

SUTTON BOROUGH CITIZENS' ADVICE BUREAUX

England & Wales · Charity number 1061654

Details

Other names CITIZENS ADVICE BUREAUX

Status Registered

Legal form Charitable company

Company number [03179963](#)

Registered 1997-04-02

Register [View on the Charity Commission register](#)

Contact

Address Sutton Borough Cab
68 Parkgate Road
Wallington
Surrey
SM6 0AH

Phone 02084053535

Website www.suttoncabx.org.uk

Activities

Objects: THE COMPANY'S OBJECTS ARE FOR THE PROMOTION OF ANY CHARITABLE PURPOSES FOR THE PUBLIC BENEFIT BY THE ADVANCEMENT 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 THE AREA OF THE LONDON BOROUGH OF SUTTON AND SURROUNDING AREAS.

Activities: ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities, and equally to exercise a responsible influence on the development of services both locally and nationally.

Classification

- **How:** Provides Human Resources, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty, Accommodation/housing, Economic/community Development/employment, Other Charitable Purposes
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** LONDON BOROUGH OF SUTTON AND SURROUNDING AREAS.
- Sutton

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,886,377	£1,817,677	£525,372	41
2024-03-31	£1,793,891	£1,813,109	£331,672	40
2023-03-31	£1,702,514	£1,695,935	£136,890	41
2022-03-31	£1,765,719	£1,764,131	£-492,689	38
2021-03-31	£1,727,308	£1,678,307	£-793,277	33

Trustees

Name	Role	Appointed
ASHLEY THOMAS		2013-01-04
Andrew Theobald		2017-10-11
JASON GOLD		2016-05-25
NIGEL QUINNEY		
PETER HONOUR		2011-12-07
Paul Anthony Lawrence		2021-12-16
Phillip Ang		2019-10-16
Sampath Sundaram		2024-12-11
Veronica Marie Miller		2021-12-16

Accounts

SUTTON BOROUGH CITIZENS ADVICE BUREAUX
Operating as CITIZENS ADVICE SUTTON

Charity number: 1061654
Company number: 03179963

Financial Report and Accounts
for the Year Ended 31 March 2025

Contents

	Page
TRUSTEES' REPORT	
Reference and Administrative Details	2
Name and Registered Office	2
Professional Advisers	2
Structure, Governance and Management	2
Governing Document	2
Trustee Board	2
Elections to the Trustee Board	2
Trustee Induction and Training	2 - 3
Organisational Structure	3
Related Parties	3
Internal Control	3 - 4
Objectives and Activities for the Public Benefit	5
Strategic Objectives	5
Activities and Outcomes	5
Achievements and Performance	6 - 8
Plans for Future Periods	8
Financial Review	8 - 9
Statement of Directors' Responsibilities	9
Independent Auditor's Report	10 - 12
FINANCIAL STATEMENTS	
Statement of Financial Activities and Income & Expenditure Report	13
Balance Sheet	14
Cash Flow Statement	15
Notes to the Financial Statements	16 - 27

- Invitation to informally meet the Chief Executive and Chair;
- Provision of information about the organisation including the organisation's aims and principles, research and campaigns, annual review, and annual report;
- Provision of an application form and confidentiality declaration;
- Formal nomination to Trustee Board and invitation to attend the next meeting;
- Provision of an induction pack including: welcome letter, information about the Trustee Board, schedule of board meetings, details of sub-committees, equalities data form, code of conduct, and register of interests. New Trustees are encouraged to visit the offices, meet staff and volunteers, and observe interviews. Trustees are offered opportunities to attend suitable trustee training courses, either locally or at the offices of National Citizens Advice.

Organisational Structure

Day to day responsibility for running the organisation rests with the Chief Executive Officer, who works with a Senior Management Team (SMT) to ensure the service meets its aims and complies with relevant standards. The SMT includes the Chief Executive and five Senior Managers, including the Finance Manager. The SMT ensures that advice is delivered to the standards required by Citizens Advice and other stakeholders. Carefully selected, trained, and supported volunteers provide a high proportion of the advice to our clients, including supporting our telephone contact centre, drop-in centre, and advice by appointment.

The remuneration of key management staff is set by the board. It is informally benchmarked against comparable roles in London Local Citizens Advice. We also benchmark against the salaries in job adverts. The trustees believe that senior salaries are average for London LCAs of our size.

Related Parties

Citizens Advice Sutton is a member of Citizens Advice (the National Association of Citizens Advice Bureaux) and complies with their membership scheme.

The charity was funded in 2024/25 by:

- The London Borough of Sutton through a sub-contract with Community Action Sutton, who have a contract with the council to provide information and advice to residents;
- The London Borough of Sutton through grants to support people from Ukraine and Afghanistan;
- The Legal Aid Agency through a contract to provide housing advice to people entitled to legal aid;
- The Money and Pension Service who, through Toynbee Hall, fund the Debt Free Advice partnership of which Citizens Advice Sutton is a member;
- The Money and Pension Service who, through Citizens Advice, fund Pension Wise;
- The National Lottery;
- Citizens Advice through the Energy Advice programme and the Energy Casework project;
- Trust for London;
- City Bridge Trust;
- The Energy Redress Scheme, via the Energy Savings Trust;
- The Home Office who fund our e-visa transition project.

Citizens Advice Sutton works in partnership with other local public services, the local voluntary sector, and local solicitors' firms to deliver advice and information services in line with its aims.

Internal Control

The Trustee Board carries out the following internal control activities:

- Setting a budget for each financial year;
- Approving authorised signatories for bank accounts and setting limits on delegated financial authorities;
- Monitoring financial performance against budget;
- Monitoring performance against charitable objectives, quality of advice and client feedback;
- Reviewing the risk register;
- Reviewing the reserves policy;
- Conducting such internal reviews as it sees fit;
- Ensuring that accounting rules are followed and that an independent audit is conducted.

The Planning and Finance Committee is a standing committee of the Trustee Board. The Planning and Finance Committee membership comprises: the Trustee Board Chair; the Treasurer, who chairs the Committee, and up to four other Trustees. The Chief Executive attends the Planning and Finance Committee meetings. The Committee considers financial and strategic issues and formulates recommendations to the Trustee Board. The Committee has given delegated authority to decide on the initiation or termination of projects where the income or expenditure in those projects is up to 10% of the total income of Citizens Advice Sutton.

The Risk Committee is a sub-committee of the Trustee Board. The Risk Committee membership comprises the Risk Committee Chair, the Trustee Board Chair, the Treasurer, and up to three other Trustees. The Chief Executive attends Risk Committee meetings. The Committee considers non-financial and strategic risks and formulates recommendations to the Planning and Finance Committee and the Trustee Board. The role of the Risk Committee is to support the Trustee Board in the management of risk, by helping ensure significant risks are identified and analysed and an action plan to mitigate risk is drawn up and implemented effectively.

Investment Policy

Under the Memorandum and Articles of Association, the Charity has the power to make any cash investments that the Trustees see fit.

Reserves Policy

The designated reserves as of 31st March 2025 stood at £19,358 (2024: £19,358) and other unrestricted reserves amounted to £464,110 (2024: £447,938). A valuation of the final salary pension scheme (under FRS102 rules) was carried out on 17 April 2025. The valuation determined that the pension was at a net asset position of £169,000 as at 31st March 2025 (2024: deficit of £155,000). No asset is recognised on the balance sheet as the charity does not have an unconditional right to a refund of the surplus. The details of the pension scheme are given in Note 12 to the accounts. Total unrestricted reserves, including the pension deficit, stood at £483,468 (2024: £312,675). Restricted reserves at the year-end were £41,904 (2024: £19,376). The charity has unrestricted reserves (excluding designated reserves) to provide for about three months operating costs. Citizens Advice Sutton will aim to raise the level of these reserves to about four months operating costs in the future. The Trustee Board will continue to monitor closely the financial position and take any necessary actions to maintain its status as a going concern.

Risk Management

The Trustee Board and the Risk Committee maintain and monitor a risk register to ensure that action is taken, and systems are in place to manage identified areas of risk. Citizens Advice Sutton continues to review its procedures and policies to ensure that they are consistent with best practices. The charity focuses on the following major areas of risk:

- **Financial Control.** The Finance Manager produces detailed management accounts every month which are reviewed by the Treasurer. Current management accounts are presented to the Trustee Board and the Planning and Finance Committee at every meeting. The performance against budget is monitored and any actions required to rectify underperformance are identified.
- **Non-Financial Risk control.** The Chair of the Risk Committee works closely with the CEO to maintain an up-to-date Risk Register. The Risk Register is reviewed by the Risk Committee.
- **External Stakeholder Relationships.** The Trustee Board attaches high importance to developing and maintaining good external stakeholder relationships. Citizens Advice Sutton relies on its excellent reputation for delivering timely and effective advice to members of the public to persuade stakeholders to support Citizens Advice Sutton financially and in other ways.

Key risks have been mitigated in the following ways:

- **Income.** Ensuring that the organisation maintains an adequate level of income to carry out its charitable objectives.
- **Training.** Ensuring that all staff and volunteers are properly trained, supported, and supervised as they carry out their activities.
- **Financial Procedures.** The Trustee Board has approved and keeps under review, a set of financial procedures which define the ways in which all financial transactions are to be authorised and recorded.
- **Insurance.** Ensuring adequate insurance cover for professional indemnity, assets, cyber-attack, employees, trustees, and volunteers carrying out work for and on behalf of Citizens Advice Sutton.

