CITIZENS ADVICE GATESHEAD

England & Wales · Charity number 1020565

Details

Other names	GATESHEAD CITIZENS ADVICE BUREAU, GATESHEAD CAB, Society Matters Foundation
Status	Registered
Legal form	Charitable company
Company number	02631064
Registered	1993-05-04
Register	View on the Charity Commission register

Contact

Address	Davidson Building Swan Street Gateshead Tyne & Wear NE8 1BG
Phone	01914785100
Email	accounts@citizensadvicegateshead.org.uk
Website	www.citizensadvicegateshead.org.uk

Activities

Objects: 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 England and Wales, and in particular, Gateshead and surrounding areas.

Activities: We aim to provide the advice people need for the problems they face and improve the policies and practices that affect people's lives. We provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

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Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty, Economic/community Development/employment, Other Charitable Purposes
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** GATESHEAD AND SURROUNDING AREAS
- Throughout England

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£7,220,624	£7,053,069	£1,260,221	218
2024-03-31	£6,696,856	£6,487,188	£1,237,404	219
2023-03-31	£5,853,443	£5,541,016	£1,027,736	208
2022-03-31	£5,143,745	£4,572,191	£715,309	188
2021-03-31	£4,174,373	£4,113,197	£143,755	174

Trustees

Name	Role	Appointed
Andrew Alexander John Marsh		2022-09-29
Barry Taylor		2016-01-28
Catherine Anne Whittaker		2020-05-28
Cllr Judith Gibson		2020-01-30
Ele Brown		2019-01-31
Heather Lee		2019-03-30
Kirsty Roberton		2023-09-14
Richard Lee		2022-09-29
Scot Gardner McHarg		2022-09-29
Susan Mary Carr		2024-09-26

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CITIZENS ADVICE GATESHEAD

England & Wales - Charity number 1020565

Accounts

Our vision is a fair society for all, with lives well lived

CITIZENS ADVICE GATESHEAD

(A company limited by guarantee)

Annual Report and Financial Statements
for the Year Ending 31 March 2025

citizens advice Gateshead

Company registration number 02631064

Company charity number 1020565

CITIZENS ADVICE GATESHEAD
(A Company Limited by Guarantee)

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CITIZENS ADVICE GATESHEAD
(A Company Limited by Guarantee)

REFERENCE AND ADMINISTRATION DETAILS
FOR THE YEAR ENDED 31 MARCH 2025

The Trustees submit their report and the audited accounts for the year ended 31st March 2025. They confirm that the report and accounts conform with current statutory requirements and the charity's memorandum and articles, and also the requirements of the Statement of Recommended Practice - Accounting and Reporting by Charities.

Reference and administrative details

Registered Charity Name:	Citizens Advice Gateshead
Charity Number:	1020565
Company registration number:	02631064
Registered Address:	The Davidson Building, Swan Street, Gateshead, Tyne and Wear NE8 1BG

Trustees

Chair and Head of Risk & Compliance sub-group:	B Taylor	
Vice Chair:	H Lee	
Head of Finance sub-group:	R Lee	
Head of Employee Relations sub-group:	S G McHarg	
Research and Campaigns Lead:	J Gibson	
Safeguarding Lead:	S P Bell	
FCA Consumer Duty Trustee Champion:	E Brown	
	C A Whittaker	
	A A Marsh	
	K Robertson	
	S M Carr	Appointed 26/09/24
Volunteer Representative:	M Dodd	

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REFERENCE AND ADMINISTRATION DETAILS *(continued)*
FOR THE YEAR ENDED 31 MARCH 2025

Executive Leadership Team

Chief Executive Officer	A Dunn
Chief Operating Officer	P Oliver
Commercial Director	D Mayne
Service Delivery Director	J Wood-Archer

Finances

Auditors	Robson Laidler Accountants Limited, Fernwood House, Fernwood Rd, Jesmond, Newcastle upon Tyne NE2 1TJ.
Bankers	Unity Trust Bank Plc, Nine Brindley Place, 4 Oozells Square, Birmingham, 81 2HB

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Trustees' Report

The trustees present their report and financial statements for the year ended 31 March 2025.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2016.

Objectives and Activities

Citizens Advice Gateshead (CAG) is an independent charity based in the North East of England, delivering free, impartial, and confidential advice, information, guidance, and support to people who live, work, and study in Gateshead through our local community advice services. We also work regionally and nationally via funded partnerships delivered through our contact centre and legal teams, as well as expert welfare training, social consultancy, and direct access advice services delivered through our trading company, Society Matters Community Interest Company (Society Matters CIC).

Our ambitious vision is for **a fair society for all, with lives well lived**, supported by our mission – to **mobilise knowledge so the system works, it works for everyone, and it powers the changes we need to be an equal and inclusive society.** Our purpose extends beyond simply reacting to crises; we also have responsibility for finding ways to stop the tide of problems we so adeptly respond to every day.

Our Commitment to Equity, Diversity, and Inclusion (EDI)

We desire to be confident that our strategic vision applies to everyone we meet, and that our practices in both how we provide inclusive access to our advice services and in how we behave as an equitable, diverse, and inclusive employer reflect that vision.

We acknowledge there are historic and systemic injustices in our society and believe we must stand up for a fair society for all, with lives well lived. We speak out against racism, discrimination, oppression, and all forms of harassment as we strive to understand and value each other's culture, life experience, gender identity, disability, class, and sexuality.

We reflect our ambition through our strategic plan, creating strategic objectives within each of our strategic priorities directly addressing EDI issues. We have updated our values, strengthening the old value of 'Stand up for Equality' with a more robust and direct 'Stand Up, Speak Out' and we have set up staff advisory groups for those with lived experience of race and LGBTQIA+ issues to ensure we include those groups within our decision making.

We still have work to do – we recognise that our Board of Trustees and management team do not reflect our communities, especially with respect to people in the Global Ethnic Majority. We are also aware that there are more voices to be heard amongst our staff group – specifically around disability and neurodiversity – and we will set up advisory groups to address by December 2025.

The Wider Context of our Work

This year has seen some dramatic changes in the local, regional, and national landscape faced by the residents of Gateshead, and by the services we provide through CAG.

Nationally, Government decisions on public spending and taxation have increased concern and uncertainty for many residents, businesses and charities. Changes to the provision of the Winter Fuel Allowance last year saw CAG help 98%

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more elderly people with Pension Credit applications than the previous year. The announcement of changes to disability benefits has left many families uncertain of their financial future.

The North East Combined Authority's (NECA) region-wide action plans have seen CAG, through their subsidiary the Society Matters CIC, engage with the Child Poverty Reduction Programme with a three-year programme working with employers which has impacted over 30,000 people across the region, including Gateshead. With child poverty rates still woeful, this part of our work is critical to tackle the wider issues affecting the borough and its future residents.

The Safer Gateshead Hate Crime strategy reports worrying rises in racial, transphobic and homophobic incidents in the borough. This goes alongside a worrying suggestion that religious hate crime incidents – including antisemitic hate crimes – are not being reported. CAG has seen a 16% increase in cases involving hate crimes and as a result we have rolled out a training programme for all staff to facilitate hate crime reporting and opened drop-ins and outreaches for specific communities.

We have also developed a pilot with the Office of the Police and Crime Commissioner and the Gateshead division of Northumbria Police to become an Enhanced Crime Reporting centre. This pilot intends to support people to give witness statements after reporting a Hate Crime, taking the next steps toward prosecution.

Residents have also been challenged by their own infrastructure issues, making transport difficult. Local research tells us that over 50% of claimants use public / road transport to attend interviews for benefits, and 1,976 people were sanctioned this year for failure to attend. When someone misses an interview and it is for a good reason, CAG helps them appeal that decision and get the support they deserve – stopping the cascade of issues that can stem from that sanction and cause more strain upon public and charity services. This year we have helped 117 residents claiming Universal Credit with sanctions, mandatory reconsiderations, appeals or with dealing with an inconsistent work coach.
It is within this context of change that CAG strives to tackle the disadvantage of not knowing. In collaboration with Gateshead Council and others we have consolidated and expanded our services this year, to ensure residents have access to advice, information, guidance, and support through channels that suit their lifestyles and needs.

Achievements and Performance

Our **frontline community**, **crisis** and **local telephone advice services** have delivered:



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In **2024/25**, we have helped to generate for clients

£29.06m

in financial gains

*Compared to **£27.53m in financial gains** in 2023/24*

In the same time period, we have helped to provide

£4.1m

in savings to the system

*Compared to **£3.19m in savings to the system** in 2023/24*

In total, we have helped to generate up to

£33.16m

in gains and savings

*Compared to **£30.72m in total gains and savings** in 2023/24*

Our **digital telephone services** have delivered:

In **2024/25**, our Witness Service Referral Hub handled

15.7k

referrals

*Compared to **16.1k referrals to the Witness Service Referral Hub** in 2023/24*

In the same time period, our Consumer Service fielded

130.9k

customer contacts

*Compared to **162.7k customer contacts** in 2023/24*

Our National Adviceline service has received

10.3k

webchat queries

*This contact method **wasn't fully integrated yet** in 2023/24*

Our **Legal Services teams** have delivered:

In **2024/25**, our **Money and Pensions Service team** handled

1570

clients

*Compared to **1771 clients** in 2023/24*

In the same time period, our dedicated **Housing Team** closed

840

housing cases

*Data for closed **Housing team** cases in 2023/24 is not available.*

Our dedicated **Discrimination team** closed

2314

discrimination cases

*Compared to **706 discrimination cases** in 2023/24*

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Advice Services

Locally, our advice services have continued to work with local and regional funders to expand our services. We continue to build our presence across Gateshead, and have introduced full weekend opening, and a late night 'Safe Haven' service allowing people in a non-clinical mental health crisis to access our services until late, every night of the week.

We have launched new services, such as the Spectrum of Support energy advice project, with a contribution from the Energy Industry Voluntary Redress Scheme to its costs, Advice at the School Gates (a scheme funded by NECA) and a project for families living with neurodiversity.

We have worked with Gateshead Council on an unclaimed benefits campaign, as well as their work to ensure residents were supported during managed migration to Universal Credit, and to ensure those eligible retained their Winter Fuel Payments. We have also expanded our Immigration Advice Service and are progressing towards giving Level 2 immigration advice.

We continue to give specialist legal advice about housing for those who cannot access legal aid and increasingly this service has been upskilling colleagues to better address the needs of this client group. We have expanded our court service provision to encompass County Durham, Sunderland and South Tyneside, bringing critical legal aid funded support to clients across the region.

Our digital services continue to support over 185,000 calls each year, from diverse channels including local and national Adviceline, the Consumer Helpline, the Witness Service Referral Hub and the Help Through Hardship service funded by Trussell Trust. We continue to develop our telephone 'warm transfer' scheme with Gateshead Council, facilitating seamless connection for residents between departments and services.

We support residents who are applying for local discretionary payments. This includes working with them if they need to apply for appeals or tribunals – where we have an 80% success rate for our clients.

We continue our work supporting a diverse group of private, public and charity sector bodies by bringing direct advice services to their clients and staff. We work with Newcastle Building Society, The Great North Children's Hospital, The Queen Elizabeth Hospital in Gateshead, The Kay Kendall Leukemia Trust and Macmillan Cancer Support , amongst others.

This year, our Winter Warmer scheme delivered hundreds of packs of blankets, hoodies, gloves and other essential cold weather provisions, as well as a selection of children's toys, through our hubs and the Warm Spaces network in Gateshead.

Strategic Development

In 2022 we launched our last strategic statement 'A fair society for all, with lives well lived: Our Vision and Strategy 2023-2025' in a world recovering from the Covid-19 pandemic and only beginning to realise the implications of a new phrase that had entered our common lexicon - 'cost of living crisis'.

In the face of relentless crises for our region and our clients, we realised that our appetite for addressing the underlying issues that create and feed these issues was growing. Traditionally we have dealt with the outcome of failures in policy and practice – what could we do if we tried to influence the policy makers themselves? What if we – Citizens Advice Gateshead and Society Matters CIC – could structure ourselves in a way that allowed us to mobilise our knowledge on not only a local level, but also regionally and nationally?

With this challenge in mind, we undertook a thorough review of our structure, including our legal relationships and

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obligations, as well as our overarching vision, mission, and values, shared by both Citizens Advice Gateshead and Society Matters and evolved them to meet our new ambitions.

This process combined strategic workshops and consultations, as well as input from strategic brand communications agency Gardiner Richardson to reimagine and reinvigorate the charity in the face of these challenges.

Society Matters Group (SMG) emerged from this process, sharing our common goal of changing lives for the better by establishing a knowledge democracy where all people are empowered to make informed decisions that improve lives. Through the advice and guidance of Citizens Advice Gateshead, SMG will provide services to the local Gateshead community, and through Society Matters we will provide social action consultancy, training, and employability services which influence the narrative of businesses and organisations in the region, and nationally.

The implementation of these plans will be addressed in the coming year, with an aim to have legal structures, staff engagement and new operations in place by April 2026.

Business Planning

We have continued to refine and develop our business planning cycle as part of our drive to ensure everything we do is linked directly to our strategic planning. This year, we have evaluated the relationship between planning detail and operational flexibility and introduced a system that allows parts of the charity to work more freely as circumstances change. This has, in turn, created a more effective and efficient planning cycle. We continue to monitor and develop our business processes to ensure we are delivering the best services we can to our clients, and the best value to our funders.

Research and Campaigns

We have continued to develop the Research and Campaigns (R&C) function within the Commercial Directorate to match our ambitions to facilitate more collaboration and insight into our work not just internally, but locally, regionally and nationally. This has included expanding the R&C team to include a dedicated Data Analyst position, increasing the presence of the team within the local research community and engaging with more research collaborations.

This year we carried out our first major piece of national research, commissioned by Amnesty International, to look into the lived experience of benefit recipients from a human rights perspective. Our work formed the basis for their report 'Social Insecurity' and allowed us to bring our insight to a wider audience, including at their national launch, and staff, and activists' conferences.

As part of our new strategic plan, March 2025 saw the successful launch of the Society Matters Foundation, a new part of the group which champions the development and success of the North of England and the people who live here. The Foundation is in its infancy but we expect it to become a critical vehicle for our voice in the future.

Society Matters CIC

Society Matters CIC continues to grow and develop, broadening the training and services it provides to local, regional and national businesses to include a greater focus on employability. Projects like Multiply, Career Kickstart and Unlocking Potential have all successfully continued this year, bringing those furthest from the job market and employers together, and developing the skills and confidence of people already in work.

Society Matters has also taken on the running of Suitability, a service providing dressing and employment confidence for men. This is an exciting development as it is the only such service operating outside London, creating an opportunity to make a unique difference to the men of the North East.

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We continue to work closely with NECA on the Child Poverty Prevention Programme, moving into Phase 3 of our in-work poverty reduction commission. This work has allowed us to influence the employment of tens of thousands of employees across the North of Tyne and now that work is expanding into the South of Tyne area. We have launched 'Leaders for Change' – a network of like-minded businesses from across the region with a passion for making social impact and learning best practices.

Investing in our People

We continued to develop the services and support we provide for our most important asset – our staff. We have continued to be a Real Living Wage employer, and to operate an accredited 4-Day Week workplace. We have also maintained our certified status as a Great Place to Work, and been recognised as a Great Place to Work for Development.

We have continued our investment in the health and wellbeing of our staff, and have been awarded Better Health at Work Gold status.

We have also adopted a new integrated HR platform which supports employee and volunteer onboarding, development and career progression.

Future Plans

2025/26 will be a year of change for the charity. Our new strategic plan will see us launching our new vision, mission and values, as well as restructuring our legal formations to best fit our ambitions for the future. However, we will also continue to develop new services for our clients and increasingly use our knowledge and expertise to inform local and regional policy.

We are planning to:

- Complete the successful launch of our newest advice hub in Blaydon Library following the refurbishment of the building.
- Build upon our successful 'hub and spoke' model of locality services, to open new drop-ins in seldom reached communities.
- Build on our successful Winter Warmer Ball and Comedy Night with more new fundraising opportunities.
- Continue the diversification of our income streams to provide protection for our services in an ever-changing funding environment.
- Actively expand our role in the local and regional policy conversation, building collaborative partnerships to strengthen our services.
- Explore the potential for community listening and create a lived experience voice in our service development.
- Expand our Brilliance training programme as part of the roll out of a new integrated HR system.
- Continue our journey to our target of 30% carbon emission reduction by 2028.
- Provide enhanced data support for Gateshead Council, making live dashboards available on issues such as cost of living and housing.
- Deliver multiple Society Matters Foundation events and research papers, exploring areas of challenge for the people of the North.
- Continue to invest in technology & innovation, including the development of AI and leveraging of data to support the people delivering frontline support to clients.

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Financial Review

Financial Position at the end of reporting period

During the year, the charity's income has increased significantly thanks to continued support from existing funders and new partnerships. As detailed on page 24, most of the funds come from grants, with additional revenue from contracts with the Legal Aid Authority and staff secondments. The charity extends sincere thanks to all its funders, staff, and volunteers for their significant contributions to the organisation's resources.

Reserves Policy

The charity maintains a reserves policy to ensure financial stability and the ability to meet its obligations as they fall due.

The Trustees have set a target of 6 months of operating expenditure, currently set at £590,000 to protect against fluctuations in income and unexpected costs. Trustees review this policy annually. Note 19 provides a breakdown of net assets by fund type, identifying free reserves. Free reserves are defined as unrestricted funds excluding fixed assets and designated funds.

As of 31 March 2025, the organisation has £222,084 in free reserves. This is below the target set by the trustees, of £590,000, however in addition the organisation has set aside £475,000 as designated reserves, earmarked for specific uses to support areas of opportunity and future growth. Therefore the trustees are satisfied that overall, the charity holds sufficient reserves to mitigate against financial risk.

Events that have impacted financial performance

Our financial performance was impacted by lower-than-expected grant renewals and some non-renewed contracts, leading to a review of priorities and projects. Rising wage costs and expenses increased budget pressures, prompting more efficient resource use and pursuit of new funding. However, additional and new funding streams have helped offset these challenges.

Principal funding sources

Our main funding comes from grants, which support our core activities and projects. We also generate earned income through services, products, and mission-related activities. Trusts and foundations fund specific initiatives, helping us broaden our impact. Finally, individual and corporate donations, while smaller, offer valuable flexibility and community support.

Future forecast

We will grow our impact across our advice services and influencing work locally, regionally and nationally through partnership opportunities and diversification of our income, enabling greater cost recovery and investment in our long-term sustainability.

Investment policy

Most of the charity's funds are spent in the short term, leaving little for long-term investment. The trustee board plans to invest any surplus funds in a cash management platform. As of the balance sheet date, the charity owns one subsidiary, Society Matters CIC, which gift aids its available profits to the charity.

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Fundraising policy

The charity aims to increase its funding through targeted marketing efforts that highlight the organisation, its activities, and its impact on beneficiaries. Fundraising initiatives include virtual and in-person events, sponsorship opportunities for public event participation, cashback generated via recycling, and social media campaigns that facilitate donations by text and online platforms. The charity does not engage with commercial participators or professional fundraisers; instead, donor fundraising responsibilities are distributed among various members of the executive team. The Commercial Director oversees all fundraising activities.

Principal Risks and Uncertainties

Trustees use a Risk Register, reviewed quarterly by the board, to monitor risks. The Risk Committee—composed of trustee board and Executive Leadership Team members—assesses and acts on financial risks, as well as organisational risks, monthly. Trustees are confident that current systems mitigate major risks. Akin to all third sector organisations, the trustees are aware of the fragile and competitive nature of fundraising landscape and the continued risk this creates for all charities.

Going Concern Review

The financial statements are prepared on a going concern basis. Directors have reviewed 12-month forecasts and expect the charity to continue operating. While future income is uncertain, past trends and current information suggest no major changes. Management regularly reviews projects and prepares contingencies for material shifts. Efforts to secure new income sources continue.

Directors believe the charity can meet its debts as they fall due, justifying the going concern approach.

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Structure, Governance and Management

1. Governing Document / Constitution

The organisation is a charitable company limited by guarantee, incorporated on 22nd July 1991 but originally formed in May 1957 and governed by the Memorandum and Articles of Association which were last amended in March 2021. The organisation is a registered charity. The trustees, who are also the directors for the purpose of company law, who served during the year and up to the date of approval of the accounts are detailed on page 1.

2. Trustee Appointment, Induction and Training

Citizens Advice Gateshead has a trustee board which has a provision for 18 members. The trustees meet quarterly and are responsible for the strategic direction and policy of the charity. At present the board consists of 11 trustees from a variety of voluntary and professional backgrounds relevant to the work of the charity.

The trustee board seeks to ensure that the needs of our clients are appropriately reflected and met through the diversity of the trustee board, which includes members with local charitable and voluntary agency knowledge, traditional business skills and experience of statutory services.

Trustees are elected for a period of three years after which they must be re-elected at the next Trustee Annual Meeting. The trustee induction process aims to:

- inform the new directors / trustees about their roles, responsibilities and liabilities; inform them about the current work of the charity; the business and development plans; financial and staffing resources; quality, services and fundraising requirements;
- identify the knowledge, skills and experience that the director/trustee brings to the trustee board;
- identify any initial training required and any additional information or support needed

Training of trustees is also undertaken on an ongoing basis through training specifically geared to the charitable sector as well as learning and development enabled through technical papers and presentations delivered during and outside trustee board meetings.

The organisation has three Trustee Sub-committees which the main board has given delegated authority to. These are Finance, Risk & Compliance and Employee Relations.

3. CA Membership and related parties

At Citizens Advice Gateshead we highly value our long-established affiliated membership of the Citizens Advice network, as one of 250 independent charities across England and Wales.

As a Citizens Advice member we research and campaign on behalf of our citizens, we contribute innovation and lead best practice across the network, and we draw on the extensive knowledge base and resources of the membership organisation. We are proud to uphold the immense value of the Citizens Advice brand through our work and are equally proud that whilst doing so we are ploughing our own furrow as a local charity with a national presence and an absolute commitment to delivering of our vision of a fair society for all, with lives well lived.

The charity is a member of National Association of Citizens Advice and as such, is regularly audited against its membership requirements, including assessment of members' leadership capability which has been appraised at the highest level available, and this has been maintained during the financial year 2024/25.

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The charity's wholly owned subsidiary, Society Matters Community Interest Company (Society Matters CIC) traded during the year. As a result, the charity has produced Group Financial Statements, consolidating the group's financial activities. Available profits from the subsidiary are generally gift aided annually to the charity.

4. Reference and Administrative Details

Reference and administrative details are shown in the schedule of officers and professional advisers on page 1 of the financial statements.

5. Organisational Structure and Decision Making

The trustees have overall responsibility for the management of the charity. The Chief Executive Officer is appointed by the trustees and in conjunction with the executive leadership team (detailed on page 2), manages the day-to-day operations of the charity.

6. Risk Management Policy

The trustees monitor risks using a Risk Register which is reviewed by the board quarterly. Risks and mitigating factors are assessed on an ongoing basis and actioned by the Risk & Compliance Sub-Committee which includes members of the trustee board and the Executive Leadership Team. The trustees are satisfied that systems are in place to mitigate exposure to major risks. We have recently updated our risk register to include improved risk categorisation and added risk appetite weightings.

Overall, our risk level remains at 'medium' across the charity.

The Trustees Report was approved by the Board of Trustees

Barry Taylor

Trustee

Date: 9.12.2025

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Opinion

We have audited the financial statements of Citizens Advice Gateshead (the 'charitable parent company') and its subsidiary (the 'group') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, Group and Charitable Company Balance Sheet, the Cash Flow Statement 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 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 group's and parent charitable company's affairs as at 31 March 2025, and of the group's incoming resources and application of resources, including its income and expenditure, 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 group's and the parent charitable 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 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

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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.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our 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; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes 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 group's and parent charitable 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 trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors' responsibilities for the audit of 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

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decisions of users taken on the basis of these financial statements.

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, the audit engagement team;

- obtained an understanding of the nature of the industry and sector, including the legal and regulatory framework, in which the charitable company operates and how the company complies with that legal and regulatory framework.
- inquired with management and those charged with governance about their own identification and assessment of the risks of irregularities, including any know actual, suspected or alleged instances of fraud.
- discussed with management and those charged with governance any non-compliance with laws and regulations and how fraud might occur including assessments of how and where the financial statements may be susceptible to fraud.

The risk of management override of controls was also considered an area of potential misstatement due to fraud. Audit procedures performed included testing of manual journal entries and other adjustments and evaluating the business rationale in relation to significant, unusual transactions and transactions entered into outside the normal course of business.

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 this report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Nicholas Cunningham Msc Bsc ACCA (Senior Statutory Auditor)
For and on Behalf of Robson Laidler Accountants Limited

Statutory Auditors
Fernwood House
Fernwood Road
Jesmond
Newcastle Upon Tyne
NE2 1TJ

Date:

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CITIZENS ADVICE GATESHEAD
(A Company Limited by Guarantee)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025

Current financial year

	Notes	Unrestricted funds £	Designated funds £	Restricted funds £	Total 2025 £	Total 2024 £
Income and endowments from:						
Donations and legacies	2	2,051	-	60,000	**62,051**	51,588
Charitable activities	3	1,084,744	-	5,361,775	**6,446,519**	6,172,977
Other trading activities	4	682,723	-	-	**682,723**	425,852
Investments	5	25,216	-	-	**25,216**	26,171
Other		4,115	-	-	**4,115**	20,268
Total income		1,798,849	-	5,421,775	**7,220,624**	6,696,856
Expenditure on:						
Charitable activities	6	1,505,745	371,609	5,175,715	**7,053,069**	6,487,188
Total expenditure		1,505,745	371,609	5,175,715	**7,053,069**	6,487,188
Net movement before transfers		293,104	(371,609)	246,060	**167,555**	209,668
Transfers between funds	18	(224,180)	234,817	(10,637)	-	-
Net movement in funds		68,924	(136,792)	235,423	**167,555**	209,668
Reconciliation of funds						
Fund balances at 1 April 2024	18	164,734	611,792	460,878	**1,237,404**	1,027,736
Fund balances at 31 March 2025	18	233,658	475,000	696,301	**1,404,959**	1,237,404

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

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CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES *(continued)*
FOR THE YEAR ENDED 31 MARCH 2025

Prior financial year

	Notes	Unrestricted funds £	Designated funds £	Restricted funds £	Total 2024 £
Income and endowments from:					
Donations and legacies	2	10,893	595	40,100	**51,588**
Charitable activities	3	818,966	-	5,354,011	**6,172,977**
Other trading activities	4	422,275	-	3,577	**425,852**
Investments	5	26,171	-	-	**26,171**
Other		20,268	-	-	**20,268**
Total income		1,298,573	595	5,397,688	**6,696,856**
Expenditure on:					
Charitable activities	6	1,211,762	75,738	5,199,688	**6,487,188**
Total expenditure		1,211,762	75,738	5,199,688	**6,487,188**
Net movement before transfers		86,811	(75,143)	198,000	**209,668**
Transfers between funds	18	(181,991)	251,394	(69,403)	-
Net movement in funds		(95,180)	176,251	128,597	**209,668**
Reconciliation of funds					
Fund balances at 1 April 2023	18	259,914	435,541	332,281	**1,027,736**
Fund balances at 31 March 2024	18	164,734	611,792	460,878	**1,237,404**

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CITIZENS ADVICE GATESHEAD
(A Company Limited by Guarantee)

CONSOLIDATED BALANCE SHEET
FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	2025 £	2024 £	2024 £
Fixed assets					
Tangible fixed assets	12		-		5,419
Intangible assets	13		11,574		14,468
			11,574		19,887
Current assets					
Debtors	15	1,582,263		767,450	
Cash at bank and in hand		1,139,561		1,271,209	
		2,721,824		2,038,659	
Creditors: amounts falling due within 1 year	16	(962,305)		(427,747)	
Net current assets			1,759,519		1,610,912
Total assets less current liabilities			1,771,093		1,630,799
Creditors: amounts falling due in more than one year	17		(366,134)		(393,395)
Net assets			1,404,959		1,237,404
Reserves					
Unrestricted funds	18		233,658		164,734
Designated funds	18		475,000		611,792
Restricted funds	18		696,301		460,878
Total reserves			1,404,959		1,237,404

These financial statements were approved by the Board of Trustees on 9.12.2025 and are signed on their behalf by:

B Taylor
Trustee

Company registration number: 02631064

The notes on pages 21 to 36 form part of these financial statements

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CITIZENS ADVICE GATESHEAD
(A Company Limited by Guarantee)

CHARITABLE COMPANY BALANCE SHEET
FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	2025 £	2024 £	2024 £
Fixed assets					
Tangible fixed assets	12		-		5,419
Intangible assets	13		11,574		14,468
Investments	14		1		1
			11,575		19,888
Current assets					
Debtors	15	1,430,154		805,634	
Cash at bank and in hand		1,037,439		1,122,601	
		2,467,593		1,928,235	
Creditors: amounts falling due within 1 year	16	(852,813)		(376,340)	
Net current assets			1,614,780		1,551,895
Total assets less current liabilities			1,626,355		1,571,783
Creditors: amounts falling due in more than one year	17		(366,134)		(393,395)
Net assets			1,260,221		1,178,388
Reserves					
Unrestricted funds	18		88,920		105,718
Designated funds	18		475,000		611,792
Restricted funds	18		696,301		460,878
Total reserves			1,260,221		1,178,388

These financial statements were approved by the Board of Trustees on 9.12.2025 and are signed on their behalf by:

B Taylor
Trustee

Company registration number: 02631064

The notes on pages 21 to 36 form part of these financial statements

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CITIZENS ADVICE GATESHEAD
(A Company Limited by Guarantee)

CONSOLIDATED STATEMENTS OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025

		2025	2024
		£	£
Cash flows from operating activities			
Net cash provided by (used in) operating activities	**20**	(130,910)	134,554
Cash flows from investing activities			
Interest receivable and similar income		25,216	26,171
Purchase of tangible fixed assets		-	-
Purchase of intangible fixed assets		-	(14,713)
Proceeds on sale of tangible fixed assets		-	-
Net cash provided by (used in) investing activities		25,216	11,458
Cash flows from financing activities			
Repayments of borrowing		(25,954)	(24,884)
Change in cash and cash equivalents		(131,648)	121,128
Cash and cash equivalents at the beginning of the year		1,271,209	1,150,081
Cash and cash equivalents at the end of the year		1,139,561	1,271,209

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1. Accounting policies

1.1 Basis of preparation of 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 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006.

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 £.

Citizens Advice Gateshead meets the definition of a public benefit entity entry under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

1.2 Going concern

The financial statements have been prepared on a going concern basis. The directors have prepared forecasts for the 12 months from the date of approval of these financial statements, which indicate that the charity is able to continue in operational existence. Whilst future income streams can be difficult to predict, previous experience and current communications do not currently indicate any significant changes to income. The director's executive management team regularly review key projects and have various contingencies prepared should any material changes evolve. New streams of income are constantly being sourced to increase our breadth of funders.

The directors therefore consider the charity able to continue to meet its debts as they fall due, and it remains appropriate to prepare the financial statements on a going concern basis.

1.3 Basis of consolidation

The group financial statements consolidate the financial statements of the charitable company and its wholly owned subsidiary undertaking, Society Matters CIC, on a line-by-line basis. A separate Statement of Financial Activities for the charity itself is not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006.

A subsidiary is an entity controlled by the charity. Control is achieved where the charity has the power to govern the financial and operating policies of an entity so as to obtain benefits from its activities.

1.4 Fund structure

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of Citizens Advice Gateshead and which have not been designated for other purposes.

Designated funds are amounts which have been put aside at the discretion of the trustees and are therefore not available for other purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by Citizens Advice Gateshead for particular purpose. The cost of raising and administering such funds are charged against specific funds. The aim and use of each restricted fund is set out in the notes to the financial statements.

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1.5 **Income**

All incoming resources are included in the Statement of Financial Activities (SOFA) when the charity is entitled to the income and the amount can be quantified with reasonable accuracy.

Grants receivable are recognised when the group has entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to release.

Donations and legacies are recognised when the charity is notified in writing of both the amount and settlement date. In the event a donation is subject to conditions that require a level of performance by the charity, the income is deferred and not recognised until those conditions are met.

Gifts in kind are recognised in different ways depending on how they are used by the charity.

- Those donated for resale produce income when they are sold and valued at the amount realised.
- Those donated for onward transmission to beneficiaries are included in the Statement of Financial Activities as incoming resources and resources expended when they are distributed. They are valued at the amount the charity would have to pay to acquire them.
- Those donated for use by the charity itself are included when receivable. They are valued at the amount the charity would have to pay to acquire them.

Investment income is recognised on a receivable basis, when the amount can be measured reliably. This is normally upon notification from the bank.

Income from charitable activities includes income received under advance contract or where entitlement to grant funding is subject to specific performance conditions is recognised as earned (as the related goods or services are provided). Grant income included in this category provides funding to support client service activities and is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability. Income is deferred where related grants are received and the performance conditions relating to its entitlement are not met.

1.6 **Expenditure and irrecoverable VAT**

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 benefit will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is categorised under the following headings:

- Raising funds are those costs incurred in the running of the trading subsidiary

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

- Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back-office costs, finance, personnel, payroll and governance costs which support the charity's (and group's) activities. The basis on which the support costs have been allocated is set out in the support cost note.

All expenditure is inclusive of irrecoverable VAT.

1.7 **Leases**

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

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1.8 **Fixed assets**
Individual fixed assets costing £1,000 or more are initially recorded at cost.

Tangible fixed assets are stated at cost (or deemed cost) less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Equipment	- 20 %	Straight line
Fixtures, fittings and furnishings	- 20 %	Straight line

1.9 **Fixed asset investments**
Investments in subsidiaries are at cost less impairment..

1.10 **Impairment of fixed assets**
Fixed assets are reviewed for impairment if events or changes in circumstances indicate that the carrying amount of such assets may not be recoverable. If there is an indication of possible impairment, the recoverable amount of any affected asset is estimated and compared against its carrying amount. Where the estimated recoverable amount is lower, an impairment loss is recognised immediately in profit and loss.

1.11 **Intangible fixed assets**
Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Amortisation 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:

Software	- 20 %	Straight line

1.12 **Debtors**
Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts.

1.13 **Creditors and provisions**
Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party, and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are recognised at their settlement after allowing for an trade discounts.

1.14 **Cash at bank and in hand**
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.

1.15 **Corporation tax**
As a charity, the company is exempt from tax on income and gains to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

1.16 **Pensions and other post-retirement obligations**
The group operated a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the group has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods. Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due.

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1.17 **Judgements and key sources of estimation uncertainty**

In the application of the charitable company's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of the 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 recognized 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 effects both current and future periods.

There are no significant accounting estimates which are considered to materially impact the financial statements.

