



Alex Picot

chartered accountants
1st Floor
The Le Gallais Building
6 Minden Place
St Helier
Jersey
JE2 4WQ

Our ref: DRC/VP/C136M/C

3 October 2024

Strictly Private & Confidential

Claire Mulcahy
The Jersey Citizens Advice Bureau
The Annexe
St Paul's Gate
New Street
St Helier
JE2 3WP

Dear Claire

Jersey Citizens Advice Bureau Limited

Following the approval of the Bureau's financial statements for the year ended 31 December 2023, I have pleasure in **enclosing** your original signed copy which now incorporates our signed Audit Report on page 5.

Kind regards

Yours sincerely
ALEX PICOT



Don Connolly
Partner

JERSEY CITIZENS ADVICE BUREAU LIMITED
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2023

JERSEY CITIZENS ADVICE BUREAU LIMITED

DIRECTORS

Mrs N Adamson
Ms K Jeggo
Mr T Perestrelo
Mr D Wood
Mrs J Garbutt
Mr P Devitt
Mr A Currie
Ms N Singh

SECRETARY

Mrs N Bennett

REGISTERED OFFICE

The Annexe
St Pauls Community Centre
New Street
St Helier
Jersey
JE2 3WP

AUDITORS

Alex Picot
Chartered Accountants
1st Floor
The Le Galais Building
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JERSEY CITIZENS ADVICE BUREAU LIMITED
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FOR THE YEAR ENDED 31 DECEMBER 2023

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JERSEY CITIZENS ADVICE BUREAU LIMITED

REPORT OF THE DIRECTORS

The directors present their report and the financial statements for the year ended 31 December 2023.

INCORPORATION

The company was incorporated on 11 June 2012 in Jersey, Channel Islands with the registration number 110844. It was incorporated as Jersey Citizens Advice Bureau Limited and it was decided to be limited by Guarantee and governed by Companies (Jersey) Law.

ACTIVITIES

The company is established for the benefit of the community in the Bailiwick of Jersey through the advancement of education, the protection of health and the relief of poverty, sickness and distress.

The company is a Public Benefit Entity in accordance with section 34 of FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

MISSION STATEMENT

We provide free, independent, confidential and impartial information and advice that Islanders need for the problems they face.

We champion the rights of individuals and promote equality and justice for all.

RESULTS

The results for the year are set out on page 6.

DIRECTORS

The directors during the year, or on appointment if later, were as follows:

Ms K Jeggo	
Mrs N Adamson	
Mr T Perestrelo	
Mr D Wood	
Mrs N Bennett	- resigned 7 September 2023
Mrs J Garbutt	
Mr P Devitt	

Subsequent to the year end, Mr A Currie and Ms N Singh were appointed directors on 20 June 2024.

VOLUNTEERS

The Directors would like to add a note of thanks to the Volunteers who dedicate their time to the Jersey Citizens Advice Bureau.

The Volunteers and Non-Executive Directors provide a significant amount of time and thereby create an additional resource base for the Charity by undertaking in the region of 7,000 voluntary hours per year, which is roughly equivalent to an additional 4 full time staff members. As noted within the Financial Statements no value for the volunteer or director time is reflected in the Income and Expenditure Account and net loss for the year.

JERSEY CITIZENS ADVICE BUREAU LIMITED

REPORT OF THE DIRECTORS (Continued)

DIRECTORS' RESPONSIBILITIES

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

The directors are required to prepare financial statements for each financial year under the Companies (Jersey) Law 1991. As permitted by applicable legislation the directors have elected to prepare the financial statements in accordance with United Kingdom Accounting Standards and applicable law. The financial statements are required to give a true and fair view of the state of affairs of the Company and the profit or loss of the Company for that period.

In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The 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 company and enable them to ensure that the financial statements comply with the requirements of applicable legislation. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The directors are responsible for the maintenance and integrity of the corporate and financial information included on the company's website.

So far as the directors are aware, there is no relevant audit information (information needed by the company's auditors in connection with preparing their report) of which the company's auditors are unaware and each director has taken all the steps that he ought to have taken as a director in order to make himself aware of any relevant audit information and to establish that the company's auditors are aware of that information.

AUDITORS

The auditors, Messrs Alex Picot, have indicated their willingness to continue in office.

A handwritten signature in black ink, consisting of a large, stylized initial 'A' followed by a long, sweeping horizontal line that tapers to a point on the right.