Information Assurance

Citizens Advice Sutton has adopted the Information Assurance (IA) policy as recommended by Citizens Advice. In summary, the way in which information risks are managed under this policy is as follows:

- A member of the board, who has undertaken appropriate training, is the Information Assurance Accounting Officer (IAAO) and ensures that all significant information risks are discussed and approved at Trustee Board level.
- The Chief Executive is the Senior Information Risk Officer (SIRO) who owns the information risk policy and provides advice to the Trustee Board.
- Specific groups of information assets, for example client data, have been identified and individual members of staff appointed as the Information Asset Owners (IAO) for each group.
- All staff, volunteers, and board members complete basic data protection training with annual refresher training. The IAAO, SIRO and all IAOs have completed additional, advanced, IA training. All staff and volunteers sign, and re-sign every year, the Acceptable IT Usage policy.
- Management of information risks is a standing item on the agenda of Trustee Board meetings, to ensure they are reviewed alongside other risks.

CONSUMER DUTY

We are authorised and regulated by the Financial Conduct Authority. We comply with the Consumer Duty and therefore we act to deliver good outcomes for our clients. We can provide evidence that these outcomes are being met.

OBJECTIVES AND ACTIVITIES FOR THE PUBLIC BENEFIT

STRATEGIC OBJECTIVES

The stated objectives of Citizens Advice Sutton are the promotion of any charitable purposes for the public benefit by the advancement of education, the protection of health and the relief of poverty, sickness, and distress in particular, but without limitation, for the benefit of the community in the area of the London Borough of Sutton and the surrounding areas. Citizens Advice Sutton meets these objects through the following activities:

- Providing the advice people need for the problems they face;
- Working to improve the public policies and practices that affect people's lives.

The Trustee Board has complied with the duty in section 4 of the 2011 Charities Act to have due regard to guidance published by the Charity Commission on public benefit, both when reviewing Citizens Advice Sutton's aims and objectives and in planning future activities.

OUR BENEFICIARIES

All of the information below relates to the year 1st April 2024 to 31st March 2025 and is from our Charitylog system. We provide information about our debt and Pension Wise services in separate sections of this report as these services use separate case recording systems.

In 2024/25, we recorded contacts with 7,327 named individual people. Many of our clients contacted us multiple times during the year. We also recorded 4,018 anonymous contacts. These figures exclude people who contacted our specialist debt service or Pension Wise.

61.4% of our clients were female and 38.6% male. People of working age are particularly likely to need our service. People aged between 25 and 64 were, compared to the population of the borough, a high proportion of clients. People aged between 25 and 64 made up 79% of our clients but are only 68% of the Sutton population (excluding children). People of working age are, for several reasons, more likely to need advice. For example, welfare benefits for people of working age are subject to more conditionality and working aged people are, at least in Sutton, less likely to own their homes than retired people.

Young adults aged between 16 and 24 were, compared to the borough population, a smaller proportion of our clients – 5.0% of clients (12.7% of the population). Young people are less likely to need our service – but are encouraged to access it when needed. Young people are more likely to be living with their family and so are not liable for housing costs. They are also more likely to be in education – and so less likely to have employment problems and less likely to claim means-tested benefits.

People aged 65 and over made up 14% of our clients compared to 19.1% of the population aged 16 and over. Older people are less likely to need our service but are encouraged to access it when needed. Older people are less likely to have welfare benefit disputes and in Sutton, older people are less likely to be resident in private rented accommodation.

A high proportion of our clients are minority ethnic people, with people who are relatively new to the country making up a higher proportion of our clients – e.g. people who described themselves as 'white-other (than British)' made up 15.2% of our clients compared to only 11.1% of the borough population.

65.4% of our clients did not live with a partner, including 50.6% of our clients described themselves as single. This compared to 41% of the borough's population as a whole who did not live with a partner.

23.9% of our clients were resident in private rented accommodation compared to 18.7% overall for the borough. 42.6% of our clients were resident in social rented accommodation, compared to 14.2% for the local population as a whole.

The London Borough of Sutton contains 20 wards. 26.3% of our clients were resident in just three of these wards: Sutton Central, St Helier West and Sutton South. Relatively high proportions of people resident in these wards lived in private rented accommodation and/or claimed Universal Credit.

ACCESS TO OUR SERVICE

Our main services were available to anyone who lived or worked in the London Borough of Sutton. We aimed to be as accessible as possible to people who needed our service. Our telephone contact centre ran from Monday to Friday between 9.00 am and 5.00 pm. Our Drop-In Centre was open to visitors from Monday to Friday between 10.00 am and

3.00 pm. People could also submit enquiries to us through simple forms on the Citizens Advice Sutton and Together for Sutton websites.

We aimed to resolve clients' enquiries at the first point of contact, when possible and appropriate. We collaborated with partner agencies to ensure that everyone who needed our service could easily access it. We provided outreach advice with partner organisations across the borough. We provided advice two days a week at Sutton Carers Centre. We provided advice at the Sutton Mental Health Foundation one day each week and attended the Domestic Abuse One Stop Shop.

Telephone contact centre

In 2024/25, we handled 12,174 incoming telephone calls. We received calls from 5,204 individual named residents; many of these residents called us more than once. We also answered 1,908 calls from people who did not provide their names. 6,082 (50.0%) of calls to our contact centre were answered by 41 carefully selected and fully trained volunteers, and the remainder by paid staff.

Drop-in Centre

In 2024/25, the Drop-in centre team recorded 11,194 visits. The visits were made by 2,054 individual named people. We recorded 2,077 visits by anonymous clients. Most people made more than one visit. 877 Drop-in centre contacts were handled by 23 carefully selected and fully trained volunteers. Our Drop-in service was particularly important for people who could not access online services, and vulnerable people, including people living with mental health difficulties.

Website enquiries

People can contact us by completing a simple form on our website or the Together for Sutton website. We often responded to website enquiries by making a phone call to clients. In 2024/24, we received 1,697 online enquiries from 1,343 individual named people.

ACHIEVEMENTS AND PERFORMANCE

ADVICE ISSUES

In 2024/25, we responded to 11,114 distinct enquiries. Some clients had more than one enquiry and many clients had multiple contacts with us about the same issue before it was resolved.

Advice issue	No.	%
Benefits	3,955	35.59
Housing	2,550	22.94
Debt	899	8.09
Family	878	7.90
Consumer	751	6.76
Employment	725	6.52
Immigration & Nationality	412	3.71
Health & Social Care	341	3.07
Utilities	195	1.75
Legal	140	1.26
Education	102	0.92
Travel, Transport, Holidays	93	0.84
Taxes	37	0.33
Fin. Services & Products	36	0.32
Total	11,114	100%

The table is based on the initial contact issue, i.e., the issue that prompted the client to contact us. Many people contact us about one issue but then receive advice on multiple issues. For example, some people contact us about a welfare benefits issue but also benefit from our debt advice service.

Benefits Advice

In 2024/25, we provided welfare benefits advice to over 2,587 individual named clients. We also recorded 712 anonymous contacts relating to welfare benefits. We provided advice on entitlements and support with challenging unfavourable decisions, through Mandatory Reconsiderations and appeals to the First Tier Tribunal. Our specialist welfare benefits advice was funded by several funders including Trust for London, City Bridge Trust, and the National Lottery.

Debt Advice

In 2024/2025, 645 people contacted us with a specific request for debt advice. Our debt team provided specialist advice to 1,233 individual people. We also recorded 198 anonymous contacts about debt. Many people contacted us about a different 'presenting issue' but then disclosed a need for debt advice. The Citizens Advice Sutton debt advice service was part of the Debt Free Advice project and provided specialist advice to people resident in Sutton and neighboring London boroughs. We also had funding from the London Borough of Sutton for a 'Debt First Aid' project. The adviser provided outreach debt advice at the Carers Centre, Age UK Sutton, and a local health centre. Sutton & East Surrey Water provided us with a generous grant to support our debt advice work.

Housing Advice

In 2024/25, we provided housing advice to 1,623 individual named clients. We also recorded 732 anonymous contacts relating to housing. Our housing advice is funded from several sources, including London Borough of Sutton, via Together for Sutton. We are one of the small number of Local Citizens Advice offices to hold a contract with the Legal Aid Agency to provide housing advice to people eligible for Legal Aid. Our housing solicitor opened 30 Legal Help housing cases during the year, out of which ten clients were advised under a Legal Aid certificate. Certificated cases are more complex cases that may involve disbursements to other professionals, such as barristers, health professionals, and surveyors.

Energy Advice

The rises in fuel bills led to an increased demand for energy advice. Most of the beneficiaries of our energy advice projects were experiencing, or at risk of, fuel poverty. We had funding for energy advice from the Energy Redress Scheme and national Citizens Advice. Two members of our Citizens Advice team hold a level three qualification in energy awareness. We deliver energy advice in partnership with Thinking Works, a not-for-profit company tackling fuel poverty. Our energy advice projects include information and advice on energy efficiency measures, support with fuel bills and support in disputes with suppliers.

Support for people in food poverty

We work closely with our local food bank. We provide income maximisation and welfare benefits advice to people using the food bank and the Community Food Shop. We referred more people to the foodbank than any other organisation in the borough. In 2024/25, we made 1,069 foodbank referrals.