2. Donations and legacies

	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
Donations	711	-	**711**	11,048
Corporate donations	1,315	-	**1,315**	10,540
Trusts and foundations	25	60,000	**60,025**	30,000
	2,051	60,000	**62,051**	51,588

3. Income from charitable activities

	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
Grant income:				
Contact Centre	-	2,571,778	**2,571,778**	2,925,765
Community Advice – Projects	-	981,661	**981,661**	645,560
Community Advice – Client services	-	-	-	-
Community Advice Services – Social Welfare	-	1,110,591	**1,110,591**	1,111,855
Legal Services	-	455,404	**455,404**	432,120
Client Assistance Projects	-	120,800	**120,800**	86,000
Equipment, softphones & environmental funding	-	-	-	-
Other Grants	-	-	-	43,922
Contract and other income:				
Legal Aid Authority	1,084,744	-	**1,084,744**	805,294
Other income (including staff secondment)	-	121,541	**121,541**	122,461
	1,084,744	5,361,775	**6,446,519**	**6,172,977**

Grant income has been provided by the following organisations:

National Association of Citizens Advice Bureau, Macmillan Cancer Support, The Access to Justice Foundation, Newcastle Building Society, The Kay Kendall Leukemia Fund, Gateshead Council, NHS North East & Cumbria Integrated Care Board, Gateshead Foodbank, Stockton & District Advice & Information Service, Edberts House North East Combined Authority and Newcastle Hospitals NHS Charity.

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4. Other trading activities

	Total 2025 £	Total 2024 £
Income from trading subsidiary	**630,176**	401,129
Rental income	**7,950**	13,810
Other income	**44,597**	10,913
	682,723	425,852

5. Investment income

	Total 2025 £	Total 2024 £
Bank interest receivable	**25,216**	26,171

All income from interest is unrestricted in the current and prior year

6. Charitable activities

	Total 2025 £	Total 2024 £
Grant supported activities:		
Contact Centre	**2,772,450**	**2,967,791**
Community Advice – Projects	**624,293**	**624,092**
Community Advice – Client services	**-**	**-**
Community Advice Services – Social Welfare	**1,132,592**	**1,058,409**
Legal Services	**456,249**	**415,825**
Client Assistance Projects	**190,131**	**109,347**
Equipment, softphones & environmental funding	**-**	**6,327**
Other Grants	**-**	**17,897**
Total restricted funds	**5,175,715**	**5,199,688**
Contract and other income:		
Legal Aid Authority	**982,038**	**710,170**
Other income (including staff secondment)	**523,707**	**501,592**
Designated funds	**371,609**	**75,738**
Total unrestricted funds	**1,877,354**	**1,287,500**
Total funds	**7,053,069**	**6,487,188**

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7. Support costs

Support costs included in the above expenditure are as follows:

	Total 2025 £	Total 2024 £
Staff costs	**940,985**	843,300
Office costs	**204,148**	208,078
Depreciation, amortisation and loss on asset disposal	**8,312**	12,389
Premises costs	**161,553**	135,491
Other costs	**193,098**	200,759
Governance (below)	**76,120**	23,311
	1,584,216	1,423,328

Governance costs

Auditors fees	**13,350**	10,700
Legal and professional	**60,108**	2,603
Other	**2,662**	10,008
	76,120	23,311

8. Net incoming / outgoing resources

	Total 2025 £	Total 2024 £
Audit fees	**13,350**	10,700
Depreciation of fixed assets	**5,419**	12,144
Amortisation of intangible assets	**2,894**	2,287

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9. Staff costs

	2025	2024
	£	£
Wages and salaries	5,341,036	4,952,437
Social security costs	465,232	414,882
Pension contributions	105,975	95,500
	5,912,243	5,462,819

	Group 2025	Group 2024
	No	No
Administration	11	11
Management	4	4
Other	207	206
	222	221

The number of employees whose annual remuneration was £60,000 or more were:

	2025	2024
	Number	Number
£60,001 to £70,000	2	-
£70,001 to £80,000	1	-
£80,001 to £90,000	-	-
£90,001 to £100,000	-	1
£100,001 to £110,000	1	-
	4	1

10. Trustees' remuneration and expenses

During the year, no trustees received any remuneration or other benefits (2024: £nil).

During the year ended 31 March 2025, no trustees' expenses have been incurred (2024: £nil).

The key management personnel of the charity comprise the Trustee and Management Team identified on page 1. The total employee benefits of the Management team of the charity were £311,578 (2024: £280,897). The Chief Executive is currently seconded to Gateshead Council who fund her salary, together with a contribution for staff who support this role.

11. Taxation

The charity is exempt from tax on income and gains to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

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12. Tangible fixed assets

Group and charity	Furniture & Equipment £	Motor Vehicles £	Total £
Cost			
At 1 April 2024	76,821	-	**76,821**
Additions	-	-	-
Disposals	(76,821)	-	**(76,821)**
At 31 March 2025	-	-	-
Depreciation			
At 1 April 2024	71,402	-	**71,402**
Charge for the year	5,419	-	**5,419**
Eliminated on disposals	(76,821)	-	**(76,821)**
At 31 March 2025	-	-	-
Net book value			
At 31 March 2025	-	-	-
At 31 March 2024	5,419	-	**5,419**

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13. Intangible fixed assets

Group and charity	Software	Total
	£	£
Cost		
At 1 April 2024	14,713	**14,713**
Additions	-	-
Disposals	-	-
At 31 March 2025	14,713	**14,713**
Depreciation		
At 1 April 2024	245	**7,488**
Charge for the year	2,894	**2,287**
Eliminated on disposals	-	**(9,530)**
At 31 March 2025	3,139	**245**
Net book value		
At 31 March 2025	11,574	**11,574**
At 31 March 2024	14,468	**14,468**

14. Fixed asset investments

Shares in group undertakings and participating interests

Group – no investments were held by the group in 2025 or 2024

Charity	Subsidiary
	£
Cost and net book value	
At 1 April 2024	**1**
At 31 March 2025	**1**

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14. Fixed asset investments (continued)

Subsidiaries

The following was a subsidiary undertaking of the charity:

Name of undertaking	Nature of business	Class of shares	% Held Direct
Society Matters CIC	Social welfare training activities	Ordinary	100

Registered office address (UK unless otherwise indicated):

The Davidson Building, Swan Street, Gateshead, Tyne & Wear NE8 1BG

The financial results of the subsidiary were as follows:

	2025 £	2024 £
Income	**630,176**	401,128
Expenditure	**(541,273)**	(357,375)
Profit / (loss) for the year	**88,903**	43,753
Total assets	**297,849**	171,868
Total liabilities	**(153,110)**	(112,850)
Shareholders' funds	**144,739**	59,018

15. Debtors

	Group 2025 £	Group 2024 £	Charity 2025 £	Charity 2024 £
Trade debtors	**761,298**	496,021	**640,504**	473,387
Amounts due from group undertakings	**-**	-	**43,618**	61,443
Prepayments	**-**	9,375	**-**	8,750
Accrued income	**810,477**	245,699	**735,544**	245,699
Other debtors	**10,488**	16,355	**10,488**	16,355
	1,582,263	767,450	**1,430,154**	805,634

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16. Creditors: amounts falling due within 1 year

	Group 2025 £	Group 2024 £	Charity 2025 £	Charity 2024 £
Other loans	**27,432**	26,125	**27,432**	26,125
Trade creditors	**70,325**	73,674	**65,620**	63,683
Taxation and social security	**148,202**	151,277	**111,029**	126,015
Other creditors	**19,921**	21,097	**19,921**	21,097
Accruals and deferred income	**696,425**	155,574	**628,811**	139,420
	962,305	427,747	**852,813**	376,340

Included in group creditors due within one year is deferred income as follows:

	2025 £	2024 £
At 1 April 2024	**183,443**	34,667
Resources deferred during the year	**631,063**	87,943
Amounts released	**(183,443)**	(34,667)
At 31 March 2025	**631,063**	87,943

Deferred income relates to income received by the charity in advance of the relevant services being provided.

17. Creditors: amounts falling due after 1 year

	Group 2025 £	Group 2024 £	Charity 2025 £	Charity 2024 £
Other loans	**366,134**	**393,395**	**366,134**	393,395

The loan was obtained from Gateshead Council during the year ended 31 March 2012 with an annual interest rate of 4.88%. It is repayable over 25 years and is secured in the form of a fixed charge against the freehold property, which is owned by Gateshead Council and leased by the charity, until the discharge of its obligations under the Loan Agreement.

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18. Statement of funds

Group – current year	Balance at 1 Apr 2024 £	Income £	Expenditure £	Gains (losses) £	Balance at 31 Mar 2025 £
General funds`	164,734	1,798,849	(1,505,745)	(224,180)	**233,658**
Designated					
Redundancy	60,000	-	(6,743)	21,743	**75,000**
REACT Pool	65,000	-	(27,831)	37,831	**75,000**
Cycle to Work	-	-	-	-	**-**
Real Living Wage	-	-	-	-	**-**
Development Fund	149,757	-	-	100,243	**250,000**
Efficiency Project	92,150	-	(92,150)	10,000	**10,000**
Salary Benchmarking	69,885	-	(69,885)	25,000	**25,000**
Contingency	-	-	-	-	**-**
Support for Single Queue	-	-	-	-	**-**
Commercial Team	150,000	-	(150,000)	40,000	**40,000**
Learning and Development	25,000	-	(25,000)	-	**-**
Total designated	611,792	-	(371,609)	234,817	**475,000**
Total unrestricted	776,526	1,798,849	(1,877,354)	10,637	**708,658**
Restricted					
Contract Centre Services	198,833	2,693,319	(2,772,450)	(10,637)	**109,065**
Community Advice – Projects	209,707	981,661	(624,293)	-	**567,075**
Community Advice – Social Welfare	22,001	1,110,591	(1,132,592)	-	**-**
Legal Services	1,346	455,404	(456,249)	-	**501**
Client assistance Projects	28,991	180,800	(190,131)	-	**19,660**
Equipment	-	-	-	-	**-**
Other	-	-	-	-	**-**
Total restricted	460,878	5,421,775	(5,175,715)	(10,637)	**696,301**
Total funds	1,237,404	7,220,624	(7,053,069)	-	**1,404,959**

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18. Statement of funds (continued)

Group – prior year	Balance at 1 Apr 2023 £	Income £	Expenditure £	Gains (losses) £	Balance at 31 Mar 2024 £
General funds	259,914	1,298,573	(1,211,762)	(181,991)	**164,734**
Designated					
Redundancy	60,000	-	-	-	**60,000**
REACT Pool	50,000	-	-	15,000	**65,000**
Cycle to Work	15,000	-	-	(15,000)	-
Real Living Wage	19,885	-	-	(19,885)	-
Development Fund	133,406	-	-	16,351	**149,757**
Efficiency Project	75,500	595	(75,738)	91,793	**92,150**
Salary Benchmarking	50,000	-	-	19,885	**69,885**
Contingency	16,750	-	-	(16,750)	-
Support for Single Queue	15,000	-	-	(15,000)	-
Commercial Team	-	-	-	150,000	**150,000**
Learning and Development	-	-	-	25,000	**25,000**
Total designated	-	-	-	251,394	**611,792**
	-	-	-		
Total unrestricted	695,455	1,299,168	(1,287,500)	69,403	**776,526**
Restricted					
Contract Centre Services	66,463	3,038,131	(2,967,791)	62,030	**198,833**
Community Advice – Projects	144,480	645,560	(624,092)	43,759	**209,707**
Community Advice – Social Welfare	100,526	1,111,855	(1,058,409)	(131,971)	**22,001**
Legal Services	-	432,120	(415,825)	(14,949)	**1,346**
Client assistance Projects	16,741	116,000	(109,347)	5,597	**28,991**
Equipment	4,071	-	(6,327)	2,256	-
Other	-	54,022	(17,897)	(36,125)	-
Total restricted	332,281	5,397,688	(5,199,688)	(69,403)	**460,878**
Total funds	1,027,736	6,696,856	(6,487,188)	-	**1,237,404**

The specific purpose for which the funds are to be applied are as follows:

Designated Funds

Redundancy fund: Fund set aside to fund potential liabilities should projects cease or not be renewed and where TUPE does not apply.

REACT Pool: Fund created to enable the recruitment of additional advisers who can then be transferred to operational and new projects allowing the project to be mobilized quickly. The funding covers salaries, supervision and incremental costs.

Development fund: Funds set aside by the Trustees to be retained to build the base level of reserves held by the charity.

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18. Statement of funds (continued)

Cycle to work:	Funds set aside by the trustees to enable up front payment of cycles provided to employees under the cycle to work scheme.
Real Living Wage:	Funds set aside by the trustees to enable the payment of the Real Living Wage and to support other salaries not currently able to be met by project income.
Contingency:	Funds set aside to meet extraordinary costs outside of the budget.
Support for Single Queue:	Funds set aside to support the local telephone service where cost not fully supported by grant funding.
Efficiency fund:	Funds set aside to meet costs of developing new efficiency programmes.
Salary Benchmarking:	Funds set aside to support salaries not currently funded, identified as part of a Benchmarking review.
Commercial Development:	To support new salaries in commercial team to strengthen our income generation capability
Learning and Development:	Special training fund set aside to support investing in staff training

Restricted funds
Contract Centre Services
Provide a number of advice services involving specialist telephone, chat and email advice for clients across England & Wales, including:

- **Consumer Service including Energy** – providing advice on consumer goods and services, including advice on energy provision with onward referrals to the Energy Ombudsman, energy suppliers or fr complex cases, a dedicated support team. Advice is also provided on regulated postal services and for complex cases, create referrals for a dedicated support team.
- **Witness** – providing support for witnesses and victims of crime who have been called to provide evidence in criminal courts.
- **National Adviceline** – provide generalist advice to clients contacting National Citizens Advice.
- **Help Throughout Hardship (Trussel Trust Foodbank Hotline)** – providing tailored advice to foodbank users in order to empower clients to take action to resolve immediate crises they face.
- **Single Queue** – the local telephone advice service provided to clients contacting Citizens Advice Gateshead.

Community Service Projects
Community Advice Services provide a broad range of holistic information, advice, guidance and where needed casework to clients in a variety of settings including primary and secondary healthcare buildings, Gateshead VCSE partners and Family Hubs as well as in our main building in central Gateshead.

Community Advice Services – Social Welfare Advisers
Providing social welfare advisers to the local community from various community hubs based around the Gateshead region. Also providing specialist energy and support locally to Gateshead residents.

Legal Services
Providing specialist, regulated, advice, casework and where needed representation at court and tribunal across a number of topics including discrimination, education, housing and debt.

Client assistance projects
Where a funder wants to provide direct relief to their beneficiaries/community of interest and entrusts us with a pool of money so that we can assess the need against a set of agreed criteria. We then issue vouchers or purchase goods in line with the funder's requirements. This money isn't a grant; it remains the property of the funder.

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19. Analysis of net assets between funds

Group – current year	Unrestricted Funds	Designated Funds	Restricted Funds	Total
	£	£	£	£
Tangible fixed assets	11,574	-	-	**11,574**
Net current assets / (liabilities)	588,218	475,000	696,301	**1,759,519**
Creditors due in more than 1 year	(366,134)	-	-	**(366,134)**
	233,658	475,000	696,301	**1,404,959**

19. Analysis of net assets between funds (continued)

Group – prior year	Unrestricted Funds	Designated Funds	Restricted Funds	Total
	£	£	£	£
Tangible fixed assets	19,887	-	-	**19,887**
Net current assets / (liabilities)	538,242	611,792	460,878	**1,610,912**
Creditors due in more than 1 year	(393,395)	-	-	**(393,395)**
	164,734	611,792	460,878	**1,237,404**

20. Reconciliation of net movement in funds to net cash flow from operating activities

	2025	2024
	£	£
Net income / (expenditure) for the year	**167,555**	**209,668**
Adjustments for:		
Interest received from investments	**(25,216)**	**(26,171)**
Depreciation of tangible assets	**5,419**	**12,144**
Amortization of intangible assets	**2,894**	**2,287**
(Profit) / loss on disposal of tangible / intangible assets	**-**	**32,584**
(Increase) / decrease in debtors	**(814,813)**	**(139,959)**
Increase / decrease in creditors	**533,251**	**44,001**
Net cash provided by operating activities	**(130,910)**	**134,554**

21. Analysis of changes in net debt

	At 1 April 2024	Cash flows	At 31 March 2025
	£	£	£
Cash and cash equivalents	1,271,209	(131,648)	**1,139,561**
Loans due within 1 year	(26,125)	(1,307)	**(27,432)**
Loans due more than 1 year	(393,395)	27,261	**(366,134)**
	(419,520)	25,954	**(393,566)**
	851,689	(105,694)	**745,995**

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22. Pension commitments

The group operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the group in an independently administered fund. The pension cost charge represents contributions payable by the group to the fund and amounted to £105,975 (2024: £95,500) in the year. At the balance sheet date amounts were payable to the fund of £21,096 (2024: £19,721) which are included in creditors.

23. Related party transactions

Charity

At the balance sheet date, the amount due from Society Matters CIC totaled £43,620 (2024: £61,443). Society Matters CIC is a wholly owned subsidiary of Citizens Advice Gateshead. Donations received from one trustee in the year totaled £60,025 (2024: £30,000).

24. Legal status

Citizens Advice Gateshead is a company limited by guarantee, registered in England and Wales (number: 02631064) and not having share capital. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

25. Operating lease commitments

Lessee

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

	2025	2024
	£	£
Within one year	**17,500**	17,500
Between two and five years	-	-
In over five years	-	-
	17,500	17,500

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CITIZENS ADVICE GATESHEAD

England & Wales - Charity number 1020565

Accounts

Our vision is a fair society for all, with lives well lived

CITIZENS ADVICE GATESHEAD

(A company limited by guarantee)

Annual Report and Financial Statements
for the Year Ending 31 March 2024

citizens advice Gateshead

Company registration number 02631064

Company charity number 1020565

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CITIZENS ADVICE GATESHEAD
(A Company Limited by Guarantee)

REFERENCE AND ADMINISTRATION DETAILS

The Trustees submit their report and the audited accounts for the year ended 31st March 2024. They confirm that the report and accounts conform with current statutory requirements and the charity's memorandum and articles, and also the requirements of the Statement of Recommended Practice - Accounting and Reporting by Charities.

Reference and administrative details

Registered Charity Name:	Citizens Advice Gateshead
Charity Number:	1020565
Company registration number:	02631064
Registered Address:	The Davidson Building, Swan Street, Gateshead, Tyne and Wear NE8 1BG

Trustees

Chair and Head of Risk & Compliance sub-group:	B Taylor	
Vice Chair:	H Lee	
Head of Finance sub-group:	R Lee	
Head of Employee Relations sub-group:	S G McHarg	
Head of Research and Campaigns sub-group:	J Gibson	
	S P Bell	
	E Brown	
	J D Fenwick	Resigned 12/06/23
	J R Sabarre	Resigned 28/01/24
	C A Whittaker	
	A A Marsh	
	A Tunmore	Resigned 14/11/23
	K Robertson	Appointed 14/09/23
	S M Carr	Appointed 26/09/24
Volunteer Representative:	M Dodd	

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REFERENCE AND ADMINISTRATION DETAILS
(continued) FOR THE YEAR ENDED 31 MARCH 2024

Executive Leadership Team

Chief Executive Officer	A Dunn
Chief Operating Officer	P Oliver
Commercial Director	D Mayne
Service Delivery Director	J Wood-Archer

Finances

Auditors	Robson Laidler Accountants Limited, Fernwood House, Fernwood Rd, Jesmond, Newcastle upon Tyne NE2 1TJ.
Bankers	Unity Trust Bank Plc, Nine Brindley Place, 4 Oozells Square, Birmingham, 81 2HB

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The trustees present their report and financial statements for the year ended 31 March 2024.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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" (as amended for accounting periods commencing from 1 January 2016.

Objectives and Activities

Citizens Advice Gateshead is an independent charity based in the North East of England, delivering free, impartial, and confidential advice, information, guidance, and support to people who live, work, and study in Gateshead through our local community advice services. We also work regionally and nationally via funded partnerships delivered through our contact centre and legal teams, as well as expert welfare training, social consultancy, and direct access advice services delivered through our trading company, Society Matters Community Interest Company (Society Matters CIC).

Our ambitious vision is for **a fair society for all, with lives well lived**, supported by our mission – **to mobilise knowledge so the system works, it works for everyone, and it powers the changes we need to be an equal and inclusive society**. Our purpose extends beyond simply reacting to crises; we also have responsibility for finding ways to stop the tide of problems we so adeptly respond to every day.

Our Commitment to Equity, Diversity, and Inclusion (EDI)

We desire to be confident that our strategic vision applies to everyone we meet, and that our practices in both how we provide inclusive access to our advice services and in how we behave as an equitable, diverse, and inclusive employer reflect that vision.

We acknowledge there are historic and systemic injustices in our society and believe we must stand up for a fair society for **all**, with lives well lived. We speak out against racism, discrimination, oppression, and all forms of harassment as we strive to understand and value each other's culture, life experience, gender identity, disability, class, and sexuality.

We reflect our ambition through our strategic plan, creating strategic objectives within each of our strategic priorities directly addressing EDI issues. We have updated our values, strengthening the old value of 'Stand up for Equality' with a more robust and direct 'Stand Up, Speak Out' and we have set up staff advisory groups for those with lived experience of race and LGBTQIA+ issues to ensure we include those groups within our decision making.

We still have work to do – we recognise that our Board of Trustees and management team do not reflect our communities, especially with respect to people in the Global Ethnic Majority. We are also aware that there are more voices to be heard amongst our staff group – specifically around disability and neurodiversity – and we will set up advisory groups to address this.

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The Wider Context of our Work

The last year has been one of careful expansion and development in the face of challenges faced by both our clients and wider society. These are born from a coincidence of several factors; the continued pressures of the cost-of-living crisis, constrictions on public sector spending, economic and political uncertainty, and changes in local and regional demographics.

We have experienced an unprecedented increase in demand since 2020, with numbers peaking in 2022/23 and showing a slight decline in 2023/24. Some may view these changes in a binary manner and presume that the crises faced by our community are over, but we must remember that demand is still at levels far beyond those ever imagined before the pandemic and research shows that those who have the least are finding it hardest to get back on their feet.

The nature of our clients has also changed. Within our local advice work, we have seen increases in demand for crisis support, as the prevailing economic conditions take their toll on our community. We have also expanded our services in the evening and at weekends to address increased demand from working people who cannot attend our core daytime advice sessions.

There have been pressures placed upon the charity by the higher rate of inflation and our determination to be a Real Living Wage employer. Funding packages were not designed to accommodate these inflationary pressures, however, in line with our values, we have managed these pressures and met our commitments to our staff.

In a similar vein, we have evaluated the implementation of the four-day week in the charity and confirmed these arrangements as ongoing for all staff. The improvements we have seen to absenteeism, retention and staff satisfaction show that our commitment to challenging the status quo and leading by example when it comes to innovative workplace practice is paying off for our clients and our staff.

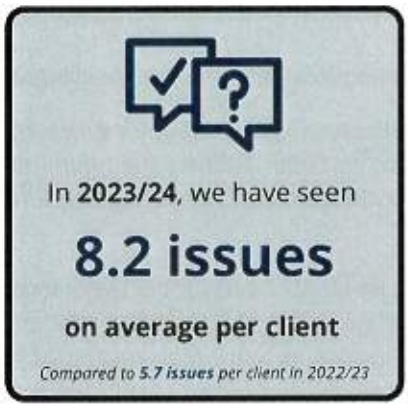
Achieving our Vision and Mission

We are driven in everything that we do by our vision and mission, and our actions are informed by our values. Through innovative service development, long-term planning and continuous improvements aided by our 'flywheel' driven KPIs, we have achieved substantial progress in this financial year. The following are the highlights of our charity's successes.

- We have delivered a record level of support through Citizens Advice Gateshead and Society Matters CIC
- Citizens Advice Gateshead is the largest branch by financial turnover and has seen 59% growth since 2022.
- We have made changes in our employment practices and structure, to push flexibility through retention of our excellent staff.
- We have achieved diversification of our mobilisation of knowledge, expanding into new fields like employability and engaging with the LGBTQIA+ community, and setting up new projects involving asylum seekers and families living with neurodiversity.
- The implementation of new strategies to support staff following the Making Ends Meet survey speaks to our determination to achieve a life well lived for our staff as well as our clients.
- Increasingly we are being acknowledged as subject matter experts in the region, and nationally. We actively have shared knowledge through projects, round tables, speaking invitations and the 'This is the North' podcasts.

Achievements and Performance











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Our advice services continue to expand and diversify. We are present in **locality hubs** and **community outreaches** across Gateshead, providing advice and support for residents where they live and ending the substantial barriers to advice of time and expense that can especially affect those living in rural areas of the borough. This is supplemented by our **community advice project** which develops advice services within marginalised and seldom-heard communities.

Our **Energy Advice Service** provides deeper, long-term support for clients with serious energy issues.

We continue to give **specialist legal advice around housing** for those who cannot access legal aid and increasingly this service has been upskilling colleagues to better address the needs of this client group. We also offer **specialist debt advice** and income maximisation for Gateshead Council housing tenants as one part of our partnership with the local authority.

Our **Welfare Benefits Service** is helping residents navigate the benefits system, especially Universal Credit. This has been a critical service during the managed migration of Gateshead residents onto Universal Credit and again, we have worked in partnership with the Council to ensure as many residents know their rights and responsibilities.

We have embedded a **local contact centre** providing a 'warm transfer' for residents into advice services and crisis support from the local council. One of the most frustrating parts of the client journey is the constant repetition of their case when they are referred from one agency to another. This service eliminates that and provides a fluid transfer into our advice service.

We support residents who are applying for **local discretionary payments**. This includes working with them if they need to apply for appeals or tribunals – where we have an 82% success rate for our clients.

We continue our work supporting a diverse group of private, public and charity sector bodies by bringing **direct advice services** to their clients and staff. We work with Newcastle Building Society, The Great North Children's Hospital, The Queen Elizabeth Hospital in Gateshead and the Macmillan Cancer Trust, amongst others.

Client Case Study | Dana's Story



Dana, a parent of five, has a 14-year-old daughter with a rare type of leukaemia requiring full-time care. Overwhelmed by benefit claims soon after her daughter's hospitalisation and diagnosis, Dana struggled to navigate the process. We met Dana at the Great North Children's Hospital and assisted her over the phone, completing the Disability Living Allowance form on her behalf. This resulted in an award for higher rate care and mobility, and we also ensured her tax credit award was updated and advised on back payments

With our help, Dana's claims are now correctly in place, and she understands how to manage them moving forward. She knows she can reach out to our service anytime for further support. The Disability Living Allowance for Children, awarded until 2027, provides much-needed financial support for her daughter's care needs. Our assistance has relieved Dana of the stress of completing the form herself, allowing her to focus on her child's treatment. We estimate that Dana's family will gain around £9000 through this claim, with a similar amount if she claims additional tax credits and Carer's Allowance.

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Strategy and Business Planning

This year we have implemented a new system for overseeing our business planning. This has seen goals created around each strategic priority and objective and then monitored and updated on a regular schedule, with changes recorded and reported. This is tied in the business plan to the KPIs and flywheel model introduced last year and seen a stronger through line between our aspirations as a charity and the implementation of those aspirations. As we approach our next strategic review cycle for the 2025/2028 period, this process will be evaluated and refined to ensure the strategic direction of the charity is addressed in an accountable and transparent fashion.

Addressing our Strategic Priorities

Strategic Priority 1: Help people to know and understand their social welfare rights and responsibilities so they can improve their quality of life

We provided record levels of support, through our face-to-face and digital advice services. Service Delivery drives innovation in advice provision, expanding the 'Hub and Spoke' model of provision across the borough, and reconfiguring services to be the only Citizens Advice branch to offer a seven-day service.

Legal Services has seen a change in focus, with some areas of the service addressing demand that brings funding into the charity. This has allowed the housing arm of Legal Services to expand and increase revenue for the charity.

We have launched several projects focused on specific communities of interest, such as families with neurodivergence, refugees and asylum seekers, and the LGBTQIA+ community.

We have made substantial improvements in the quality of our advice, introducing new systems that ensure our clients can be assured that when they come to us, they are getting the best service possible.

Strategic Priority 2: Progress to a system that supports and enables people to reach their full potential - that does not stigmatise, cause hardship, or allow anyone to fall through the net.

We have built our relationship with Gateshead Council and the North of Tyne Combined Authority through our collaborative work. Our research has provided both authorities with key insights into the issues being faced by their constituents.

We have continued to lead on the Warm Spaces initiative which started in Gateshead and is now a national phenomenon. We have expanded this to include Winter Warmer packs; free items for anyone who needs them to keep warm in the winter. Our Winter Warmer Ball raised over £45,000 to fund this initiative.

Volunteers continue to be a crucial part of the client-facing functions of the charity, although it is increasingly difficult to recruit volunteers amid a financial crisis that drives people to cut costs and maximise their income wherever possible. One area where we have seen success in recruiting volunteers is within Research and Campaigns where we have a record number of residents helping the team.

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We have been recognised this year for our work in Gateshead and in the charity sector in the North East as a whole, winning the following awards.

- Alison Dunn was awarded **North East Charity Leader of the Year**
- Alison Dunn was also awarded **Northern Power Women Levelling Up Leader**
- We were awarded the **National Citizens Advice Championing Equality and Diversity** award for our outreach work at St Chad's.
- We are once again a **Great Place to Work** (ranking #34 in the Medium Business category)

Strategic Objective 3: Be an enduring and dynamic charity that never stands still until we have a fair society for all, with lives well lived.

We have made substantial changes in our financial and personnel management systems, implementing a new payroll system, MHR, to streamline our payroll process and to empower managers with better control over their budgets.

We have stripped back our management accounting reporting to produce more meaningful reports which enable managers to understand the real-time financial position of all projects more efficiently.

The Commercial directorate has seen significant development this year, with the development of activity around strategy and research work encompassing strategic and business planning, and investment in income generation in terms of staffing, tendering skills and support.

Income generation has refocused on the management of the process of bids and grants, along with traditional fundraising activities centering around specific events in the year, such as a winter fundraiser and the Great North Run.

We are employing a record number of staff, a challenge which has been met by our Learning and Development department continuing to expand the range of training and development opportunities available to staff. The charity has launched its own Management Development Programme which will have its first run through into 2025.

Our Business Support Team has worked tirelessly to improve the physical environment of the Davidson Building and provide wellbeing support for colleagues. We have achieved the Better Health at Work Silver award and are working towards the prestigious gold award.

We have retaken the Society Matters Making Ends Meet survey (part of NTCA's Child Poverty Prevention Programme) and have shown progress in the support we give our staff to avoid in-work poverty.

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Society Matters CIC

Society Matters continues to grow, developing beyond the original model of a training provider into a more rounded provider of social consultancy. The team is now the largest it has ever been and is delivering the broadest array of content in its history.

The continued strong relationship with the North of Tyne Combined Authority (now the North East Combined Authority) through their Child Poverty Prevention Programme has formed the core of this development. The project has moved beyond its original remit through the establishment of the Leaders for Change network.

New projects – Multiply and Career Kickstart – have broadened the scope of Society Matters and the newly acquired Suitability brand will increase penetration into the employability market.

Feedback on the Child Poverty Prevention Programme's Making Ends Meet Survey | Dean Titterton, Chief Executive YMCA North Tyneside

"Participating in the Making Ends Meet survey has been incredibly insightful for our organisation. It provided us with a clear understanding of how the cost-of-living crisis is impacting our employees' wellbeing and productivity.

The survey results highlighted areas where we could offer support, and we discovered several low and no-cost measures to help our workforce. Additionally, the survey helped our employees develop new skills to improve their financial wellbeing.

This initiative has truly made a positive difference in our workplace, and we are grateful for the valuable insights it has provided."

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Future Plans

2024/25 is an exciting year for the charity, as we enter our next cycle of strategic planning and plot the future for it. As part of this we will be carrying out a year-long strategic review, looking at all parts of the charity and ensuring that everything – from our vision, mission, and values to our day-to-day presentation, is ready for future challenges.

We are also planning to:

- Expand our services into Blaydon Library, one of the last remaining parts of Gateshead we do not currently cover through an outreach service
- Improved scope for immigration advice with further training for our advisers. This is a rapidly expanding area of advice.
- Develop a direct referral pathway for elected council members and members of parliament to support the important work they do to support residents.
- Embedding Making Every Contact Count into all our delivery, contributing to improvements in public health.
- Enter research collaborations with Gateshead Council so the ability shared by both organisations can come together to enhance people's lives.
- Revisit the recruitment of trustees to introduce representation gaps, especially in terms of ethnicity and lived experience.
- Increase the number of volunteers within the charity by diversifying the offer and the areas we look to for volunteer recruitment.
- Continue to adapt to the post covid hybrid working changes, evolving our use of information technology, and the cautious introduction of AI tools, to make our work more efficient and effective.
- Review and revise the Four Day Working initiative to ensure that it stays fit for purpose and delivers for both the organisation and the staff team.

Client Case Study | Chanda's Story



Chanda lives with her parents and younger sister. She has multiple health issues but has never submitted fit notes or applied for Personal Independence Payment. Currently unemployed after four years of sporadic employment, Chanda feels lonely, isolated, and has frequent suicidal ideation. She wants to move into supported living for under 25s but doesn't want to leave her puppy, which limits her housing options.

We listened to Chanda to fully understand her needs and provided information about applying for Personal Independence Payment and Universal Credit with Limited Capability for Work-Related Activity. We reassured her that we could assist with the forms. Chanda was happy to be listened to and helped towards her plans. We estimate that if she applies for the benefits we discussed, she would receive over £9700 extra.

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Financial Review

Financial Position at the end of reporting period

The charity has seen income during the year increase by £843,413 with new funding from existing funders as well as new partnerships.

The funding sources listed on page 12 show the funds received to help run the organisation. The majority of the funding is sourced from grant funding, with additional income earned through contracts with the Legal Aid Authority and secondment of staff. The charity acknowledges and gratefully thanks all its funders, staff and volunteers who contribute so substantially to the resources of the organisation.

Reserves Policy

It is the policy of the charity to hold free reserves amounting to 6 months' expenditure (excluding depreciation and direct payroll costs) which is currently calculated at £590,000. This policy is monitored and reviewed by the trustees annually.

Free reserves are classed as reserves not invested in tangible fixed assets, including associated loans, or designated for any purpose. Note 19 details the analysis of net assets between the fund types from which free reserves can be identified.

At 31 March 2024, free reserves were £85,831 in the year. We have made a conscious choice to use our unrestricted reserves to off-set the economic conditions within which we are operating. As detailed, in the reserve's notes, designated reserves amount to £611,792 (2023 - £435,541) and therefore the current level of free reserves are less than the targets set by the trustees of £590,000. The trustees continue to work with funders to provide improved organisational sustainability within budgets.

Events that have impacted financial performance

Several events have significantly impacted our financial performance over the last 12 months. Firstly, the renewal percentage of grant contract income was lower than anticipated. This shortfall has affected our primary funding stream, leading to budget adjustments and prioritization of essential activities.