BY ORDER OF THE BOARD

27 September 2024



Alex Picot
chartered accountants

1st Floor, The Le Gallais Building
6 Minden Place, St Helier
Jersey JE2 4WQ

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
JERSEY CITIZENS ADVICE BUREAU LIMITED**

Opinion

We have audited the financial statements of Jersey Citizens Advice Bureau Limited (the "company") for the year ended 31 December 2023 which comprise the Income and Expenditure account, Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

In our opinion, the financial statements:

- give a true and fair view of the state of the company's affairs as at 31 December 2023 and of its net loss for the year then ended;
- have been properly prepared in accordance with United Kingdom Accounting Standards;
- have been prepared in accordance with the requirements of the Companies (Jersey) Law 1991.

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 company 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 director's 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 company'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 directors with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the annual report, other than the financial statements and our auditor's report thereon. The directors are responsible for the other information. 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.



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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF JERSEY CITIZENS ADVICE BUREAU LIMITED (CONTINUED)

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 Companies (Jersey) Law 1991 requires us to report to you if, in our opinion:

- proper accounting records have not been kept;
- returns adequate for the audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns.

Responsibilities of directors

As explained more fully in the directors' responsibilities statement set out on page 1 and 2, the directors 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 directors 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 directors are responsible for assessing the company'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 directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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.

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud:

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:

During our audit we assessed the risk of material misstatement of the financial statements as a result of non-compliance with relevant laws and regulations (irregularities), including fraud. Based on our understanding of the company and its environment, together with discussion with senior management where appropriate, we were able to identify those laws and regulations which would have a direct effect on the financial statements as well as those which may have an effect on amounts in the financial statements, for instance through the imposition of fines or litigation. These included, but were not limited to, Jersey Company Law as well as general legislation applicable to a business operating in Jersey, such as Data Protection requirements, Employment Law and Health and Safety Regulation. The risks arising from these laws and regulations were discussed amongst the audit engagement team, including consideration as to how and where fraud might occur.



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**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
JERSEY CITIZENS ADVICE BUREAU LIMITED (CONTINUED)**

Auditor's responsibilities for the audit of the financial statements (continued)

Based on our assessment, the Engagement Partner ensured that the audit engagement team was composed appropriately with suitable competence and capabilities in order to allow identification and recognition of non-compliance with laws and regulations. The risks identified were communicated to all engagement team members who remained alert during the course of the audit for any indication of irregularities, including fraud.

Our procedures in response to the risks identified included the following:

- Enquiry of management, including consideration of known or suspected instances of non-compliance with laws and regulation or fraud;
- Review all available minutes of meetings held by those charged with governance;
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- In common with all audits carried out under the ISAs(UK), we carried out procedures in response to the threat of management override, including those considering the appropriateness of journal entries and judgements made in making accounting estimates;
- Review for any changes to activities which the company undertakes;


There are inherent limitations in the audit procedures above and, the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. In addition, the risk of not detecting material misstatement due to fraud is higher than detecting one resulting from error, as fraud may involve deliberate concealment by, for example forgery, collusion or intentional misrepresentations. We are not responsible for preventing non-compliance and cannot be expected to detect all non-compliance with laws and regulations.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: 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 company's members, as a body, in accordance with Article 113A of the Companies (Jersey) Law, 1991. Our audit work has been undertaken so that we might state to the company's members 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 company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

2 October 2024


Donald Connolly
for and on behalf of
Alex Picot Chartered Accountants

JERSEY CITIZENS ADVICE BUREAU LIMITED

INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 DECEMBER 2023

	Note	2023		2022	
		£	£	£	£
INCOME					
Grants:					
Customer and Local Services Department		281,855		271,015	
Jersey Community Foundation		26,250		25,000	
AA Rayner Fund		-		15,000	
Social Security Department		12,000		12,000	
Tenants Deposit Scheme		10,500		10,500	
		<u>330,605</u>		<u>333,515</u>	
Bank deposit interest			5,848		1,267
Donations			29,920		23,670
			<u>366,373</u>		<u>358,452</u>
EXPENDITURE					
Wages and social security		251,148		239,710	
Staff Benefits		2,564		982	
Professional and Staff Subscriptions		579		-	
Rent and rates		37,983		37,477	
Insurance		544		802	
NACAB Subscription		2,243		1,043	
Heat, light and water		921		2,640	
Telephone		5,098		3,936	
Advertising		731		506	
Printing and stationery		3,456		1,322	
Postage		-		209	
Cleaning		22		1,170	
Maintenance of equipment and premises		1,307		1,177	
Computer maintenance		18,942		13,499	
Meeting and event costs		3,270		4,542	
AGM expenses		1,270		960	
Professional fees	11	18,595		16,087	
Audit fees	11	7,465		6,374	
Travel expenses		1,120		1,245	
Training costs		1,953		12,857	
JoD costs		8,533		10,815	
Sundries		2,914		2,776	
Bank fees		23		58	
Refurbishment costs		6,885		-	
Loss / Gain on disposal of assets		2,595		-	
Depreciation		9,755		8,536	
		<u>389,916</u>		<u>368,723</u>	
NET OPERATING (LOSS) FOR THE YEAR			(23,543)		(10,271)
RESERVES BROUGHT FORWARD			355,823		366,094
RESERVES CARRIED FORWARD			£332,280		£355,823