Pension Wise

Citizens Advice Sutton is one of 38 local Citizens Advice services which have been delivering the government's Pension Wise service since its launch in April 2015. Pension Wise is a guidance service from Money Helper that supports people aged 50 and over with their defined contribution pension options.

In 2024/25 Pension Wise:

- Supported 83,000 clients with their pension options across the service in England, Wales and Northern Ireland;
- Reduced the waiting time for an appointment, dropping from 30 days to an average of 18 days, meaning people could get the support they needed quicker;
- Client satisfaction rates remained high, exceeding 91% across the year;
- Clients reported an increased confidence in recognising and avoiding pension scams, with 92% saying they felt confident in this area after a Pension Wise appointment.

The Citizens Advice Sutton Pension Wise advisers delivered 5,258 appointments, with around 5% of them f2f and the rest by telephone.

Advice for people with mental health difficulties

We have a contract with the Southwest London & St. George's Mental Health NHS Trust to provide advice to people with mental health difficulties. We deliver the service in partnership with Age UK Sutton and Sutton Carers Centre. The Mental Health Trust refers people in need of our service to the project worker through a dedicated web-portal. Most of the clients need advice on welfare benefits. We also attend the Sutton Mental Health Foundation's Drop-in service. Our service supported 668 people in the year.

Advice for women experiencing domestic abuse

We attend the weekly Domestic Abuse One Stop Shop. The DAOSS is a multi-agency Drop-in service, supported by agencies including the DWP, the police and solicitors. A specially trained Citizens Advice Sutton adviser attended the DAOSS and provides a casework service for women living with or escaping from, domestic abuse.

Advice for Carers

We have a grant from the City Bridge Trust to work with Sutton Carers Centre. We took referrals from the Carers Centre, provided advice at the Carers Centre premises, and provided home visits for carers. We worked closely with the Carers Centre staff to provide a comprehensive service for carers, including welfare benefits casework. In 2024/25 we supported 226 individual carers.

Support for people from Ukraine

We have funding from the London Borough of Sutton to support people who had to leave Ukraine because of the war. In 2024/25, we provided support to 226 people and their families who had moved to Sutton because of the Russian invasion.

Free advice from Local Solicitors

Three local solicitors firms provided 254 free advice appointments for people referred to them by Citizens Advice Sutton staff and volunteers. Most of these appointments were concerned with family law, with a small number of appointments

relating to other issues such as property and probate. Four firms of solicitors had also agreed that we could give their contact details to clients for free advice.

Citizens Advice Sutton in the Community

Over the course of the year, Citizens Advice Sutton staff and volunteers provided presentations and training sessions to a wide range of local community groups including the Sutton Mental Health Foundation, Sutton Social Services, together for Sutton Information Network events and the Anti-Poverty forum. In 2024/25, we delivered four 'Advice First Aid' training sessions to local voluntary organisations, social services, and health professionals.

OUTCOMES FOR OUR CLIENTS

Our service produces quantifiable financial outcomes for clients. We produce financial gains for our clients, by for example, helping challenge an unfavourable benefit decision, identify an unclaimed entitlement, or help a client with an application for a grant or other form of financial support. In 2024/25, we obtained financial gains for our clients of £62,267,253. The table below shows the breakdown of those financial gains.

Benefits	£3,401,854
Other (education, consumer etc)	£83,700
Debt written off through Debt Relief Orders	£1,349,637
Debt written off through other means (informal write off etc.)	£1,054,236
Income maximisation by debt advice team	£377,826
Total	£6,267,253

VOLUNTEERING

Citizens Advice Sutton is one of the largest providers of volunteering opportunities in the borough. During 2024/25, 53 individual volunteers recorded at least one client contact. Our volunteers recorded a total of client 10,111 contacts in the year – 24.11% of the total number of non-specialist contacts. In addition, other people volunteered in valuable supporting roles such as admin. support and research and campaigns. We estimated that the volunteer contribution to our service was approximately equivalent to eight full time members of staff who would have cost over £200,000 per year.

RESEARCH AND CAMPAIGNS

Citizens Advice Sutton, like every Local Citizens Advice service, undertakes 'Research and Campaigns' work. We use the information from our case records to make recommendations to public authorities to improve the policies and practices that affect people's lives. In 2024/25, our research and campaigns work included work on private sector rents, and poor customer service from utility companies.

PLANS FOR FUTURE PERIODS: COST OF LIVING CRISIS

We have been supporting large numbers of clients impacted by the cost-of-living crisis. This is evidenced by the numbers of people that we are referring to the local food bank and other sources of charitable support. We expect that, for the foreseeable future, we will continue to support large numbers of clients whose incomes are inadequate to meet their outgoings.

We will focus our fundraising activities on projects to meet the needs of people in crisis and needing advice on benefits and debt. We are also seeing an increase in the number of housing enquiries. We will seek to expand our capacity for housing advice. We will also seek unrestricted sources of income that will help us meet overhead costs including rent and utilities.

Financial Review

Total income increased by £92,486 (5.2%) to £1,886,377 compared with the previous year's £1,793,891. Grant income increased by £137,979 (11%) to £1,358,468 from £1,220,489. This was due to increased income in Pension Wise, Ukrainian Refugee Support, Debt Free London, Food Bank Project and new funding for Reaching Communities, Energy Caseworker, Afghan Support, AI Project, Energy Outreach, eVisa and Propel. There was a reduction in funding for Debt

First Aid, City Bridge Trust, Trust for London and EU Settlement Grant. Contract income decreased by £11,842 (2.7%) to £455,028 from £443,186.

Costs increased by £4,568 (0.25%) to £1,817,677 from £1,813,109. The net result for the year was a surplus before other recognised gains and losses of £68,700 (2024: deficit of £19,218).

The pension scheme is now in surplus by £169,000 (2024: deficit of £155,000). No asset is recognised on the balance sheet in connection with the pension scheme (2024: liability of £155,000). The accounts recognise an actuarial gain of £125,000 (2024: gain of £214,000).

The overall result is a net surplus for the year of £193,700 (2024: £194,782) and total funds of £525,372 (2024: £331,672).

Statement of Directors' Responsibilities

The Trustees (who are also the directors of Sutton Borough Citizens Advice Bureaux for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the directors to prepare financial statements for each financial year. Under company law, the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, of the charitable company for that period. In preparing these financial statements the directors are required to:

- * Select suitable accounting policies and then apply them consistently.
- * Observe the methods and principles in the Charities SORP 2019 (FRS 102).
- * Make judgements and estimates that are reasonable and prudent; and
- * Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The directors are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the Trustees have taken all 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.

Auditors

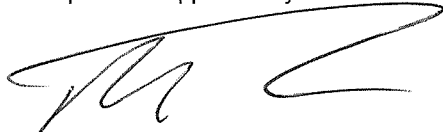
Palmer McCarthy are our auditors of the accounts for the year ended 31st March 2025 and are deemed to be re-appointed under section 487(2) of the Companies Act 2006.

Small Company Provision

This report has been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

Approval

This report was approved by the trustees and signed on their behalf by:



Andrew Theobald – Chair and Trustee

Date: 05.11.2025

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SUTTON BOROUGH CITIZENS ADVICE BUREAUX (Citizens Advice Sutton)

Opinion

We have audited the financial statements of Sutton Borough Citizens Advice Bureaux (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the 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 charitable company's affairs as at 31 March 2025, and of its 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 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 other information comprises the information included in the Trustees' Report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the Trustees' Report. 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 this gives rise to 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 directors' report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report, included within the trustees' report, has been prepared in accordance with applicable legal requirements.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SUTTON BOROUGH CITIZENS ADVICE BUREAUX (Citizens Advice Sutton)

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report, included within the trustees' 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, 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 Directors' Responsibilities Statement (set out on page 10), 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 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

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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; and assessing whether the judgements made in making accounting estimates are indicative of a potential bias.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

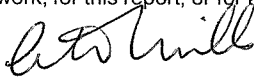
Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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.

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
SUTTON BOROUGH CITIZENS ADVICE BUREAUX
(Citizens Advice Sutton)**

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.



Peter Mills FCA ACCA CTA
For and on behalf of Palmer McCarthy
Chartered Certified Accountants
Suite 70, Capital Business Centre
22 Carlton Road
South Croydon
CR2 0BS

Date: 6/11/2025

SUTTON BOROUGH CITIZENS ADVICE BUREAUX
Statement of Financial Activities and Income & Expenditure Report
For the year to 31 March 2025

	Notes	Unrestricted funds	Restricted funds	Total 2025	Total 2024
		£	£	£	£
Income					
Activities for generating funds					
Investment income	3	5,606	-	5,606	2,759
Income from charitable activities					
Grants	4	-	1,358,468	1,358,468	1,220,489
Contracts and service level agreements	5	455,028	-	455,028	443,186
Fee income	6	65,367	-	65,367	124,047
Other	7	1,908	-	1,908	3,410
Total income		527,909	1,358,468	1,886,377	1,793,891
Expenditure					
Raising funds	8	11,812	-	11,812	11,326
Charitable activities	8	409,522	1,396,343	1,805,865	1,801,783
Total expenditure		421,334	1,396,343	1,817,677	1,813,109
Net income/(expenditure) for the year before transfers		106,575	(37,875)	68,700	(19,218)
Transfers between funds		(60,403)	60,403	-	-
Net income/(expenditure) before other recognised gains and losses		46,172	22,528	68,700	(19,218)
Other recognised gains/(losses)					
Actuarial gains/(losses) on defined benefit pension scheme	12	125,000	-	125,000	214,000
Net movement in funds		171,172	22,528	193,700	194,782
Reconciliation of funds					
Total funds brought forward	20	312,296	19,376	331,672	136,890
Total funds carried forward	20	483,468	41,904	525,372	331,672

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

All incoming resources and resources expended derive from continuing activities

The "Net income before other recognised gains and losses" of £68,700 is before payments to fund the pension deficit, which have been accounted for within "Actuarial gains on the defined benefit pension scheme". If those payments had been accounted for as an operating expense, the operating surplus would be reduced by £30,000 to £38,700.