Additionally, some contracts ended and were not renewed. This loss of expected income has further strained our financial resources, necessitating a review of our ongoing projects and commitments.

Moreover, the cost of living wage increase has added to our financial burden. As we strive to support our staff with fair wages, the increased costs have required careful financial planning and reallocation of funds.

Lastly, the overall increase in costs, including operational and project-related expenses, has put additional pressure on our budget. These rising costs have compelled us to seek more efficient ways to manage our resources and explore alternative funding sources.

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Principal funding sources

The primary funding source for our organization is grants. These grants are essential as they provide the main income stream, enabling us to carry out our core activities and projects. Following grants, our next significant source of income is earned income. This includes revenue generated from services, products, and other activities that align with our mission.

Additionally, we receive support from trusts and foundations. These funds are crucial for specific projects and initiatives, allowing us to expand our reach and impact. Lastly, donations from individuals and corporate partners play a vital role in our funding strategy. These contributions, although smaller in comparison to grants and earned income, are invaluable for their flexibility and the community support they represent.

Future forecast

Our objective is to build further on our delivery of local, regional and national services for three reasons: to increase capacity to respond to the continually growing need locally in the Gateshead area to tackle the impact of poverty and deprivation; to mobilise our in-depth knowledge and capability to extend and deepen the scale of our impact; to recover the highest proportion possible of our overheads through contract delivery in order to maximise the funds available for re-investment in local service delivery.

Investment policy

Aside from the principle of trying to retain a prudent amount in reserves most of the charity's funds are spent in the short term, so there are few funds for long term investment. Having considered the options available, the trustee board has decided to invest any surplus monies in a short-term interest account and cash management platform soon. At the balance sheet date, the charity has one wholly owned subsidiary, Society Matters CIC, which gift aids available profits to the charity.

Fundraising policy

The charity seeks to raise additional funds through marketing of the charity, its work and its impact on its beneficiaries. Fundraising takes the form of holding virtual and in person events, sponsorship for participation in public events, cashback through recycling, and running social media campaigns which provide for donations by text and online giving. The charity does not work with any commercial participators or professional fundraisers, with donor fundraising activity being dispersed across several roles in the executive team. Fundraising is monitored by the Commercial Director and complaints are dealt with by the Chair of Trustees.

Principal Risks and Uncertainties

The trustees monitor risks using a Risk Register which is reviewed by the board bi-monthly. Risks and mitigating factors are assessed on a monthly basis and actioned by the Risk Committee which includes members of the trustee board and the Executive Leadership Team. The trustees are satisfied that systems are in place to mitigate exposure to major risks.

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Going Concern Review

The financial statements have been prepared on a going concern basis. The directors have prepared forecasts for the 12 months from the date of approval of these financial statements, which indicate that the charity is able to continue in operational existence. Whilst future income streams can be difficult to predict, previous experience and current communications do not currently indicate any significant changes to income. The director's executive management team regularly review key projects and have various contingencies prepared should any material changes evolve. New streams of income are constantly being sourced to increase our list of funders.

The directors therefore consider the charity able to continue to meet its debts as they fall due, and it remains appropriate to prepare the financial statements on a going concern basis.

Client Case Study | Bill's Story



Bill is a veteran with multiple health conditions who has not worked since the pandemic. He receives a war pension and has not investigated any benefits, relying instead on ongoing support from family members to help with his bills. However, this had become untenable, and he had accrued debts he was unable to repay.

To provide initial support for Bill, we gave him a £100 supermarket voucher and carried out a debt assessment and benefit calculation. This showed an entitlement to Council Tax Reduction, and while he was not eligible for Universal Credit, he met the criteria for the Limited Capability for Work-Related Activity element. We recommended that he investigate Personal Independence Payment, something we could help him apply for.

Bill now has a new understanding of his benefit options and the support available to him. We estimate that if Bill follows our advice, he could gain nearly £16,000 more for himself and his family.

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Structure, Governance and Management

1. Governing Document/Constitution

The organisation is a charitable company limited by guarantee, incorporated on 22nd July 1991 but originally formed in May 1957 and governed by the Memorandum and Articles of Association which were last amended in March 2021. The organisation is a registered charity. The trustees, who are also the directors for the purpose of company law, who served during the year and up to the date of approval of the accounts are detailed on page 1.

2. Trustee Appointment, Induction and Training

Citizens Advice Gateshead has a trustee board which has a provision for 18. The trustees meet quarterly and are responsible for the strategic direction and policy of the charity. At present the board consists of 11 trustees from a variety of voluntary and professional backgrounds relevant to the work of the charity.

The trustee board seeks to ensure that the needs of our clients are appropriately reflected and met through the diversity of the trustee board, which includes members with local charitable and voluntary agency knowledge, traditional business skills and experience of statutory services.

Trustees are elected for a period of three years after which they must be re-elected at the next Trustee Annual Meeting. The trustee induction process aims to:

- inform the new directors/trustees about their roles, responsibilities and liabilities; inform them about the current work of the charity; the business and development plans; financial and staffing resources; quality, services and fundraising requirements;
- identify the knowledge, skills and experience that the director/trustee brings to the trustee board;
- identify any initial training required and any additional information or support needed

Training of trustees is also undertaken on an ongoing basis through training specifically geared to the charitable sector as well as learning and development enabled through technical papers and presentations delivered during and outside trustee board meetings.

The organisation has three Trustee Sub-committees which the main board has given delegated authority to. These are Finance, Risk & Compliance and Employee Relations.

3. CA Membership and related parties

At Citizens Advice Gateshead we highly value our long-established affiliated membership of the Citizens Advice network, as one of 250 independent charities across England and Wales.

As a Citizens Advice member we research and campaign on behalf of our citizens, we contribute innovation and lead best practice across the network, and we draw on the extensive knowledge base and resources of the membership organisation. We are proud to uphold the immense value of the Citizens Advice brand through our work and are equally proud that whilst doing so we are ploughing our own furrow as a local charity with a national presence and an absolute commitment to delivering of our vision of a fair society for all, with lives well lived.

The charity is a member of National Association of Citizens Advice and as such, is regularly audited against its membership requirements, including assessment of members' leadership capability which has been appraised at the highest level available, and this has been maintained during the financial year 2023/24.

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The charity's wholly owned subsidiary, Society Matters Community Interest Company (Society Matters CIC) traded during the year. As a result, the charity has produced Group Financial Statements, consolidating the group's financial activities. Available profits from the subsidiary are generally gift aided annually to the charity.

1. Reference and Administrative Details

Reference and administrative details are shown in the schedule of officers and professional advisers on page 1 of the financial statements.

2. Organisational Structure and Decision Making

The trustees have overall responsibility for the management of the charity. The Chief Executive Officer is appointed by the trustees and in conjunction with the executive leadership team (detailed on page 2), manages the day-to-day operations of the charity.

3. Risk Management Policy

The trustees monitor risks using a Risk Register which is reviewed by the board quarterly. Risks and mitigating factors are assessed on an ongoing basis and actioned by the Risk Committee which includes members of the trustee board and the Executive Leadership Team. The trustees are satisfied that systems are in place to mitigate exposure to major risks. We have recently updated our risk register to include improved risk categorisation and added risk appetite weightings.

Overall, our risk level remains at 'medium' across the charity.

The trustees' report was approved on 04/12/024 by the Board of Trustees.



R Lee
Trustee

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INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF CITIZENS ADVICE GATESHEAD

Opinion

We have audited the financial statements of Citizens Advice Gateshead (the 'charitable parent company') and its subsidiary (the 'group') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, Group and Charitable Company Balance Sheet, the Cash Flow Statement 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 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 group's and parent charitable company's affairs as at 31 March 2024, and of the group's incoming resources and application of resources, including its income and expenditure, 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 group and charitable 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 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 group's and the parent charitable 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 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.

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Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our 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; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit

Responsibilities of trustees
As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes 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 group's and parent charitable 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 trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors' responsibilities for the audit of 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.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

The risk of material misstatement due to error or fraud has been assessed in conjunction with how internal controls may mitigate any such risk. These controls are reviewed as part of the audit by performing systems walkthroughs to ensure they are operating effectively. Analytical review and substantive testing is also performed on all material balances and therefore any instances of non-compliance should be identified or considered as insignificant. In identifying and assessing risks of material misstatement in respect of irregularities, including fraud, the audit engagement team;

- obtained an understanding of the nature of the industry and sector, including the legal and regulatory framework, in which the charitable company operates and how the company complies with that legal and regulatory framework.
- inquired with management and those charged with governance about their own identification and assessment of the risks of irregularities, including any know actual, suspected or alleged instances of fraud.
- discussed with management and those charged with governance any non-compliance with laws and regulations and how fraud might occur including assessments of how and where the financial statements may be susceptible to fraud.

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The risk of management override of controls was also considered an area of potential misstatement due to fraud. Audit procedures performed included testing of manual journal entries and other adjustments and evaluating the business rationale in relation to significant, unusual transactions and transactions entered into outside the normal course of business.

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 this report
This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Nicholas Cunningham Msc Bsc ACCA (Senior Statutory Auditor)
For and on Behalf of Robson Laidler Accountants Limited

Statutory Auditors
Fernwood House
Fernwood Road
Jesmond
Newcastle Upon Tyne

Date: 5/12/2024

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CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

Current financial year

	Notes	Unrestricted funds £	Designated funds £	Restricted funds £	Total 2024 £	Total 2023 £
Income and endowments from:						
Donations and legacies	2	10,893	595	40,100	**51,588**	119,640
Charitable activities	3	818,966	-	5,354,011	**6,172,977**	5,471,675
Other trading activities	4	422,275	-	3,577	**425,852**	247,464
Investments	5	26,171	-	-	**26,171**	6,086
Other		20,268	-	-	**20,268**	8,578
Total income		1,298,573	595	5,397,688	**6,696,856**	5,853,443
Expenditure on:						
Charitable activities	6	1,211,762	75,738	5,199,688	**6,487,188**	5,541,016
Total expenditure		1,211,762	75,738	5,199,688	**6,487,188**	5,541,016
Net movement before transfers		86,811	(75,143)	198,000	**209,668**	312,427
Transfers between funds	18	(181,991)	251,394	(69,403)	-	-
Net movement in funds		(95,180)	176,251	128,597	**209,668**	312,427
Reconciliation of funds						
Fund balances at 1 April 2023	18	259,914	435,541	332,281	**1,027,736**	715,309
Fund balances at 31 March 2024	18	164,734	611,792	460,878	**1,237,404**	1,027,736

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

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CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
(continued) FOR THE YEAR ENDED 31 MARCH 2024

Prior financial year

	Notes	Unrestricted funds £	Designated funds £	Restricted funds £	Total 2023 £
Income and endowments from:					
Donations and legacies	2	4,104	-	115,536	119,640
Charitable activities	3	595,229	-	4,876,446	5,471,675
Other trading activities	4	247,464	-	-	247,464
Investments	5	6,086	-	-	6,086
Other		8,578	-	-	8,578
Total income		861,461	-	4,991,982	5,853,443
Expenditure on:					
Charitable activities	6	683,061	22,297	4,835,658	5,541,016
Total expenditure		683,061	22,297	4,835,658	5,541,016
Net movement before transfers		178,400	(22,297)	156,324	312,427
Transfers between funds	18	(104,657)	195,154	(90,497)	-
Net movement in funds		73,743	172,857	65,827	312,427
Reconciliation of funds					
Fund balances at 1 April 2022	18	186,171	262,684	266,454	715,309
Fund balances at 31 March 2023	18	259,914	435,541	332,281	1,027,736

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CONSOLIDATED BALANCE SHEET
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	2024 £	2023 £	2023 £
Fixed assets					
Tangible fixed assets	12		5,419		18,832
Intangible assets	13		14,468		33,357
			19,887		52,189
Current assets					
Debtors	14	767,450		627,491	
Cash at bank and in hand		1,271,209		1,150,081	
		2,038,659		1,777,572	
Creditors: amounts falling due within 1 year	15	(427,747)		(382,504)	
Net current assets			1,610,912		1,395,068
Total assets less current liabilities			1,630,799		1,447,257
Creditors: amounts falling due in more than one year	16		(393,395)		(419,521)
Net assets			1,237,404		1,027,736
Reserves					
Unrestricted funds	18		164,734		259,914
Designated funds	18		611,792		435,541
Restricted funds	18		460,878		332,281
Total reserves			1,237,404		1,027,736

These financial statements were approved by the Board of Trustees on 04/12/2024 and are signed on their behalf by:

R Lee
Trustee

Company registration number: 02631064

The notes on pages 24 to 39 form part of these financial statements

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CHARITABLE COMPANY BALANCE SHEET

	Notes	2024 £	2024 £	2023 £	2023 £
Fixed assets					
Tangible fixed assets	12		5,419		18,832
Intangible assets	13		14,468		33,357
Investments	14		1		1
			19,888		52,190
Current assets					
Debtors	15	805,634		604,552	
Cash at bank and in hand		1,122,601		1,083,012	
		1,928,235		1,687,564	
Creditors: amounts falling due within 1 year	16	(376,340)		(348,456)	
Net current assets			1,551,895		1,339,108
Total assets less current liabilities			1,571,783		1,391,298
Creditors: amounts falling due in more than one year	17		(393,395)		(419,521)
Net assets			1,178,388		971,777
Reserves					
Unrestricted funds	18		105,718		203,955
Designated funds	18		611,792		435,541
Restricted funds	18		460,878		332,281
Total reserves			1,178,388		971,777

These financial statements were approved by the Board of Trustees on 04/12/2024 and are signed on their behalf by:



R Lee
Trustee

Company registration number: 02631064

The notes on pages 24 to 39 form part of these financial statements

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CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024

		2024	2023
		£	£
Cash flows from operating activities			
Net cash provided by (used in) operating activities	**20**	134,554	18,647
Cash flows from investing activities			
Interest receivable and similar income		26,171	6,086
Purchase of tangible fixed assets		-	(40,845)
Purchase of intangible fixed assets		(14,713)	-
Proceeds on sale of tangible fixed assets		-	390
Net cash provided by (used in) investing activities		11,458	(34,369)
Cash flows from financing activities			
Repayments of borrowing		(24,884)	(23,700)
Change in cash and cash equivalents		121,128	(39,422)
Cash and cash equivalents at the beginning of the year		1,150,081	1,189,503
Cash and cash equivalents at the end of the year		1,271,209	1,150,081

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1. Accounting policies

1.1 Basis of preparation of 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 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006.

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 £.

Citizens Advice Gateshead meets the definition of a public benefit entity entry under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

1.2 Going concern

The financial statements have been prepared on a going concern basis. The directors have prepared forecasts for the 12 months from the date of approval of these financial statements, which indicate that the charity is able to continue in operational existence. Whilst future income streams can be difficult to predict, previous experience and current communications do not currently indicate any significant changes to income. The director's executive management team regularly review key projects and have various contingencies prepared should any material changes evolve. New streams of income are constantly being sourced to increase our breadth of funders.

The directors therefore consider the charity able to continue to meet its debts as they fall due, and it remains appropriate to prepare the financial statements on a going concern basis.

1.3 Basis of consolidation

The group financial statements consolidate the financial statements of the charitable company and its wholly owned subsidiary undertaking, Society Matters CIC, on a line-by-line basis. A separate Statement of Financial Activities for the charity itself is not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006.

A subsidiary is an entity controlled by the charity. Control is achieved where the charity has the power to govern the financial and operating policies of an entity so as to obtain benefits from its activities.

1.4 Fund structure

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of Citizens Advice Gateshead and which have not been designated for other purposes.

Designated funds are amounts which have been put aside at the discretion of the trustees and are therefore not available for other purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by Citizens Advice Gateshead for particular purpose. The cost of raising and administering such funds are charged against specific funds. The aim and use of each restricted fund is set out in the notes to the financial statements.

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1.5 **Income**

All incoming resources are included in the Statement of Financial Activities (SOFA) when the charity is entitled to the income and the amount can be quantified with reasonable accuracy.

Grants receivable are recognised when the group has entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to release.

Donations and legacies are recognised when the charity is notified in writing of both the amount and settlement date. In the event a donation is subject to conditions that require a level of performance by the charity, the income is deferred and not recognised until those conditions are met.

Gifts in kind are recognised in different ways depending on how they are used by the charity.

- Those donated for resale produce income when they are sold and valued at the amount realised.
- Those donated for onward transmission to beneficiaries are included in the Statement of Financial Activities as

  incoming resources and resources expended when they are distributed. They are valued at the amount the charity would have to pay to acquire them.
- Those donated for use by the charity itself are included when receivable. They are valued at the amount the charity would have to pay to acquire them.

Investment income is recognised on a receivable basis, when the amount can be measured reliably. This is normally upon notification from the bank.

Income from charitable activities includes income received under advance contract or where entitlement to grant funding is subject to specific performance conditions is recognised as earned (as the related goods or services are provided). Grant income included in this category provides funding to support client service activities and is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability. Income is deferred where related grants are received and the performance conditions relating to its entitlement are not met.

1.6 **Expenditure and irrecoverable VAT**

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 benefit will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is categorised under the following headings:

- Raising funds are those costs incurred in the running of the trading subsidiary
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back-office costs, finance, personnel, payroll and governance costs which support the charity's (and group's) activities. The basis on which the support costs have been allocated is set out in the support cost note.

All expenditure is inclusive of irrecoverable VAT.

1.7 **Leases**

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

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1.8 **Fixed assets**
Individual fixed assets costing £1,000 or more are initially recorded at cost.

Tangible fixed assets are stated at cost (or deemed cost) less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Equipment	- 20 %	Straight line
Fixtures, fittings and furnishings	- 20 %	Straight line

1.9 **Fixed asset investments**
Investments in subsidiaries are at cost less impairment.

1.10 **Impairment of fixed assets**
Fixed assets are reviewed for impairment if events or changes in circumstances indicate that the carrying amount of such assets may not be recoverable. If there is an indication of possible impairment, the recoverable amount of any affected asset is estimated and compared against its carrying amount. Where the estimated recoverable amount is lower, an impairment loss is recognised immediately in profit and loss.

1.11 **Intangible fixed assets**
Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Amortisation 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:

Software	- 20 %	Straight line

1.12 **Debtors**
Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts.

1.13 **Creditors and provisions**
Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party, and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are recognised at their settlement after allowing for an trade discounts.

1.14 **Cash at bank and in hand**
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.

1.15 **Corporation tax**
As a charity, the company is exempt from tax on income and gains to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

1.16 **Pensions and other post-retirement obligations**
The group operated a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the group has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods. Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due.

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1.17 **Judgements and key sources of estimation uncertainty**

In the application of the charitable company's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of the 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 recognized 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 effects both current and future periods.

There are no significant accounting estimates which are considered to materially impact the financial statements.

2. Donations and legacies

	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Donations	10,948	100	**11,048**	4,640
Corporate donations	540	10,000	**10,540**	10,000
Trusts and foundations	-	30,000	**30,000**	105,000
	11,488	40,100	**51,588**	119,640

3. Income from charitable activities

	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Grant income:				
Contact Centre	-	2,925,765	**2,925,765**	2,868,445
Community Advice – Projects	-	645,560	**645,560**	360,360
Community Advice – Client services	-	-	**-**	196,482
Community Advice Services – Social Welfare	-	1,111,855	**1,111,855**	804,564
Legal Services	-	432,120	**432,120**	394,331
Client Assistance Projects	-	86,000	**86,000**	74,881
Equipment, softphones & environmental funding	-	-	**-**	10,000
Other Grants	-	43,922	**43,922**	167,301
Contract and other income:				
Legal Aid Authority	805,294	-	**805,294**	477,387
Other income (including staff secondment)	13,672	108,789	**122,461**	117,924
	818,966	5,354,011	**6,172,977**	5,471,675

Grant income has been provided by the following organisations:

National Association of Citizens Advice Bureaux, Gateshead Council, NHS North East & Cumbria Integrated Care Board, The Kay Kendall Leukemia Fund, Newcastle Hospitals NHS Charity, Sir James Knott Trust, Stockton & District Advice & Information Service, Age UK Gateshead Ltd, Edberts House, Hadrian Trust, Tyne and Wear Community Foundation, The Wise Group, Great North Children's Hospital Foundation, E.ON Next Energy Ltd, Gateshead Foodbank, Newcastle Building Society, The Access to Justice Foundation and The Hospital of God.

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4. Other trading activities

	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Income from trading subsidiary	401,129	-	**401,129**	228,899
Rental income	13,810	-	**13,810**	10,880
Other income	7,336	3,577	**10,913**	7,685
	422,275	3,577	**425,852**	247,464

5. Investment income

	Total 2024 £	Total 2023 £
Bank interest receivable	**26,171**	6,086

All income from interest is unrestricted in the current and prior year

6. Charitable activities

	Total 2024 £	Total 2023 £
Grant supported activities:		
Contact Centre	**2,967,791**	2,547,546
Community Advice – Projects	**624,092**	371,954
Community Advice – Client services	**-**	183,945
Community Advice Services – Social Welfare	**1,058,409**	953,724
Legal Services	**415,825**	373,837
Client Assistance Projects	**109,347**	201,386
Equipment, softphones & environmental funding	**6,327**	9,376
Other Grants	**17,897**	194,190
Total restricted funds	**5,199,688**	4,835,958
Contract and other income:		
Legal Aid Authority	**710,170**	357,252
Other income (including staff secondment)	**501,592**	325,509
Designated funds	**75,738**	22,297
Total unrestricted funds	**1,287,500**	705,058
Total funds	**6,487,188**	5,541,016

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7. Support costs

Support costs included in the above expenditure are as follows:

	Total 2024 £	Total 2023 £
Staff costs	**843,300**	610,105
Office costs	**208,078**	140,698
Depreciation, amortisation and loss on asset disposal	**12,389**	27,550
Premises costs	**135,491**	123,291
Other costs	**200,759**	104,504
Governance (below)	**23,311**	59,472
	1,423,328	1,065,620

Governance costs

Auditors fees	**10,700**	7,850
Legal and professional	**2,603**	39,203
Other	**10,008**	12,419
	23,311	59,472

8. Net incoming / outgoing resources

	Total 2024 £	Total 2023 £
Audit fees	**10,700**	8,500
Depreciation of fixed assets	**12,144**	16,573
Amortisation of intangible assets	**2,287**	7,488

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9. Staff costs

	2024	2023
	£	£
Wages and salaries	4,952,437	4,214,248
Social security costs	414,882	346,900
Pension contributions	95,500	78,123
	5,462,819	4,639,271

	Group 2024	Charity 2024
	No	No
Administration	11	10
Management	4	4
Other	206	194
	221	208

The number of employees whose annual remuneration was £60,000 or more were:

	2024	2023
	Number	Number
£80,001 to £90,000	-	-
£80,001 to £90,000	-	-
£80,001 to £90,000	-	1
£90,001 to £100,000	1	-

10. Trustees' remuneration and expenses

During the year, no trustees received any remuneration or other benefits (2023: £nil).

During the year ended 31 March 2024, no trustees' expenses have been incurred (2023: £nil).

The key management personnel of the charity comprise the Trustee and Management Team identified on page 1. The total employee benefits of the Management team of the charity were £280,897 (2023: £244,302). The Chief Executive is currently seconded to Gateshead Council who fund her salary, together with a contribution for staff who support this role.

11. Taxation

The charity is exempt from tax on income and gains to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

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12. Tangible fixed assets

Group and charity	Furniture & Equipment £	Motor Vehicles £	Total £
Cost			
At 1 April 2023	76,820	8,706	**85,526**
Additions	-	-	**-**
Disposals	-	(8,706)	**(8,706)**
At 31 March 2024	76,820	-	**76,820**
Depreciation			
At 1 April 2023	59,257	7,437	**66,694**
Charge for the year	12,144	-	**12,144**
Eliminated on disposals	-	(7,437)	**(7,437)**
At 31 March 2024	71,401	-	**71,401**
Net book value			
At 31 March 2024	5,419	-	**5,419**
At 31 March 2023	17,563	1,269	**18,832**

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13. Intangible fixed assets

Group and charity	Software	Total
	£	£
Cost		
At 1 April 2023	40,845	**40,845**
Additions	14,713	**14,713**
Disposals	(40,845)	**(40,845)**
At 31 March 2024	14,713	**14,713**
Depreciation		
At 1 April 2023	7,488	**7,488**
Charge for the year	2,287	**2,287**
Eliminated on disposals	(9,530)	**(9,530)**
At 31 March 2024	245	**245**
Net book value		
At 31 March 2024	14,468	**14,468**
At 31 March 2023	33,357	**33,357**

14. Fixed asset investments

Shares in group undertakings and participating interests

Group – no investments were held by the group in 2024 or 2023

Charity	Subsidiary
	£
Cost and net book value	
At 1 April 2023	1
At 31 March 2024	1

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14. Fixed asset investments (continued)

Subsidiaries
The following was a subsidiary undertaking of the charity:

Name of undertaking	Nature of business	Class of shares	% Held Direct
Society Matters CIC	Social welfare training activities	Ordinary	100

Registered office address (UK unless otherwise indicated):

The Davidson Building, Swan Street, Gateshead, Tyne & Wear NE8 1BG

The financial results of the subsidiary were as follows:

	2024 £	2023 £
Income	**401,128**	228,899
Expenditure	**(357,375)**	(199,018)
Profit / (loss) for the year	**43,753**	29,881
Total assets	**171,868**	93.571
Total liabilities	**(112,850)**	(37,610)
Shareholders' funds	**59,018**	55,961

15. Debtors

	Group 2024 £	Group 2023 £	Charity 2024 £	Charity 2023 £
Trade debtors	**496,021**	455,381	**473,387**	431,379
Amounts due from group undertakings	**-**	-	**61,443**	3,563
Prepayments	**9,375**	22,943	**8,750**	22,943
Accrued income	**245,699**	137,501	**245,699**	137,501
Other debtors	**16,355**	11,666	**16,355**	9,166
	767,450	627,491	**805,634**	604,552

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16. Creditors: amounts falling due within 1 year

	Group 2024 £	Group 2023 £	Charity 2024 £	Charity 2023 £
Other loans	**26,125**	24,883	**26,125**	24,883
Trade creditors	**73,674**	85,484	**63,683**	83,793
Taxation and social security	**151,277**	129,771	**126,015**	108,771
Other creditors	**21,097**	15,016	**21,097**	3,659
Accruals and deferred income	**155,574**	127,350	**139,420**	127,350
	427,747	382,504	**376,340**	348,456

Included in group creditors due within one year is deferred income as follows:

	2024 £	2023 £
At 1 April 2023	**34,667**	213,757
Resources deferred during the year	**87,943**	34,667
Amounts released	**(34,667)**	(213,757)
At 31 March 2024	**87,943**	34,667

Deferred income relates to income received by the charity in advance of the relevant services being provided.

17. Creditors: amounts falling due after 1 year

	Group 2024 £	Group 2023 £	Charity 2024 £	Charity 2023 £
Other loans	**393,395**	419,521	**393,395**	419,521

The loan was obtained from Gateshead Council during the year ended 31 March 2012 with an annual interest rate of 4.88%. It is repayable over 25 years and is secured in the form of a fixed charge against the freehold property, which is owned by Gateshead Council and leased by the charity, until the discharge of its obligations under the Loan Agreement.

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18. Statement of funds

Group – current year	Balance at 1 Apr 2023 £	Income £	Expenditure £	Gains (losses) £	Balance at 31 Mar 2024 £
General funds	259,914	1,298,573	(1,211,762)	(181,991)	**164,734**
Designated					
Redundancy	60,000	-	-	-	**60,000**
REACT Pool	50,000	-	-	15,000	**65,000**
Cycle to Work	15,000	-	-	(15,000)	**-**
Real Living Wage	19,885	-	-	(19,885)	**-**
Development Fund	133,406	-	-	16,351	**149,757**
Efficiency Project	75,500	595	(75,738)	91,793	**92,150**
Salary Benchmarking	50,000	-	-	19,885	**69,885**
Contingency	16,750	-	-	(16,750)	**-**
Support for Single Queue	15,000	-	-	(15,000)	**-**
Commercial Team	-	-	-	150,000	**150,000**
Learning and Development	-	-	-	25,000	**25,000**
Total designated	435,541	595	(75,738)	251,394	**611,792**
Total unrestricted	695,455	1,299,168	(1,287,500)	69,403	**776,526**
Restricted					
Contract Centre Services	66,463	3,038,131	(2,967,791)	62,030	**198,833**
Community Advice – Projects	144,480	645,560	(624,092)	43,759	**209,707**
Community Advice – Social Welfare	100,526	1,111,855	(1,058,409)	(131,971)	**22,001**
Legal Services	-	432,120	(415,825)	(14,949)	**1,346**
Client assistance Projects	16,741	116,000	(109,347)	5,597	**28,991**
Equipment	4,071	-	(6,327)	2,256	**-**
Other	-	54,022	(17,897)	(36,125)	**-**
Total restricted	332,281	5,397,688	(5,199,688)	(69,403)	**460,878**
Total funds	1,027,736	6,696,856	(6,487,188)	-	**1,237,404**

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18. Statement of funds (continued)

Group – prior year	Balance at 1 Apr 2022 £	Income £	Expenditure £	Gains (losses) £	Balance at 31 Mar 2023 £
General funds	186,171	861,461	(683,061)	(104,657)	**259,914**
Designated					
Redundancy	43,684	-	-	16,316	**60,000**
REACT Pool	95,000	-	(22,297)	(22,703)	**50,000**
Cycle to Work	15,000	-	-	-	**15,000**
Real Living Wage	40,000	-	-	(20,115)	**19,885**
Development Fund	69,000	-	-	64,406	**133,406**
Efficiency Project	-	-	-	75,500	**75,500**
Salary Benchmarking	-	-	-	50,000	**50,000**
Contingency	-	-	-	16,750	**16,750**
Support for Single Queue	-	-	-	15,000	**15,000**
Total designated	262,684	-	(22,297)	195,154	435,541
Total unrestricted	448,855	861,461	(705,358)	90,497	695,455
Restricted					
Contract Centre Services	51,821	2,563,526	(2,547,546)	(1,338)	**66,463**
Community Advice – Projects	161,767	360,360	(371,954)	(5,693)	**144,480**
Client Welfare – Client Services	-	196,482	(183,645)	(12,837)	
Community Advice – Social Welfare	3,586	1,109,565	(953,724)	(58,901)	**100,526**
Legal Services	1,000	394,331	(373,837)	(21,494)	-
Client assistance Projects	27,315	190,417	(201,386)	395	**16,741**
Equipment	3,448	10,000	(9,376)	-	**4,071**
Other	17,517	167,301	(194,190)	9,371	-
Total restricted	266,454	4,991,982	(4,835,658)	(90,497)	**332,281**
Total funds	715,309	5,853,443	(5,541,016)	-	**1,027,736**

The specific purpose for which the funds are to be applied are as follows:

Designated Funds

Redundancy fund: Fund set aside to fund potential liabilities should projects cease or not be renewed and where TUPE does not apply.

REACT Pool: Fund created to enable the recruitment of additional advisers who can then be transferred to operational and new projects allowing the project to be mobilized quickly. The funding covers salaries, supervision and incremental costs.

Development fund: Funds set aside by the Trustees to be retained to build the base level of reserves held by the charity.

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18. Statement of funds (continued)

Efficiency fund:	Funds set aside to meet costs of developing new efficiency programmes.
Salary Benchmarking:	Funds set aside to support salaries not currently funded, identified as part of a benchmarking review.
Commercial Development:	To support new salaries in commercial team to strengthen our income generation capability
Learning and Development	Special training fund set aside to support investing in staff training

Restricted funds

Contract Centre Services

Provide a number of advice services involving specialist telephone, chat and email advice for clients across England & Wales, including:

- **Consumer Service including Energy** – providing advice on consumer goods and services, including advice on energy provision with onward referrals to the Energy Ombudsman, energy suppliers or for complex cases, a dedicated support team. Advice is also provided on regulated postal services and for complex cases, create referrals for a dedicated support team.
- **Witness** – providing support for witnesses and victims of crime who have been called to provide evidence in criminal courts.
- **National Adviceline** – provide generalist advice to clients contacting National Citizens Advice.
- **Help Throughout Hardship (Trussel Trust Foodbank Hotline)** – providing tailored advice to foodbank users in order to empower clients to take action to resolve immediate crises they face.
- **Single Queue** – the local telephone advice service provided to clients contacting Citizens Advice Gateshead.

Community Service Projects

Providing social welfare advisors into healthcare settings such as North East and Cumbria Integrated Care Board, Queen Elizabeth Hospital, Gateshead and Great North Children's Hospital. Additional projects support specific communities of interest as identified by the sponsor or grant provider.

Community Advice Services – Social Welfare Advisers

Providing social welfare advisers to the local community from various community hubs based around the Gateshead region. Also providing specialist energy and support locally to Gateshead residents.

Legal Services

Providing specialist debt and financial inclusion, housing and discrimination advice to clients across England and Wales.

19. Analysis of net assets between funds

Group – current year	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total £
Tangible fixed assets	19,887	-	-	**19,887**
Net current assets / (liabilities)	538,242	611,792	460,878	**1,610,912**
Creditors due in more than 1 year	(393,395)	-	-	**(393,395)**
	164,734	611,792	460,878	**1,237,404**

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19. Analysis of net assets between funds (continued)

Group – prior year	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total £
Tangible fixed assets	52,189	-	-	**52,189**
Net current assets / (liabilities)	627,246	435,541	332,281	**1,395,068**
Creditors due in more than 1 year	(419,521)	-	-	**(419,521)**
	259,914	435,541	332,281	**1,027,736**

20. Reconciliation of net movement in funds to net cash flow from operating activities

	2024 £	2023 £
Net income / (expenditure) for the year	**209,668**	312,427
Adjustments for:		
Interest received from investments	**(26,171)**	(6,086)
Depreciation of tangible assets	**12,144**	16,573
Amortization of intangible assets	**2,287**	7,488
(Profit) / loss on disposal of tangible / intangible assets	**32,584**	3,099
(Increase) / decrease in debtors	**(139,959)**	(239,997)
Increase / decrease in creditors	**44,001**	(74,857)
Net cash provided by operating activities	**134,554**	18,647

21. Analysis of changes in net debt

	At 1 April 2023 £	Cash flows £	At 31 March 2024 £
Cash and cash equivalents	1,150,081	121,128	**1,271,209**
Loans due within 1 year	(24,883)	(1,242)	**(26,125)**
Loans due more than 1 year	(419,521)	26,126	**(393,395)**
	(444,404)	24,884	**(419,520)**
	705,677	146,012	**851,689**

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22. Pension commitments

The group operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the group in an independently administered fund. The pension cost charge represents contributions payable by the group to the fund and amounted to £95,500 (2023: £78,123) in the year. At the balance sheet date amounts were payable to the fund of £19,721 (2023: £17,318) which are included in creditors.

23. Related party transactions

Charity
At the balance sheet date, the amount due from Society Matters CIC totaled £61,443 (2023: £3,563). Society Matters CIC is a wholly owned subsidiary of Citizens Advice Gateshead. Donations received from one trustee in the year totaled £30,000 (2023: £105,000).