The notes on pages 8 to 12 form part of these financial statements


JERSEY CITIZENS ADVICE BUREAU LIMITED

BALANCE SHEET AT 31 DECEMBER 2023

	Note	2023		2022	
		£	£	£	£
FIXED ASSETS	3		95,884		15,068
CURRENT ASSETS					
Debtors and prepayments		10,056		10,305	
Cash at bank and in hand		263,945		356,373	
		<u>274,001</u>		<u>366,678</u>	
CREDITORS: Amounts falling due within one year					
Creditors and deferred income	4		37,605	25,923	
NET CURRENT ASSETS			<u>236,396</u>	<u>340,755</u>	
TOTAL ASSETS LESS CURRENT LIABILITIES			<u>£332,280</u>	<u>£355,823</u>	
CAPITAL AND RESERVES					
SHARE CAPITAL	5		-	-	
RESERVES	6		332,280	355,823	
			<u>£332,280</u>	<u>£355,823</u>	

Approved by the Directors on 27 September 2024.


 Director


 Director

JERSEY CITIZENS ADVICE BUREAU LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER 2023

1. GENERAL INFORMATION

Jersey Citizens Advice Bureau Limited is a company limited by guarantee and incorporated in Jersey, Channel Islands. The company's principal place of business, which is also its registered office, is The Annexe, St Pauls Community Centre, New Street, St Helier, Jersey JE2 3WP. The principal activity of the company is described in the report of the directors.

2. ACCOUNTING POLICIES

The principal accounting policies are summarised below. They have been applied consistently throughout the year and to the preceding year.

2.1 Basis of accounting

The financial statements have been prepared on a going concern basis under the historical cost convention in compliance with applicable United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland' ('FRS 102'), adopting the disclosure and presentational requirements of Section 1A Smaller Entities, and Companies (Jersey) Law, 1991, as amended.

2.2 Grants

Grants are brought to the credit of income and expenditure account when they are due to the company.

2.3 Income

Income arising from donations and bank deposits are brought to the credit of the income and expenditure account when due to the company.

2.4 Donated assets and donations in kind

Donated assets are recognised at cost and credited in the period when entitlement to the assets is known.

Donated services are included as part of 'Donations' at their estimated value to the company when received, and under the appropriate expenditure heading depending on the nature of service provided, at the same value and time.

2.5 Depreciation

Depreciation is charged in all fixed assets on a straight line basis, calculated to write each asset down to its estimated residual value over its expected useful life at the following annual rate:

Leasehold improvements	-	10.00%
Office equipment	-	20.00%
Online directory	-	33.33%

2.6 Volunteers

A great amount of time is donated during the year by the many volunteers, the value of which is not reflected in these financial statements.

JERSEY CITIZENS ADVICE BUREAU LIMITED
NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 DECEMBER 2023

2. ACCOUNTING POLICIES (continued)

2.7 Financial Instruments

The company has chosen to adopt Sections 11 and 12 of FRS 102 in respect of financial instruments.

(a) Financial assets

Basic financial assets, including trade and other receivables and cash and bank balances, are initially recognised at transaction price, unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at the market rate of interest.

Such assets are subsequently stated at amortised cost using the effective interest method.

Such assets are subsequently carried at fair value and the changes in fair value are recognised in profit or loss, except that investments in equity instruments that are not publicly traded and whose fair values cannot be measured reliably are measured at cost less impairment.

(b) Financial liabilities

Basic financial liabilities including trade and other payables 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 receipts discounted at a market rate of interest.

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

(c) Impairment

At the end of each reporting period financial assets measured at amortised cost are assessed for objective evidence of impairment. If an asset is impaired the impairment loss is the difference between the carrying value and the present value of the estimated cash flows discounted at the asset's original effective interest rate. The impairment loss is recognised in profit or loss.

If there is a decrease in the impairment loss arising from an event occurring after the impairment was recognised the impairment is reversed. The reversal is such that the current carrying amount does not exceed what the carrying amount would have been had the impairment not previously been recognised. The impairment reversal is recognised in profit or loss.