The notes on Pages 16 - 27 form part of these accounts.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX
Balance Sheet as at 31 March 2025
Company Number 03179963

	Notes	2025 £	2024 £
Fixed assets			
Tangible fixed assets	14	-	-
Currents assets			
Debtors	15	183,466	160,949
Short term deposits		85,000	200,000
Cash at bank and in hand		<u>454,497</u>	<u>312,845</u>
		722,963	673,794
Creditors: amounts falling due within one year	16	(197,591)	(187,122)
Net current assets		525,372	486,672
Defined benefit pension scheme liability	12	-	(155,000)
Total net assets/(liabilities)	19	525,372	331,672
Funds			
Unrestricted:			
Designated funds	18	219,358	19,358
Defined benefit pension scheme fund	20	-	(155,000)
Other unrestricted funds	20	264,110	447,938
Total unrestricted		<u>483,468</u>	<u>312,296</u>
Restricted	20	41,904	19,376
Total funds	20	525,372	331,672

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and with the Charities Act 2011.

Approved by the Board on



Andrew Theobald - Trustee

and signed on its behalf by

5/11/2025

The notes on Pages 16 - 27 form part of these accounts.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX
Cash Flow Statement
For the year to 31 March 2025

	2025 £	2024 £
Cash flows from operating activities:		
Net cash provided by/(used in) operating activities	21,046	91,956
Cash flows from investing activities		
Returns on investments (Note 4)	5,606	2,759
Increase/(decrease) in cash and cash equivalents in the year	26,652	94,715
Net cash and cash equivalents at 1 April 2024	512,845	418,130
Net cash and cash equivalents at 31 March 2025	539,497	512,845
Held as		
Short term deposits	85,000	200,000
Cash at bank and in hand	454,497	312,845
Net cash and cash equivalents at 31 March 2025	539,497	512,845

Note to Cash Flow Statement

	2025 £	2024 £
Reconciliation of net movement in funds to net cash inflow from operations		
Net incoming resources (as reported)	193,700	194,782
Adjustments for:		
(Decrease) in FRS102 pension provision	(155,000)	(214,000)
Less income from interest and dividends	(5,606)	(2,759)
Decrease/(increase) in debtors	(22,517)	136,092
(Decrease)/increase in short term creditors	10,469	(22,159)
Net cash provided by/(used in) operating activities	21,046	91,956

The notes on Pages 16 - 27 form part of these accounts.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2025

1. Accounting Policies

Sutton Borough Citizens Advice Bureaux is a private company limited by guarantee and was incorporated in England and Wales under company number 03179963. The company is a registered charity under charity number 1061654. The address of the registered office is given in the charity information on page 2 of these financial statements.

a) Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102.

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 United Kingdom and Republic of Ireland (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 Charities SORP 2019), the Charities Act 2011, and the Companies Act 2006. The financial statements are prepared in sterling, which is the functional currency of the charitable company. Monetary amounts within these financial statements are rounded to the nearest pound.

b) Going Concern

The Trustees consider it appropriate for the financial statement for the year ended 31 March 2025 to be prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value.

The balance sheet shows net assets for the year end of £525,372.

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

c) Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated Funds are those received which have been earmarked by the Trustees for special purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor.

d) Incoming Resources

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income.

Voluntary income is received by way of donations and is included in full the Statement of Financial Activities when received.

Activities for generating funds consist of room hire and are accounted for on a receivable basis. Surplus funds are invested in a bank deposit account to earn interest. Interest is also earned on the bank current account. Interest is accounted for when receivable by the Charity.

Incoming resources from the charitable activities consist of Grants which are recognised as received or receivable, whichever is earlier, unless they relate to a future period in which case they are deferred.

Other Income consists of fees receivable, salary reimbursement and other income from the Legal Services Commission. These other sources of income are earned on a receivable basis.

e) Resources Expended

Expenditure and liabilities are recognised on an accruals basis as soon as there is a legal or constructive obligation committing the charity to that expenditure. Cost of generating funds comprises those costs associated with attracting future income.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes costs that can be allocated directly to such activities.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2025

Resources Expended (Cont'd)

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and include the audit fees and costs linked to the strategic management of the Charity. Overheads including Staff costs, accommodation costs and office running expenses have been charged to both the restricted and unrestricted funds and matched with the grant which have been provided under a service level agreement and contracts for this purpose. Salaries are allocated to the activity in the restricted and unrestricted funds on a time basis. Accommodation costs are allocated to each activity on a staff time basis and office running costs are allocated on a usage basis. Governance costs have been allocated to the general fund on a staff time basis.

f) Fixed Assets

Fixed Assets are stated at cost less accumulated depreciation. The costs of assets below £2,000 are not capitalised. Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost of each asset over its useful life. For rates see note 14.

g) Pension Costs

Pension contributions payable are accounted for in the period to which they relate. The Charity makes contributions to defined benefit multi-employer pension scheme see note 12 of the accounts. The assets of the schemes are held separately from those of the charity in independently administered funds.

The portion of the pension surplus of the London Borough of Sutton which is allocated to Citizens Advice Sutton has been calculated at £169,000. The associated pension scheme asset of £169,000 has not been recognised on the balance sheet as the charity does not have an unconditional right to a refund of the surplus.

h) Leased Assets

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Income and Expenditure account on a straight line basis over the lease term.

i) Deferred Grants

Deferred grants are credited to the Statement of Financial Activities when receivable unless they relate to a specific future period in which case the relevant part is deferred and is recognised in that future period.

j) Taxation

As the company is a registered Charity (Registration Number 1061654), carrying out charitable purposes, it is exempt from corporation tax.

k) Transfers Between Funds

Trustees have the authority to transfer amounts from the general unrestricted funds to restricted and unrestricted funds when required.

l) Debtors and Creditors receivable / payable within one Year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

m) Cash and cash equivalents

Cash and cash equivalents include cash in hand and deposits held with banks.

n) Redundancy

Redundancy costs are accounted for on the accruals basis.

2. Legal Status of the Charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding-up is limited to £1.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2025

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2025

	Unrestricted Funds £	Restricted Funds £	Totals 2025 £	Totals 2024 £
Note 3 - Investment income				
Interest on bank deposits	5,606	-	5,606	2,759
	5,606	-	5,606	2,759
All of the £2,759 recognised in 2024 was unrestricted funds				
Note 4 - Grants				
PensionWise (Includes SES Water)	-	493,849	493,849	493,297
Debt Free Advice	-	252,637	252,637	235,885
Reaching Communities	-	87,105	87,105	-
City Bridge Trust - carers support	-	75,568	75,568	77,580
Trust for London - benefits research	-	14,375	14,375	43,125
EU Settlement Grant	-	-	-	6,483
Energy Max	-	85,635	85,635	126,760
Ukrainian Refugee Support	-	132,472	132,472	123,472
Debt First Aid	-	40,501	40,501	45,094
Food Bank Project	-	78,022	78,022	54,876
Energy Caseworker	-	41,750	41,750	13,917
Afghan Support	-	2,181	2,181	-
AI Project	-	10,000	10,000	-
Energy Outreach	-	4,609	4,609	-
eVisa	-	17,429	17,429	-
Propel	-	22,335	22,335	-
	-	1,358,468	1,358,468	1,220,489
Note 5 - Contracts and service level agreements				
General Fund:				
LBS I&A	327,600	-	327,600	326,250
General Fund	327,600	-	327,600	326,250
Energy Advice Programme	19,215	-	19,215	11,551
SWL St George's NHS Trust	108,213	-	108,213	105,385
	455,028	-	455,028	443,186
Note 6 - Fee income				
Legal Aid Agency Housing	65,367	-	65,367	124,047
	65,367	-	65,367	124,047
Note 7 - Other incoming resources				
Sundry Income	1,908	-	1,908	3,410
	1,908	-	1,908	3,410