24. Legal status

Citizens Advice Gateshead is a company limited by guarantee, registered in England and Wales (number: 02631064) and not having share capital. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

25. Operating lease commitments

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

	2024	2023
	£	£
Within one year	**17,500**	17,500
Between two and five years	**-**	-
In over five years	**-**	-
	17,500	17,500

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CITIZENS ADVICE GATESHEAD

England & Wales - Charity number 1020565

Accounts

A fair society for all, with lives well lived

Annual Report: 2022-2023



citizens advice Gateshead

Registered charity name	Citizens Advice Gateshead	
Charity Number	1020565	
Company registration number	02631064	
Registered address	The Davidson Building Swan Street Gateshead Tyne and Wear NE8 1BG	

Trustees

Chair and Head of Risk & Compliance sub-group	B Taylor	
Vice Chair	H Lee	
Head of Finance sub-group	R Lee	***Appointed 29/9/22***
	S P Bell	
	M Dodd	***Resigned 21/7/22***
	E Brown	
	J R Sabarre	
	J D Fenwick	***Resigned 12/6/23***
	F M Urquhart	***Resigned 6/2/23***
	C A Whittaker	
Head of Research & Campaigns sub-group	J Gibson	
	A Tunmore	***Appointed 29/9/22***
	A Marsh	***Appointed 29/9/22***
	Scot Gardener Mcharg	***Appointed 29/9/22***
Volunteer Representative	M Dodd	

Executive Leadership Team	A Dunn	Chief Executive Officer
	J Graham MBE	Commercial Director - ***resigned 30/9/22***
	D Mayne	Commercial Director - ***appointed 10/10/22***
	J Wood-Archer	Service Delivery Director
	P Oliver	Chief Operating Officer - ***from 1/1/23***

Auditors	Haines Watt North East Audit LLP, 17 Queens Lane, Newcastle upon Tyne, NE1 1RN
Bankers	Unity Trust Bank plc, Nine Brindley Place, 4 Oozells Square, Birmingham, B1 2HB



The trustees present their report and financial statements for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2016).

Objectives & Activities

Citizens Advice Gateshead is an independent charity based in the North-East of England, delivering free, impartial and confidential advice, information, guidance and support to people who live, work and study in Gateshead through our local community advice services. We also work regionally and nationally via funded partnerships delivered through our contact centre and legal teams as well as delivering expert welfare training, social consultancy and direct access advice services through our trading company, Society Matters Community Interest Company (Society Matters CIC).

Our core values are fundamental to the ethos of the charity, reflecting the attitudes and behaviours we encourage, expect and praise

Rock the system

Our mission is to mobilise knowledge so the system works and it works for everyone. We put the individual needs of our clients at the heart of everything we do every day, and actively work individually and collectively to create a system that has a tangible and positive impact on people's lives.

Stand Up, Speak Out

We acknowledge there are historic and systemic injustices in our society and believe we must stand up for a fair society for all, with lives well lived. We speak out against racism, discrimination, oppression and all forms of harassment as we strive to understand and value each other's culture, life experience, gender identity, disability, class and sexuality.

Own it!

We strive every day to be the best that we can be, holding ourselves personally accountable, taking ownership of our actions, our achievements and our development. With our focus on efficiency and shrewd planning we take pride in making every pound count and securing the long-term health of the charity.

Blaze the trail

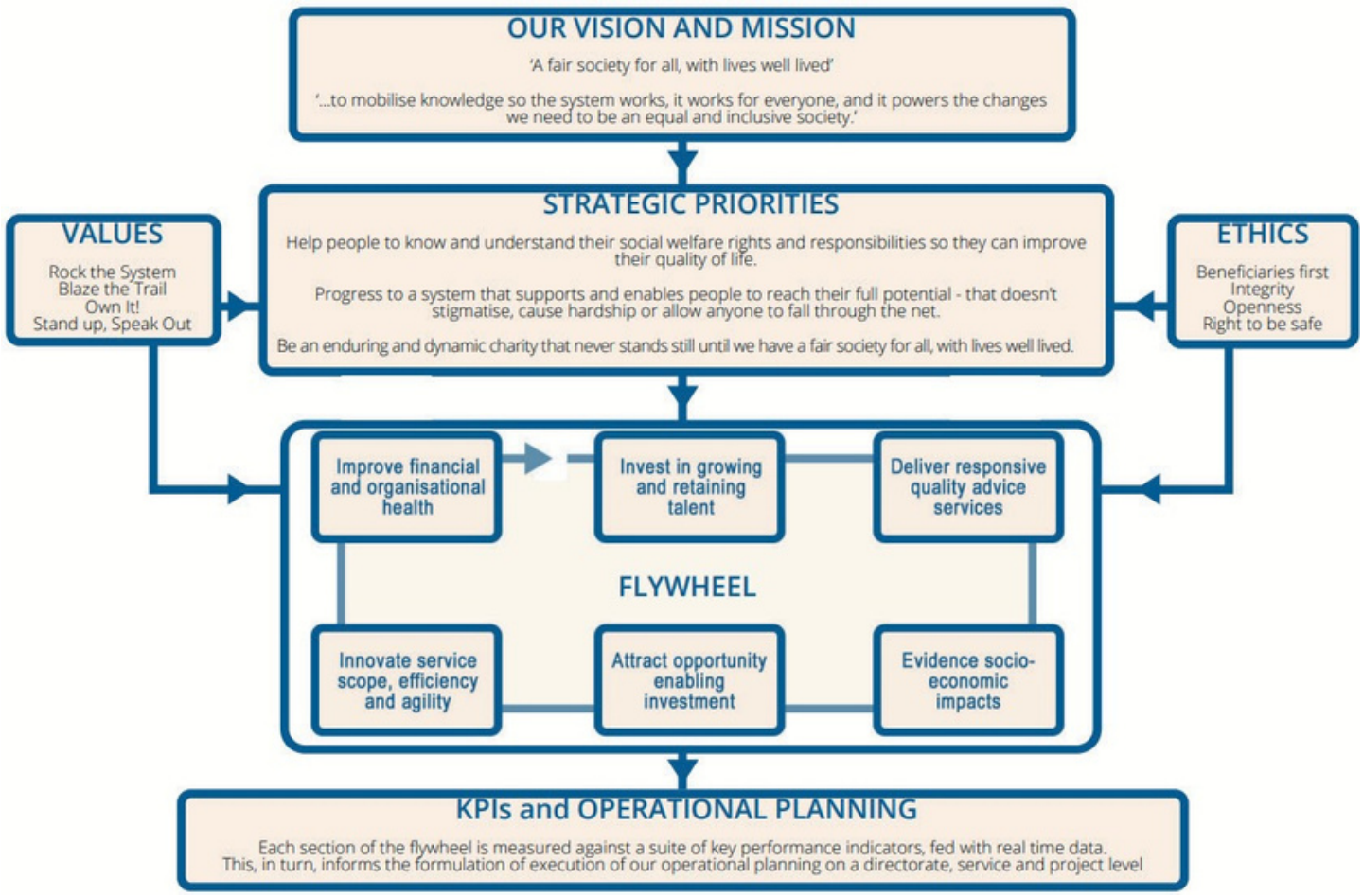
We embrace a culture of change and innovation, constantly striving to develop new ways of working to better serve our clients and communities. We know that not everything will work first time, but we fail forward, trying new things and learning from the journey.



Our ambitious vision is for **a fair society for all, with lives well lived,** supported by our mission - **to mobilise knowledge so the system works, it works for everyone, and it powers the changes we need to be an equal and inclusive society**. Our purpose extends beyond simply reacting to crises; we also own responsibility for finding ways to stop the tide of problems we so adeptly respond to every day.

Our Strategic Model & Priorities

Grounded in our absolute commitment to the people we exist to support, and to the staff, volunteers and partners who are devoted to achieving our vision, we have defined three clear strategic priorities for 2023-25. These priorities, supported by our values and ethics reflect our ambition for a fair society for all, with lives well lived.





To create and maintain the momentum and focus of the charity, we use a flywheel concept - a cycle of business operations where success in one 'lever' of the flywheel drives forward the subsequent levers, creating the momentum required for progress. Focusing on operational efficiency in this business cycle, we will deliver best value for our funders, as well as the best advice for our clients.

Each lever is monitored using a 'golden key performance indicator (KPI)' providing a top-level view of the organisational health of the measure, and several supplemental sub-KPIs. These in turn feed into our business plan and our monthly planning review cycle, as well as the service, project and departmental plans that inform the day-to-day delivery within the charity.

Our Commitment to Equality, Diversity and Inclusion (EDI)

Our desire is to be confident that our strategic vision applies to everyone we encounter, that our practices in both how we provide inclusive access to our advice services and in how we behave as an equitable, diverse and inclusive employer reflect that vision.

We started this work by ensuring we directly reference our ambition through our strategic plan. The work should not sit as a separate document or strategy, to be dusted down each time we're asked for it. The existing value of "Stand up for Equality" is still good and valid, however, to achieve equality our work must focus on speaking out for an equitable society. Therefore, after careful thought, our new value reads: - Stand Up, Speak Out!

We acknowledge there are historic and systemic injustices in our society and believe we must stand up for a fair society for all, with lives well lived. We speak out against racism, discrimination, oppression and all forms of harassment as we strive to understand and value each other's culture, life experience, gender identity, disability, class and sexuality.

Our priorities reflect our ambitions and are grounded in our absolute commitment to the people we exist to support and the staff, volunteers and partners who are devoted to achieving our vision. If we truly believe in a fair society for all with lives well lived then we must have strategic objectives which specifically drive the equity, diversity and inclusion practices. These new specific objectives are now part of our planning for the next 3 years.



How We Work

Our client facing services are organised into three areas, supported by various grants, sponsors and contracts. They all have one thing in common; the desire to provide support to people to know and understand their social welfare rights and responsibilities, so they can improve their quality of life.

Contact Centres: our largest area both in terms of staffing and income, providing advice funded through national Citizens Advice and others, covering general advice with Adviceline and Help Through Hardship and specialist advice in areas including consumer goods and services, energy and the Witness Service.

Community Advice Services: embedded in Gateshead's local communities and increasing accessibility to specific groups through our direct access programmes, we provide help and practical support on a wide range of issues including, welfare benefits, energy advice, housing and financial wellbeing.

Legal & Regulated Advice Services: providing specialist debt counselling and advice through Financial Conduct Authority (FCA) authorised debt services as well as Legal Aid contracts in discrimination and housing.

A Partnership Approach

We are proud to be working with a wide range of partners who share our commitment, and through their continued support we have been able to expand our service and widen the range of advice we can bring to our community. Some of our projects operate locally, others across the North-East region, and an increasing number are national.

We ensure millions of pounds of welfare benefits are justly claimed by those who are eligible each year and help thousands of people at their most vulnerable moments, providing advice and reassurance when it is needed most. However our work isn't restricted to welfare benefits and by working closely with partner organisations across local community projects, hospitals and local government we are able to help people with a whole range of problems, whatever the problem.

Our CEO also holds the role of Service Director for Voluntary and Community sector development within Gateshead Council. The purpose of this dual role is to provide a single point of leadership across the public and voluntary sector to more easily move resource, capability and knowledge responding to issues as they emerge rather than retrospectively.



Our goal is to influence how local government identifies opportunities to collaborate with the voluntary, community and social enterprise sector (VCSE), to reduce red-tape and bureaucracy, improve commissioning processes and influence the policy and practice relating to poverty, disadvantage and inequality.

By working in this way we have created several grant programmes for the benefit of the VCSE sector to include provision for digital transformation, emergency food provision, energy advice and utility re-connection, as well as the creation of a network of Warm Spaces and an independent Volunteer Centre for Gateshead. Our work on behalf of the VCSE sector has increased connectivity, knowledge and awareness of its activity. It has also highlighted the challenges faced by the sector and it has helped to mitigate risks, both perceived and real.

2023 sees a renewal of the Research and Campaigns (R&C) function of the charity, with the allocation of two full-time staff members to develop and execute R&C activity. This work prioritises spreading information with the charity and with our stakeholders, to ensure everyone is better informed on the issues that impact the people we work with. We also want to use research to highlight the present and future issues facing our communities and develop plans to tackle them.

Independent quality endorsements

The most important aspect of the charity's purpose is that it truly serves the needs of our clients. We firmly believe that we can only do this by delivering consistently high quality of advice. This year we have redesigned a Quality Management System (QMS) that underpins our organisation's KPIs and delivers process efficiency, continuous improvement, high client satisfaction, and ultimately achieves our purpose.

To help our service be the best version of itself for all clients and stakeholders, it's important that we objectively and dispassionately review and measure ourselves by achieving objective external accreditation - this is why we are proud to display the accreditations detailed below.



A Case Study - How we helped a disabled adult challenge unfair treatment in the workplace

Our Civic Legal Advice (CLA) funded discrimination service helps clients from across England and Wales to challenge unlawful discrimination in both employment and in the provision of goods and services.

This case shows how one of our advisers helped a client use the Equality Act 2010 to challenge discriminatory employment practices and gain compensation for their unfavourable treatment. Naturally, names have been changed to maintain anonymity.

"Chris is a 21 year old disabled person who started a new job in retail. He required reasonable adjustments to enable him to do his job, which included reasonable time off for medical appointments. These adjustments and the details of his disability were fully discussed in the recruitment process, however, as soon as he started work he experienced difficulties with his line manager.

The line manager refused to implement the adjustments needed, denied Chris time off for medical appointments, and bullied Chris by spreading gossip among the workforce about his condition. Chris tried to resolve this informally but that did not work, so he made a formal grievance about the situation. Sadly, Chris felt he had no option but to resign after only 3 months in the role. This not only left him with no job and no income, but affected his mental health significantly.

He contacted us for advice about challenging this. This case was typical of the type of disability discrimination we see in employment cases and is one of the most common issues dealt with by this service overall. We advised Chris about the process he would go through to challenge this. He was keen to try and reach a settlement and we valued the claim at around £5,000 based on previous case decisions and court guidance. With our support, Chris contacted the conciliation service ACAS and entered into settlement negotiations with his former employer.

Ultimately they offered a settlement of £5,500, which was happily accepted. This delivered some redress to Chris for this unlawful treatment and allowed him to move on from this difficult period.

We helped Chris negotiate a potentially complex legal proceeding to a successful outcome and ensured he was compensated for losses suffered for discriminatory behaviour. He used the money to buy a car which has allowed him to seek alternative employment more easily, and was bolstered knowing that he did not have put up with being discriminated against in the workplace."



Achievements and Performance

During the 2022/23 financial year, we began monitoring our top-level golden KPIs for the first time as a visual dashboard to track our organisational health. Our end of year figures showed clear progress over those 12 months with improvements in all areas. These KPIs along with our various sub-measures are embedded in our business plan to ensure we are measuring the impact and driving forward our vision, mission and strategy.

In 2022/23 Citizens Advice Gateshead **supported 20,160 clients** - an increase of 4% on the previous year and the most people we have worked with in our history.

In the wake of the cost of living crisis, **the number of issues dealt with rose by 35% to 110,604**. This represents an increase from 4.4 issues per client to 5.7, reflecting the increased complexity of the cases we are working with.

As a result, financial outcomes for our clients have exploded, **rising by 67% to £11,983,885**, with an additional estimated £2.25m reduction in the burden on the state system.

Over the last 8 years, **our client numbers have risen by a staggering 124%.**







We're seeing more people with more complex and urgent issues. In addition to the local contacts highlighted above, we have also supported around 300,000 national contacts. We want to extend our thanks to our funders and sponsors who support us to deliver our strategic vision of a fair society for all with lives well lived. Here are some examples of the ways we have achieved that.

The Community Legal Advice discrimination team work with people who have suffered discrimination, harassment, or victimisation because of who they are - for example because of their race, gender, sexuality, or belief. This might be in the workplace or in other areas such as shops or when accessing healthcare. The outcomes clients can achieve can be significant.

A recent success was a client who was racially discriminated against in the workplace. We helped them to win a financial settlement of £30,000 by providing casework support and help through to the employment tribunal.

The community advice team have focussed on embedding their work into Gateshead communities overcoming the barriers people experience when trying to get help from us. The problems of geography and transport create a "do-it-tomorrow" style of procrastination with some of our clients.

The drop-in at Chopwell community centre situated 13 miles away from our central office is a great example of how this has worked. We supported a client there who told us they received a large energy bill and didn't know what to do about it. Our adviser reviewed the documents and was able to help the client to resolve the issue. Without being able to easily access our adviser, we were told they wouldn't have bothered with the long bus ride into central Gateshead and would have ignored the bill. Putting off the task of delaying with the bill could have had significant consequences for our client which might have gone as far as court action.



The **contact centre teams** speak to people from all over the country on lots of different topics. We deliver consumer advice on problems with goods and services, general social welfare advice and we deliver the national referral hub for Citizens Advice Witness Service. The consumer energy team have done some great work over the winter, almost 20% of their calls at that time were from people who had been disconnected from their energy supply. They've supported some vulnerable and challenging clients, helping them to navigate through the energy price increases.

Our **Help Through Hardship** team funded through Trussell Trust speak to people who are in crisis and have nowhere else to turn. These can be very difficult calls as we balance the client's immediate need for help with a longer-term plan to address their difficult situation.

New services

We actively seek partners and funding which will help us to further our strategic vision of a fair society for all with lives well lived. We make sure new partners have values which align with our own or work with existing partners to broaden our work and deliver our strategic objectives.

A winter programme was funded by **Newcastle Hospital Charity** and sponsored by the Newcastle Hospitals NHS Foundation Trust to provide advice to patients of the North-East Ventilation Service. These patients need to keep warm and use lifesaving ventilation and other hospital equipment at home, which can lead to higher energy bills. This programme also gathered evidence to campaign for policy change for these patients.

Working in partnership with **Newcastle Building Society**, we created Helping Hand, a direct access programme dedicated to the Society's members providing access to an advice expert for support when they need it most.

We continue to work with **Gateshead Council** on a direct transfer service so that customers who call council departments such as council tax or revenues and benefit can be passed straight through to us for support and advice.

Building on our experience of delivering legal aid contracts in specialist housing advice we are now able to provide **face to face specialist legal aid housing advice** to people who live in South Tyneside.



Recognising that families living with neurodiversity experience significant barriers when seeking help we have developed a presence at the **Young Women's Outreach Project**. This allows families to seek help with welfare benefits and access to education in a familiar and safe environment.

We have worked with our VCSE locality partners to embed our locality work and to build connected communities, increasing to 20 venues across the borough, where clients can easily connect with services within a short distance of their home. Several funders have re-commissioned our services including **the Kay Kendall Leukaemia Fund**, **the Integrated Care Board** as well as partnership work with Stockton Citizens Advice on the Energy Redress Fund.

Since January 2023, we have been delivering a brand new partnership with E.on Next providing support and advice to their most vulnerable customers through a direct access scheme. The initial pilot, scheduled to complete in July, has been a resounding success, thanks to the team's dedication and hard work. At the beginning, we were faced with a significant influx of clients - well in excess of our initial estimates. However, through innovative thinking and meticulous planning, the team successfully adjusted to manage the volume of referrals. The team's ability to adapt and find effective solutions has been instrumental in the success of this program.

Volunteering

There is no doubt we could not do the great work we do without the dedication and support of our team of amazing volunteers. They bring to life our goal of great people doing great things with their vibrancy, diversity, skills, and the lived experience that is so important for the success of our service. When people come to us for help, of course, they want professional, quality services, but in shaping our services around the needs of our clients, we know they also want to see and be heard by people who look and sound like them, people they can relate to, and build trust with.

Last year 5,848 volunteer hours were given to the charity, equivalent to staff costs of £63,000.

The volunteering landscape continues to change and as people are facing daily challenges, lifestyle decisions such as volunteering are perhaps not on people's agenda. With this in mind, we have focused on how we can support and upskill our current volunteers, improving their experience and having a greater impact for the charity and the clients we serve.



Engagement and retention of volunteers is crucial, and to improve engagement, we have renewed the Induction and training pathway with more focus on experiential learning. We want our volunteers to really feel part of something and bring to life their learning in the work that they do with clients.

We currently have over 30 active volunteers across the service with an additional 20 progressing through training and induction. We're delighted to report that 30% of those who actively volunteered with us last year successfully gained employment either externally or within Citizens Advice Gateshead.

People

Our vision of a life well lived extends beyond our clients and as such, we remain committed to a supportive remote/hybrid working environment for our staff, volunteers, clients, and guests. We've continued to invest in our building and in technology in support of this, as well as creating new opportunities for staff to develop their skills and career path. In spite of the financial pressures upon us, we continued to honour our commitment as a real living wage employer and also began work on a salary benchmarking and career pathway plan for our paid staff, due to be rolled out in the coming year.

Last year we invested in several key areas of the charity as part of a restructure, to provide new opportunities for our staff, to add depth and resilience within our teams as well as creating resources to support our ambition and the delivery of our new strategic plan. This included the creation of 8 new management & leadership roles, 5 of which were secured as progression opportunities for existing staff members. One of the new roles was a Learning & Development Manager to spearhead our internal staff training to equip them for current and future roles within the charity.

During the year, there were 79 role changes across the staff team, 47 of which were people progressing into new roles.

The key highlight for the year was the successful implementation of the 4-day week during the summer of 2022. Following a series of discovery and planning sessions held with the staff team, the charity successfully onboarded into the National UK 4-day week trial. Since then, we are delighted to report that our data now confirms that the 'slower burn' efficiencies we were hoping to come through have materialised.



Our short-term sickness levels have reduced significantly as have our attrition levels, so our staff are healthier and also choosing to stay with us. This gives us further operational efficiencies in our recruitment costs, maintaining our day-to-day staff levels and being able to develop established and experienced people to better support the complex needs of our clients.

With our performance metrics and our success criteria for 4-day working met, we'll be incorporating a new rolling 12-month 4-day week working arrangement for staff to opt into from July 2023, which we will review each year on an ongoing basis.

Public relations & communications

In pursuit of our goal to embed our voice across the system as an impartial and evidence-based commentary, this year has been a breakout year for our media presence. We have enjoyed two periods of intense engagement; during the Warm Spaces campaign and in the wake of the Four Day Week trial. We were featured across TV, radio, digital and print media locally, nationally, and in some cases, internationally.

We have also established new relationships with local media, becoming the 'go-to' advice service for our local BBC Ask the Experts slot and gaining the confidence of news channels that we can deliver quickly on media requests. We have continued to develop our market intelligence gathering and processing capabilities alongside this increase in profile to ensure that staff involved in media work receive accurate briefings prior to engagement. This capability to mobilise our knowledge of the sector positions us as a reliable knowledge resource and policy influencer in Gateshead and the local area.



Local, Regional and National Awards

One of our goals is to be an enduring and dynamic charity, to become the charity of choice, full of great people, doing great things. Local, regional, and national awards are just one of the ways we can measure our success in achieving this.

In 2021-2023, our work during the Covid-19 pandemic, helping the people of the region tackle the cost of living crisis and provide a strong, healthy work environment for all of our staff and volunteers was recognized by several prestigious awards.

- North East Charity of the Year 2022
- North East Chamber of Commerce Business Diversification Award
- British Chambers of Commerce North East Regional Problem Solver Award
- Gateshead Voluntary Organisation/Charity of the Year 2022
- Better Health at Work Silver Award
- Great Place to Work Certification, Best Workplaces and Best Workplace for Women 2022 and 2023.


REPLAY

A Case Study - How we helped a disabled adult challenge unfair treatment in the workplace

Our Money Advice and Financial Inclusion service helps clients with serious money and debt issues to try to balance their budgets and tackle their debts. Where that is not possible, they engage with the clients to find the best alternative solution, which may be insolvency or bankruptcy.

This case highlights an increasingly regular issue - someone who has previously lived comfortably but through a change in circumstance was forced into serious debt.

Grant, a 49-year-old single person with mental health disabilities, who as a result of his disability was unable to work. Prior to the onset of his disability, he worked and lived abroad, enjoying a good income and made several purchases on credit. However, when he became unwell he could no longer afford the repayments, resulting in a considerable amount of debt.

Grant had spoken to us looking for debt advice previously and had determined that insolvency was a solution to his issues. However, he had not followed through with that option. Following a downturn in his mental health caused by the demand letters he was receiving, he looked for our advice again, determined to take action.

Our first move was a discussion around income maximisation, budgeting, and debt management. Following this, Grant was clear that he could not afford to make any substantial repayments towards his debts and that the pressure of making token payments was too much for his mental health. He was clear that he wanted to pursue insolvency.

We helped Grant to communicate with his creditors and gather the evidence needed about the impact his debt was having on his mental health. This allowed £26,500 of non-priority debts to be written off, bringing his debt to a level that is eligible for a debt relief order (DRO). We helped Grant apply for this, which wiped off the rest of his debt and gave him a fresh start, debt-free.

While this process was ongoing, we helped Grant apply for a charitable grant for a new cooker, as he had no cooking facilities at home, and assisted him to access the food bank for short-term assistance with expenditure.

Grant told us there has been a significant improvement in his mental health, as he knows that these matters have been resolved and he no longer has to fear demand letters dropping through his letterbox. He can move on with his life now.



Our Subsidiary Company - Society Matters CIC

We're very proud of the progress that Society Matters CIC has made over the last twelve months, record breaking in many different ways! Society Matters CIC is a key enabler of the charity's mission to mobilise knowledge so the so the system works, it works for everyone, and it powers the changes we need to be an equal and inclusive society. It does this in the following ways:

Training

To achieve our mission of mobilising knowledge Society Matters CIC training continues to perform strongly working with a loyal customer base who continue to engage with our CPD accredited courses upskilling their staff and improving their social welfare knowledge. Over the last 12 months our the Society Matters CIC team have delivered over 170 courses to over 1,500 learners.

Social Action

To achieve the charity's goal of creating a system that supports and enables people to reach their full potential, Society Matters CIC have secured and started delivering two contracts with the North of Tyne Combined Authority (NTCA). The first is to deliver support to employers (and their employees) as part of Pillar 3 in NTCA's Child Poverty Prevention Strategy, The programme delivers a mix of workshops to raise awareness around in-work poverty, a confidential employee survey (Making Ends Meet) looking at financial wellbeing, which is then followed up with a tailored Poverty Prevention strategy and toolkit – this has positively impacted over 4,500 people across the North East to-date and helps us to achieve our objective to be a compelling force for change.

The second is NTCA's Multiply Programme which supports our objective to give people the knowledge they need for a life well lived, improving numeracy skills and confidence of employees and families to improve their financial well-being through the Cost of Living Crisis.

A bigger and upskilled team

To meet the increasing demand for our services recruitment of an additional Trainer, Business Development Manager, NTCA Programme Director and Social Action Development Manager has been implemented. Each person has brought new skills and experience to help deliver the charity's vision and mission.

Recognition

Society Matters CIC work was recognised with an Outstanding Achievement Award in the 2022 North East Charity of the Year awards, and we've also been shortlisted to the last 36 organisations in the 2023 Centre for Social Justice Award, and North East VentureFest Award.

Thank you!

The charity, trustees and directors of Society Matters CIC would like thank everyone involved in this success – the Society Matters CIC team and colleagues in Citizens Advice Gateshead as well as our funders, supporters and friends - for their hard work, support and dedication over the last 12 months.



Public Benefit Statement

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the organisation's aims and objectives and in planning future activities.

Financial Review

The charity has seen income during the year increase by £709,000 with new funding from existing funders as well as new partnerships.

The funding sources listed in note 5 show the funds received to help run the organisation. The majority of the funding is sourced from grant funding, with additional income earned through contracts with the Legal Aid Authority and secondment of staff. The charity acknowledges and gratefully thanks all its funders, staff, and volunteers who contribute so substantially to the resources of the organisation.

Reserves Policy

It is the policy of the charity to hold free reserves amounting to 6 months expenditure (excluding depreciation and direct payroll costs) which is currently calculated at £590,000. This policy is monitored and reviewed by the trustees annually.

Free reserves are classed as those reserves not invested in tangible fixed assets, including associated loans, or designated for any purpose. Note 23 details the analysis of net assets between the fund types from which free reserves can be identified.

At 31 March 2023, free reserves were £627,246 (2022 - £561,680), an increase of £35,566 in the year and £37,246 greater than the target of £590,000. As detailed, in the reserves notes and future plans, designated reserves amount to £435,541 (2022 - £262,684) and therefore the current level of free reserves are in excess of the targets set by the trustees. The trustees continue to work with funders to provide improved organisational sustainability within budgets.

Restricted funds are restricted by the donor or funder and cannot be used for the general purposes of the charity. Their existence, and the sums of money therein, do not imply that there has been an underspend, but may result from a variety of circumstances including timing differences between the charity's financial year and the funding year of the project concerned. Details of these can be found in note 22 to the financial statements. At the year-end restricted reserves amounted to £332,281 (2022 - £266,454).

This reserves policy is monitored and reviewed by the trustees annually.

Principal Risks and Uncertainties

The trustees are committed to their responsibilities towards risk management and mitigation. In May 2023 the board, through its Risk and Compliance Subcommittee, commissioned a new Risk Management Framework which adheres to recommendations of sector best practices. The new processes allow the charity to react readily to emerging risk through dynamic and real time horizon scanning through a "three lines of defence" system enabled by delegated authority essentially meaning there are three levels of controls in place to mitigate risks:

- The first line of defence: This is the responsibility of the charity's management team and subject matter experts. They are responsible for identifying and managing risks in their day-to-day activities.

- The second line of defence: This is the responsibility of the charity's Risk Subcommittee. It is responsible for reviewing new risk items and approving the charity's risk management framework, and for ensuring that the first line of defence is effective.

- The third line of defence: This is the responsibility of the charity's board of trustees. They are responsible for overseeing the charity's risk management framework, and for ensuring that it is effective.

Risk and emerging risk items are now weighted according to risk category appetite and mitigated through controls which are overseen by a quarterly subcommittee.

The Risk Management Strategy was subject to external review by the on-site Leadership Self-Assessment in June 2023 and received indicative positive feedback pending formal audit findings. Overall, the Risk to the charity remains at "Medium".

Future Plans

"Our vision of a fair society for all with lives well lived is still far from being achieved. Indeed, the challenge we face has increased over the last three years due to Covid and the subsequent cost of living crisis, both of which have impacted disproportionately on the most vulnerable in our society. The demand for our services has never been greater and continues to rise." - ***Barry Taylor, Chair of Trustees***

Our vision remains unchanged, as do our objectives:

- Help people to know and understand their social welfare rights and responsibilities so they can improve their quality of life.
- Progress to a system that supports and enables people to reach their full potential - that doesn't stigmatise, cause hardship, or allow anyone to fall through the net.
- Be an enduring and dynamic charity that never stands still until we have a fair society for all, with lives well lived.

However, in pursuit of this, there are two areas of laser focus for the coming year, they are:

- Increasing accessibility to the people who need us most
- Renewed energy around equality, diversity, and inclusion.

To ensure we are as accessible as possible to the people who need us most, we will continue to be out in the community delivering support to our clients alongside our partner agencies, increasing visibility, connectivity, and understanding local context to remove the barriers created by traditional advice delivery and geography.

In Spring 2023, we will launch a pilot with extended opening hours with the goal of opening seven days per week and till late Monday to Friday, as we seek to break out of the traditional 9-5 working model for both our staff and clients, recognizing that rising in-work poverty has seen people estranged from traditional advice services due to full-time work, rising economic pressure, and stress.

With a renewed focus on equality, diversity, and inclusion, we will accelerate our activities, making a stand against racism, in all its forms. If we truly believe in our vision, we must ensure that we develop as an anti-racist organisation.

"We have seen millions of people faced with the realities of poverty, which is no longer just about the unemployed, with more than half our clients in paid employment yet still unable to make ends meet." ***- Alison Dunn, Chief Executive Officer***

Our intention is to ensure our impact extends beyond Gateshead and with Society Matters CIC, we are extending our mission to mobilize knowledge to a regional and national level. We're investing more time, effort, and resource into our social enterprise, recognizing the role of partnering with businesses in helping us achieve our goals around the alleviation of poverty, particularly child poverty. With an expanding direct access portfolio and a burgeoning training order book for social welfare learning, Society Matters CIC is set to expand rapidly in the coming years and will be a valuable asset in achieving the charity's goals.

Our ambition to be an enduring and dynamic charity has not dwindled. Our intention is to continually develop our agile infrastructure to support the ambition of the charity, through further investment in digital systems and data-driven intelligence, while continually pushing ourselves to be better by refining our internal systems and processes. In doing so, we will drive income and efficiencies through innovation and creativity and continue to make every pound count.

Our goal is to be a great charity full of great people doing great things. To achieve this, we want to employ and nurture people with the right values. To support their success, we are implementing measures to invest in our staff through better onboarding, training, access to apprenticeships, and more opportunity to maximize their earning potential through better-defined career paths. We want our people to grow and evolve, to be the best they can be, so they can offer the best possible service to our clients, and a big part of that is improving their working environment. Along with the permanent implementation of the 4-day week, we will also conduct a comprehensive review of our wider benefits, terms, and conditions. We will also continue to develop improvements to our main office building, to make it a warm, welcoming, and safe place to be for our staff, volunteers, clients, and visitors.

Finally, we remain resolved in our goal to be known as ethical and inspirational, and a leading light in the community and voluntary sector; therefore, it is our firm commitment to ensure that all of our activities are delivered in a responsible way.

In 2023, we will embark on a journey that sees us commit to a path of environmental sustainability and a pathway towards carbon neutrality for the charity.



Structure, Governance and Management

The organisation is a charitable company limited by guarantee, incorporated on 22nd July 1991 but originally formed in May 1957 and governed by the Memorandum and Articles of Association which were last amended in March 2021. The organisation is a registered as a charity.

The trustees, who are also the directors for the purpose of company law, who served during the year and up to the date of approval of the accounts are detailed on page 1.

Trustee appointment, induction and training

Citizens Advice Gateshead has a trustee board which has provision for 18 trustees. The trustees meet quarterly and are responsible for the strategic direction and policy of the charity. At present the board consists of 12 trustees from a variety of voluntary and professional backgrounds relevant to the work of the charity.

The trustee board seeks to ensure that the needs of our clients are appropriately reflected and met through the diversity of the trustee board, which includes members with local charitable and voluntary agency knowledge, traditional business skills and experience of statutory services.

Trustees are elected for a period of three years after which they must be re-elected at the next Annual Trustee Meeting.

The trustee induction process aims to:

- inform the new directors/trustees about their roles, responsibilities and liabilities;
- inform them about the current work of the charity; the business and development plans; financial and staffing resources; quality, services and fundraising requirements;
- identify the knowledge, skills and experience that the director/trustee brings to the trustee board;
- identify any initial training required and any additional information or support needed.

Training of trustees is also undertaken on an ongoing basis through taking advantage of external training specifically geared to the charitable sector, as well as learning and development enabled through technical papers and presentations delivered during and outside trustee board meetings.