JERSEY CITIZENS ADVICE BUREAU LIMITED
NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 DECEMBER 2023

3. FIXED ASSETS		Leasehold Improvements	Office Equipment	Online Directory	Total
		£	£	£	£
Cost					
At 1 January 2023	14,049	56,291	34,167	104,507	
Additions	55,360	37,806	-	93,166	
Disposals	(1,388)	(47,920)	-	(49,308)	
At 31 December 2023	<u>68,021</u>	<u>46,177</u>	<u>34,167</u>	<u>148,365</u>	
Depreciation					
At 1 January 2023	3,385	51,887	34,167	89,439	
Charge for the year	4,287	5,468	-	9,755	
Disposals	(661)	(46,052)	-	(46,713)	
At 31 December 2023	<u>7,011</u>	<u>11,303</u>	<u>34,167</u>	<u>52,481</u>	
Net book value					
At 31 December 2023	<u>£61,010</u>	<u>£34,874</u>	<u>-</u>	<u>£95,884</u>	
At 31 December 2022	<u>£10,664</u>	<u>£4,404</u>	<u>-</u>	<u>£15,068</u>	

4. CREDITORS: Amounts falling due within one year		2023	2022
		£	£
Sundry creditors and accruals	29,005	25,923	
Deferred income	8,600	-	
	<u>£37,605</u>	<u>£25,923</u>	

5. SHARE CAPITAL

Jersey Citizens Advice Bureau Limited is limited by guarantee of the members and as such does not have share capital. Each member of the company undertakes to contribute to the assets of the company, if it should be wound up while they are a member or within twelve months after they cease to be a member, such amount not exceeding one pound sterling as may be required for payments of the debts and liabilities of the company contracted before they cease to be a member.

6. RESERVES

	Income & Expenditure reserve	Capital reserve	Project reserve	Total
	£	£	£	£
Analysis of the Reserves is as follows:				
Balance brought forward at 1 January 2023	261,226	71,650	22,947	355,823
Operating income for the year	(23,543)	-	-	(23,543)
Balance at 31 December 2023	<u>£237,683</u>	<u>£71,650</u>	<u>£22,947</u>	<u>£332,280</u>

Note: the capital reserve is intended to cover any outstanding liabilities (e.g. rent, salaries, etc) in the event that the company is forced to wind-up. The project reserve is designed to designate funds specifically for the purpose of continuing to make enhancements to the digital service delivery channels as new technological advancements become available.

JERSEY CITIZENS ADVICE BUREAU LIMITED
NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 DECEMBER 2023

7. FINANCIAL COMMITMENTS

Following an agreement entered on 15th January 2018, the total of future minimum lease payments under non-cancellable operating leases for each of the following periods are set out below:

	2023	2022
	£	£
Operating leases which expire:		
Within one year	28,429	28,429
In the second to fifth year inclusive	53,042	81,471
Greater than five years	-	-
	<u>£81,471</u>	<u>£109,900</u>

The current lease which runs until November 2026 included a break clause which could have been exercised during 2023 allowing the lease to have been terminated. This option to break has not been exercised.

8. AVERAGE NUMBER OF EMPLOYEES DURING THE YEAR

The average number of employees of the company during the year was 6.5. (2022: 6). All directors of the company are non-executive unpaid directors and they, along with all other unpaid volunteers, are not reflected in the company employee numbers stated above.

9. ULTIMATE CONTROLLING PARTY

In the opinion of the directors the company has no ultimate controlling party.

10. GOING CONCERN

The company is dependent upon the continued support of the Customer and Local Services ("CLS") Department of the Government of Jersey. The financial statements have been prepared on a going concern basis, which assumes that the company will continue in operational existence for the foreseeable future and has the continued support of CLS.

The present grant, operating on a rolling yearly agreement with CLS, continues to 31 December 2024 and whilst the grant for 2025 has not been agreed at the date of signing these financial statements, the directors are of the opinion that there are no indications to suggest the 2025 grant will not be paid. The existing service level agreement with CLS is in place until 31 December 2024.

The Directors are also conscious of and must draw attention to the operating loss which was incurred by the company during the year, and the company's expected future spending requirements. Whilst the Directors are aware of the reduction this has on reserves, the Directors are of the opinion that the company continues to maintain sufficient reserves to support the going concern assessment when combined with the points previously noted.

Having taken account of the above the directors are of the opinion that the company should continue to produce its financial statements on a going concern basis. In making this assessment they have had due regard to the adequacy of the undertaking for the provision of financial support by the CLS.

JERSEY CITIZENS ADVICE BUREAU LIMITED
NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 DECEMBER 2023

11. DONATED SERVICES

Included within expenses is an audit fee of £7,085 (2022: £6,374). The actual fee charged has been discounted by £4,875 (2022: £4,685). Also included within expenses is a fee for professional services of £850 (2022: £2,940). The actual fee charged has been discounted by £850 (2022: £2,940). These discounts are recognised in donations income in accordance with the company's accounting policies (note 2.4).