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2025

Note 8 - Charitable activities

	Direct Costs		Office Costs	Support Costs			Total 2025	Total 2024
	Staff Costs	Staff and Volunteer Expenses		Premises Costs	Other Costs	Governance Costs		
	£	£	£	£	£	£	£	£
Fundraising costs	11,812	-	-	-	-	-	11,812	11,326
Designated Fund	-	-	-	-	-	-	-	19,290
General Fund	248,954	3,147	9,235	13,713	177	1,863	277,089	288,449
Energy Advice Programme	9,541	48	894	908	10	61	11,462	6,136
LAA Housing Contract	31,855	285	6,510	1,579	18	113	40,360	93,764
SWL St George's NHS Trust	16,213	59	1,199	1,007	56,057	76	74,611	99,064
Defined benefit pension scheme	-	-	-	-	6,000	-	6,000	-
Total Charitable Activities	306,563	3,539	17,838	17,207	62,262	2,113	409,522	506,703
Total Unrestricted Funds	318,375	3,539	17,838	17,207	62,262	2,113	421,334	518,029
PensionWise	415,969	2,677	35,016	38,469	321	1,397	493,849	494,112
Debt Free London	266,683	1,154	21,408	14,067	184	1,132	304,628	298,519
Reaching Communities	73,960	234	4,359	3,281	43	267	82,144	-
Trust for London - benefits research	16,096	100	1,973	1,564	18	113	19,864	37,635
EU Settlement Grant	-	-	-	-	-	-	-	6,483
City Bridge Trust - carers support	29,442	104	2,018	1,579	43,208	113	76,464	73,744
Energy Max	44,907	199	3,745	2,759	42,248	189	94,047	136,331
Ukrainian Refugee Support	102,233	419	8,273	6,610	78	481	118,094	133,469
Debt First Aid	34,113	173	3,364	2,632	30	189	40,501	47,519
Food Bank Project	59,178	244	4,705	3,994	46	280	68,447	53,351
Energy Caseworker	35,362	173	3,364	2,632	30	189	41,750	13,917
Afghan Support	1,814	7	200	94	-	67	2,182	-
AI Project	-	-	-	-	10,000	-	10,000	-
Energy Outreach	4,609	-	-	-	-	-	4,609	-
eVisas	17,429	-	-	-	-	-	17,429	-
Propel	18,287	115	2,172	1,629	20	112	22,335	-
Total Restricted Funds	1,120,082	5,599	90,597	79,310	96,226	4,529	1,396,343	1,295,080
Total Expenditure	1,438,457	9,138	108,435	96,517	158,488	6,642	1,817,677	1,813,109

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2025

Note 9 - Governance costs

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Audit fee	5,894	-	5,894	3,800
Other	748	-	748	27
	6,642	-	6,642	3,827

All of the £3,827 expenditure recognised in 2024 was charged to unrestricted funds.

Note 10 - Staff costs

	2025 £	2024 £
Wages and salaries	1,233,731	1,137,355
Employer's NI costs	115,167	101,164
Staff pension costs (defined contribution scheme)	63,681	49,058
Staff pension costs (defined benefit scheme)	25,878	55,000
Total*	1,438,457	1,342,577

The average number of employees (FTE) was: 34 32

The average number of employees was: 42 40

During the year the charity made no statutory redundancy payments (2024: £19,290).

No employees received total employee benefits (excluding employer pension costs) of more than £60,000 per annum.

No trustee received any remuneration in respect of services as a trustee during the year (2024: £0).

The total amount of employee benefits received by key management personnel was £355,704 (2024: £351,677).

Under FRS 102 employee benefits include gross pay, benefits in kind, employer's National Insurance Contributions and employer's pension costs.

Note 11 - Net incoming resources for the year

	2024 £	2024 £
This is stated after charging:		
Operating Lease	48,000	48,000
Audit Fee	5,894	3,800
Net pension finance cost	6,000	16,000

Note 12 – Pension Costs and Liabilities

The disclosures below relate to funded liabilities within the London Borough of Sutton Pension Fund (the Fund) which is part of the Local Government Pension Scheme (LGPS). Citizens Advice Sutton (CAS) participates in the Fund which up to 31 March 2025 provided defined benefits based on members' final pensionable salary. From 1 April 2014 the scheme provides benefits based on members' career average salary, with preserved rights for benefits earned under the final salary provisions.

CAS closed the scheme to new members with effect from 1 January 2011 although existing members were permitted to accrue service benefits during their employment with CAS. CAS's contribution for 2024/25 was 21.6% plus a fixed contribution of £36,000 and the employees' contribution was 6.5% of gross salary.

In accordance with Financial Reporting Standard No. 102 (FRS102) disclosure of certain information concerning assets, liabilities, income and expenditure related to pension schemes is required. This is set out below.

CAS membership statistics

The table below summarises the CAS membership data, as at 31 March 2022 for members receiving funded benefits.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2025

Note 12 – Pension Costs and Liabilities (continued)

Member data summary	Number	Salary/Pension £000	Average age
Actives	4	148	57
Deferred pensioners	7	26	59
Pensioners	18	65	71

The service cost for the year ending 31 March 2025 is calculated using an estimate of the total pensionable payroll during the year. The estimated total pensionable payroll during the year is £120,000, as advised by CAS.

Scheduled contributions

The table below summarises the minimum employer contributions due from CAS to the Fund over this inter-valuation period. The calculated cost of accrual of future benefits is 21.6% of payroll p.a. The monetary amounts are due to be paid in monthly instalments.

Minimum employer contributions due for the period beginning	1 April 2022	1 April 2023	1 April 2024
Percent of payroll	21.6%	21.6%	21.6%
Plus monetary amount (£000s)	36	36	36

CAS may pay further amounts at any time and future periodic contributions, or the timing of contributions may be adjusted on a basis approved by the actuary.

Contributions for the accounting period ending 31 March 2026

CAS's regular contributions to the Fund for the accounting period ending 31 March 2026 are estimated to be £26,000. There will be an additional fixed contribution of £36,000.

Financial assumptions

The financial assumptions used to calculate the results are as follows:

As at 31 March	2025 %p.a.	2024 % p.a.	2023 % p.a.
Discount rate	5.80%	4.80%	4.75%
Pension increases	2.80%	2.80%	3.00%
Salary increases	2.80%	2.80%	3.00%

As at 31 March 2025 the actuary's estimate of the duration of CAS's funded obligations is 14 years.

Demographic/Statistical assumptions

Life expectancy is based on the Fund's VitaCurves with improvements in line with the CMI 2023 model, with a 15% weighting of 2023 (and 2022) data, a 0% weighting of 2021 (and 2020) data, standard smoothing (Sk7), initial adjustment of 0.25% and a long-term rate of improvement of 1.5% p.a. for both males and females. Based on these assumptions, the average future life expectancies at age 65 for the Employer are summarised below:

Assumed life expectancy from age 65 years		31 Mar 2025	31 Mar 2024	31 Mar 2023
Retiring today	Males	20.9	21.0	21.1
	Females	23.9	23.9	24.1
Retiring in 20 years	Males	22.7	22.8	23.0
	Females	25.5	25.6	25.8

Assets

The estimated asset allocation for CAS as at 31 March 2025 is as follows:

Asset breakdown	£000	31 Mar 2025	%	£000	31 Mar 2024	%
Equities	1,208		55%	1,252		58%
Gilts and other bonds	483		22%	367		17%
Property	329		15%	281		13%
Cash	176		8%	258		12%
Total	2,196		100%	2,158		100%

Formal actuarial valuations are carried out every three years the most recent being the valuation as at 31 March 2022. The accounting balance sheet position as at 31 March 2025, and the projected charge to the P&L for 2024/25, are therefore based on a new roll-forward from the 2022 funding valuation.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2025

Note 12 – Pension Costs and Liabilities (continued)

Results and disclosures for the year to 31 March 2025

The actuary estimates that the pension scheme as at 31 March 2025 is in a net asset position of £169,000. No asset has been recognised on the balance sheet as the charity does not have an unconditional right to a refund of the surplus ("asset limit").

The results of the actuary's calculations for the year ended 31 March 2025, and the effect of the asset limit, are set out in the tables below:

Table 1: Statement of financial position as at 31 March 2025

Net pension asset as at	31 Mar 2025 £000	31 Mar 2024 £000	31 Mar 2023 £000
Present value of the defined benefit obligation	2,027	2,313	2,363
Fair value of Fund assets (bid value)	2,196	2,158	1,994
Net defined benefit asset / (liability) per Actuary	169	(155)	(369)
Adjustment to reflect asset limit	(169)	-	-
Pension liability per Balance Sheet	-	(155)	(369)

Table 2: Statement of profit and loss for the year to 31 March 2025

The amounts recognised as resources expended under FRS102	Year to 31 Mar 2025 £000	Year to 31 Mar 2024 £000
Service cost	26	55
Net interest on the defined liability (asset)	6	16
Administration expenses	-	-
Total loss/(profit)	32	71

Table 3a: Asset and benefit obligation reconciliation for the year to 31 March 2025

Reconciliation of opening and closing balances of the present value of the defined benefit obligations	Year to 31 Mar 2025 £000	Year to 31 Mar 2024 £000
Opening defined benefit obligation	2,313	2,363
Current service cost *	26	55
Interest cost	109	109
Change in financial assumptions	(300)	(88)
Change in demographic assumptions	(4)	(14)
Experience loss/(gain) on defined benefit obligation	-	-
Estimated benefits paid net of transfers in	(101)	(190)
Contributions by Scheme participants and other employers	6	6
Other experience **	(22)	72
Closing defined benefit obligation	2,027	2,313
Reconciliation of opening and closing balances of the fair value of Fund assets	Year to 31 Mar 2025 £000	Year to 31 Mar 2024 £000
Opening fair value of Fund assets	2,158	1,994
Interest on assets	103	93
Return on assets less interest	(32)	160
Contributions by employer including unfunded	62	95
Contributions by Scheme participants and other employers	6	6
Estimated benefits paid plus unfunded net of transfers in	(101)	(190)
Other experience	-	-
Closing Fair value of Fund assets	2,196	2,158

* The current service cost includes an allowance for administration expenses of 1.1% of payroll.