This year we have continued our work on streamlining our processes. This has included reviewing articles of association, which were last amended in March 2021, testing our induction plans, increasing participation in sub-committees, altering reporting rhythms to enable a strategic focus and continuing to populate our dedicated secure intranet for trustees to access everything they need to be a board member.

A recruitment process to appoint new trustees was started during Summer 2022 to increase our diversity to add new skills to the board and be more representative of the communities we serve. We had 4 new trustees join us in September 2022.

Membership of Citizens Advice

At Citizens Advice Gateshead we highly value our long-established affiliated membership of the Citizens Advice network, as one 265 independent charities across England and Wales. As a Citizens Advice member we research and campaign on behalf of our citizens, we contribute innovation and lead best practice across the network, and we draw on the extensive knowledge base and resources of the membership organisation.

We are proud to uphold the immense value of the Citizens Advice brand through our work and are equally proud that whilst doing so we are ploughing our own furrow as a local charity with a national presence and an absolute commitment to delivering of our vision. In our 2022 Citizens Advice Leadership Assessment we were described as an “organisation which understands risk, one which is constantly pushing the boundaries to innovate” - something we are incredibly proud of.

Related Parties

The charity is a member of National Association of Citizens Advice and as such, is regularly audited against its membership requirements, including assessment of members’ leadership capability. In our 2022 appraisal national Citizens Advice rated Citizens Advice Gateshead as 5 Star, the highest level available.

The charity's wholly owned subsidiary, Society Matters CIC, traded during the year. As a result the charity has produced Group Financial Statements, consolidating the group's financial activities. Available profits from the subsidiary are generally gift aided annually to the charity but as an exception profits from accounts for 2021/22 and 2022/23 were retained by the subsidiary for investment in future developments with the aim to increase the gift aid available in future years. The Gift Aid income recorded in the 2021/22 Accounts of £2,464 were paid from the profits earned by Society Matters CIC in 2020/21.

The logo of our subsidiary, Society Matters CIC.

Reference and Administrative Details

Reference and administrative details are shown in the schedule of officers and professional advisers on page 1 of the financial statements.

Organisation

The trustees have overall responsibility for the management of the charity. The Chief Executive Officer, is appointed by the trustees and in conjunction with the executive leadership team (detailed on page 1), manages the day-to-day operations of the charity.

Statement of trustees' responsibility

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

- select suitable accounting policies and 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue in operation;

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

Statement to Disclosure of Information to Auditor

This has included reviewing the articles of association, which were last amended in March 2021, testing our induction plans. In so far as the trustees are aware:

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

- the trustees have taken all the steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditor

A resolution to appoint auditors for the ensuing year will be proposed at the annual general meeting in line with the charity's policies and in accordance with section 485 of the Companies Act 2006.

Approved by the trustees on 16/11/23 and signed on their behalf.



Barry Taylor
Chair of Trustees

INDEPENDENT AUDITORS' REPORT TO THE DIRECTORS' OF CITIZENS ADVICE GATESHEAD
FOR THE YEAR ENDED 31 MARCH 2023

Opinion
We have audited the financial statements of Citizens Advice Gateshead (the 'charitable company') and its subsidiary (the 'group') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, Group Balance Sheet and Charitable Company Balance Sheet, the Cash Flow Statement 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 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 group's and charitable company's affairs as at 31 March 2022, and of the group's incoming resources and application of resources, including its income and expenditure, 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 group and charitable 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 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 charitable 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 trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, 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 audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. 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.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.
We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our 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; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 16 the trustees (who are also the directors of the charitable company for the purposes 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 group's and parent charitable 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 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 auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts.

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.

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.

We obtained an understanding of the legal and regulatory framework applicable to both the company itself and the industry in which it operates. We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience and through discussion with the directors and other management. The most significant were identified as the Companies Act 2006, UK GAAP (FRS102) and relevant tax legislation. We considered the extent of compliance with those laws and regulations as part of our procedures on the related financial statements. Our audit procedures included:

- confirming with the directors and management whether they have any knowledge or suspicion of fraud;
- obtaining an understanding of the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;
- assessing the risk of management override including identifying and testing a sample of journal entries;
- challenging the assumptions and judgements made by management in its significant accounting estimates;
- confirmation received from the bank to verify the balance as on the last day of the accounting year; and
- review of minutes of meetings of those charged with governance.

Our audit did not identify any key audit matters relating to the detection of irregularities including fraud. However, despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularity likely involve collusion, forgery, intentional misrepresentations, or the override of internal controls.

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 audit report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

C. Henderson

12 December 2023

Craig Henderson (Senior Statutory Auditor)
for and on behalf of Haines Watts North East Audit LLP

Statutory Auditor

17 Queens Lane
Newcastle upon Tyne
NE1 1RN

Citizens Advice Gateshead
(A Company Limited by Guarantee)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (including consolidated income and expenditure account)
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds	Designated funds	Restricted funds	Total 2023	Total 2022
		£	£	£	£	£
Income from:						
Donations and legacies	**4**	4,104	-	115,536	119,640	88,984
Charitable activities	**5**	595,229	-	4,876,446	5,471,675	4,964,785
Other trading activities	**7**	247,464	-	-	247,464	85,594
Investment income	**6**	6,086	-	-	6,086	92
Other income		8,578	-	-	8,578	3,290
Total income		861,461	-	4,991,982	5,853,443	5,143,745
Expenditure on:						
Raising funds		-	-	-	-	12,711
Charitable activities	**8**	683,061	22,297	4,835,658	5,541,016	4,599,480
Total expenditure		683,061	22,297	4,835,658	5,541,016	4,572,1991
Net movement before transfers		178,400	(22,297)	156,324	312,427	571,554
Transfers between funds	**22**	(104,657)	195,154	(90,497)	-	-
Net movement in funds		73,743	172,857	65,827	312,427	571,554
Reconciliation of funds						
Total funds brought forward		186,171	262,684	266,454	715,309	143,755
Total funds carried forward		259,914	435,541	332,281	1,027,736	715,309

All income and expenditure derive from continuing activities.

The Statement of Financial Activities includes all gains and losses recognised in the year.

Citizens Advice Gateshead
(A Company Limited by Guarantee)

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2023

	Notes	£	2023 £	£	2022 £
Fixed assets					
Tangible assets	**15**		18,832		38,894
Intangible assets	**16**		33,357		-
			52,189		38,894
Current assets					
Debtors	**17**	627,491		387,494	
Cash at bank and in hand		1,150,081		1,189,503	
		1,777,572		1,576,997	
Creditors: amounts falling due within one year	**18**	(382,504)		(456,179)	
Net current assets			1,395,068		1,120,818
Total assets less current liabilities			1,447,257		1,159,712
Creditors: amounts falling due after more one year	**19**		(419,521)		(444,403)
Net assets			1,027,736		715,309
Funds	**22**				
Unrestricted funds			259,914		186,171
Designated Funds			435,541		262,684
Restricted funds			332,281		266,454
			1,027,736		715,309

The notes form part of these financial statements.

The financial statements were approved by the Trustees on 30th November 2023 and signed on their behalf by:



B Taylor
Trustee

Citizens Advice Gateshead
(A Company Limited by Guarantee)

CHARITABLE COMPANY BALANCE SHEET
AS AT 31 MARCH 2023

	Notes	£	2023 £	£	2022 £
Fixed assets					
Tangible assets	**15**		18,832		38,894
Intangible assets	**16**		33,357		-
Investments	**17**		1		1
			52,190		38,895
Current assets					
Debtors	**17**	604,552		383,808	
Cash at bank and in hand		1,083,012		1,147,165	
		1,687,564		1,530,973	
Creditors: amounts falling due within one year	**18**	(348,456)		(436,235)	
Net current assets			1,339,108		1,094,738
Total assets less current liabilities			1,391,298		1,133,633
Creditors: amounts falling due after more one year	**19**		(419,521)		(444,403)
Net assets			971,777		689,230
Funds	**22**				
Unrestricted funds			203,955		160,092
Designated Funds			435,541		262,684
Restricted funds			332,281		266,454
			971,777		689,230

The notes form part of these financial statements.

The financial statements were approved by the Trustees on 30th November 2023 and signed on their behalf by:



B. Taylor
Trustee

Citizens Advice Gateshead
(A Company Limited by Guarantee)

CONSOLIDATED CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023

	Note	2023 £	2022 £
Net cash flow from operating activities			
Net cash provided by (used in) operating activities	**25**	18,647	503,317
Cash flows from investing activities			
Interest receivable and similar income		6,086	92
Purchase of tangible fixed assets		(40,845)	-
Proceeds of sale of tangible fixed assets		390	-
Net cash flow from investing activities		(34,369)	192
Cash flows from financing activities			
Repayment of loans and borrowings		(23,700)	(22,573)
Net increase in cash and cash equivalents		(39,422)	480,836
Cash and cash equivalents at the beginning of the year		1,189,503	708,667
Cash and cash equivalents at the end of the year		1,150,081	1,189,503

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice.

Citizens Advice Gateshead meets the definition of a public benefit entity under FRS 102.

The financial statements are prepared under the historical cost convention or transaction value unless otherwise stated in the relevant accounting policy note(s). The financial statements are prepared in Sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1.2 Basis of consolidation

The financial statements consolidate the results of Citizens Advice Gateshead and its wholly owned subsidiary Society Matters CIC on a line-by-line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the charity has not been presented because Citizens Advice Gateshead has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

1.3 Going concern

The financial statements have been prepared on a going concern basis. The directors have prepared forecasts for the 12 months from the date of approval of these financial statements, which indicate that the charity is able to continue in operational existence. Whilst future income streams can be difficult to predict, previous experience and current communications do not currently indicate any significant changes to income. The directors and executive management team regularly review key projects and have various contingencies prepared should any material changes evolve. New streams of income are constantly being sourced to increase our breadth of funders.

The directors therefore consider the charity able to continue to meet its debts as they fall due, and it remains appropriate to prepare the financial statements on a going concern basis.

1.4 Funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of Citizens Advice Gateshead and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by Citizens Advice Gateshead for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.5 Income

Income and endowments

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

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the group has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:
- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Gifts in kind

Gifts in kind are recognised in different ways dependent on how they are used by the charity:
(i) Those donated for resale produce income when they are sold. They are valued at the amount actually realised.
(ii) Those donated for onward transmission to beneficiaries are included in the Statement of Financial Activities as incoming resources and resources expended when they are distributed. They are valued at the amount the charity would have had to pay to acquire them.
(iii) Those donated for use by the charity itself are included when receivable. They are valued at the amount the charity would have had to pay to acquire them.

1.6 Expenditure and irrecoverable VAT

All expenditure is accounted for on an accruals basis and is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Costs of raising funds includes all costs incurred in the running of the trading subsidiary; and
- Expenditure on charitable activities includes all direct and support costs incurred in the management of the charity.

Irrecoverable VAT is charged as a cost against the expenditure when incurred.

1.7 Support cost allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs and administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity.

1.8 Tangible fixed assets

Individual fixed assets costing £1,000 or more are initially recorded at cost.

Tangible fixed assets are stated at cost (or deemed cost) less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Equipment	- 20% straight line
Fixtures, fittings and furnishings	- 20% straight line

1.9 Fixed asset investments

Investments in subsidiaries are at cost less impairment.

1.10 Intangible fixed assets

Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Amortisation 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:

Software	- 20% straight line

1.11 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.12 Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.13 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are recognised at their settlement after allowing for any trade discounts.

1.14 Pensions

Citizens Advice Gateshead operates a defined contribution pension scheme for employees. Amounts payable by Citizens Advice Gateshead are included in the Statement of Financial Activities when the related salary is paid. Unremitted amounts are included in creditors.

1.15 Financial instruments

Citizens Advice Gateshead only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.16 Judgements and key sources of estimation uncertainty

In the application of the charitable company'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.

There are no significant accounting estimates which are considered to materially impact the financial statements.

2. Legal status

Citizens Advice Gateshead is a company limited by guarantee, registered in England and Wales, (number 02631064) and not having a share capital. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

3. Statement of financial activities from the prior year

	Note	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Income from:					
Donations and legacies	**4**	3,984	85,000	88,984	112,609
Charitable activities	**5**	426,273	4,538,512	4,964,785	3,983,859
Other trading activities	**7**	86,594	-	86,594	51,819
Investment Income	**6**	92	-	92	152
Other Income		3,290	-	3,290	25,934
Total income		520,233	4,623,512	5,143,745	4,174,373
Expenditure on:					
Raising funds		12,711	-	12,711	34,388
Charitable activities	**8**	468,681	4,090,799	4,559,480	4,078,809
Total expenditure		481,392	4,090,799	4,572,191	4,113,197
Net movement in funds before transfers		38,841	532,713	571,554	61,176
Transfer between funds	**22**	320,965	(320,965)	-	-
Net movement in funds after transfers		359,806	211,748	571,554	61,176
Reconciliation of funds					
Total funds brought forward		89,049	54,706	143,755	82,579
Total funds carried forward		448,855	266,454	715,309	143,755

All income and expenditure derive from continuing activities.

The Statement of Financial Activities includes all gains and losses recognised in the year.

4. Income from donations

	2023	2022
	£	£
Donations	4,640	3,984
Corporate Donations	10,000	-
Trusts and foundations	105,000	85,000
	119,640	88,984

5. Income from Charitable Activities

	2023	2022
Grant Income:	£	£
Contact Centre	2,868,445	2,678,397
Community Advice - Projects	360,360	506,676
Community Advice – Client Services	196,482	161,958
Community Advice Services – Social Welfare Advisers	804,564	539,355
Legal Services	394,331	410,330
Client Assistance Projects	74,881	61,500
Equipment, softphone and environment funding	10,000	9,236
Other grants	167,301	153,402
Contract and Other Income:		
Legal Aid Authority	477,387	308,965
Other Income (including seconded staff)	117,924	134,966
	5,471,675	4,964,785

Grant Income has been provided in the year by the following organisations;

National Association of Citizens Advice Bureaux
Gateshead Council
NHS North East & Cumbria Integrated Care Board
The Kay Kendall Leukaemia Fund
Newcastle Hospitals NHS Charity
Sir James Knott Trust
Stockton & District Advice & Information Service (Energy Redress Scheme)
Age UK Gateshead Ltd
Gateshead Health NHS Foundation Trust
Edberts House (The Big Lottery Funding)
North East Law Centre
Hadrian Trust
Tyne & Wear Community Foundation
The Wise Group

5. Income from Charitable Activities *(Continued)*

Great North Children's Hospital Foundation
E.ON Next Energy Ltd
Gateshead Foodbank
Newcastle Building Society
The Access to Justice Foundation
The Hospital of God

6. Investment income

	2023	2022
	£	£
Interest receivable on bank deposits	6,086	92
	6,086	92

7. Other Trading activities

	2023	2022
	£	£
Income from Trading Subsidiary	228,899	71,613
Rental income	10,880	9,171
Other Income	7,685	5,810
	247,464	86,594

8. Analysis of expenditure on charitable activities

	Total 2023	Total 2022
	£	£
Grant Supported Activities		
Contact Centre Services	2,547,546	2,552,232
Community Advice - Projects	371,954	312,703
Community Advice – Client Services	183,945	157,844
Community Advice – Social Welfare Advisers	953,724	426,534
Legal Services – grant support	373,873	343,242
Equipment, softphone and environment funding	9,376	25,677
Client Assistance Projects	201,386	140,758
Other grant activities	194,190	135,743
Contract and other income sources		
Legal Aid Authority	357,252	310,628
Staff Secondment	325,509	154,119
Designated fund	22,297	-
	5,541,016	4,559,480

9. Support costs

	2023	2022
	£	£
Staff costs	610,105	460,384
Office costs	140,698	110,981
Depreciation, amortisation and loss on disposal of fixed assets	27,550	19,544
Premises Costs	123,291	109,155
Other costs	104,504	85,958
Governance costs (note 10)	59,473	28,754
	1,065,620	814,776

10. Governance costs

	2023	2022
	£	£
Auditor's fees	7,850	8,326
Legal & professional	39,204	5,235
Other	12,419	15,193
	59,473	28,754

11. Net income for the year

Net incoming/(outgoing) resources for the year include;

	2023	2022
	£	£
Audit fees	8,500	8,060
Depreciation of fixed assets	16,573	19,544
Amortisation of intangible assets	7,488	-

12. Auditor's remuneration

The auditor's remuneration includes the audit fee for the year of £8,500 (2022 - £8,060).

13. Financial performance of the charitable company

The Consolidated Statement of Financial Activities includes the results of the wholly owned subsidiary.

The summary financial performance of the charity alone is;

	2023	2022
	£	£
Income	5,775,123	5,118,856
Expenditure	(5,492,576)	(4,565,783)
Net income	282,547	553,075

14. Analysis of staff costs, Trustee remuneration and expenses, and the cost of key management personnel

The aggregate payroll costs were as follows:

	2023	2022
	£	£
Wages and salaries	4,214,248	3,583,071
Social security costs	346,900	284,756
Other pension costs	78,123	67,544
	4,639,271	3,935,371

The monthly average number of persons (including senior management team) employed by the group during the year was as follows:

	2023	2022
	Number	Number
Administrative	10	7
Management	4	4
Other	194	177
	208	188

The number of employees whose emoluments fell within the following bands was:

	Number 2023	Number 2022
£80,001 - £90,000	1	1
	1	1

14. Analysis of staff costs, Trustee remuneration and expenses, and the cost of key management personnel expenses *(continued)*

The Trustees were not paid or received any other benefits from employment in the year (2022 – £nil). No Trustee received payment for professional or other services supplied to the charity (2022 - £nil).

During the year payments of £nil (2022 - £nil) were made for travelling expenses to no trustees (2022 – nil). The total amounts paid in the year are £nil (2022 - £nil).

The key management personnel of the charity comprise the Trustee and Management Team identified on page 1. The total employee benefits of the Management Team of the charity were £244,302 (2022 - £241,226). The Chief Executive is currently seconded to Gateshead Council who fund her salary, together with a contribution for staff who support this role.

15. Tangible fixed assets
Group and Charity

	Furniture and equipment £	Motor Vehicles £	Total £
Cost			
At 1 April 2022	181,042	8,706	189,748
Additions	-	-	-
Disposals	(104,222)	-	(104,222)
At 31 March 2023	76,820	8,706	85,526
Depreciation			
At 1 April 2022	143,419	7,437	150,856
Charge for the year	16,573	-	16,573
Elimination on disposal	(100,735)	-	(100,735)
At 31 March 2023	59,257	7,437	66,694
Net book value			
At 31 March 2023	17,563	1,269	18,832
At 31 March 2022	37,625	1,269	38,894

16. Intangible fixed assets

Group and Charity

	Software	Total
	£	£
Cost		
At 1 April 2022	-	-
Additions	40,845	40,845
At 31 March 2023	40,845	40,845
Depreciation		
At 1 April 2022	-	-
Charge for the year	7,488	7,488
At 31 March 2023	7,488	7,488
Net book value		
At 31 March 2023	33,357	33,357
At 31 March 2022	-	-

17. Investments

Shares in group undertakings and participating interests

	Subsidiary undertakings	Total
	£	£
Cost and Net Book Value		
At 1 April 2022	1	1
At 31 March 2023	1	1

Details of undertakings

Details of the investments in which the charity holds 20% or more of the nominal value of any class of share Capital are as follows:

Undertaking	Country of Incorporation	Holding	Proportion of voting rights and shares held 2023	2022	Principle activity
Subsidiary undertakings					
Society Matters Community Interest Company	England and Wales	Ordinary shares	100%	100%	Social Welfare Training

Society Matters Community Interest Company provides specialist social welfare consultancy and welfare benefits training and support services to professionals associated with the provision of housing, financial, utility, employability and justice. The results and summary of assets and liabilities of the company are as follows:

	2023	2022
	£	£
Turnover	228,899	77,916
Costs	(199,018)	(56,971)
Profit for the year	29,881	20,945

	2023	2022
	£	£
Total assets	93,571	47,648
Total liabilities	(37,611)	(21,568)
Shareholders' funds	55,960	26,080

18. Debtors

	Group		Charity	
	2023	**2022**	**2023**	**2022**
	£	**£**	**£**	**£**
Trade debtors	455,381	280,522	431,379	278,256
Due from subsidiary	-	-	3,563	-
Prepayments	22,973	16,529	22,943	16,529
Accrued income	137,501	81,433	137,501	80,013
Other debtors	11,666	9,010	9,166	9,010
	627,491	387,494	604,552	383,808

19. Creditors: amounts falling due within one year

	Group		Charity	
	2023	**2022**	**2023**	**2022**
	£	**£**	**£**	**£**
Other Loan	24,883	23,701	24,883	23,701
Trade creditors	85,484	41,510	83,793	41,166
Other taxation and social security	90,909	73,185	83,900	68,272
VAT payable	38,862	23,701	24,871	20,139
Other creditors	15,016	15,392	3,659	15,392
Accruals	92,683	64,933	92,683	52,184
Deferred income	34,667	213,757	34,667	213,757
Amounts owed from group undertakings	-	-	-	1,624
	382,504	456,179	348,456	436,235

20. Creditors: Amounts falling due over one year

	Group		Charity	
	2023	**2022**	**2023**	**2022**
	£	**£**	**£**	**£**
Other Loans	419,521	444,403	419,521	444,403

The loan was obtained from Gateshead Council during the year ended 31 March 2012 with an annual interest of 4.88%. It is repayable over 25 years and is secured in the form of a fixed charge against the freehold property, which is owned by Gateshead Council and leased by the charity, until the discharge of its obligations under the Loan Agreement.

21. Deferred Income

Group	**2023**	**2022**
	£	**£**
Deferred income at 1 April	213,757	152,445
Resources deferred in the period	34,667	213,757
Amounts released from previous periods	(213,757)	(152,445)
Deferred income at 31 March	34,667	213,757

22. Fund reconciliation

Year ended 31 March 2023

	Brought Forward	**Income**	**Expenditure**	**Transfers**	**Carried Forward**
		£	**£**	**£**	**£**
Unrestricted Funds					
General fund	186,171	861,461	(683 061)	(104,657)	259,914
Designated Funds					
Redundancy	43,684	-	-	16,316	60,000
REACT Pool	95,000	-	(22,297)	(22,073)	50,000
Cycle to Work	15,000	-	-	-	15,000
Real Living Wage	40,000	-	-	(20,115)	19,885
Development fund	69,000	-	-	64,406	133,406
Efficiency Project	-	-	-	75,500	75,500
Salary benchmarking	-	-	-	50,000	50,000
Contingency	-	-	-	16,750	16,750
Support for single Queue	-	-	-	15,000	15,000
	448,855	861,461	(705,358)	90,497	695,455
Restricted Funds					
Contact Centre Services	51,821	2,563,526	(2,547,546)	(1,338)	66,463
Community Advice - Projects	161,767	360,360	(371,954)	(5,693)	144,480
Community Advice – Client Services	-	196,482	(183,645)	(12,837)	-
Community Advice – Social Welfare	3,586	1,109,565	(953,724)	(58,901)	100,526
Legal Services	1,000	394,331	(373,837)	(21,494)	-
Client Assistance Projects	27,315	190,417	(201,386)	395	16,741
Equipment	3,448	10,000	(9,376)	-	4,071
Other	17,517	167,301	(194,190)	9,371	-
	266,454	4,991,982	(4,835 658)	(90,497)	332,281
Total funds	715,309	5,853,443	(5,541,016)	-	1,027,736

22. Fund reconciliation *(Continued)*

Year ended 31 March 2022

	Brought Forward	Income	Expenditure	Transfers	Carried Forward
		£	£	£	£
Unrestricted Funds					
General fund	45,365	520,233	(481,392)	101,965	186,171
Designated Funds					
Redundancy	43,684	-	-	-	43,684
REACT Pool	-	-	-	95,000	95,000
Cycle to Work	-	-	-	15,000	15,000
Real Living Wage	-	-	-	40,000	40,000
Development fund	-	-	-	69,000	69,000
	89,049	520,233	(481,392)	320,965	448,855
Restricted Funds					
Contact Centre Services	28,000	2,678,397	(2,552,232)	(102,344)	51,821
Community Advice - Projects	-	506,676	(312,703)	(32,206)	161,767
Community Advice – Client Services	-	161,958	(157,844)	(4,114)	-
Community Advice – Social Welfare	-	539,355	(426,534)	(109,235)	3,586
Legal Services	-	410,330	(343,242)	(66,088)	1,000
Client Assistance Projects	6,110	161,963	(140,758)	-	27,315
Equipment	19,888	9,236	(25,676)	-	3,448
Other	708	155,597	(131,810)	(6,978)	17,517
	54,706	4,623,512	(4,090,799)	(320,965)	266,454
Total funds	143,755	5,143,745	(4,572,191)	-	715,309

A summary of the designated funds is provided below:

Redundancy Fund
Funds set aside to fund potential redundancy liabilities should projects cease or not be renewed and where TUPE does not apply.

REACT Pool
Fund created to enable the recruitment and training of additional advisers who can then be transferred to operational and new projects allowing the project to be mobilised quickly. The funding covers salaries, supervision and incremental costs.

Cycle to Work Scheme
Funds set aside by the trustees to enable to up front payment of cycles provided to employees under the Cycle to Work Scheme.

22. Fund reconciliation *(Continued)*

Real Living Wage Fund
Funds set aside by the trustees to enable the payment of the Real Living Wage and to support other salaries not currently able to be met by project income.

Development Fund
Funds set aside by the trustees to be retained to build the base level of reserves held by the charity.

Efficiency Fund
Funds set aside to meet costs of developing new efficiency programmes.

Salary Benchmarking
Funds set aside to support salaries not currently funded, identified as part of a benchmarking review.

Contingency
Funds set aside to meet extraordinary costs outside of the budget.

Single Queue Support
Funds set aside to support the local telephone service where cost not fully supported by grant funding.

A summary of the restricted funds is provided below:

Contact Centre Services
Provide a number of advice services involving specialist telephone, chat and email advice for clients across England & Wales, including:

- **Consumer Service including Energy** - providing advice on consumer goods & services, including advice on energy provision with onward referrals to the Energy Ombudsman, energy suppliers or for complex cases, a dedicated support team. Advice is also provided on regulated postal services and for complex cases, create referrals for a dedicated support team.

- **Witness** - providing support for witnesses and victims of crime who have been called to provide evidence in criminal courts

- **National Adviceline** - providing generalist advice to clients contacting National Citizens Advice

- **Help Through Hardship (Trussell Trust Foodbank Hotline)** – providing tailored advice to foodbank users in order to empower clients to take action to resolve the immediate crisis they face

- **Single Queue** – the local telephone advice service provided to clients contacting Citizens Advice Gateshead

22.Fund reconciliation ***(Continued)***

Community Advice Services - Projects
Providing social welfare advisers into healthcare settings such as the Great North Children's Hospital, North East & Cumbria Integrated Care Board, Queen Elizabeth Hospital, Gateshead and Great North Children's Hospital. Additional projects support specific communities of interest as identified by the sponsor or grant provider for example-clients referred by Newcastle Building Society or by E.ON Next.

Community Advice Services – Client Services
Providing social welfare advisers and volunteers to the local community from the Davidson Building.

Community Advice Services – Social Welfare Advisers
Providing social welfare advisers to the local community from various community hubs based around the Gateshead region. Also providing specialist energy advice and support locally to Gateshead residents.

Legal Services
Providing specialist debt and financial inclusion, housing and discrimination advice to clients across England and Wales.

Client Assistance projects
Distributing donations provided specifically for clients with children to provide financial assistance in their time of need. Discretionary fund provides immediate support often in the form of small amounts of cash to avert a crisis. Other client assistance supports specific communities of interest as specified by the donor.

Equipment, softphone and environment
Funding provided to purchase laptops and other office equipment, including subscription to softphone services as well as improving the environment within the office space for our advisers.

Other Grants
Including:

- **Future You** - providing debt advice, work experience and qualifications to Gateshead Residents, helping them with their next steps towards employment.

- **Hadrian's Trust –** supporting the training of employees in housing advice.

- **Gateshead Council –** supporting the development of our staff resources.

- **Hospital of God -** supporting community engagement in Bensham with the specific aim of increasing trust with the Black and ethnically minoritised communities living there.

23. Analysis of net assets between funds
Group

Year ended 31 March 2023

	Unrestricted funds			Total	Total
	General	Designated	Restricted Funds	2023	2022
	£	£	£	£	£
Tangible assets	52,189	-		52,189	38,894
Net current assets/(liabilities)	627,246	435,541	332,281	1,395,068	1,120,818
Creditors amounts due after one year	(419,521)	-	-	(419,521)	(444,403)
Total net assets	259,914	435,541	332,281	1,027,736	715,309

23. Analysis of net assets between funds (continued)
Group

Year ended 31 March 2022

	Unrestricted funds			Total	Total
	General	Designated	Restricted Funds	2022	2021
	£	£	£	£	£
Tangible assets	38,894	-	-	38,894	54,438
Net current assets/(liabilities)	591,680	262,684	266,454	1,120,818	553,420
Creditors amounts due after one year	(444,403)	-	-	(444,403)	(468,103)
Total net assets	186,171	262,684	266,454	715,309	143,755

24. Related Party Transactions

Charity
During the year the charity made the following related party transactions:

Society Matters CIC
(Wholly owned subsidiary)
Services paid to the subsidiary during the year £nil (2022 - £6,303)
Management and other fees received from the subsidiary during the year £150,579 (2022 - £44,260)
Gift Aid Donation received from the subsidiary during the year £nil (2022 - £2,464).
At the balance sheet date, the amount due to Society Matters CIC was £nil (2022 - £1,624).
At the balance sheet date, the amount due from Society Matters CIC was £3,563 (2022 - £nil).

Group
During the year the charity made the following related party transactions:

Trustee
Donations received from one trustee in the year totalled £105,000 (2022 - £85,000).

25. Pension Commitments

The group operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the group to the scheme and amounted £78,123 (2022 - £67,544).

Contributions totalling £17,318 (2022 - £13,070) were payable to the scheme at the end of the year and are included in creditors.

26. Reconciliation of net income to net cash flow from operating activities

	2023 £	2022 £
Net income for the year	312,427	571,554
Interest received from investments	(6,086)	(92)
Depreciation on tangible assets	16,573	19,544
Amortisation on intangible assets	7,488	-
Loss of disposal of tangible assets	3,099	-
(Increase)/decrease in debtors	(239,997)	(72,511)
Increase/(decrease) in creditors	(74,857)	(15,178)
Net cash flow from operating activities	18,647	503,317

27. Analysis of changes in net debt

	At 1 April 2022 £	Cash flows £	At 31 March 2023 £
Long term borrowings	(444,403)	24,882	(419,521)
Short term borrowings	(23,701)	(1,182)	(24,883)
Total Liabilities	(468,104)	23,700	(444,404)
Cash and cash equivalents	1,189,503	(39,422)	1,150,081
	721,399	(15,722)	705,677



CITIZENS ADVICE GATESHEAD

England & Wales - Charity number 1020565

Accounts

Our vision is a fair society for all, with lives well lived

CITIZENS ADVICE GATESHEAD

(A company limited by guarantee)

Annual Report and Financial Statements for the Year Ending 31 March 2022

citizens advice Gateshead

Company registration number 02631064

Company charity number 1020565

Citizens Advice Gateshead
(A Company Limited by Guarantee)

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Citizens Advice Gateshead
(A Company Limited by Guarantee)

REFERENCE AND ADMINISTRATION DETAILS
FOR THE YEAR ENDED 31 MARCH 2022

The Trustees submit their report and the audited accounts for the year ended 31st March 2022. They confirm that the report and accounts conform with current statutory requirements and the charity's memorandum and articles, and also the requirements of the Statement of Recommended Practice - Accounting and Reporting by Charities.

Reference and administrative details

Company Number	02631064	
Charity Number	1020565	
Registered Office	The Davidson Building, Swan Street, Gateshead, Tyne and Wear, NE8 1BG	
Board of Trustees	B Taylor	(Chair & Acting Treasurer)
	M A Kesteven	Resigned 21/01/2022
	C Robson	Resigned 27/01/2022
	S P Bell	
	M Dodd	Resigned 21/07/2022
	H Lee	(Vice Chair from 27/01/2022)
	E Brown	
	J R Sabarre	
	J D Fenwick	
	F M Urquhart	
	C A Whittaker	
	S Dickie	Resigned 29/11/2021
	J Gibson	
	J Baxter	Resigned 22/11/2021
Volunteer Representative	M Dodd	Non-voting attendee to Board Meetings
Executive Leadership Team	A Dunn	(Chief Executive)
	J Graham MBE	(Commercial Director)
	J Wood-Archer	(Service Delivery Director)
	P Oliver	(Corporate Services Director)
Auditors	Haines Watts, 17 Queens Lane, Newcastle Upon Tyne, NE1 1RN	
Bankers	Unity Trust Bank Plc, Nine Brindley Place, 4 Oozells Square, Birmingham, B1 2HB Lloyds Bank Plc, Grey Street, Newcastle, PO Box 1000, NE3 3LS	

Citizens Advice Gateshead
(A Company Limited by Guarantee)

TRUSTEES REPORT
FOR THE YEAR ENDED 31 MARCH 2022

The trustees present their report and financial statements for the year ended 31 March 2022.
The financial statements have been prepared in accordance with the accounting policies set out in note 2 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2016).

Objectives & Activities



Citizens Advice Gateshead exists to provide free, independent, confidential and impartial advice both regionally and nationally to thousands of people each year, on a wide variety of issues.

For more than six decades we have helped thousands of people to move forward at times of upheaval and uncertainty.

Although over time, some of the challenges people face are changing, we continue to provide valuable, free and impartial advice and information that you can trust. The charity has grown into one of the biggest providers of Citizens Advice services in the UK, employing around 200 staff with a turnover circa £5m.



