

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



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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	

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.
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Bankers	Unity Trust Bank Plc, Nine Brindley Place, 4 Oozells Square, Birmingham, B1 2HB
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TRUSTEES REPORT

FOR THE YEAR ENDED 31 MARCH 2024

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.

TRUSTEES REPORT *(continued)*
FOR THE YEAR ENDED 31 MARCH 2024

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.

TRUSTEES REPORT *(continued)*
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and Performance



In 2023/24, we have seen

18,561 clients

in financial gains

Compared to 20,160 clients in 2022/23



In 2023/24, we have seen

8.2 issues

on average per client

Compared to 5.7 issues per client in 2022/23



In 2023/24, we have seen

£27.53m

in financial gains

Compared to £11.98m in 2022/23



In 2023/24, we have seen

£3.19m

in savings to the system

Compared to £2.25m in 2022/23



In 2023/24, we have seen

£30.72m

**in total financial gains to
our clients and the system**

TRUSTEES REPORT *(continued)*
FOR THE YEAR ENDED 31 MARCH 2024

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.

TRUSTEES REPORT *(continued)*
FOR THE YEAR ENDED 31 MARCH 2024

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.

TRUSTEES REPORT *(continued)*
FOR THE YEAR ENDED 31 MARCH 2024

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.

TRUSTEES REPORT *(continued)*
FOR THE YEAR ENDED 31 MARCH 2024

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."

TRUSTEES REPORT *(continued)*
FOR THE YEAR ENDED 31 MARCH 2024

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.

TRUSTEES REPORT *(continued)*
FOR THE YEAR ENDED 31 MARCH 2024

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.

TRUSTEES REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2024

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.

TRUSTEES REPORT *(continued)*
FOR THE YEAR ENDED 31 MARCH 2024

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.

TRUSTEES REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2024

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.

TRUSTEES REPORT *(continued)*
FOR THE YEAR ENDED 31 MARCH 2024

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 04/12/24 by the Board of Trustees.



R Lee
Trustee

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.

INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF CITIZENS ADVICE GATESHEAD
(continued) FOR THE YEAR ENDED 31 MARCH 2024

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 known 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.

INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF CITIZENS ADVICE GATESHEAD
(continued) FOR THE YEAR ENDED 31 MARCH 2024

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

**CONSOLIDATED STATEMENT OF FINANCIAL
ACTIVITIES**

Current financial year

	Notes	Unrestricted funds £	Designated funds £	Restricted funds £	Total 2024 £	Total 2023 £
<u>Income and endowments from:</u>						
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
<u>Expenditure on:</u>						
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
<u>Reconciliation of funds</u>						
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.

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 £
<u>Income and endowments from:</u>					
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
<u>Expenditure on:</u>					
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
<u>Reconciliation of funds</u>					
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

**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

**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
			<u>19,888</u>		<u>52,190</u>
Current assets					
Debtors	15	805,634		604,552	
Cash at bank and in hand		<u>1,122,601</u>		<u>1,083,012</u>	
		1,928,235		1,687,564	
Creditors: amounts falling due within 1 year	16	<u>(376,340)</u>		<u>(348,456)</u>	
Net current assets			1,551,895		1,339,108
Total assets less current liabilities			<u>1,571,783</u>		<u>1,391,298</u>
Creditors: amounts falling due in more than one year	17		(393,395)		(419,521)
Net assets			<u>1,178,388</u>		<u>971,777</u>
Reserves					
Unrestricted funds	18		105,718		203,955
Designated funds	18		611,792		435,541
Restricted funds	18		<u>460,878</u>		<u>332,281</u>
Total reserves			<u>1,178,388</u>		<u>971,777</u>

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

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		<u>11,458</u>	<u>(34,369)</u>
Cash flows from financing activities			
Repayments of borrowing		<u>(24,884)</u>	<u>(23,700)</u>
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		<u>1,271,209</u>	<u>1,150,081</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

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.

NOTES TO THE FINANCIAL STATEMENTS

(continued) FOR THE YEAR ENDED 31 MARCH 2024

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.

NOTES TO THE FINANCIAL STATEMENTS
(continued) FOR THE YEAR ENDED 31 MARCH 2024

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
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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.

NOTES TO THE FINANCIAL STATEMENTS
(continued) FOR THE YEAR ENDED 31 MARCH 2024

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 affects 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.

NOTES TO THE FINANCIAL STATEMENTS
(continued) FOR THE YEAR ENDED 31 MARCH 2024

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
	<u>422,275</u>	<u>3,577</u>	<u>425,852</u>	<u>247,464</u>

5. Investment income

	Total 2024	Total 2023
	£	£
Bank interest receivable	<u>26,171</u>	<u>6,086</u>

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	<u>5,199,688</u>	<u>4,835,958</u>
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	<u>1,287,500</u>	<u>705,058</u>
Total funds	<u>6,487,188</u>	<u>5,541,016</u>

NOTES TO THE FINANCIAL STATEMENTS
(continued) FOR THE YEAR ENDED 31 MARCH 2024

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

NOTES TO THE FINANCIAL STATEMENTS
(continued) FOR THE YEAR ENDED 31 MARCH 2024

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
	<u>5,462,819</u>	<u>4,639,271</u>

	Group	Charity
	2024	2024
	No	No
Administration	11	10
Management	4	4
Other	206	194
	<u>221</u>	<u>208</u>

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	<u>1</u>	<u>-</u>

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.

NOTES TO THE FINANCIAL STATEMENTS
(continued) FOR THE YEAR ENDED 31 MARCH 2024

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

NOTES TO THE FINANCIAL STATEMENTS
(continued) FOR THE YEAR ENDED 31 MARCH 2024

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

NOTES TO THE FINANCIAL STATEMENTS
(continued) FOR THE YEAR ENDED 31 MARCH 2024

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		
Expenditure	401,128	228,899
	(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

NOTES TO THE FINANCIAL STATEMENTS
(continued) FOR THE YEAR ENDED 31 MARCH 2024

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.

NOTES TO THE FINANCIAL STATEMENTS
(continued) FOR THE YEAR ENDED 31 MARCH 2024

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

NOTES TO THE FINANCIAL STATEMENTS
(continued) FOR THE YEAR ENDED 31 MARCH 2024

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.

NOTES TO THE FINANCIAL STATEMENTS
(continued) FOR THE YEAR ENDED 31 MARCH 2024

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)
	<u>164,734</u>	<u>611,792</u>	<u>460,878</u>	<u>1,237,404</u>

NOTES TO THE FINANCIAL STATEMENTS
(continued) FOR THE YEAR ENDED 31 MARCH 2024

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)
	<u>259,914</u>	<u>435,541</u>	<u>332,281</u>	<u>1,027,736</u>

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	<u>134,554</u>	<u>18,647</u>

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)
	<u>(444,404)</u>	<u>24,884</u>	<u>(419,520)</u>
	<u>705,677</u>	<u>146,012</u>	<u>851,689</u>

NOTES TO THE FINANCIAL STATEMENTS
(continued) FOR THE YEAR ENDED 31 MARCH 2024

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