** Within other experience on obligations, the funded obligations have decreased by £22,000 as a result of the pension increase order being different to the previous assumption.

The actuary estimates that the present value of funded obligations (totalling £2,027,000) comprises approximately £690,000, £509,000 and £828,000 in respect of employee members, deferred pensioners and pensioners respectively as at 31 March 2025. CAS's fair value of plan assets is less than 1% of the Fund's total.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX **Notes to the financial statements for the year ended 31 March 2025**

Note 12 – Pension Costs and Liabilities (continued)

Table 3b: Changes in the net asset/(liability) position for the year to 31 March 2025

	Year to 31 Mar 2025 £000	Year to 31 Mar 2024 £000
Opening net (liability) / asset	(155)	(369)
Amounts charged to Expenditure (table 2)	(32)	(71)
Actuarial gains	294	214
Employer contributions	62	71
Closing net (liability) / asset	169	(155)

Table 3c: Amounts charged to 'actuarial gains/(losses) on defined benefit pension scheme' within the Statement of Financial Activities

	Year to 31 Mar 2025 £000	Year to 31 Mar 2024 £000
Actuarial gains (table 3b)	294	214
Effect of asset limit (table 1)	(169)	-
Actuarial gains/(losses) recognised	125	214

Table 4: Projected pension expense for the year to 31 March 2026

Projection for the year to 31 March 2026

	Assets £000	Obligations £000	Net asset/(liability) £000	% of pay
Service cost *	-	20	(20)	(16.8%)
Net interest income on plan assets	126	-	126	
Interest cost on defined benefit obligation	-	115	(115)	
Total loss/(profit)	126	135	(9)	

* The current service cost includes an allowance for administration expenses of 1.1% of payroll. The monetary value is based on a projected payroll of £120,000.

The actuary estimates that CAS's contributions for the period to 31 March 2026 will be approximately £62,000.

Table 5: Sensitivity analysis

The sensitivities regarding the principal assumptions used to measure the scheme obligations are set out below:

Change in assumptions at 31 March 2025	Approximate % increase in defined benefit Obligation	Approximate monetary amount £000
0.1% decrease in Real Discount Rate	1%	29
1 year increase in member life expectancy	4%	81
0.1% increase in the Salary Increase Rate	0%	2
0.1% increase in the Pension Increase Rate (CPI)	1%	28

Note 13 – Trustees' expenses

No trustee was paid expenses during the year (2024: £nil)

SUTTON BOROUGH CITIZENS ADVICE BUREAUX **Notes to the financial statements for the year ended 31 March 2025**

Note 14 – Tangible fixed assets	Lift	Computer Equipment	Fixtures & Fittings Equipment	Total
	£	£	£	£
Cost				
At 1 April 2024	86,297	13,560	28,704	128,561
Additions	-	-	-	-
Disposals	-	-	-	-
At 31 March 2025	86,297	13,560	28,704	128,561
Accumulated depreciation				
At 1 April 2024	86,297	13,560	28,704	128,561
Charge for the year	-	-	-	-
Disposals	-	-	-	-
At 31 March 2025	86,297	13,560	28,704	128,561
Net Book Values				
At 31 March 2024	-	-	-	-
At 31 March 2025	-	-	-	-

Note 15 - Debtors	2025	2024
	£	£
Trade Debtors	6,003	50,946
Accrued Income and prepayments	177,379	106,919
Other debtors	84	3,084
	183,466	160,949

Note 16 - Creditors: amounts falling due within one year	2025	2024
	£	£
Trade Creditors	44,146	114,174
Deferred income and accruals	128,042	69,148
Other creditors	25,403	3,800
	197,591	187,122

Deferred income analysis	2025	2024
	£	£
Deferred income brought forward	41,059	44,103
Additions during the year	122,342	41,059
Amounts released to income	(41,059)	(44,103)
Deferred income carried forward	122,342	41,059

Deferred income of £122,342 (2024: £41,059 included above relates to grant income received during the year but relating to a future accounting period.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2025

Note 17 - Obligations under leases

At 31 March 2025 the charity was committed to making the following payments:
under non-cancellable operating leases

	Photocopier	2025 Land & Buildings	Photocopier	2024 Land & Buildings
	£	£	£	£
Operating lease which is renewable within				
One year	3,000	45,000	3,000	45,000
Two to five years	6,000	45,000	9,000	90,000
Total	9,000	90,000	12,000	135,000

Note 18 - Designated funds

	2025 £	2024 £
Redundancy fund	200,000	-
Replacement of Equipment fund	19,358	19,358
Balance at 31 March	19,358	19,358

Note 19 - Analysis of fund assets

2025	Unrestricted funds	Designated funds	Pension fund	Total Unrestricted funds	Restricted funds	Total funds 2025	Total funds 2024
	£	£	£	£		£	£
Debtors	51,168	-	-	51,168	132,298	183,466	160,949
Deposits	85,000	-	-	85,000	-	85,000	200,000
Cash	161,246	219,358	-	380,604	73,893	454,497	312,845
Creditors	(33,304)	-	-	(33,304)	(164,287)	(197,591)	(187,122)
Provision	-	-	-	-	-	-	(155,000)
	264,110	219,358	-	483,468	41,904	525,372	331,672

Comparative information from the analysis of net assets between funds is as follows:

2024	Unrestricted funds	Designated funds	Pension fund	Total Unrestricted funds	Restricted funds	Total funds 2024	Total funds 2023
	£	£	£	£		£	£
Debtors	4,084	-	-	4,084	156,865	160,949	270,357
Deposits	200,000	-	-	200,000	-	200,000	200,000
Cash	253,590	19,358	-	272,948	39,897	312,845	218,130
Creditors	(9,736)	-	-	(9,736)	(177,386)	(187,122)	(182,597)
Provision	-	-	(155,000)	(155,000)	-	(155,000)	(369,000)
	447,938	19,358	(155,000)	312,296	19,376	331,672	136,890

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2025

Note 20 - Movement in funds

2025	Balance 01/04/2024	Incoming resources	Resources expended	Transfers between funds	Gains/ (Losses)	Balance 31/03/2025
Unrestricted funds						
Designated funds	19,358	-	-	200,000	-	219,358
Other unrestricted funds:						
General Fund and Other Income	438,597	335,114	(288,901)	(296,403)	-	188,407
Energy Advice Programme	5,414	19,215	(11,462)	-	-	13,167
Legal Aid Agency Housing	(2,393)	65,367	(40,360)	-	-	22,614
SWL St George's NHS Trust	6,320	108,213	(74,611)	-	-	39,922
Total Other Unrestricted Funds	447,938	527,909	(415,334)	(96,403)	-	464,110
Defined benefit pension scheme	(155,000)	-	(6,000)	36,000	125,000	-
Total unrestricted funds	312,296	527,909	(421,334)	(60,403)	125,000	483,468
Restricted Funds						
PensionWise	-	493,849	(493,849)	-	-	-
Debt Free Advice	-	252,637	(304,628)	51,991	-	-
Reaching Communities	-	87,105	(82,144)	-	-	4,961
Trust for London	5,489	14,375	(19,864)	-	-	-
City Bridge Trust	3,836	75,568	(76,464)	-	-	2,940
Energy Max	-	85,635	(94,047)	8,412	-	-
Energy Caseworker	-	41,750	(41,750)	-	-	-
Debt First Aid	-	40,501	(40,501)	-	-	-
Food Bank Project	1,525	78,022	(68,447)	-	-	11,100
Ukrainian Refugee support	8,526	132,472	(118,095)	-	-	22,903
Afghan Support	-	2,181	(2,181)	-	-	-
AI Project	-	10,000	(10,000)	-	-	-
Energy Outreach	-	4,609	(4,609)	-	-	-
eVisas	-	17,429	(17,429)	-	-	-
Propel	-	22,335	(22,335)	-	-	-
Total Restricted Funds	19,376	1,358,468	(1,396,343)	60,403	-	41,904
Total funds	331,672	1,886,377	(1,817,677)	-	125,000	525,372

Transfers have been made to reallocate costs charged to restricted funds.

Comparative information for the movement in funds is as follows:

2024	Balance 01/04/2023	Incoming resources	Resources expended	Transfers between	Gains/ (Losses)	Balance 31/03/2024
Unrestricted funds						
Designated funds	38,648	-	(19,290)	-	-	19,358
Other unrestricted funds:						
General Fund and Other Income	474,527	332,420	(299,775)	(68,575)	-	438,597
Energy Advice Programme	-	11,549	(6,135)	-	-	5,414
Legal Aid Agency Housing	(32,677)	124,048	(93,764)	-	-	(2,393)
SWL St George's NHS Trust	-	105,385	(99,065)	-	-	6,320
Total Other Unrestricted Funds	441,850	573,402	(498,739)	(68,575)	-	447,938
Defined benefit pension scheme	(369,000)	-	-	-	214,000	(155,000)
Total unrestricted funds	111,498	573,402	(518,029)	(68,575)	214,000	312,296
Restricted Funds						
PensionWise	-	493,297	(494,111)	814	-	-
Debt Free London	-	235,885	(298,519)	62,634	-	-
Trust for London	-	43,125	(37,636)	-	-	5,489
EU Settlement Grant	-	6,483	(6,483)	-	-	-
City Bridge Trust	-	77,580	(73,744)	-	-	3,836
Energy Max	6,868	126,760	(136,330)	2,702	-	-
Energy Caseworker	-	13,917	(13,917)	-	-	-
Debt First Aid	-	45,094	(47,519)	2,425	-	-
Food Bank Project	-	54,876	(53,351)	-	-	1,525
Ukrainian Refugee support	18,524	123,472	(133,470)	-	-	8,526
Total Restricted Funds	25,392	1,220,489	(1,295,080)	68,575	-	19,376
Total funds	136,890	1,793,891	(1,813,109)	-	214,000	331,672

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2025

Note 21 - Related parties

CAS is a member of Citizens Advice and comply with their Performance Quality Framework. Membership entitles CAS to access the support systems provided by Citizens Advice.

