,000	12,000
Recruitment reserve	5,000	-	-	-	5,000
Short Term Meeting demand reserve	34,355	-	-	-	34,355
Project Subsidy Fund	9,668	-	-	15,380	25,048
	<u>238,195</u>	<u>-</u>	<u>-</u>	<u>42,299</u>	<u>280,494</u>

The liquidation reserve is comprised of the following costs should the bureau have to close:

	31.03.24	31.03.23
	£	£
Redundancy	52,537	50,035
3 months salary costs	95,736	69,961
6 months support costs	34,490	32,848
	<u>182,763</u>	<u>152,844</u>

Included within the liquidation reserve are funds to cover approximately three months unrestricted expenditure of management, administration and support costs and to respond to emergency needs which arise from time to time.

The sick pay reserve is to contribute towards the cost of any future sick pay liability.

The computer upgrade reserve is to contribute towards the cost of replacing/upgrading computer equipment.

The short term building reserve is to contribute towards the cost of maintenance and decoration of the charity's premises.

The dilapidation's reserve is to cover rectification costs that will be required under the terms of our lease.

The recruitment reserve is to cover the cost of recruiting and training new volunteers.

The short term meeting demand reserve is to provide for hiring additional staff to meet the increasing demand over the next 24 months.

The project subsidy fund has been set up to enable us to cover any shortfall in funding of strategic projects following approval by the board.

THE BASINGSTOKE CITIZENS ADVICE BUREAU LIMITED

DETAILED STATEMENT OF FINANCIAL ACTIVITIES

For the Year Ended 31 March 2024

	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
INCOME AND ENDOWMENTS				
Donations and legacies				
Gift aid	559	-	559	286
Donations	3,150	-	3,150	1,766
Fundraising	62,847	-	62,847	37,505
	<u>66,556</u>	<u>-</u>	<u>66,556</u>	<u>39,557</u>
Investment income				
Bank interest received	7,419	-	7,419	1,884
Charitable activities				
General Advice	262,951	-	262,951	169,780
Basingstoke & Deane Cost of Living Community Grant	-	9,060	9,060	-
Basingstoke & Deane Community Infrastructure Grant for heating upgrade	-	18,515	18,515	-
Hampshire County Council Councillor Grant for laptops	-	2,124	2,124	-
Energy Casework	-	7,695	7,695	-
Foodbank outreach service	-	13,137	13,137	13,137
Sovereign Housing Association	-	12,777	12,777	25,555
HIWCF Penton Trust	-	9,267	9,267	11,000
LEWS (Local Emergency Welfare Scheme)	-	-	-	14,724
MAPS Debt Advice	-	-	-	31,967
Home & Well	-	36,387	36,387	26,511
NHS Housing	-	-	-	23,110
Parklands Mental Health Outreach	-	2,700	2,700	-
Total incoming resources	<u>336,926</u>	<u>111,662</u>	<u>448,588</u>	<u>357,225</u>
EXPENDITURE				
Charitable activities				
General Advice	299,622	-	299,622	213,087
Basingstoke & Deane Cost of Living Community Grant	-	9,820	9,820	-
Basingstoke & Deane Community Infrastructure Grant for heating upgrade	-	18,515	18,515	-
Hampshire County Council Councillor Grant for laptops	-	3,404	3,404	-
Energy Casework	-	5,312	5,312	-
Foodbank outreach service	-	13,741	13,741	13,860
Sovereign Housing Association	-	13,542	13,542	25,947
HIWCF Penton Trust	-	11,685	11,685	10,532
LEWS (Local Emergency Welfare Scheme)	-	-	-	14,724
MAPS Debt Advice	-	-	-	31,314
Home & Well	-	33,127	33,127	20,864
NHS Housing	-	-	-	18,131
Parklands Mental Health Outreach	-	2,666	2,666	-
Total resources expended	<u>299,622</u>	<u>111,812</u>	<u>411,434</u>	<u>348,459</u>
Net (expense) / income	<u>37,304</u>	<u>(150)</u>	<u>37,154</u>	<u>8,766</u>

This page does not form part of the financial statements