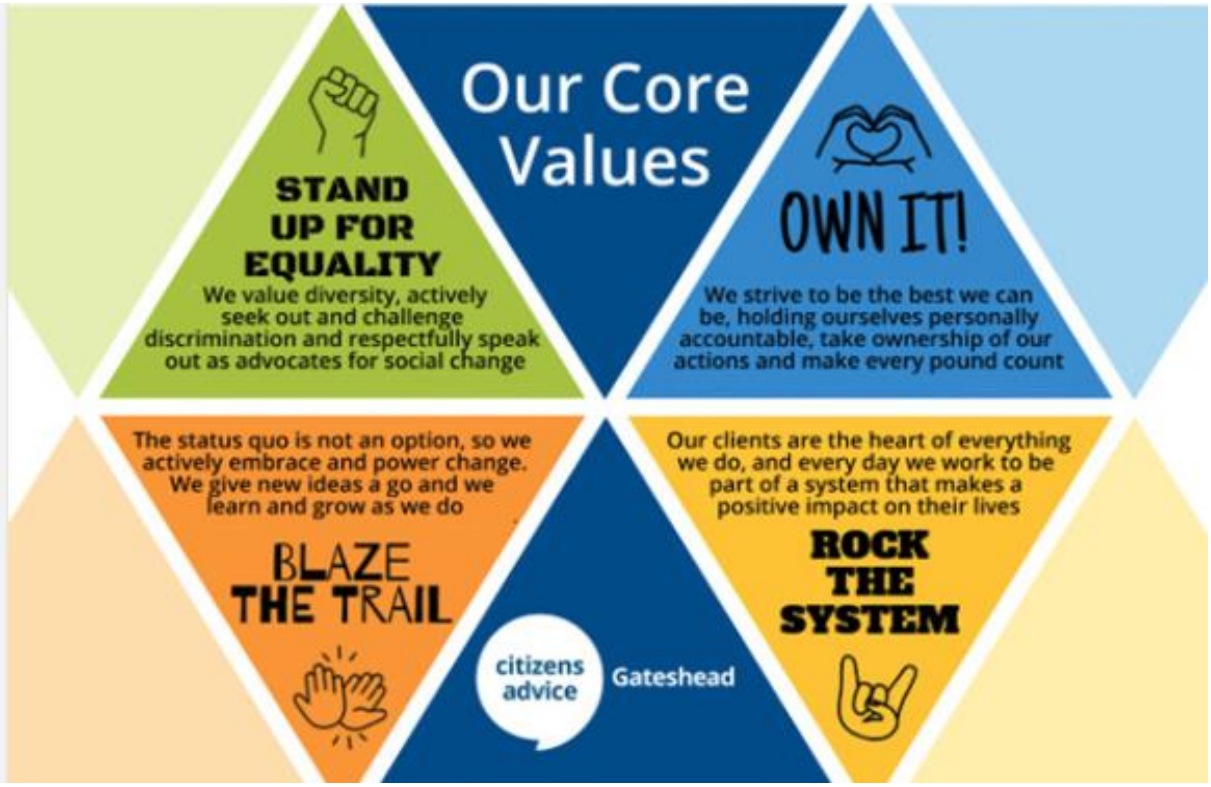
Our Vision & Mission

At Citizens Advice Gateshead we are proud to be a member of the Citizens Advice charity network, and to meet the high standards expected of member organisations. But behind the scenes we are also ploughing our own furrow as a local charity making a big difference, not just locally but regionally and nationally too.

Our ambitious vision is for a fair society for all, with lives well lived, supported by our mission - to mobilise knowledge so the system works, it works for everyone, and it powers the changes we need to be an equal and inclusive society. Our purpose extends beyond simply reacting to crises; we also own responsibility for finding ways to stop the tide of problems we so adeptly respond to every day.

Our Values

We deliver our vision and mission through our core values:-



Our Strategy

Our priorities reflect our ambition for a fair society for all, with lives well lived. We have an absolute commitment to the people we exist to support, and to the staff, volunteers and partners who are devoted to achieving our vision.
Our Strategic Plan reaffirms our roots as a free and impartial advice and information service but it also shapes our future; it demands we do more, we are more and we deliver more. It shapes the future we want for our citizens; a chance of self-fulfilment, filled with hope and the opportunity to meet their potential, we don't think that's too much to ask.

During Autumn 2021, the executive leadership team reviewed the headline strategic plan developed in 2019, assessing the current direction of travel to ensure it is sufficiently robust to provide us a pathway for the period 2022-25. Our strategic plan going forward, will focus on operational excellence, removing waste from the system (direct cost and time resource), maximising use of technology, joining up fragmented approaches, removing duplication, increasing productivity and performance. This will include a ruthless focus on customer needs, as our definition of operational excellence will be geared to client-facing services.

Our Emerging Strategic Priorities for 2022-25 -
1. *We are passionate about empowering every person to thrive through social justice, mobilisation of knowledge, networks and relationships to achieve equity in society. This essentially serves to explain our vision 'a fair society for all, with lives well lived', and reinforces that this should continue to be our guiding light and providing us with a consistent way of explaining the vision statement to our stakeholders.*

2. We will be the best at giving people the right advice at the right time and in the right way, whilst driving system change. This again is aligned with our mission statement 'to mobilise knowledge so the system works, it works for everyone and it powers the changes we need to be an equal and inclusive society'.

3. Our economic model will make every pound count, we will generate sustainable income through a balance of contract, grant and unrestricted funds from donors and mobilising the commercial potential of our physical and knowledge-based assets.

This is entirely aligned with our strategic priority to 'be an enduring charity that never stands still until we have a fair society for all, with lives well lived' and the objectives that sit underneath this in our current strategic plan, most particularly 'We will drive income through innovation and creativity and make every pound count'.

Our impact as charity, will be measured through an organisational 'flywheel' , designed to measure what matters most to us with each component containing a series of KPI measures and sub-measures that 'in turn' create momentum and drive us onward, for the benefit of the clients we serve. The flywheel concept is based on the **Jim Collins Model** of defining our 'hedgehog principle'–the headlines of what we do best, and are passionate about (our vision), our economic model, and using the flywheel to monitor the 6 key levers in the charity's business model that need to be equally effective to drive organisational success.



How We Work
Our client facing services are organised into three areas, supported by various funding streams. They all have one thing in common at their core, the desire to provide support to people to know and understand their social welfare rights and responsibilities, so they can improve their quality of life:-

Contact Centres: our largest service, providing advice funded through National Citizens Advice and others, covering general advice and specialist advice in areas including Consumer, Witness Service, Help to Claim and the Trussell Trust Foodbank Helpline.

Community Advice Services: sixteen different projects positioned within the local community - including general help, welfare benefits, energy advice and direct access to social welfare advice services which collectively bring to life our locality working strategy, increasing our accessibility by taking our advice in to the heart of communities.

Legal & Regulated Advice: covering advice for money, employment, housing, and discrimination.

A fundamental part of our work is ongoing research into the issues that impact our clients, and campaigning to bring about real change to the system, so that it works for everyone. Under the banner of 'Gateshead Investigates' our volunteer-led Research and Campaigns team gather and analyse data and conduct crucial research into issues in our local community. This research informs our service delivery priorities and ensures we are targeting our resources on those communities and individuals who need us most.

A Partnership Approach

We are proud to be working with a wide range of partners who share our commitment, and through their continued support we have been able to expand our service and widen the range of advice we can bring to our community. Some of our projects operate locally, others across the North-East region, and an increasing number are national. They all have one thing in common, having at their core the desire to support people to know and understand their social welfare rights and responsibilities, and make a tangible impact on the lives of our clients and the wider community and economy.

We ensure millions of pounds of welfare benefits are justly claimed by those who are eligible each year and help thousands of people at their most vulnerable moments, providing advice and reassurance when it is needed most. We can see how problems can be linked and by working closely with partner organisations across a range of local community projects, hospitals and local government we are able to help people navigate a way through the system whatever their problem.

Alison Dunn, the Chief Executive of Citizens Advice Gateshead, is currently working in a ground-breaking dual role between our charity and Gateshead Council, within the Directorate of Housing, Environment and Communities as Service Director for Voluntary and Community Sector Development. This role, Service Director for Voluntary and Community Sector Development, is funded by Gateshead Council. The purpose of this role is to tackle poverty and inequality; develop successful, collaborative relationships with the voluntary, community and social enterprise sector and promote the unique value and contribution of volunteers to Gateshead in creating vibrant, inclusive, and sustainable communities. A key deliverable is to understand how the Council can use its physical assets, resources and professional skills to better support and enable voluntary sector activity in Gateshead.

Independent quality endorsements

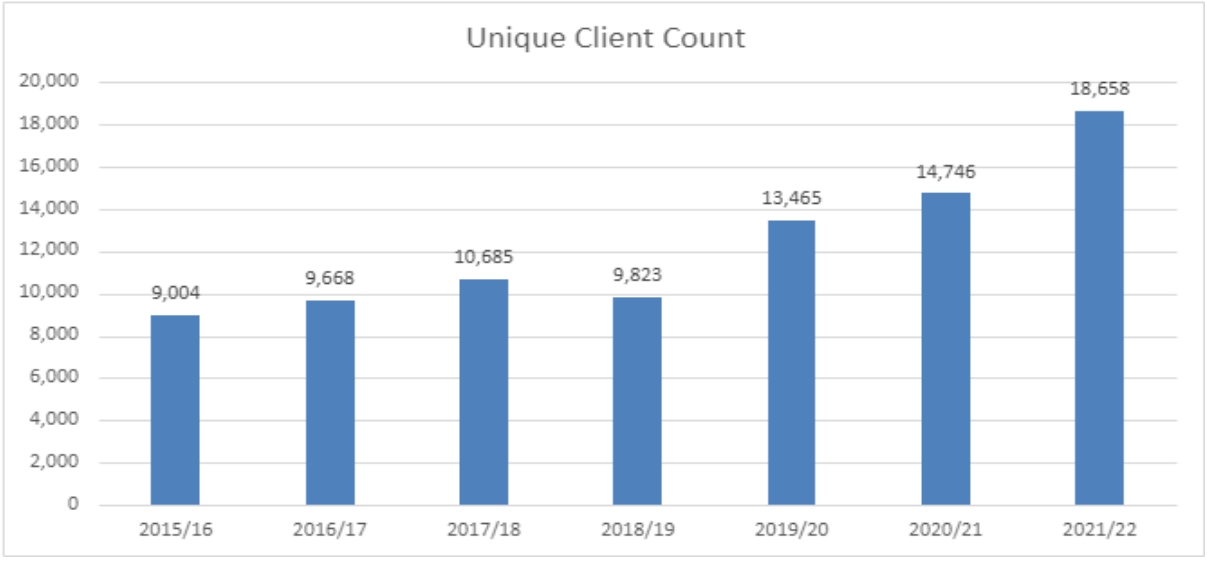
We remain committed to quality assurance and continual improvement, embedded into all aspects of the charity in support of our client facing services and in line with our contractual and governance requirements. We are also proud to have added ‘Great Place to Work’ and ‘Real Living Wage Employer’ certification to our list of accreditations.

ACHIEVEMENTS AND PERFORMANCE



Demand for our services has continued to grow year on year with yearly client numbers now more than double what they were in 2015/16. While issues per client have remained similar, overall client numbers have risen by 27% this year with financial outcomes passing the £7m mark, a rise of 6% on last year.

Year	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Clients Receiving Full Advice	9,004	9,668	10,685	9,823	13,465	14,746	18,658
YOY		664	1,017	-862	3,642	1,281	3,912
YOY %		7%	11%	-8%	37%	10%	27%



Contact Centre

Our Contact Centre teams provide advice nationally across a broad range of topics from welfare benefits, debt, and employment to consumer issues with goods and services as well as problems with the supply of energy. They also provide support nationally for witnesses and victims of crime who have been called to give evidence in the criminal courts helping to reduce the anxiety and fear connected with a difficult experience. In 2020 we began a national pilot funded by Citizens Advice through the Trussell Trust which has been so successful in securing positive outcomes for those who are most financially disadvantaged, that it has been extended with a fivefold increase in funding. This means we are able not only to support more people but also able to provide more jobs locally.

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Community Advice Services

Building on work begun at the beginning of the pandemic in partnership with Gateshead Council we have grown and developed locality working with advisers permanently based in six community venues. The benefit to local people now able to access our service more easily has been huge. We have been able to think about how by working in partnership with other community organisations we are able to expand our offer beyond the physical boundaries of these community venues and find the places where underrepresented communities seek support. Our staff tackled this new way of working with passion and enthusiasm, manging stakeholder relationships, whilst always putting the client at the heart of what they do.





Legal and Regulated Advice Services

Our legal and regulated services which include money advice funded by Citizens Advice through the Money and Pensions Service and Legal Aid contracts to deliver specialist advice in the areas of housing and discrimination were part of huge changes during the year as Government measures, such as loan payment deferrals and the prevention of evictions, designed to support residents during lockdown, were ended. Although providing relief to residents these measures only delayed action from creditors and landlords and by the end of the year our teams were managing significant demand for their support.





Personas & Client Journeys

We started a key piece of work to investigate client personas and journeys across all our services to better understand their motivations and how we can develop our services support them better. The goal of the project is to ensure we are client led, building our services around them. Client personas are semi-fictional archetypes that represent the key traits of a large segment of our clients. Based on data gathered from our client engagements, a series of personas were developed and validated through a client survey which will inform our future programme development and models of delivery. As part of this work we will also look at how we might engage better with our 'seldom heard' clients, and in particular those from marginalised communities.

New Services

Over the course of the year we are delighted to have introduced several new services:-

- Partnership with the chaplaincy at **Newcastle Hospitals NHS Foundation Trust** to deliver direct access Social Welfare Advice to staff working throughout the trust across all hospitals and sites.

- New partnership with the **Gateshead Hospitals NHS Foundation Trust** to deliver two new services, a direct access Social Welfare Advice service for patients being treated for cancer at the Queen Elizabeth Hospital Swan Centre, and a service providing direct access Social Welfare Advice to staff employed across all sites within the Trust.

- **Help Through Hardship.** Following a successful pilot delivering information, advice and guidance to people experiencing significant financial hardship we were provided with additional funding by Citizens Advice through the Trussell Trust for another year.

- **Housing Possession Court Duty Scheme for Sunderland.** Using our experience delivering representation and advice at the Housing Possession Court in Gateshead we made a successful bid to deliver the same service at Sunderland court.

We already provide a face-to-face specialist Legal Aid housing service in partnership with our colleagues in Sunderland Citizens Advice. This new contract means we can help more people avoid homelessness.

- **Future You** is a Community Renewal Fund project value £277k (from a total project value of £750k) for which Citizens Advice Gateshead has taken lead role for Voluntary and Community Sector (VCS) delivery partnership with Executive Leadership by the Commercial Director. This is an important pilot project as a precursor to the Shared Prosperity Fund ('Levelling Up Agenda'), and the short timescales from award (end November 2021) to completion (end June 2022) have made it challenging but have also provided the opportunity to showcase the talent from every aspect of Citizens Advice Gateshead and bring the critical dimension of employability into the day-to-day delivery of our community advice service.



Over 1200 people participated in the Future You programme overall, 60% of these people were economically inactive when they started. Some notable outcomes of participating in future you are – several participants now in employment or economically active through welfare benefits and many have improved their prospects through financial wellbeing support or have gained life skills to help them move forward.

Further new services have commenced from April 2022:

- A renewed partnership with Gateshead Foodbank is underway with delivery of a financial inclusion advice service for those who are frequent users of the foodbank. The intention is to support people to be in a position that they no longer need the foodbank through a combination of advice and budgeting support.

We are being supported by the Hospital of God at Greatham to deliver a short project which aims to improve accessibility of community advice service to migrant and refugee communities in Bensham working through local community projects and churches.

Building our Brand

Our public profile has been raised across the last year with more media coverage, much of which has been generated by recognition of our success through participation in regional and national awards. We have also made in-roads into local TV and radio outlets. Leading the marketing and communications workstream for Future You has allowed us to forge new connections with dozens of community outlets across Gateshead, as well as develop working relationships with many local charity and voluntary groups, complimenting the community advice strategy. Increasingly, as our profile building work increases, support is required to create reports, presentations and bids based on concrete business intelligence and focused knowledge. This is a stream of work which is gathering pace and will develop into the future. We have also started to work with local bodies, such as the Poverty Truth Commission, Gateshead Council and others to develop concepts that alleviate poverty and mobilise our knowledge of the sector, positioning CAG as knowledge resource and policy influencer in Gateshead.

Client Case Study

We support thousands of people daily through our diverse services and each one of them has a story to tell of how they have been helped towards a life well lived. Read below how we helped Debbie get the proof she needed to make her house safe:



Debbie needed somewhere to live due to becoming frustrated in her attempts to get the her social landlord to improve the living conditions in her home. Debbie, who was pregnant, and her partner, were social housing tenants and lived with their 2-year-old son. Debbie said there was disrepair in the property, going back to the beginning of the tenancy, including biting cold, poor ventilation, dampness, and mould. She had re-ported these issues to the landlord, but they had responded that the issues were to do with condensation. The living conditions were unsuitable, and several pieces of furniture and personal possessions had been lost to dampness. The impact on Debbie's son was ear and chest infections, which in turn affected Debbie's struggle with depression.

What we did to help

We provided Debbie with advice about their legal rights and the obligations of their landlord to repair work that needed to be carried out in the home. The landlord continued to deny liability for the issues and required Debbie to consult a surveyor that she could not afford. We applied to a charitable grant to cover the cost of the report, which proved Debbie's suspicions. As a result, the Landlord agreed that all works in the property would be completed within 90 days, crucially in time for the birth of Debbie and her partner's second child. Compensation of £1607 was also agreed, reflecting the losses suffered up to this point.

The impact of our help

The charitable grant unlocked the evidence that Debbie needed to prove her case. Without this, she may have been forced to pursue the claim regardless but with-out the necessary evidence to ensure that she would be successful. This could have had the knock-on effect of costing Debbie both more time and money with no good outcome, and further distanced her from support services, which is likely to have taken its toll on Debbie's mental health even further.

The swift resolution of the remedial works will immediately begin to alleviate the respiratory problems and infections that her young son was suffering and remove the risk of the same happening to Debbie's new-born baby. The compensation not only recognised the losses the family had suffered but allowed them to replace items they could ill afford at the time. By accessing the charitable grant, Debbie was able to create a better future for her family – both current and new.

Volunteering



We could not do the magnificent work we do without the dedication and support of our team of amazing volunteers. Over the past year we have inducted 90 + volunteers into the Charity, demonstrating there remains a willingness to help and support those in the community who need it most. Of those volunteers who came in, 25% have since moved to permanent employment either internally with the charity or with an external employer. Volunteer retention remains a challenge for us as we emerge from Covid, but despite restrictions causing disruption we achieved significant volunteer hours across the charity with people providing admin support, advice, form filing and giving clients a warm welcome as part of our reception team. Our volunteers have contributed 4257 hours, equivalent to £38k in financial benefit given to the charity - based on the 2021 national minimum wage hourly rate.

Covid has continued to pose challenges around volunteering remotely, which can impact engagement. This is reflected in the roles which have borne the most success and interest such as reception and administration with volunteers enjoying interactions with new colleagues, clients and feeling part of something. We are delighted to report that our Springboard to Volunteer Forward programme has proven successful with eleven volunteers successfully gaining employment in external roles and six internally.

People

We have welcomed lots of talented individuals into the organisation who are motivated to make a difference in the community. The opportunities in our Contact Centres are where we have seen the biggest intake of new staff, and recently we have run a sustained recruitment drive for Social Welfare Advisers to join the Community Advice Team. To make us stand out in a crowded jobs market, we have implemented new ways of engaging with people. We have hosted Recruitment Webinars for specific opportunities and generic webinars to allow people to find out more about us. We have attended in-person Jobs fairs in various locations, meeting people face to face.

Throughout the Covid-19 pandemic we have improved staff engagement and had a clear focus on staff wellbeing as they have worked from dining tables and bedrooms having difficult conversations with clients. We have kept in regular contact with our staff to support them in their remote working arrangements with the tools, training and mental health support. Our staff are given regular opportunities to feed back through 121 supervision sessions and various staff surveys to assess how we are doing as an employer.

There was a total of 44 new roles created across the charity during a busy year, with many internal secondments and progressions for staff to develop into new roles. The charity also received a number of employee related accolades including the Better Health at Work Bronze Award, Great Place to Work Award and the CIPD winners award for Excellence in People Innovation through Technology. In May 2022, the Charity were also accredited as a Real Living Wage Employer.



More recently, we have reviewed our process to ensure we have a simplified and more effective approach to recruitment and induction. We have adopted a joint approach, where new starters from different teams are inducted together to create a better learning experience and improve the experience of the new joiners. Our service delivery teams have been instrumental in making this work using experience and expertise to provide a well-planned and impactful induction. It was also great to see so many of our people engaged in the Future You Project, giving staff the opportunity to focus on personal development and progression.

Our Subsidiary Company – Society Matters

societymatters cic

Our Social Enterprise, Society Matters has provided training to over 1400 individuals from over forty different organisations over the last 12 months. Society Matters are proud to have secured multiple contracts with organisations such as Fedcap Restart (DWP Contract) North of Tyne Combined Authority and provided training and custom designed courses for many clients including Igneus Prisoner Resettlement Unit, Newcastle Building Society, The Lantern Trust and many more.

Our customer base and reach are growing on a weekly basis with strong and repeat bookings from multiple organisations such as Disability East Suffolk, Walking with the Wounded, New Pastures Housing, Bristol Autism just to name a few. Society Matters has outstanding customer feedback with 97% of respondents saying that the course they had completed would make a difference to the way they do their job, improve their confidence, and benefit their clients and organisation.

Society Matters now has 7 CPD accredited courses with the portfolio ever increasing and current plans for more accredited courses over the next few months. Our CPD accredited courses range from Universal Credit to Personal Independence Payment, Mental Health Awareness and Money Matters.
In readiness for the opportunities of 2022, the team has expanded to a full-time team of three trainers and a co-ordinator, - things are looking very exciting for Society Matters!

Public Benefit Statement
The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the organisations aims and objectives and in planning future activities.

Financial Review
The charity has seen income during the year increase by £969,372 with new funding from existing funders as well as new partnerships.

The funding sources listed on pages 33 and 34 show the funds received to help run the organisation. The majority of the funding is sourced from grant funding, with additional income earned through contracts with the Legal Aid Authority and secondment of staff. The charity acknowledges and gratefully thanks all its funders, staff and volunteers who contribute so substantially to the resources of the organisation.

Reserves Policy
It is the policy of the charity to hold free reserves amounting to 6 months expenditure (excluding depreciation and direct payroll and other project costs) which is currently calculated at £590,000.

Free reserves are classed as those reserves not invested in tangible fixed assets, including associated loans, or designated for any purpose. Note 22 details the analysis of net assets between the fund types from which free reserves can be identified.

At 31 March 2022, free reserves were £591,680 (2021 - £ 455,030), an increase of £136,650 in the year. As detailed, in the reserves notes and future plans, designated reserves amount to £262,684 (2021 - £43,684) and therefore the current level of free reserves are in excess of the targets set by the trustees. The trustees continue to work with funders to provide improved organisational sustainability within budgets.

Restricted funds are restricted by the donor or funder and cannot be used for the general purposes of the charity. Their existence, and the sums of money therein, do not imply that there has been an underspend, but may result from a variety of circumstances including timing differences between the charity's financial year and the funding year of the project concerned.

Details of these can be found in note 21 to the financial statements. At the year-end restricted reserves amounted to £266,454 (2021 - £54,706).

This reserves policy is monitored and reviewed by the trustees annually.

Impact of COVID-19

While the in-person advice service was affected by Covid restrictions, the charity reacted remarkably well to those challenges, transforming as it quickly adapted to a fully remote service supported by the swift deployment of technologies and remote working. Moreover, the overall strategy and deliverables did not need adjusting but were accelerated in implementation. The use of cloud-based systems, softphones and adapting frontline services to meet the needs of the client all gained momentum during this time and really helped us to modernise our approach.

We will continue to support a flexible working approach for staff to be able to work remotely, with the option to reconnect in person, through hot-desking and common meeting places at the office as long as it remains safe to do so. The development of the Davidson Building as a local community hub, the adaptation of our client facing service, along with onsite access to various services, supported by partner agencies will allow us to improve the client experience with smoother signposting and referrals.

Future Forecast

The charity's forecasts and projections for the next twelve months indicate that the charity is able to continue in operational existence. Taking all the above into consideration, the trustees therefore consider the charity able to continue to meet its debts as they fall due and it remains appropriate to prepare the financial statements on a going concern basis.

Investment Policy

Aside from the principle of trying to retain a prudent amount in reserves most of the charity's funds are spent in the short term, so there are few funds for long term investment. Having considered the options available, the trustee board has decided to invest any surplus monies in a short-term interest account.

At the balance sheet date, the charity has one wholly owned subsidiary, Society Matters CIC,. The profits earned by Society Matters CIC for the year ended 31 March 2022 of £18,481 were retained by the subsidiary to invest in the development of future services.

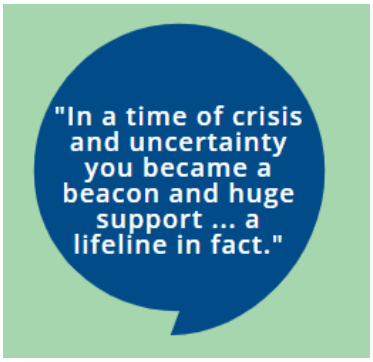
Fundraising Policy

The charity seeks to raise additional funds through marketing of the charity, its work and its impact on its beneficiaries. Fundraising takes the form of holding virtual and in person events, sponsorship for participation in public events, cashback through recycling, and running social media campaigns which provide for donations by text and online giving. The charity does not work with any commercial participators or professional fundraisers, with donor fundraising activity being dispersed across several roles in the executive team. Fundraising is monitored by the Commercial Director and complaints are dealt with by the Chair of Trustees.

Principal Risks and Uncertainties

The trustees monitor risks using a Risk Register which is reviewed by the board bi-monthly. Risks and mitigating factors are assessed on a monthly basis and actioned by the Risk Committee which includes members of the trustee board and the Executive Leadership Team. The trustees are satisfied that systems are in place to mitigate exposure to major risks. Overall our risk level remains at 'medium' across the charity and we are mindful of our latest emerging risks in the areas of business continuity planning, recommissioning of some key contracts in 2022, information assurance risks relating to storage and transferral of data with remote working and ongoing management of the Covid-19 associated risks. Our May 2022 Risk sub meeting agreed that a separate register of Covid risks was no longer needed in the future. Guidance suggests we deal with Covid as a respiratory illness from now on.

FUTURE PLANS



We are working on a renewed service delivery model for Community Advice Services to improve the client journey and shape the service round the needs of each person. The first stage of this has been to change the way in which advisers are allocated work, giving them fuller ownership of their work, allowing them to prioritise according to client need, which in turn provides them with the ability to manage their own time efficiently.

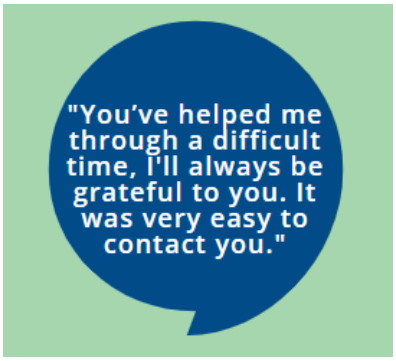
The impact on our clients will mean their needs are met without having to tell their story to multiple contacts. It also frees up the time of supervisors who can support with coaching and training rather than spending time micro-managing the work allocations. We anticipate this change will drive adviser productivity up and will be monitoring the impact over coming months. Our next stages include building on the work we started with our customer journeys and personas - extending what we do in the community hubs, considering what part our local Adviceline should have in this and developing on the idea that the Davidson Building is a seventh Community Hub in Gateshead.

As with many organisations, Covid-19 left us with challenges relating to our staffing. Uncertainty about re-commissioning meant we made some pragmatic decisions about replacing staff, particularly in the Contact Centre Services. Attracting and retaining staff during times of uncertainty meant that services were understaffed at times last year, leaving some of our services in surplus at the year end. To address this issue, our trustees agreed to ringfence some of our end of year surplus into a designated React Pool within Community Advice Services, training a pool of Advisers to be ready to move straight away onto new projects, to quickly onboard new business when recruitment is required for a new project. The pool will also be a resource to add bandwidth and flexibility to the team on a day-to-day basis. Additional designated funds were secured by our trustees for;

- a Cycle to Work Scheme for staff,
- a Real Living Wage Fund to ensure that the Charity can continue to pay staff fairly and
- a Development Fund set aside to build and strengthen our reserves.

In the Spring of 2022, the Leadership of the charity agreed to permanently adopt a remote/hybrid working approach for our staff and clients, supported by a Remote/Hybrid Action Plan to be rolled out over the course of 2022/23. With the emergence of the Covid-19 pandemic, we quickly moved to a remote working setup that initially was only meant to be a temporary basis.

Since that time and as the situation evolved, we have achieved so much in the development of a more flexible approach with a mix of remote and office working, supported by the commitment of a great team and the deployment of new technologies. However, recognising that our society has irrevocably changed the time has now come to provide clarity and certainty on how we intend to work in the future.



To support our employees, volunteers, trustees and clients and remain relevant in our sector, we need to build on the good progress made already and roll out a workable Action Plan for Remote & Hybrid Working right across our charity, introducing fresh, new initiatives suitable for the times we now live in. There are tremendous opportunities for organisational and personal growth and potential for us all to thrive while delivering a first-rate service, whether we are working from our homes or in the office or in the community.

To truly become a fully inclusive organisation our Equity, Diversity and Inclusion strategy needs to be practiced and embedded throughout the whole charity, in our client interactions, in our recruitment and retention practices and in our staff engagement. As we work for a fair society for all, with lives well lived we need to take a critical review to examine our policies and behaviours to understand the areas that we can, and must, improve upon to ensure we do no harm and dismantle systemic injustices. During the next 12 months we commit to review our EDI strategy, take action and seek to make the changes needed to become fully representative of the community we serve.



We recognise that we must also continue to invest in our infrastructure to provide a firm, secure and agile foundation to delivering our frontline services. We will look to make further investment in our systems and processes, developing and implementing more cloud-based technology solutions and utilising innovative technologies to manage and automate our workflows so our staff can invest their time where it is needed most- supporting our clients and delivering on our priority to achieve operational efficiencies and increased productivity. We will also invest in developing our business intelligence capability through a data warehousing project to provide on demand insight into our impact, mindful that data plays a key role in our future success.

Prior to the pandemic we were entirely reliant on a main centre model, staff travelling to work every day, clients calling our main telephone number or visiting us at our Gateshead office. What the last 2 years have shown us is that the 9 to 5 model of delivering services is broken for our clients, it no longer meets their needs and they deserve a more flexible service from us. So, from July 2022, we are joining with over 70 UK companies and thousands of their staff who are trialling the 4-day week.

As part of the trial, we will be looking at new ways of working in which our clients can better access our services, breaking out of traditional longstanding work practices and processes through a more flexible approach. In doing so we will look to find alternative ways of working that will have a positive impact on our team and the clients we serve. This innovative approach to service design, that has our clients at the heart, will give us we hope, a vibrant and accessible service with well rested and enthusiastic staff, better able to meet the needs of our clients. We see this as a key piece of work which will evolve over the next 18 months allowing as we journey towards an ambitious plan to incorporate a future 7-day service.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The organisation is a charitable company limited by guarantee, incorporated on 22nd July 1991 but originally formed in May 1957 and governed by the Memorandum and Articles of Association which were last amended in March 2021. The organisation is a registered as a charity.

The trustees, who are also the directors for the purpose of company law, who served during the year and up to the date of approval of the accounts are detailed on page 2.

Trustee appointment, induction and training

Citizens Advice Gateshead has a trustee board which has provision for 18. The trustees meet bi-monthly and are responsible for the strategic direction and policy of the charity. At present the board consists of 9 trustees from a variety of voluntary and professional backgrounds relevant to the work of the charity. A proportion of the board are representatives of specific groups whose input is critical to our strategy and governance, our volunteers and the local authority. They do not have voting rights but attend to represent the views of their particular organisation.

The trustee board seeks to ensure that the needs of our clients are appropriately reflected and met through the diversity of the trustee board, which includes members with local charitable and voluntary agency knowledge, traditional business skills and experience of statutory services.

Trustees are elected for a period of three years after which they must be re-elected at the next annual general meeting.

The trustee induction process aims to:

- inform the new directors/trustees about their roles, responsibilities and liabilities;
- inform them about the current work of the charity; the business and development plans; financial and staffing resources; quality, services and fundraising requirements;
- identify the knowledge, skills and experience that the director/trustee brings to the trustee board;
- identify any initial training required and any additional information or support needed

Training of trustees is also undertaken on an ongoing basis through taking advantage of external training specifically geared to the charitable sector, as well as learning and development enabled through technical papers and presentations delivered during and outside trustee board meetings. This year also saw the completion of our Governance Review, a year-long endeavour to update and streamline our processes. This has included updating and lodging new articles of association, re-writing our Trustee role profile and induction plans, setting up new Trustee sub-committees, changing reporting rhythms to enable a strategic focus and creating a dedicated secure intranet for Trustees to access everything they need to be a board member. A recruitment process to appoint new Trustees was started during Summer 2022 to increase our diversity to add new skills to the board and be more representative of the communities we serve.

Membership of Citizens Advice

At Citizens Advice Gateshead we highly value our long-established affiliated membership of the Citizens Advice network, as one 265 independent charities across England and Wales. As a Citizens Advice member we research and campaign on behalf of our citizens, we contribute innovation and lead best practice across the network, and we draw on the extensive knowledge base and resources of the membership organisation.

We are proud to uphold the immense value of the Citizens Advice brand through our work and are equally proud that whilst doing so we are ploughing our own furrow as a local charity with a national presence and an absolute commitment to delivering of our vision of a fair society for all, with lives well lived. In our Citizens Advice Leadership Assessment we were described as an “organisation which understands risk, one which is constantly pushing the boundaries to innovate” - something we are incredibly proud of.

Related Parties

The charity is a member of National Association of Citizens Advice and as such, is regularly audited against its membership requirements, including assessment of members’ leadership capability which has been appraised for Citizens Advice Gateshead as 5 Star, the highest level available, and this has been maintained during the financial year 2021/22.

The charity's wholly owned subsidiary, Society Matters Community Interest Company (Society Matters CIC) traded during the year. As a result the charity has produced Group Financial Statements, consolidating the group's financial activities. Available profits from the subsidiary are generally gift aided annually to the charity but as an exception for 21/22 the profits were retained by the subsidiary for investment in future developments.

REFERENCE AND ADMINISTRATIVE DETAILS

Reference and administrative details are shown in the schedule of officers and professional advisers on page 1 of the financial statements.

Organisation

The trustees have overall responsibility for the management of the charity. The Chief Executive Officer, is appointed by the trustees and in conjunction with the executive leadership team (detailed on page 1), manages the day-to-day operations of the charity.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

- select suitable accounting policies and 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue in operation;

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

STATEMENT AS TO DISCLOSURE OF INFORMATION TO AUDITOR

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all the steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information

AUDITOR

A resolution to appoint auditors for the ensuing year will be proposed at the annual general meeting in line with the charity's policies and in accordance with section 485 of the Companies Act 2006.

Approved by the trustees on 29th September 2022 and signed on their behalf



Barry Taylor
Chair of Trustees

INDEPENDENT AUDITORS' REPORT TO THE DIRECTORS' OF CITIZENS ADVICE GATESHEAD
FOR THE YEAR ENDED 31 MARCH 2022

Opinion
We have audited the financial statements of Citizens Advice Gateshead (the 'charitable company') and its subsidiary (the 'group') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, Group Balance Sheet and Charitable Company Balance Sheet, the Cash Flow Statement 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 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 group's and charitable company's affairs as at 31 March 2022, and of the group's incoming resources and application of resources, including its income and expenditure, 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 group and charitable 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 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 charitable 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 trustees with respect to going concern are described in the relevant sections of this report.

Other information
The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, 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 audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. 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.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.
We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our 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; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees
As explained more fully in the trustees' responsibilities statement set out on page 16 the trustees (who are also the directors of the charitable company for the purposes 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 group's and parent charitable 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 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 auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts.