CAS holds the Advice Quality Standard with casework in welfare benefits, debt, and housing.

CAS holds the Lexcel Quality Mark as a condition of our legal aid housing contract.

CAS is a London Legal Support Trust Centre of Excellence.

There are no other related party transactions to report.

Note 22 – Contingent assets

The charitable company has been awarded multi-year grants with specified or implied timeframes which preclude recognition of the full amount.

The total amount of contingent assets at 31 March 2025 was £671,976 (2024: £638,979).

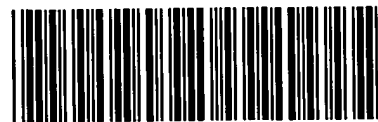
Accounts

SUTTON BOROUGH CITIZENS ADVICE BUREAUX
Operating as CITIZENS ADVICE SUTTON

Charity number: 1061654
Company number: 03179963

Financial Report and Accounts
for the Year Ended 31 March 2024

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Contents

	Page
TRUSTEES' REPORT	
Reference and Administrative Details	2
Name and Registered Office	2
Professional Advisers	2
Structure, Governance and Management	2
Governing Document	2
Trustee Board	2
Elections to the Trustee Board	2
Trustee Induction and Training	3
Organisational Structure	3
Related Parties	3
Internal Control	3 - 5
Objectives and Activities for the Public Benefit	5
Strategic Objectives	5
Activities and Outcomes	5
Achievements and Performance	6-9
Plans for Future Periods	9
Financial Review	9
Statement of Directors' Responsibilities	10
Independent Auditor's Report	11 - 13
FINANCIAL STATEMENTS	
Statement of Financial Activities and Income & Expenditure Report	14
Balance Sheet	15
Cash Flow Statement	16
Notes to the Financial Statements	17 - 28

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2023 to 31 March 2024

Reference and Administrative Details

Name, Charity Number, Company Number and Registered Office

Sutton Borough Citizens Advice Bureaux (operating as Citizens Advice Sutton) is a charitable company limited by guarantee. The registered Charity Number is 1061654 and the Company Number is 03179963. Citizens Advice Sutton is authorised and regulated by the Financial Conduct Authority – FRN617761. The registered office is 68 Parkgate Rd, Wallington, SM6 0AH.

Professional Advisers

Bankers	CAF Bank 25 Kings Hill Avenue, West Malling, Kent ME19 4JQ
Auditor	Kevin Fisher Kingston Burrowes Audit Ltd 308 Ewell Road, Surbiton, Surrey, KT6 7AL

Structure, Governance and Management

Structure, Governance and Management

The trustees present their annual report and financial statements of the charity 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 accounts and comply with the Charity's trust deed, the Charities Act 2011, the Companies Act 2006, Statement of Recommended Practice (SORP), Accounting and Reporting by Charities and United Kingdom Generally Accepted Accounting Practice.

Governing Document

Citizens Advice Sutton incorporated on 29th March 1996 as amended by special resolutions dated 14 May 2003, 8th September 2004, and 8th September 2009, and registered as a charity on 2nd April 1997. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up each member is required to contribute £1.00.

Trustee Board

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles as members of the Trustee Board. Citizens Advice Sutton has a broad client base, and the Trustee Board seeks to reflect the diversity of the local community. The Trustee Board has a minimum of four and a maximum of 25 trustees who meet quarterly and are responsible for the strategic direction and policies of the charity. The trustees are from professional or business backgrounds relevant to the charity or with involvement in other voluntary sector organisations. The Finance Manager and Chief Executive Officer attend the Board meetings but have no voting rights. All Board members give their time freely and no remuneration was paid in the year beyond the reimbursement of reasonable expenses. The Board members listed below held office during the whole year to 31 March 2024 and to the date of this report unless otherwise stated.

Board members 2023/24.

Andrew Theobald, Chair; Phillip Ang, Treasurer; Jason Gold, Chair of Risk Committee; Ashley Thomas, Information Assurance Accounting Officer; Paul Lawrence; Veronica Miller; Peter Honour; Nigel Quinney and Sam Sundaram (from 30 October 2024).

Principal Executives 2023/24

Steve Triner, CEO and Company Secretary
Godfrey Bwalya, Finance Manager

Elections to the Trustee Board

Under the requirements of the Memorandum and Articles of Association, the members of the Trustee Board are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting. In practice, all the members of the Trustee Board retire just before each Annual General Meeting and offer themselves for re-election if they wish to stand. At the 2023 AGM all the Trustees who stood down were re-elected.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2023 to 31 March 2024

Trustee Induction and Training

The Trustee Board operates a formal selection procedure for potential new members. The procedure includes:

- Invitation to informally meet the Chief Executive and Chair
- Provision of information about the organisation including the organisation's aims and principles, research and campaigns, annual review, and annual report
- Provision of an application form and confidentiality declaration
- Formal nomination to Trustee Board and invitation to join the next meeting
- Provision of induction pack including welcome letter, information about Trustee Board, schedule of board meetings, details of sub committees, equalities data form, code of conduct, request for profile information and register of interests. New Trustees are encouraged to visit the offices, meet staff and volunteers, and observe interviews etc. Trustees are offered opportunities to attend suitable trustee training courses, either locally or at the offices of National Citizens Advice.

Organisational Structure

Day to day responsibility for running the organisation rests with the Chief Executive Officer, who works with a Senior Management Team (SMT) to ensure the service meets its aims and complies with relevant standards. The SMT includes the Chief Executive and five Senior Managers, including the Finance Manager. The SMT ensures that advice is delivered to the standards required by Citizens Advice and other stakeholders. Carefully selected, trained, and supported volunteers provide a high proportion of the advice to our clients including supporting our telephone contact centre, drop-in centre, and advice by appointment.

The remuneration of key management staff is set by the board. It is informally benchmarked against comparable roles in London Local Citizens Advice, every so often a London LCA will run a survey of remuneration. We can also benchmark against the salaries in job adverts. The trustees believe that senior salaries are about average for London LCAs of our size.

Related Parties

Citizens Advice Sutton is a member of Citizens Advice (the National Association of Citizens Advice Bureaux) and complies with their membership scheme.

The charity was funded in 2023/24 by:

- The London Borough of Sutton through a sub-contract with Community Action Sutton who have a contract with the council to provide information and advice to residents
- The London Borough of Sutton through a grant to support people from Ukraine
- The Legal Aid Agency through a contract to provide housing advice
- The Money and Pension Service who, via Toynbee Hall, fund the Debt Free Advice partnership of which Citizens Advice Sutton is a member
- The Money and Pension Service who, via Citizens Advice, fund Pension Wise
- The National Lottery
- Citizens Advice through the Energy Advice programme and the Energy Casework project
- Trust for London
- City Bridge Trust
- The Energy Redress Scheme, via the Energy Savings Trust
- The Home Office who funded our EU Settlement Scheme project

Citizens Advice Sutton also worked with other local public services, the local voluntary sector, and local solicitors' firms to deliver advice and information services in line with its aims.

Internal Control

The Trustee Board carries out the following internal control activities:

- Setting a budget for each financial year
- Approving authorised signatories for bank accounts and setting limits on delegated financial authorities
- Monitoring financial performance against budget
- Reviewing the risk register
- Reviewing the reserves policy
- Conducting such internal reviews as it sees fit
- Ensuring that accounting rules are followed and that an independent audit is conducted.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2023 to 31 March 2024

The Planning and Finance Committee is a standing committee of the Trustee Board. The Planning and Finance Committee membership comprises: the Trustee Board Chair; the Treasurer, who chairs the Committee, and up to three other Trustees. The Chief Executive attends the Planning and Finance Committee meetings. The Committee considers financial and strategic issues and formulates recommendations to the Trustee Board. The Committee has also been given delegated authority by the Trustee Board to decide on the initiation or termination of projects where the income or expenditure in those projects is up to 10% of the total income of Citizens Advice Sutton.

The Risk Committee is a standing committee of the Trustee Board. The Risk Committee membership comprises the Risk Committee Chair, the Trustee Board Chair, the Treasurer, and up to three other Trustees. The Chief Executive attends the Risk Committee meetings. The Committee considers non-financial risks and formulates recommendations to the Trustee Board. The role of the Risk Committee is to support the Trustee Board in the management of risk, by helping ensure significant risks are identified and analysed and an action plan to mitigate risk is drawn up and implemented effectively.

Investment Policy

Under the Memorandum and Articles of Association, the Charity has the power to make any cash investments that the Trustees see fit.

Reserves Policy

The designated reserves as of 31st March 2024 stood at £19,358 and other unrestricted reserves amounted to £447,938. Total unrestricted reserves before the pension scheme deficit stood at £467,296. Restricted reserves at the year-end were £19,376. The charity has unrestricted reserves (excluding designated reserves) to provide for about three months operating costs. Citizens Advice Sutton will aim to raise the level of these reserves to about four months operating costs in the future.