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.

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.

We obtained an understanding of the legal and regulatory framework applicable to both the company itself and the industry in which it operates. We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience and through discussion with the directors and other management. The most significant were identified as the Companies Act 2006, UK GAAP (FRS102) and relevant tax legislation. We considered the extent of compliance with those laws and regulations as part of our procedures on the related financial statements. Our audit procedures included:

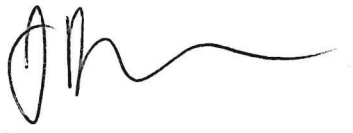
- confirming with the directors and management whether they have any knowledge or suspicion of fraud;
- obtaining an understanding of the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;
- assessing the risk of management override including identifying and testing a sample of journal entries;
- challenging the assumptions and judgements made by management in its significant accounting estimates;
- confirmation received from the bank to verify the balance as on the last day of the accounting year; and
- review of minutes of meetings of those charged with governance.

Our audit did not identify any key audit matters relating to the detection of irregularities including fraud. However, despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularity likely involve collusion, forgery, intentional misrepresentations, or the override of internal controls.

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 audit report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



14 October 2022

Donna Bulmer BA (Hons) ACA (Senior Statutory Auditor)
for and on behalf of Haines Watts North East Audit LLP

Statutory Auditor

17 Queens Lane
Newcastle upon Tyne
NE1 1RN

Citizens Advice Gateshead
(A Company Limited by Guarantee)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (including consolidated income and expenditure account)
FOR THE YEAR ENDED 31 MARCH 2022

	Note	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Income from:					
Donations and legacies	**4**	3,984	85,000	88,984	112,609
Charitable activities	**5**	426,273	4,538,512	4,964,785	3,983,859
Other trading activities	**7**	86,594	-	86,594	51,819
Investment Income	**6**	92	-	92	152
Other Income		3,290	-	3,290	25,934
Total income		520,233	4,623,512	5,143,745	4,174,373
Expenditure on:					
Raising funds		12,711	-	12,711	34,388
Charitable activities	**8**	468,681	4,090,799	4,559,480	4,078,809
Total expenditure		481,392	4,090,799	4,572,191	4,113,197
Net movement in funds before transfers		38,841	532,713	571,554	61,176
Transfer between funds	**21**	320,965	(320,965)	-	-
Net movement in funds after transfers		359,806	211,748	571,554	61,176
Reconciliation of funds					
Total funds brought forward		89,049	54,706	143,755	82,579
Total funds carried forward		448,855	266,454	715,309	143,755

All income and expenditure derive from continuing activities.

The Statement of Financial Activities includes all gains and losses recognised in the year.

Citizens Advice Gateshead
(A Company Limited by Guarantee)

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2022

	Notes	£	2022 £	£	2021 £
Fixed assets					
Tangible assets	**15**		38,894		58,438
			38,894		58,438
Current assets					
Debtors	**17**	387,494		314,983	
Cash at bank and in hand		1,189,503		708,667	
		1,576,997		1,023,650	
Creditors: amounts falling due within one year	**18**	(456,179)		(470,230)	
Net current assets			1,120,818		553,420
Total assets less current liabilities			1,159,712		611,858
Creditors: amounts falling due after more one year	**19**		(444,403)		(468,103)
Net assets			715,309		143,755
Funds					
Unrestricted funds			186,171		45,365
Designated Funds			262,684		43,684
Restricted funds			266,454		54,706
	21		715,309		143,755

The notes form part of these financial statements.

The financial statements were approved by the Trustees on 29th September 2022 and signed on their behalf by:

B Taylor
Trustee

Company Number: 02631064

Citizens Advice Gateshead
(A Company Limited by Guarantee)

CHARITABLE COMPANY BALANCE SHEET
AS AT 31 MARCH 2022

	Notes	£	2022 £	£	2021 £
Fixed assets					
Tangible assets	**15**		38,894		58,438
Investments	**16**		1		1
			38,895		58,439
Current assets					
Debtors	**17**	383,808		312,586	
Cash at bank and in hand		1,147,165		697,082	
		1,530,973		1,009,668	
Creditors: amounts falling due within one year	**18**	(436,235)		(463,847)	
Net current assets			1,094,738		545,821
Total assets less current liabilities			1,133,633		604,260
Creditors: amounts falling due after more one year	**19**		(444,403)		(468,103)
Net assets			689,230		136,157
Funds					
Unrestricted funds			160,092		37,767
Designated Funds			262,684		43,684
Restricted funds	**21**		266,454		54,706
			689,230		136,157

The notes form part of these financial statements.

The financial statements were approved by the Trustees on 29th September 2022 and signed on their behalf by:



B. Taylor
Trustee

Company Number: 02631064

Citizens Advice Gateshead
(A Company Limited by Guarantee)

CONSOLIDATED CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

	Note	2022 £	2021 £
Net cash flow from operating activities:			
Net cash provided by (used in) operating activities	**25**	503,317	211,803
Cash flows from investing activities			
Interest receivable and similar income		92	152
Purchase of tangible fixed assets		-	-
Net cash flow from investing activities		92	152
Cash flows from financing activities			
Repayment of loans and borrowings		(22,573)	(21,502)
Net increase in cash and cash equivalents		480,836	190,453
Cash and cash equivalents at the beginning of the year		708,667	518,214
Cash and cash equivalents at the end of the year		1,189,503	708,667

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice.

Citizens Advice Gateshead meets the definition of a public benefit entity under FRS 102.

The financial statements are prepared under the historical cost convention or transaction value unless otherwise stated in the relevant accounting policy note(s). The financial statements are prepared in Sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1.2 Basis of consolidation

The financial statements consolidate the results of Citizens Advice Gateshead and its wholly owned subsidiary Society Matters CIC on a line-by-line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the charity has not been presented because Citizens Advice Gateshead has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

1.3 Going concern

The financial statements have been prepared on a going concern basis. The directors have prepared forecasts for the 12 months from the date of approval of these financial statements, which indicate that the charity is able to continue in operational existence. Whilst future income streams can be difficult to predict, previous experience and current communications do not currently indicate any significant changes to income. The directors and executive management team regularly review key projects and have various contingencies prepared should any material changes evolve. New streams of income are constantly being sourced to increase our breadth of funders.

The directors therefore consider the charity able to continue to meet its debts as they fall due, and it remains appropriate to prepare the financial statements on a going concern basis.

1.4 Funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of Citizens Advice Gateshead and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by Citizens Advice Gateshead for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.5 Income

Income and endowments

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

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the group has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:
- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Gifts in kind

Gifts in kind are recognised in different ways dependent on how they are used by the charity:
(i) Those donated for resale produce income when they are sold. They are valued at the amount actually realised.
(ii) Those donated for onward transmission to beneficiaries are included in the Statement of Financial Activities as incoming resources and resources expended when they are distributed. They are valued at the amount the charity would have had to pay to acquire them.
(iii) Those donated for use by the charity itself are included when receivable. They are valued at the amount the charity would have had to pay to acquire them.

1.6 Expenditure and irrecoverable VAT

All expenditure is accounted for on an accruals basis and is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Costs of raising funds includes all costs incurred in the running of the trading subsidiary; and
- Expenditure on charitable activities includes all direct and support costs incurred in the management of the charity.

Irrecoverable VAT is charged as a cost against the expenditure when incurred.

1.7 Support cost allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs and administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity.

1.8 Tangible fixed assets

Individual fixed assets costing £1,000 or more are initially recorded at cost.

Tangible fixed assets are stated at cost (or deemed cost) less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Equipment	- 20% straight line
Fixtures, fittings and furnishings	- 25% straight line

Fixed asset investments

Investments in subsidiaries are at cost less impairment.

1.9 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.10 Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.11 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are recognised at their settlement after allowing for any trade discounts due.

1.12 Pensions

Citizens Advice Gateshead operates a defined contribution pension scheme for employees. Amounts payable by Citizens Advice Gateshead are included in the Statement of Financial Activities when the related salary is paid. Unremitted amounts are included in creditors.

1.13 Financial instruments

Citizens Advice Gateshead only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.14 Judgements and key sources of estimation uncertainty

In the application of the charitable company'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.

There are no significant accounting estimates which are considered to materially impact the financial statements.

2. Legal status

Citizens Advice Gateshead is a company limited by guarantee, registered in England and Wales, (number 02631064) and not having a share capital. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

3. Statement of financial activities from the prior year

	Note	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Income from:					
Donations and legacies	**4**	28,424	110,119	138,543	28,596
Charitable activities	**5**	388,886	3,594,973	3,983,859	3,559,652
Other trading activities	**7**	51,819	-	51,819	63,040
Investment Income	**6**	152	-	152	610
Total income		469,281	3,705,092	4,174,373	3,651,898
Expenditure on:					
Raising funds		34,388	-	34,388	74,843
Charitable activities	**8**	469,134	3,609,675	4,078,809	3,441,777
Total expenditure		503,522	3,609,675	4,113,197	3,516,620
Net movement in funds before transfers		(34,241)	95,417	61,176	135,278
Transfer between funds	**21**	73,025	(73,025)	-	-
Net movement in funds after transfers		38,784	22,392	61,176	135,278
Reconciliation of funds					
Total funds brought forward		50,265	32,314	82,579	(52,699)
Total funds carried forward		89,049	54,706	143,755	82,579

4. Income from donations

	2022	2021
	£	£
Donations	3,984	28,424
Trusts and foundations	85,000	110,119
	88,984	138,543

5. Income from Charitable Activities

	2022	2021
Grant Income:	£	£
Contact Centre	2,678,397	2,229,534
Community Advice - Projects	506,676	231,115
Community Advice – Client Services	539,355	643,391
Community Advice Services – Social Welfare Advisers	161,958	-
Legal Services	410,330	349,870
Client Assistance Projects	61,500	-
Equipment including softphone	9,236	57,963
Other grants	153,402	83,100
Contract Income:		
Legal Aid	308,965	273,002
Other Income (including seconded staff)	134,966	115,884
	4,964,785	3,983,859

During the year Local Services was renamed Community Advice Services. It was previously split into 2 sections of Health and Social Welfare Advisers and changes were made to split into 3 reporting sections going forwards, consisting of Projects (previously Health), with Social Welfare Advisers becoming Client Services and Social Welfare Advisers.

Grant Income has been provided in the year by the following organisations;
National Association of Citizens Advice Bureaux
Gateshead Council
Oasis Aquila Housing
NHS Newcastle Gateshead Clinical Commissioning Group
The Kay Kendall Leukaemia Fund
Newcastle Hospitals NHS Charity
Sir James Knott Trust
Stockton & District Advice & Information Service (Energy Redress Scheme)
Age UK Gateshead Ltd
Gateshead Health NHS Foundation Trust
Edberts House (The Big Lottery Funding)
North East Law Centre

Hadrian Trust
Tyne & Wear Community Foundation
The Wise Group
Great North Children's Hospital Foundation

6. Investment income

	2022	2021
	£	£
Interest receivable on bank deposits	92	152
	92	152

7. Other Trading activities

	2022	2021
	£	£
Income from Trading Subsidiary	71,613	43,227
Rental income	9,171	8,055
Other Income	5,810	537
	86,594	51,819

8. Analysis of expenditure on charitable activities

	Activities undertaken directly	Support costs	Total 2022	Total 2021
	£	£	£	£
Grant Supported Activities				
Contact Centre Services	2,030,924	521,308	2,552,232	2,282,881
Community Advice - Projects	257,873	54,830	312,703	185,436
Community Advice – Client Services Advisers	142,752	15,092	157,844	584,706
Community Advice – Social Welfare Advisers	326,391	100,143	426,534	
Legal Services – grant support	291,278	51,964	343,242	347,837
Equipment including softphone	25,677	-	25,677	56,036
Client Assistance Projects	140,758	-	140,758	104,131
Other grant activities	116,966	18,777	135,743	57,422
Contract and other income sources				
Legal Services	257,966	52,662	310,628	344,566
Staff Secondment	154,119	-	154,119	115,794
	3,744,704	814,776	4,559,480	4,078,809

9. Support costs

	2022	2021
	£	£
Staff costs	460,384	510,682
Office costs	110,981	93,518
Depreciation	19,544	23,646
Premises Costs	109,155	98,932
Other costs	85,958	104,391
Governance costs (note 10)	28,754	67,078
	814,776	898,247

10. Governance costs

	2022	2021
	£	£
Auditor's fees	8,326	10,770
Legal & professional	5,235	32,806
Other	15,193	23,502
	28,754	67,078

11. Net income for the year

Net incoming/(outgoing) resources for the year include;

	2022	2021
	£	£
Audit fees	8,060	10,770
Depreciation of fixed assets	19,544	23,646

12. Auditor's remuneration

The auditor's remuneration includes the audit fee for the year of £8,060 (2021 - £7,750) and non-audit fees of £nil (2021 - £450).

13. Financial performance of the charitable company

The Consolidated Statement of Financial Activities includes the results of the wholly owned subsidiary.

The summary financial performance of the charity alone is;

	2022	2021
	£	£
Income	5,118,856	4,148,214
Expenditure	(4,565,783)	(4,078,809)
Net income	553,075	69,405

14. Analysis of staff costs, Trustee remuneration and expenses, and the cost of key management personnel

The aggregate payroll costs were as follows:

	2022	2021
	£	£
Wages and salaries	3,583,071	3,179,874
Social security costs	284,756	235,763
Other pension costs	67,544	51,993
	3,935,371	3,467,630

The monthly average number of persons (including senior management team) employed by the group during the year was as follows:

	2022	2021
	Number	Number
Administrative	7	8
Management	4	4
Other	177	162
	188	174

The number of employees whose emoluments fell within the following bands was:

	Number 2022	Number 2021
£60,001 - £70,000	-	-
£70,001 - £80,000	-	1
£80,001 - £90,000	1	-
	1	1

14. Analysis of staff costs, Trustee remuneration and expenses, and the cost of key management personnel expenses *(continued)*

The Trustees were not paid or received any other benefits from employment in the year (2021 – £nil). No Trustee received payment for professional or other services supplied to the charity (2021 - £nil).

During the year payments of £nil (2021 - £nil) were made for travelling expenses to no trustees (2021 – nil). The total amounts paid in the year are £nil (2021 - £nil).

The key management personnel of the charity comprise the Trustee and Management Team identified on page 1. The total employee benefits of the Management Team of the charity were £241,226 (2021 - £231,804). The Chief Executive is currently seconded to Gateshead Council who fund her salary, together with a contribution for staff who support this role.

15. Tangible fixed assets
Group and Charity

	Furniture and equipment £	Motor Vehicles £	Total £
Cost			
At 1 April 2021	186,239	8,706	195,945
Additions	-	-	-
Disposals	(5,197)	-	(5,197)
At 31 March 2022	181,042	8,706	189,748
Depreciation			
At 1 April 2021	129,070	7,437	136,507
Charge for the year	19,544	-	19,544
Elimination on disposal	(5,197)	-	(5,197)
At 31 March 2022	143,417	7,437	150,854
Net book value			
At 31 March 2022	37,625	1,269	38,894
At 31 March 2021	57,169	1,269	58,438

16. Investments

Shares in group undertakings and participating interests

	Subsidiary undertakings	Total
	£	£
Cost and Net Book Value		
At 1 April 2021	1	1
At 31 March 2022	1	1

Details of undertakings

Details of the investments in which the charity holds 20% or more of the nominal value of any class of share Capital are as follows:

Undertaking	Country of Incorporation	Holding	Proportion of voting rights and shares held 2021	2020	Principle activity
Subsidiary undertakings					
Society Matters Community Interest Company	England and Wales	Ordinary shares	100%	100%	Social Welfare Training

Society Matters Community Interest Company provides specialist social welfare and welfare benefits training and support services to professionals associated with the provision of housing, financial, utility, employability and justice. The results and summary of assets and liabilities of the company are as follows:

	2022	2021
	£	£
Turnover	77,916	81,387
Costs	(56,971)	(75,923)
Profit for the year	20,945	5,454

	2022	2021
	£	£
Total assets	47,648	15,268
Total liabilities	(21,568)	(7,599)
Shareholders' funds	26,080	7,599

17. Debtors

	Group		Charity	
	2022	**2021**	**2022**	**2021**
	£	**£**	**£**	**£**
Trade debtors	280,522	245,272	278,256	242,875
Prepayments	16,529	18,878	16,529	18,878
Accrued income	81,433	47,033	80,013	47,033
Other debtors	9,010	3,800	9,010	3,800
	387,494	314,983	383,808	312,586

18. Creditors: amounts falling due within one year

	Group		Charity	
	2022	**2021**	**2022**	**2021**
	£	**£**	**£**	**£**
Other Loan	23,701	22,574	23,701	22,574
Trade creditors	41,510	61,010	41,166	60,548
Other taxation and social security	73,185	66,528	68,272	60,791
VAT payable	23,701	18,412	20,139	18,412
Other creditors	15,392	70,181	15,392	68,711
Accruals	64,933	79,080	52,184	79,080
Deferred income	213,757	152,445	213,757	152,445
Amounts owed from group undertakings	-	-	1,624	1,286
	456,179	470,230	436,235	463,847

19. Creditors: Amounts falling due over one year

	Group		Charity	
	2022	**2021**	**2022**	**2021**
	£	**£**	**£**	**£**
Other Loans	444,403	468,103	444,403	468,103

The loan was obtained from Gateshead Council during the year ended 31 March 2012 with an annual interest of 4.88%. It is repayable over 25 years and is secured in the form of a fixed charge against the freehold property, which is owned by Gateshead Council and leased by the charity, until the discharge of its obligations under the Loan Agreement.

20. Deferred Income

Group	**2022**	**2021**
	£	**£**
Deferred income at 1 April	152,445	193,984
Resources deferred in the period	213,757	152,445
Amounts released from previous periods	(152,445)	(193,984)
Deferred income at 31 March	213,757	152,445

21. Fund reconciliation

Year ended 31 March 2022

	Brought Forward	**Income**	**Expenditure**	**Transfers**	**Carried Forward**
		£	**£**	**£**	**£**
Unrestricted Funds					
General fund	45,365	520,233	(481,392)	101,965	186,171
Designated Funds					
Redundancy	43,684	-	-	-	43,684
SWA REACT Pool	-	-	-	95,000	95,000
Cycle to Work	-	-	-	15,000	15,000
Real Living Wage	-	-	-	40,000	40,000
Development fund	-	-	-	69,000	69,000
	89,049	520,233	(481,392)	320,965	448,855
Restricted Funds					
Contact Centre Services	28,000	2,678,397	(2,552,232)	(102,344)	51,821
Community Advice - Projects	-	506,676	(312,703)	(32,206)	161,767
Community Advice – Client Services	-	161,958	(157,844)	(4,114)	-
Community Advice – Social Welfare	-	539,355	(426,534)	(109,235)	3,586
Legal Services	-	410,330	(343,242)	(66,088)	1,000
Client Assistance Projects	6,110	161,963	(140,758)	-	27,315
Equipment	19,888	9,236	(25,676)	-	3,448
Other	708	155,597	(131,810)	(6,978)	17,517
	54,706	4,623,512	(4,090,799)	(320,965)	266,454
Total funds	143,755	5,143,745	(4,572,191)	-	715,309

21. Fund reconciliation *(Continued)*

Year ended 31 March 2021

	Brought Forward	Income	Expenditure	Transfers	Carried Forward
		£	£	£	£
Unrestricted Funds					
General fund	6,581	469,281	(503,522)	73,025	45,365
Designated Funds					
Redundancy	43,684	-	-	-	43,684
	50,265	469,281	(503,522)	73,025	89,049
Restricted Funds					
Contact Centre Services	13,820	2,229,534	(2,266,770)	51,416	28,000
Local Services – Health	-	231,115	(185,436)	(45,679)	-
Local Services – Social Welfare	-	643,391	(584,706)	(58,685)	-
Legal Services	-	349,870	(347,839)	(2,031)	-
Client Assistance Projects	-	110,119	(104,009)	-	6,110
Equipment	18,494	57,963	(56,569)	-	19,888
Other	-	83,100	(64,346)	(18,046)	708
	32,314	3,705,092	(3,609,675)	(73,025)	54,706
Total funds	82,579	4,174,373	(4,113,197)	-	143,755

A summary of the restricted and designated funds is provided below:

Redundancy Fund
This is a designated fund created by the trustees to set aside funds for potential redundancy liabilities should projects cease or not be renewed.

SWA REACT Pool
Designated fund created by the trustees to enable the recruitment and training of 4 Social Welfare Advisers who can then be transferred to operational and new projects. The funding meets the salaries for one year.

Cycle to Work Scheme
Funds set aside by the trustees to enable to up front payment of cycles provided to employees under the Cycle to Work Scheme.

Real Living Wage Fund
Funds set aside by the trustees to enable the payment of the Real Living Wage and to support salaries of advisers that are below the salary commensurate with the job requirements.

21. Fund reconciliation *(Continued)*

Development Fund
Funds set aside by the trustees to be retained to build the base level of reserves held by the charity.

Contact Centre Services
Provide a number of advice services involving specialist telephone, chat and email advice for clients across England & Wales, including:

- **Consumer Service including Energy** - providing advice on consumer goods & services, including advice on energy provision with onward referrals to the Energy Ombudsman, energy suppliers or for complex cases, a dedicated support team.
- **Scam Action** - providing support to clients who are at risk of or have been subject to a scam
- **Help to Claim** - providing advice on claiming for Universal Credit
- **Witness** - providing support for witnesses and victims of crime who have been called to provide evidence in criminal courts
- **National Adviceline** - providing generalist advice to clients contacting National Citizens Advice
- **Help Through Hardship (Trussell Trust Foodbank Hotline)** – providing tailored advice to foodbank users in order to empower clients to take action to resolve the immediate crisis they face
- **Single Queue** - the telephone advice service provided to clients contacting Citizens Advice Gateshead

Community Advice Services (previously Local Services – Health)
Providing social welfare advisers into Gateshead healthcare settings such as the Great North Children's Hospital, Newcastle Gateshead Clinical Commissioning Group and Queen Elizabeth Hospital, Gateshead.

Community Advice Services – Client Services (previously part of Local Services – Social Welfare Advisers)
Providing social welfare advisers, including specialist welfare benefits advisers, to the local community from the Davidson Building.

Community Advice Services – Social Welfare Advisors (previously Local Services – Social Welfare Advisers)
Providing social welfare advisers, including specialist welfare benefits advisers, to the local community from various community hubs based around the Gateshead region.

Legal Services
Providing specialist debt and financial inclusion, housing and discrimination advice to clients across England and Wales.

21. Fund reconciliation *(Continued)*

Client Assistance projects
Distributing donations and grants to clients in need that meet the appropriate eligibility requirements.

Equipment including softphone provision
Funding provided to purchase laptops and other office equipment, including subscription to softphone services, to enable our employees to work from home and continue with the provision of our services throughout COVID-19.

Other Grants
Including:

- **Gamble Aware** - providing training and awareness to frontline workers as well as direct access to clients across England and Wales.
- **Future You** - providing debt advice, work experience and qualifications to Gateshead Residents, helping them with their next steps towards employment.
- **Long COVID Research** – a study of the impact of Long Covid on employment, health and debt.
- **Hadrian's Trust –** supporting the training of employees in housing advice.

22. Analysis of net assets between funds
Group

Year ended 31 March 2022

	Unrestricted funds			Total	Total
	General	Designated	Restricted Funds	2022	2021
	£	£	£	£	£
Tangible assets	38,894	-	-	38,894	54,438
Net current assets/(liabilities)	591,680	262,684	266,454	1,120,818	553,420
Creditors amounts due after one year	(444,403)	-	-	(444,403)	(468,103)
Total net assets	186,171	262,684	266,454	715,309	143,755

22. Analysis of net assets between funds (continued)

Group

Year ended 31 March 2021

	Unrestricted funds			Total	Total
	General	Designated	Restricted Funds	2021	2020
	£	£	£	£	£
Tangible assets	58,438	-	-	54,438	82,084
Net current assets/(liabilities)	455,030	43,684	54,706	553,420	491,174
Creditors amounts due after one year	(468,103)	-	-	(468,103)	(490,679)
Total net assets	45,365	43,684	54,706	143,755	82,579

23. Related Party Transactions

During the year the group made the following related party transactions:

Society Matters CIC
(Wholly owned subsidiary)
Services paid to the subsidiary during the year £6,303 (2021 - £41,535)
Management and other fees received from the subsidiary during the year £44,260 (2021 - £40,293)
Gift Aid Donation received from the subsidiary during the year £2,464 (2021 - £13,693).
At the balance sheet date, the amount due to Society Matters CIC was £1,624 (Amount due from 2021 - £1,286).

Charity
During the year the charity made the following related party transactions:

Trustee
Donations received from one trustee in the year totalled £85,000 (2021 £110,119).

24. Pension Commitments

The group operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the group to the scheme and amounted £67,544 (2021 - £51,993).

Contributions totalling £13,070 (2020 - £11,697) were payable to the scheme at the end of the year and are included in creditors.

25. Reconciliation of net income to net cash flow from operating activities

	2022	2021
	£	£
Net income for the year	571,554	61,176
Interest and received from investments	(92)	(152)
Depreciation on tangible assets	19,544	23,646
(Increase)/decrease in debtors	(72,511)	81,563
Increase/(decrease) in creditors	(15,178)	45,570
Net cash flow from operating activities	503,317	211,803

26. Analysis of changes in net debt

	At 1 April 2021	Cash flows	At 31 March 2022
	£	£	£
Long term borrowings	(468,103)	23,700	(444,403)
Short term borrowings	(22,574)	(1,127)	(23,701)
Total Liabilities	(490,677)	22,573	(468,104)
Cash and cash equivalents	708,667	480,836	1,189,503
	217,990	503,409	721,399

CITIZENS ADVICE GATESHEAD

England & Wales - Charity number 1020565

Accounts

Company number: 02631064 (England and Wales)
Charity number: 1020565

Citizens Advice Gateshead

(A Company Limited by Guarantee)

Report and Financial Statements

For the Year Ended 31 March 2021

Citizens Advice Gateshead
(A Company Limited by Guarantee)

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REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2021

Registered charity name	Citizens Advice Gateshead
Charity number	1020565
Company registration number	02631064
Registered address	The Davidson Building Swan Street Gateshead Tyne and Wear NE8 1BG

Trustees

Chair & Acting Treasurer	B Taylor	
Vice Chair	M A Kesteven	
	C Robson	
	S P Bell	
	M Dodd	
	I Logan	(Resigned 21.3.2021)
	H Lee	
	E Brown	
	J R Sabarre	
	J D Fenwick	
	F M Urquhart	(Appointed 9.4.2020)
	C A Whittaker	(Appointed 28.5.2020)
	S Dickie	
	J Gibson	
	J Baxter	(Appointed 15.2.2021)

Executive Leadership Team	A Dunn	Chief Executive Officer
	J Graham MBE	Commercial Director
	J Wood-Archer	Service Delivery Director
	A R McDonald	Finance Director (Resigned June 2020)
	P Oliver	Corporate Services Director (Appointed 1.12.2020)

Auditors
Haines Watts North East Audit LLP
17 Queens Lane
Newcastle upon Tyne
NE1 1RN

Bankers
Unity Trust Bank plc
Nine Brindley Place
Birmingham
B1 2HB

Lloyds Bank plc
Grey Street PO Box 1000
NE3 3LS

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2021

The trustees present their report and financial statements for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2019).



Objectives & Activities

Citizens Advice Gateshead exists to provide free, independent, confidential and impartial advice both regionally and nationally to thousands of people each year, on a wide variety of issues. Established over 60 years ago, the charity has grown into one of the biggest providers of Citizens Advice services in the UK, employing around 180 staff with a turnover circa £4m.



Our Vision & Mission

Our ambitious vision is for a fair society for all, with lives well lived, supported by our mission - to mobilise knowledge so the system works, it works for everyone, and it powers the changes we need to be an equal and inclusive society. Our purpose extends beyond simply reacting to crises; we also own responsibility for finding ways to stop the tide of problems we so adeptly respond to every day.

Our Values

We deliver our vision and mission through our core values:-

Rock the system - Our mission is to mobilise knowledge so the system works for everyone.
Stand up for equality - We value diversity and advocate social justice.
Own it! - We strive every day to be the best that we can be.
Blaze the trail - We actively embrace change.



Our Strategy

Supported by our ethical principles of *Beneficiaries First, Integrity, Openness* and the *Right to be Safe*, we are now midway through the delivery of our ambitious strategic plan for 2019-22. Our 3 strategic priorities that define our criteria for measuring success are:-

1. Help people to know and understand their social welfare rights and responsibilities so they can improve their quality of life.

2. Progress to a system that supports and enables people to reach their full potential - that doesn't stigmatise, cause hardship or allow anyone to fall through the net.

3. Be an enduring and dynamic charity that never stands still until we have a fair society for all, with lives well lived.



How We Work

Our client facing services are organised into three areas, supported by various funding streams. They all have one thing in common at their core, the desire to provide support to people, to know and understand their social welfare rights and responsibilities, so they can improve their quality of life.

Contact Centres: our largest service, providing advice funded through National Citizens Advice, covering general advice and also specialist advice in areas including Consumer, Witness Service, Help to Claim and the Trussell Trust Foodbank Helpline.

Local Advice: 16 different projects positioned within the local community - including general help, welfare benefits, energy advice and specialist social welfare advice projects.

Legal & Regulated Advice: covering advice for money and pensions, employment, housing and discrimination.

Working alongside our client facing service, our **Service Development Team** provide overarching support with the development of new projects, with delivery of specialist areas of support or those at risk of gambling related harm, a children's support fund to provide financial support for families experiencing financial hardship and also Research & Campaigns, working to improve the policies and practices that affect people's lives.

A Partnership Approach

Embedded within the mobilisation of our vision, mission and delivery of our services is a commitment to developing cohesive partnerships with our funding partners and other local charities/agencies who share our values. Working closely with partner agencies allows us to provide holistic overarching support to clients and their touchpoints when accessing various services. Over the last year, we have collaborated on services with Gateshead Foodbank, Age UK Gateshead, Oasis Community Housing (crisis support for homeless), Great North Children's Hospital Foundation as well as a range of wider local community projects, with hubs supported by government, community and health projects.

Alison Dunn, the Chief Executive of Citizens Advice Gateshead, is currently seconded to a role funded by Gateshead Council, working within the Directorate of Housing, Environment and Communities as Service Director for Voluntary and Community Sector Development.

The purpose of this role is to tackle poverty and inequality; develop successful, collaborative relationships with the voluntary, community and social enterprise sector and promote the unique value and contribution of volunteers to Gateshead in creating vibrant, inclusive and sustainable communities

Alison is supported by a Leadership Directorate consisting of a Commercial Director, Service Delivery Director and a new Corporate Services Director, appointed in December 2020.

Independent quality endorsements

We remain committed to quality assurance and continual improvement, embedded into all aspects of the charity in support of our client facing services and in line with our contractual and governance requirements.

ACHIEVEMENTS AND PERFORMANCE

We have a tangible impact on the lives of our clients, ensuring millions of pounds are justly claimed by those who can each year, helping people at their most vulnerable moments when it is needed most.

Local Advice Services

The charity reacted quickly to the COVID19 outbreak, during the first lockdown in March 2020, to move the staff and volunteer team to remote working and with that, the switch of our face to face local advice services to digital and telephone access. We quickly saw an upsurge in related advice needs, with dramatic increases in employment and welfare benefits issues, in particular universal credit which represented 1 in 5 enquiries.

Alison Dunn, who has led the charity through the challenges of the pandemic over the past year explained *"We're seeing unprecedented demand for our services, questions about Universal Credit are up 125%, employment enquiries have increased by 74%. Demand for energy advice is also rising exponentially as so many people are struggling with fuel costs and the increased need triggered by a particularly cold spell of weather."*

The number of clients who received full advice are up on last year, with almost £7m achieved in financial outcomes from income gained through benefits owed, awards secured and appeals won, as well as debts written off or deferred. This was achieved despite the pausing of tribunals, assessments and various measures put in place to prevent debt enforcement.



An area which has seen a significant increase is referrals to the local foodbank, and various charitable support organisations. In 2020/21 we helped 1,768 people in food crisis and 710 with applications for charitable support to help them through tough times, which represents a 100% increase on 2019/20. The pandemic has had devastating effects on those living in poverty in Gateshead.

Issues per client were consistent with last year at 4.5, highlighting the fact that many of our clients have complex needs and access different services across the charity. Further work was done by our Research and Campaigns team, producing a deep dive evidence-based report into our top 100 returning clients. This work has fed into the next stage of our strategic planning process, including the future development of our services and a further piece of work to develop client personas, to better understand the client journey and barriers to accessing the support they need.



Local Advice Case Study

Emotional, terrified, exhausted and defeated, a young mother 'Sarah' came to us for help with two declined disability living allowance claims in support of her children's highly complex health issues. The team supported her with written submissions to the court and successfully secured over £9k in entitled benefits to support 'Sarah' and her children.

Following her struggles, heartache and feeling ashamed that people would think of her as a benefits scrounger she is now able to provide for her family's needs, including a second-hand car for hospital trips and some outdoor toys for the children. On hearing the good news Sarah told us…

"I finally feel like someone believed me."

National Advice Services

Our Contact Centre Team provide advice nationally over a range of advice needs such as general advice, consumer issues, including energy and national projects supporting clients to support hardship and benefit claims. One National Helpline Service is a pilot funded by Citizens Advice, through the Trussell Trust. Its objectives are to deliver a high-volume service which provides targeted and personalised support, driving improved experience and outcomes for some of the most disadvantaged and financially excluded in society. Below are some key highlights from our National Advice Services:-





Legal and Regulated Services

Our Legal Service Projects were affected by the COVID19 pandemic, working on a reduced service, due to the closure of the courts during lockdown, with use of flexible furlough, and staff being redeployed to other services. Nevertheless, our client outcomes remained good through our Discrimination and Money Advice Service as highlighted below. Our debt and financial advice service funded by the Money Advice and Pensions Service is a granted funded project managed by Citizens Advice and delivered by Local Citizens Advice offices under a sub-grant agreement. The grant is paid in quarterly payments based on the FTE allocation for the office with a small allowance for training costs. Performance is measured by case numbers and quality scoring, measured through structured internal file reviews and external reviews.







Volunteering

We could not do the work we do without the generosity and dedication of our team of amazing volunteers. We have a vast array of volunteer opportunities ranging from giving advice to clients, to managing our social media, to maintaining our secret garden. Despite the restrictions imposed by lockdown and switching to remote advice, we still achieved significant volunteer hours across the charity, providing admin support, generalist advice and form filling - equivalent to £21k in staff costs at minimum wage.

People

The charity made several key staff appointments during the year supplemented by some new roles to support key areas of our strategy. Three new trustees were added to the board, bringing with them senior level marketing and legal experience. A Corporate Services Directorate was established within the Leadership Team, with designated responsibility for Finance, Governance & Risk, Quality & Compliance and Facilities/IT. A Corporate Service Director was recruited to head up the team, along with a new Finance Manager. A Volunteer Programme Lead was also created, to support the new People Development Manager, leading on recruitment and development of our staff and volunteers.

Over the course of the year, 44 new staff roles were filled, the majority of those to boost the capacity of our advice services. Several excellent people initiatives were also launched, including our 'Mobilising Brilliance' training, 'Bright Start' induction programmes and volunteer forward 'Springboard' programmes, as well as the launch of a new staff benefits scheme.

PUBLIC BENEFIT STATEMENT

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the organisations aims and objectives and in planning future activities.

FINANCIAL REVIEW

The charity has seen income during the year increase by £522,475 with additional funding becoming available to provide additional advice services during COVID-19.

The funding sources listed on page 30 show the funds received to help run the organisation. The majority of the funding is sourced from grant funding, with additional income earned through contracts with the Legal Aid Authority and secondment of staff. The charity acknowledges and gratefully thanks all its funders, staff and volunteers who contribute so substantially to the resources of the organisation.

Reserves Policy

It is the policy of the charity to hold free reserves amounting to 6 months expenditure (excluding expenditure and direct payroll costs) which is currently calculated at £480,000.

Free reserves are classed as those reserves not invested in tangible fixed assets, including associated loans, or designated for any purpose.

At 31 March 2021, free reserves were £455,030 (2020 - £415,176), an increase of £39,854 in the year. As detailed, in the reserves notes and future plans designated reserves amount to £43,684 (2020 - £43,684) and therefore the current level of free reserves are within an acceptable level of the targets set by the trustees based on the 2021/22 budgets. The trustees continue to work with funders to budget future surpluses in order to provide improved organisational sustainability.

Restricted funds are restricted by the donor or funder and cannot be used for the general purposes of the charity. Their existence, and the sums of money therein, do not imply that there has been an underspend, but may result from a variety of circumstances including timing differences between the charity's financial year and the funding year of the project concerned. Details of these can be found in note 21 on pages 38 to 40 in the financial statements. At the year end restricted reserves amounted to £54,706 (2020 - £32,314).

This reserves policy is monitored and reviewed by the trustees annually.

Impact of COVID-19

While the in-person advice service was affected by Covid restrictions, the charity reacted remarkably well to those challenges, as it quickly adapted to a fully remote service supported by the swift deployment of technologies and remote working. Moreover, the overall strategy

and deliverables did not need adjusting but were actually accelerated in implementation. The use of cloud-based systems, softphones and adapting frontline services to meet the needs of the client all gained momentum during this time.

We will continue to support a flexible working approach for staff to be able to work remotely, with the option to reconnect in person, through hotdesking and common meeting places at the office when it becomes safe to do so. The development of the Davidson Building as a local community hub, the adaptation of our client facing service, along with onsite access to various services, supported by partner agencies will allow us to improve the client experience with smoother signposting and referrals.

The charity's forecasts and projections for the next twelve months indicate that the charity is able to continue in operational existence.

The charity received furlough for a small number of staff who are funded through payment by results (the majority of staff are grant funded therefore furlough was not an option for the majority). It was not necessary to take advantage of any delays available for payment of PAYE or VAT. Additional funding has been made available by funders to assist with the move to a more agile workforce, working from home, and reduced facilities costs during this period have also been reallocated to technology.

The trustees therefore consider the charity able to continue to meet its debts as they fall due and it remains appropriate to prepare the financial statements on a going concern basis.

Investment Policy

Aside from the principle of trying to retain a prudent amount in reserves most of the charity's funds are spent in the short term, so there are few funds for long term investment. Having considered the options available, the trustee board has decided to invest any surplus monies in a short-term interest account. At the balance sheet date, the charity has one wholly owned subsidiary, Society Matters CIC, which gift aids available profits to the charity.

Fundraising Policy

The charity seeks to raise additional funds through marketing of the charity, its work and its impact on its beneficiaries. Fundraising takes the form of holding virtual and in person events, sponsorship for participation in public events, cashback through recycling, and running social media campaigns which provide for donations by text and online giving. The charity does not work with any commercial participators or professional fundraisers, with donor fundraising activity being dispersed across several roles in the executive team. Fundraising is monitored by the Commercial Director and complaints are dealt with by the Chair of Trustees.

Principal Risks and Uncertainties

The trustees monitor risks using a Risk Register which is reviewed by the board bi-monthly. Risks and mitigating factors are assessed on a bi-monthly basis and actioned by the Risk Committee which includes members of the trustee board and the Executive Leadership Team.

The trustees are satisfied that systems are in place to mitigate exposure to major risks. Overall our risk level remains at 'medium' across the charity and are mindful of our latest emerging risks in the areas of business continuity planning, recommissioning of some key contracts in 2022, information assurance risks relating to storage and transferral of data with remote working and ongoing management of the Covid-19 associated risks.

FUTURE PLANS

We will continue in the pursuit of our vision of a fair society for all, with lives well lived through the continuance and development of our vital frontline services. In particular, we will seek to broaden the reach and deepen the impact of our local advice services through the implementation of our new Community Advice Model. We will deliver services throughout the Gateshead area, wherever and however it is best for each person, to ensure our services are accessible and reach the people who need us most.

Our Community Advice Services team will provide advice, information, guidance and advocacy to anyone who lives, studies or works in Gateshead who accesses our help, to fulfil our aim of helping people to know and understand their social welfare rights and responsibilities so they can improve their quality of life. Through this model we will be fulfilling our strategic objectives by enabling the people to easily access the knowledge they need while shaping the service around the needs of the person. In doing so we will improve accessibility to our services by meeting people where they are.

Barry Taylor, Chair of the charity's Trustee Board adds *"We refuse to stand still when the number of people facing hardship and poverty is increasing so quickly. Our drive for new staff, new volunteers and new ways of reaching out to help people is a statement of intent that as we seek a fair society for all, there should always be someone you can talk to for help and advice."*

In addition to positioning ourselves within the community we will also re-engineer our building, to transform our premises into a community hub, providing access to advice, signposting and cross-referral of clients through local onsite partnerships with other charities and agencies. We also have an opportunity to re-engage in person with those who are most marginalised in the local community and have been unable to access digital support, through the return of in-person advice services.

We will also invest in our infrastructure, with the continuance of our agile working agenda through the adoption of new technologies. This includes the further digitisation of our systems and processes towards cloud-based technology, to facilitate secure remote and efficient access to our IT systems. Specifically, we will rollout further our successful softphone pilot across the remainder of our advice services, continue to encourage collaborative working across the charity through process improvements, facilitated by our digital platforms.

We will maintain our strong working partnerships with our stakeholder partners to provide the highest level of quality of advice and the improvement of people's lives. This includes collaborating with organisations that share our values and common purpose. We will continue to promote the charity through our marketing and communications resources, ensuring our stakeholders recognise the value of our work, and increasing their desire to work with us. This will be supported through the recruitment of patrons for our charity, to broaden our networking capability and visibility in previously untapped areas.

We will also seek to build further financial resilience through diversification of our income streams and funding mix, with an emphasis on corporate partnerships and further development of donor fundraising.

Our focus on developing the management and leadership capabilities across the charity is building our resilience and ability to achieve our strategic priority to be an enduring and dynamic charity. The ongoing development of our people function and planned investment in our People Team infrastructure will bolster these efforts further.

As the year progresses, we will look ahead to the next stage of our strategic planning process, building the framework for our strategic plan for 2022-25 which we aspire to launch at our 65th anniversary in March 2022.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The organisation is a charitable company limited by guarantee, incorporated on 22nd July 1991 but originally formed in May 1957 and governed by the Memorandum and Articles of Association which were last amended in March 2021. The organisation is a registered as a charity.

The trustees, who are also the directors for the purpose of company law, who served during the year and up to the date of approval of the accounts are detailed on page 2.

Trustee appointment, induction and training

Citizens Advice Gateshead has a trustee board which has provision for 18. The trustees meet bi-monthly and are responsible for the strategic direction and policy of the charity. At present the board consists of 14 trustees from a variety of voluntary and professional backgrounds relevant to the work of the charity. A proportion of the board are representatives of specific groups whose input is critical to our strategy and governance, including Gateshead's BAME community, our volunteers and the local authority. All trustees are members of the charity and have a right to vote. A current governance review is considering how best to ensure that the board is able to operate effectively and adequately reflect the charity's client base.

The trustee board seeks to ensure that the needs of our clients are appropriately reflected and met through the diversity of the trustee board, which includes members with local charitable and voluntary agency knowledge, traditional business skills and experience of statutory services.

Trustees are elected for a period of three years after which they must be re-elected at the next Annual General Meeting.

The trustee induction process aims to:

- inform the new directors/trustees about their roles, responsibilities and liabilities;
- inform them about the current work of the charity; the business and development plans; financial and staffing resources; quality, services and fundraising requirements;
- identify the knowledge, skills and experience that the director/trustee brings to the trustee board;

- identify any initial training required and any additional information or support needed

Training of trustees is also undertaken on an ongoing basis through taking advantage of external training specifically geared to the charitable sector, as well as learning and development enabled through technical papers and presentations delivered during and outside trustee board meetings.

Membership of Citizens Advice

At Citizens Advice Gateshead we highly value our long-established affiliated membership of the Citizens Advice network, as one of almost 300 independent charities across the UK. As a Citizens Advice member we research and campaign on behalf of our citizens, we contribute innovation and lead best practice across the network, and we draw on the extensive knowledge base and resources of the membership organisation.

We are proud to uphold the immense value of the Citizens Advice brand through our work, and are equally proud that whilst doing so we are ploughing our own furrow as a local charity with a national presence and an absolute commitment to delivering of our vision of a fair society for all, with lives well lived.

Related Parties

The charity is a member of National Association of Citizens Advice and as such, is regularly audited against its membership requirements, including assessment of members' leadership capability which has been appraised for Citizens Advice Gateshead as 5 Star, the highest level available, and this has been maintained during the financial year 2020/21.

The charity's wholly owned subsidiary, Society Matters Community Interest Company (Society Matters CIC) traded during the year. As a result the charity has produced Group Financial Statements, consolidating the group's financial activities. Available profits from the subsidiary are gift aided annually to the charity.

Organisation

The trustees have overall responsibility for the management of the charity. The Chief Executive Officer, is appointed by the trustees and in conjunction with the executive leadership team (detailed on page 1), manages the day-to-day operations of the charity.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

- select suitable accounting policies and 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue in operation;

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

STATEMENT AS TO DISCLOSURE OF INFORMATION TO AUDITOR

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all the steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information

AUDITOR

A resolution to appoint auditors for the ensuing year will be proposed at the annual general meeting in line with the charity's policies and in accordance with section 485 of the Companies Act 2006.

Approved by the trustees on 30th September 2021 and signed on their behalf



Barry Taylor
Chair of Trustees

INDEPENDENT AUDITORS' REPORT TO THE DIRECTORS' OF CITIZENS ADVICE GATESHEAD
FOR THE YEAR ENDED 31 MARCH 2021

Opinion
We have audited the financial statements of Citizens Advice Gateshead (the 'charitable company') and its subsidiary (the 'group') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, Group Balance Sheet and Charitable Company Balance Sheet, the Cash Flow Statement 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 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 group's and charitable company's affairs as at 31 March 2021, and of the group's incoming resources and application of resources, including its income and expenditure, 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 group and charitable 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 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 charitable 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 trustees with respect to going concern are described in the relevant sections of this report.

However, not all future events or conditions can be predicted. The COVID-19 viral pandemic is one of the most significant economic events for the UK with unprecedented levels of uncertainty of outcomes. It is therefore difficult to evaluate all of the potential implications on the charitable company's activities, customers, suppliers and wider economy. The trustees' view on the impact of COVID-19 is disclosed on page 10 and within the accounting policies note.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, 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 audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. 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.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.
We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our 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; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 16 the trustees (who are also the directors of the charitable company for the purposes 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 group's and parent charitable 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 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 auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts.

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.

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.

We obtained an understanding of the legal and regulatory framework applicable to both the company itself and the industry in which it operates. We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience and through discussion with the directors and other management. The most significant were identified as the Companies Act 2006, UK GAAP (FRS102) and relevant tax legislation. We considered the extent of compliance with those laws and regulations as part of our procedures on the related financial statements. Our audit procedures included:

- confirming with the directors and management whether they have any knowledge or suspicion of fraud;
- obtaining an understanding of the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;
- assessing the risk of management override including identifying and testing a sample of journal entries;
- challenging the assumptions and judgements made by management in its significant accounting estimates;
- confirmation received from the bank to verify the balance as on the last day of the accounting year; and
- review of minutes of meetings of those charged with governance.

Our audit did not identify any key audit matters relating to the detection of irregularities including fraud. However, despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularity likely involve collusion, forgery, intentional misrepresentations, or the override of internal controls.

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 audit report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

G Benjamin

Gillian Benjamin ACA
for and on behalf of Haines Watts North East Audit LLP

14th October 2021

Statutory Auditor

17 Queens Lane
Newcastle upon Tyne
NE1 1RN

Citizens Advice Gateshead
(A Company Limited by Guarantee)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (including consolidated income and expenditure account)
FOR THE YEAR ENDED 31 MARCH 2021

	Note	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Income from:					
Donations and legacies	**4**	2,490	110,119	112,609	28,596
Charitable activities	**5**	388,886	3,594,973	3,983,859	3,559,652
Other trading activities	**7**	51,819	-	51,819	63,040
Investment Income	**6**	152	-	152	610
Other Income	**7**	25,934	-	25,934	-
Total income		469,281	3,705,092	4,174,373	3,651,898
Expenditure on:					
Raising funds		34,388	-	34,388	74,843
Charitable activities	**8**	469,134	3,609,675	4,078,809	3,441,777
Total expenditure		503,522	3,609,675	4,113,197	3,516,620
Net movement in funds before transfers		(34,241)	95,417	61,176	135,278
Transfer between funds	**21**	73,025	(73,025)	-	-
Net movement in funds after transfers		38,784	22,392	61,176	135,278
Reconciliation of funds					
Total funds brought forward		50,265	32,314	82,579	(52,699)
Total funds carried forward		89,049	54,706	143,755	82,579

All income and expenditure derive from continuing activities.

The Statement of Financial Activities includes all gains and losses recognised in the year.

Citizens Advice Gateshead
(A Company Limited by Guarantee)

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2021

	Notes	£	2021 £	£	2020 £
Fixed assets					
Tangible assets	**15**		58,438		82,084
			58,438		82,084
Current assets					
Debtors	**17**	314,983		396,546	
Cash at bank and in hand		708,667		518,214	
		1,023,650		914,760	
Creditors: amounts falling due within one year	**18**	(470,230)		(423,586)	
Net current assets			553,420		491,174
Total assets less current liabilities			611,858		573,258
Creditors: amounts falling due after more one year	**19**		(468,103)		(490,679)
Net assets			143,755		82,579
Funds					
Unrestricted funds			45,365		6,581
Designated Funds			43,684		43,684
Restricted funds			54,706		32,314
	21		143,755		82,579

The notes on pages 25 to 43 form part of these financial statements.

The financial statements were approved by the Trustees on 30th September 2021 and signed on their behalf by:

.....
B Taylor
Chair of Trustees

Company Number: 02631064

Citizens Advice Gateshead
(A Company Limited by Guarantee)

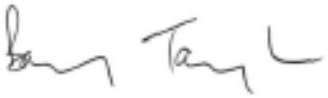
CHARITABLE COMPANY BALANCE SHEET
AS AT 31 MARCH 2021

	Notes	£	2021 £	£	2020 £
Fixed assets					
Tangible assets	**15**		58,438		82,084
Investments	**16**		1		1
			58,439		82,085
Current assets					
Debtors	**17**	312,586		413,423	
Cash at bank and in hand		697,082		473,807	
		1,009,668		887,230	
Creditors: amounts falling due within one year	**18**	(463,847)		(411,886)	
Net current assets			545,821		475,344
Total assets less current liabilities			604,260		557,429
Creditors: amounts falling due after more one year	**19**		(468,103)		(490,679)
Net assets			136,157		66,750
Funds					
Unrestricted funds			37,767		(9,248)
Designated Funds			43,684		43,684
Restricted funds	**21**		54,706		32,314
			136,157		66,750

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

The notes on pages 25 to 43 form part of these financial statements.

The financial statements were approved by the Trustees on 30th September 2021 and signed on their behalf by:



.....
B Taylor
Chair of Trustees
Company Number: 02631064

Citizens Advice Gateshead
(A Company Limited by Guarantee)

CONSOLIDATED CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021

	Note	2021 £	2020 £
Net cash flow from operating activities:			
Net cash provided by (used in) operating activities	**25**	211,803	(257,293)
Cash flows from investing activities			
Interest receivable and similar income		152	610
Purchase of tangible fixed assets		-	(64,940)
Net cash flow from investing activities		152	(64,330)
Cash flows from financing activities			
Repayment of loans and borrowings		(21,502)	(20,481)
Net increase in cash and cash equivalents		190,453	(342,104)
Cash and cash equivalents at the beginning of the year		518,214	860,318
Cash and cash equivalents at the end of the year		708,667	518,214

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice.

Citizens Advice Gateshead meets the definition of a public benefit under FRS 102.

The financial statements are prepared under the historical cost convention or transaction value unless otherwise stated in the relevant accounting policy note(s). The financial statements are prepared in Sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1.2 Basis of consolidation

The financial statements consolidate the results of Citizens Advice Gateshead and its wholly owned subsidiary Society Matters CIC on a line-by-line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the charity has not been presented because Citizens Advice Gateshead has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

1.3 Going concern

The financial statements have been prepared on a going concern basis. Whilst the COVID-19 pandemic has significantly changed the way in which the charity operates, with a move from office to home working, utilising web and telephone systems, our project work continues, and funding remains available for a variety of our work.
Forecasts and projections for the next 12 months indicate that the charity is able to continue in operational existence. The directors therefore consider the charity able to continue to meet its debts as they fall due, and it remains appropriate to prepare the financial statements on a going concern basis.

1.4 Funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of Citizens Advice Gateshead and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by Citizens Advice Gateshead for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.5 Income

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

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the group has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:
- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Gifts in kind

Gifts in kind are recognised in different ways dependent on how they are used by the charity:
(i) Those donated for resale produce income when they are sold. They are valued at the amount actually realised.
(ii) Those donated for onward transmission to beneficiaries are included in the Statement of Financial Activities as incoming resources and resources expended when they are distributed. They are valued at the amount the charity would have had to pay to acquire them.
(iii) Those donated for use by the charity itself are included when receivable. They are valued at the amount the charity would have had to pay to acquire them.

1.6 Expenditure and irrecoverable VAT

All expenditure is accounted for on an accruals basis and is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Costs of raising funds includes all costs incurred in the running of the trading subsidiary; and
- Expenditure on charitable activities includes all direct and support costs incurred in the management of the charity.

Irrecoverable VAT is charged as a cost against the expenditure when incurred.

1.7 Support cost allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs and administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity.

1.8 Tangible fixed assets

Individual fixed assets costing £1,000 or more are initially recorded at cost.

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Equipment	- 20% straight line
Fixtures, fittings and equipment	- 25% straight line

1.9 Fixed asset investments

Investments in subsidiaries are at cost less impairment.

1.10 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.11 Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.12 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are recognised at their settlement after allowing for any trade discounts due.

1.13 Pensions

Citizens Advice Gateshead operates a defined contribution pension scheme for employees. Amounts payable by Citizens Advice Gateshead are included in the Statement of Financial Activities when the related salary is paid. Unremitted amounts are included in creditors.

1.14 Financial instruments

Citizens Advice Gateshead only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.15 Judgements and key sources of estimation uncertainty

In the application of the charitable company'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.

There are no significant accounting estimates which are considered to materially impact the financial statements.

2. Legal status

Citizens Advice Gateshead is a company limited by guarantee, registered in England and Wales, (number 02631064) and not having a share capital. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

3. Statement of financial activities from the prior year

	Note	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Income from:				
Donations and legacies	**4**	28,596	-	28,596
Charitable activities	**5**	581,262	2,978,390	3,559,652
Other trading activities	**7**	1,409	-	1,409
Investments	**6**	610	-	610
Other	**7**	61,631	-	61,631
Total income		673,508	2,978,390	3,651,898
Expenditure on:				
Raising funds		(74,843)	-	(74,843)
Charitable activities	**8**	(579,343)	(2,862,434)	(3,441,777)
Total expenditure		(654,186)	(2,862,434)	(3,516,620)
Net movement in funds before transfers		19,322	115,956	135,278
Transfer between funds	**21**	83,642	(83,642)	-
Net movement in funds after transfers		102,964	32,314	135,278
Reconciliation of funds				
Total funds brought forward		(52,699)	-	(52,699)
Total funds carried forward		50,265	32,314	82,579

4. Income from donations

	2021	2020
	£	£
Donations	2,490	2,895
Employment allowance	-	3,000
Trusts and foundations	110,119	22,701
	112,609	28,596

5. Income from charitable activities

	2021	2020
	£	£
Grant Income:		
Contact Centre Services	2,229,534	2,034,286
Local Services - Health	231,115	211,671
Local Services – Social Welfare Advisers	643,391	554,398
Legal Services	349,870	307,148
Equipment including softphone	57,963	31,959
Other grants	83,100	85,410
Contract Income:		
Legal Aid	273,002	181,272
Other Income (including seconded staff)	115,884	153,508
	3,983,859	3,559,652

Grant Income has been provided by the following organisations;

National Association of Citizens Advice Bureaux
Gateshead Council
Newcastle Gateshead Clinical Commissioning Group
Kay Kendall Leukaemia Fund
Access to Justice Foundation
The Wise Group
North East Law Centre
Sir James Knott Trust
Newcastle Hospitals NHS Charity
Oasis Aquila Housing
Edberts House (The Big Lottery Funding)
National Lottery Community Foundation
The Round Table
Great North Children's Hospital Foundation
Energy Redress Scheme

6. Investment income

	2021	2020
	£	£
Interest receivable on bank deposits	152	610

7. Other income

	2021	2020
	£	£
Other trading income		
Income from Trading Subsidiary	43,227	44,785
Rental income	8,055	16,846
Other Income	537	1,409
	51,819	63,040
Other Income		
Government Grants – HMRC Furlough Claims	25,934	-

8. Analysis of expenditure on charitable activities

	Activities undertaken directly	Support costs	Total 2021	Total 2020
	£	£	£	£
Grant supported activities				
Contact Centre Services	1,797,891	484,990	2,282,881	1,989,015
Local Services - Health	121,299	64,137	185,436	190,832
Local services – Social Welfare Advisers	407,908	176,798	584,706	491,719
Legal Services – grant support	257,368	90,469	347,837	328,150
Equipment including softphone	56,036	-	56,036	-
Client Assistance Projects	104,131	-	104,131	-
Other activities	57,422	-	57,422	76,377
Contract and other income sources				
Legal Services	270,273	74,293	344,566	276,236
Staff Secondment	108,234	7,560	115,794	89,448
	3,180,562	898,247	4,078,809	3,441,777

9. Support costs

	2021	2020
	£	£
Staff costs	510,682	304,698
Office costs	93,518	141,631
Depreciation	23,646	19,840
Premises costs	98,932	116,770
Other costs	104,391	26,878
Governance costs (note 10)	67,078	41,498
	898,247	651,315

10. Governance costs

	2021	2020
	£	£
Auditor's fees	10,770	6,000
Legal & professional	32,806	34,461
Other	23,502	1,037
	67,078	41,498

11. Net income for the year

Net incoming/(outgoing) resources for the year include;

	2021	2020
	£	£
Audit fees	10,770	6,000
Depreciation of fixed assets	23,646	19,840

12. Auditor's remuneration

The auditor's remuneration amounts to an audit fee for the group of £10,770 (2020 - £6,000) and non-audit fees of £2,720 (2020 - £7,715).

13. Financial performance of the charitable company

The Consolidated Statement of Financial Activities includes the results of the wholly owned subsidiary.

The summary financial performance of the charity alone is;

	2021	2020
	£	£
Income	4,148,214	3,552,027
Expenditure	(4,078,809)	(3,414,744)
Net income	69,405	137,283

14. Analysis of staff costs, Trustee remuneration and expenses, and the cost of key management personnel

The aggregate payroll costs were as follows:

	2021	2020
	£	£
Wages and salaries	3,179,874	2,807,887
Social security costs	235,763	188,171
Other pension costs	51,993	54,993
	3,467,630	3,051,051

The monthly average number of persons (including senior management team) employed by the group during the year was as follows:

	2021	2020
	Number	Number
Administrative	8	8
Management	3	4
Other	163	147
	174	159

The number of employees whose emoluments fell within the following bands was:

	Number 2021	Number 2020
£60,001 - £70,000	-	-
£70,001 - £80,000	-	1
£80,001 - £90,000	1	-

14. Analysis of staff costs, Trustee remuneration and expenses, and the cost of key management personnel expenses *(continued)*

The Trustees were not paid or received any other benefits from employment in the year (2020 – £nil). No Trustee received payment for professional or other services supplied to the charity (2020 - £nil).

During the year payments of £nil (2020 - £298) were made for travelling expenses to no trustees (2020 – 2). The total amounts paid in the year are £nil (2020 - £298).

The key management personnel of the charity comprise the Trustee and Management Team identified on page 1. The total employee benefits of the Management Team of the charity were £231,804 (2020 - £236,916). The Chief Executive is currently seconded to Gateshead Council who fund her salary, together with a contribution for staff who support this role.

15. Tangible fixed assets
Group and Charity

	Furniture and equipment £	Motor Vehicles £	Total £
Cost			
At 1 April 2020	187,239	8,706	195,945
Additions	-	-	-
Disposals	-	-	-
Impairment loss	(1,000)	-	(1,000)
At 31 March 2021	186,239	8,706	194,945
Depreciation			
At 1 April 2020	106,424	7,437	114,861
Charge for the year	22,646	-	23,646
At 31 March 2021	129,070	7,437	136,507
Net book value			
At 31 March 2021	57,169	1,269	58,438
At 31 March 2020	79,815	1,269	82,084

16. Investments

Shares in group undertakings and participating interests

	Subsidiary undertakings	Total
	£	£
Cost and Net Book Value		
At 1 April 2020	1	1
At 31 March 2021	1	1

Details of undertakings

Details of the investments in which the charity holds 20% or more of the nominal value of any class of share capital are as follows:

Undertaking	Country of Incorporation	Holding	Proportion of voting rights and shares held 2021	Proportion of voting rights and shares held 2020	Principle activity
Subsidiary undertakings					
Society Matters Community Interest	England and Wales	Ordinary shares	100%	100%	Employment services

Society Matters Community Interest Company provides specialist social welfare and welfare benefits training and support services to professionals associated with the provision of housing, financial, utility, employability and justice. The results and summary of assets and liabilities of the company are as follows:

	2021	2020
	£	£
Turnover	81,387	99,871
Cost of sales	(75,923)	(89,178)
Profit for the year	5,454	10,693

	2021	2020
	£	£
Total assets	15,268	52,022
Total liabilities	(7,599)	(36,194)
Shareholders' funds	7,599	15,828

17. Debtors

	Group		Charity	
	2021	**2020**	**2021**	**2020**
	£	**£**	**£**	**£**
Trade debtors	245,272	279,405	242,875	271,968
Due from group undertakings	-	-	-	24,314
Prepayments	18,878	26,632	18,878	26,632
Accrued income	47,033	82,730	47,033	82,370
Other debtors	3,800	7,779	3,800	8,139
	314,983	396,546	312,586	413,423

18. Creditors: amounts falling due within one year

	Group		Charity	
	2021	**2020**	**2021**	**2020**
	£	**£**	**£**	**£**
Other Loan	22,574	21,501	22,574	21,501
Trade creditors	61,010	28,182	60,548	27,152
Other taxation and social security	66,528	54,038	60,791	53,041
VAT repayable	18,412	39,431	18,412	36,518
Other creditors	70,181	66,351	68,711	63,351
Accruals	79,080	20,099	79,080	16,339
Deferred income	152,445	193,984	152,445	193,984
Amounts owed from group undertakings	-	-	1,286	-
	470,230	423,586	463,847	411,886

19. Creditors: Amounts falling due over one year

	Group		Charity	
	2021	**2020**	**2021**	**2020**
	£	**£**	**£**	**£**
Other Loans	468,103	490,679	468,103	490,679

The loan was obtained from Gateshead Council during the year ended 31 March 2012 with an annual interest of 4.88%. It is repayable over 25 years and is secured in the form of a fixed charge against the freehold property, which is owned by Gateshead Council and leased by the charity, until the discharge of its obligations under the Loan Agreement.

20. Deferred Income

Group	**2021**	**2020**
	£	**£**
Deferred income at 1 April	193,984	431,185
Resources deferred in the period	152,445	193,984
Amounts released from previous periods	(193,984)	(431,185)
Deferred income at 31 March	152,445	193,984

21. Fund reconciliation

Year ended 31 March 2021

	Brought Forward	**Income**	**Expenditure**	**Transfers**	**Carried Forward**
		£	**£**	**£**	**£**
Unrestricted Funds					
General fund	6,581	469,281	(503,522)	73,025	45,365
Designated Funds					
Redundancy	43,684	-	-	-	43,684
	50,265	469,281	(503,522)	73,025	89,049
Restricted Funds					
Contact Centre Services	13,820	2,229,534	(2,266,770)	51,416	28,000
Local Services – Health	-	231,115	(185,436)	(45,679)	-
Local Services – Social Welfare	-	643,391	(584,706)	(58,685)	-
Legal Services	-	349,870	(347,839)	(2,031)	-
Client Assistance Projects	-	110,119	(104,009)	-	6,110
Equipment	18,494	57,963	(56,569)	-	19,888
Other	-	83,100	(64,346)	(18,046)	708
	32,314	3,705,092	(3,609,675)	(73,025)	54,706
Total funds	82,579	4,174,373	(4,113,197)	-	143,755

21. Fund reconciliation *(Continued)*

Year ended 31 March 2020

	Brought Forward	Income	Expenditure	Transfers	Carried Forward
		£	£	£	£
Unrestricted Funds					
General fund	(97,633)	673,508	(654,186)	84,892	6,581
Designated Funds					
Redundancy	43,684	-	-	-	43,684
Cyber Event	1,250	-	-	(1,250)	-
Restricted Funds					
Contact Centre Services	-	2,035,361	(1,970,436)	(51,105)	13,820
Local Services – Health	-	211,671	(190,832)	(20,839)	-
Local Services – Social Welfare	-	286,006	(278,060)	(7,946)	-
Legal Services	-	327,148	(343,392)	16,244	-
Equipment	-	31,959	-	(13,465)	18,494
Other	-	86,245	(79,714)	(6,531)	-
	-	2,978,390	(2,862,434)	(84,892)	32,314
Total funds	(52,699)	3,651,898	(3,516,620)	-	82,579

Redundancy Fund
This is a designated fund created by the trustees to set aside funds for potential redundancy liabilities should projects cease or not be renewed.

Contact Centre Services
Provide a number of advice services involving specialist telephone, chat and email advice for clients across England & Wales, including;

Consumer Service - providing advice on consumer goods & services, as well as problems with energy providers and post.

Scam Action - providing support to clients who are at risk of or have been subject to a scam.

Help to Claim - providing advice on claiming for Universal Credit.

Witness - providing support for witnesses and victims of crime who have been called to provide evidence in criminal courts.

National Adviceline - providing generalist advice to clients contacting National Citizens Advice.

Adviceline Back up Service – providing a back-up service for National Citizens Advice to enable more clients to be supported.

Trussell Trust Foodbank Helpline – supporting clients in crisis; providing advice and practical support through the issuing of vouchers for emergency food parcels.

Single Queue - the telephone advice service provided to clients contacting Citizens Advice Gateshead.

21. Fund reconciliation ***(Continued)***

Local Services - Health
Providing direct access to social welfare advice into healthcare settings such as the Gateshead GP surgeries and the Great North Children's Hospital

Local Services - Social Welfare Advisers
Providing social welfare information, advice and casework on a variety of topics including welfare benefits and housing to the local community of Gateshead

Legal Services
Providing specialist casework in money advice and housing across Gateshead

Client Assistance projects
Distributing donations provided specifically for clients with children to provide financial assistance in their time of need.

Equipment including softphone provision
Funding provided to purchase laptops and other office equipment, including subscription to softphone services, to enable our employees to work from home and continue with the provision of our services throughout COVID-19.

Other Grants
Including:

Gamble Support Service - providing training and awareness to frontline workers as well as direct access to clients across England and Wales.

Volunteer forwards - providing work related skills experience to unemployed and inactive residents of Gateshead. This was European Social Fund project funded through the Community Led Local Development funding at Gateshead Council.

22. Analysis of net assets between funds

Group

Year ended 31 March 2021

	Unrestricted Fund	Designated Funds	Restricted Funds	Total
	£	£	£	£
Tangible assets	58,438	-	-	58,438
Net current assets/(liabilities)	455,030	43,684	54,706	553,420
Creditors amounts due after one year	(468,103)	-	-	(486,103)
	45,365	43,684	54,706	143,755

Year ended 31 March 2020

	Unrestricted Fund	Designated Funds	Restricted Funds	Total
	£	£	£	£
Tangible assets	82,084	-	-	82,084
Net current assets/(liabilities)	415,176	43,684	32,314	491,174
Creditors amounts due after one year	(490,679)	-	-	(490,679)
	6,581	43,684	32,314	82,579

23. Related party transactions

During the year the group made the following related party transactions:

Society Matters CIC
(Wholly owned subsidiary)
Consultancy services paid to the subsidiary during the year £41,535 (2020 - £23,842).
Management and other fees received from the subsidiary during the year £40,293 (2020 - £14,336).
Gift Aid Donation received from the subsidiary during the year £13,693 (2020 - £12,698). At the balance sheet date the amount due to Society Matters CIC was £1,286 (Amount due from 2020 - £22,314).

Charity
During the year the charity made the following related party transactions:

Trustee
Donations received from one trustee in the year totalled £110,119 (2020 - £nil).

24. Pension Commitments

The group operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the group to the scheme and amounted £51,993 (2020 - £54,993).

Contributions totalling £11,697 (2020 - £3,000) were payable to the scheme at the end of the year and are included in creditors.

25. Reconciliation of net income to net cash flow from operating activities

	2021	2020
	£	£
Net income for the year	61,176	135,278
Interest and received from investments	(152)	(610)
Depreciation on tangible assets	23,646	19,840
(Increase)/decrease in debtors	81,563	(175,584)
Increase/(decrease) in creditors	45,570	(235,217)
Net cash flow from operating activities	211,803	(257,293)

26. Analysis of changes in net debt

	At 1 April 2020	Cash flows	At 31 March 2021
	£	£	£
Long term borrowings	(490,679)	22,576	(468,103)
Short term borrowings	(423,586)	(46,644)	(470,230)
Total Liabilities	(914, 265)	(24,068)	(938,333)
Cash and cash equivalents	518,214	190,453	708,667
	(396,051)	166,385	(229,666)