A valuation of the final salary pension scheme (under FRS102 rules) was carried out on 31 March 2024. The valuation determined that the deficit stood at £155,000, which when included in the balance sheet produces a total net asset of £331,672. The details of the pension scheme and deficit are given in Note 12 to the accounts. The Trustees believe that Citizens Advice Sutton should continue to be regarded as a going concern for the reasons given in Note 1b. The Trustee Board will continue to monitor closely the financial position and take any necessary actions to maintain its status as a going concern.

Risk Management

The Trustee Board and the Risk Committee monitor the risk register regularly to ensure that action is taken, and systems are in place to manage identified areas of risk. Citizens Advice Sutton continues to review its procedures and policies to ensure that they are consistent with best practices. The charity focuses on the following major areas of risk:

- **Financial Control.** The Finance Manager produces detailed management accounts every month which are reviewed by the Treasurer. Current management accounts are presented to the Trustee Board and the Planning and Finance Committee at every meeting. The performance against budget is monitored and any actions required to rectify underperformance are identified.
- **Non-Financial Risk control.** The Chair of the Risk Committee works closely with the CEO to maintain an up-to-date Risk Register. The Risk Register is reviewed by the Risk Committee.
- **External Stakeholder Relationships.** The Trustee Board attaches high importance to developing and maintaining good external stakeholder relationships. Citizens Advice Sutton relies on its excellent reputation for delivering timely and effective advice to members of the public to persuade stakeholders to support Citizens Advice Sutton financially and in other ways.

Key risks have been mitigated in the following ways:

- **Income.** Ensuring that the organisation maintains an adequate level of income to carry out its charitable objectives.
- **Training.** Ensuring that all staff and volunteers are properly trained, supported, and supervised as they carry out their activities.
- **Financial Procedures.** The Trustee Board has approved and keeps under review, a set of Financial Procedures which define the ways in which all financial transactions are to be authorised and recorded.
- **Insurance.** Ensuring adequate insurance cover for professional indemnity, assets, employees, trustees, and volunteers carrying out work for and on behalf of Citizens Advice Sutton.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2023 to 31 March 2024

Information Assurance

Citizens Advice Sutton has adopted the Information Assurance (IA) policy as recommended by Citizens Advice. In summary, the way in which information risks are managed under this policy is as follows:

- A member of the board, who has undertaken appropriate training is the Information Assurance Accounting Officer (IAAO) and ensures that all significant information risks are discussed and approved at Trustee Board level.
- The Chief Executive is the Senior Information Risk Officer (SIRO) and owns the information risk policy and provides advice to the Trustee Board.
- Specific groups of information assets, for example client data, have been identified and individual members of staff appointed as the Information Asset Owners (IAO) for each group.
- All staff, volunteers, and board members complete basic data protection training with annual refresher training. The IAAO, SIRO and all IAOs have completed additional, advanced IA training. All staff and volunteers sign, and re-sign every year, the Acceptable IT Usage policy.
- Management of information risks is a standing item on the agenda of all Trustee Board meetings, to ensure they are reviewed alongside other risks.

CONSUMER DUTY

We are authorised and regulated by the Financial Conduct Authority. We comply with the Consumer Duty and therefore we act to deliver good outcomes for our clients. We can provide evidence that these outcomes are being met.

OBJECTIVES AND ACTIVITIES FOR THE PUBLIC BENEFIT

STRATEGIC OBJECTIVES

The stated objectives of Citizens Advice Sutton are the promotion of any charitable purposes for the public benefit by the advancement of education, the protection of health and the relief of poverty, sickness, and distress in particular, but without limitation, for the benefit of the community in the area of the London Borough of Sutton and the surrounding areas. Citizens Advice Sutton meets these objects through the following activities:

- Providing the advice people need for the problems they face
- Working to improve the public policies and practices that affect people's lives

The Trustee Board has complied with the duty in section 4 of the 2011 Charities Act to have due regard to guidance published by the Charity Commission on public benefit, both when reviewing the Citizens Advice Sutton's aims and objectives and in planning future activities.

ACTIVITIES AND OUTCOMES

OUR BENEFICIARIES

All of the information below relates to the year 1st April 2023 to 31st March 2024 and is taken from our Charitylog system. We provide information about our debt and Pension Wise services in separate sections of this report. In 2023/24, we recorded contacts with 7,034 named individual people. Many of our clients contacted us multiple times during the year. We also recorded 4,258 anonymous contacts. These figures exclude people who contacted our specialist debt service or Pensionwise. These services use different case recording systems.

62% of our clients were female and 38% male. People of working age are particularly likely to need our service. Young adults aged between 16 and 24 are compared to the borough population, a small proportion of our clients. People aged between 25 and 64 are, compared to the population of the borough, a high proportion of clients. Young people are less likely to need our service – but are encouraged to access it when needed. Young people are more likely to be living with family, and not liable for housing costs, more likely to be in education – so do not have employment problems and less likely to be needing means tested benefits. Older people may be less likely to need our service but are also encouraged to access it when needed. Older people are less likely to have welfare benefit disputes and in Sutton, older people are less likely to be resident in private rented accommodation. A high proportion of our clients were minority ethnic people, with people who are relatively new to the country making up high proportions of our clients – e.g. people who described themselves as 'white -other (than British)' made up over 14% of our clients. Over 50% of our clients live alone.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2023 to 31 March 2024

A very high proportion of our clients are resident in rented accommodation. Approximately 26% of our clients were resident in private rented accommodation but only 18.7% of the borough's population are resident in such accommodation. 42% of our clients were resident in social rented accommodation compared with only 14.2% of the local population. The London Borough of Sutton is comprised of 20 wards. Many of our clients are resident in the wards of the borough that have a high proportion of people living on low incomes and / or are resident in private rented accommodation. Over 24% of our clients were resident in three wards – Sutton Central, St Helier West and St Helier East. These three wards have some of the highest numbers of Universal Credit claimants in the borough.

Access to Our services

Our main services are available to anyone who lives or works in the London Borough of Sutton. We aim to be as accessible as possible to people who need our service. Our telephone contact centre runs Monday to Friday between 9.00 am and 5.00 pm. Our Drop-In Centre is open to visitors Monday to Friday between 10.00 am and 3.00 pm. People can also submit enquiries to us through a simple form on the Citizens Advice Sutton website.

We aim to resolve clients' enquiries when possible and appropriate, at the first point of contact. We work with partner agencies to ensure that everyone who needs our service can easily access it. We provide outreach advice at locations and with partner organisations across the borough. We provide advice two days a week at Sutton Carers Centre. We provide advice at the Sutton Mental Health Foundation one day a week funded and attend the Domestic Abuse One Stop Shop.

Telephone contact centre

In 2023/24, we handled 12,052 incoming telephone calls. These calls were from 5,031 individual named residents. Many of these residents called us more than once. We also answered 2,025 calls from people who did not provide their names. 6,406 (53.2%) calls to our contact centre were answered by carefully selected and fully trained volunteers and the remainder by paid staff.

Drop-in Centre

In 2023/24, the drop-in centre team recorded 8,095 visits by 1,870 individual named people who received information or advice. Most of these people made multiple visits. We recorded 2,125 anonymous visits. 1,831 enquiries were handled by carefully selected and fully trained volunteers. Our drop-in service is particularly important for people who cannot access online services and vulnerable people including people living with mental health difficulties. The new Crisis Adviser based in our Drop-In Centre will be funded by the National Lottery.

Website enquiries

People can contact us [online at our website](#) by completing a simple form. We often respond to website enquiries by making a phone call to clients. In 2023/24, we received 1,142 website enquiries from 1,011 individual named people.

ACHIEVEMENTS AND PERFORMANCE

ADVICE ISSUES

In 2023/24, we responded to 10,451 distinct enquiries. Some clients had more than one enquiry and many clients had multiple contacts with us about the same issue before the issue was resolved. The table is based on the initial contact issue, i.e., the issue that prompted the client to contact us. Many people contact us on one issue but then receive advice on multiple issues. For example, some people contact us about a welfare benefits issue but also benefit from our domestic abuse advice service.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2023 to 31 March 2024

Advice issue	No.	%
Benefits	3,679	35.2
Consumer	660	6.3
Debt	1,028	9.8
Education	64	0.6
Employment	779	7.5
Family	798	7.6
Fin. Services & Products	35	0.3
Health & Social Care	276	2.6
Housing	2,476	23.7
Immigration & Nationality	186	1.8
Legal	128	1.2
Taxes	32	0.3
Travel, Transport, Holidays	136	1.3
Utilities	174	1.7
Total	10,451	100.0

Benefits Advice

In 2023/24, we provided welfare benefits advice to over 2,332 individual clients. We also recorded 914 anonymous contacts relating to welfare benefits. We provided advice on entitlements and support with challenging unfavourable decisions, through Mandatory Reconsiderations and appeals to the First Tier Tribunal. Our specialist welfare benefits advice was funded by several funders including Trust for London, City Bridge Trust and the National Lottery. We achieved financial gains for our clients, from welfare benefits advice of over £2,860,481.

Debt Advice

In 2023/24 over 687 people contacted us with a specific request for debt advice but our debt team provided specialist advice to 1,195 people. Many people contacted us about a different 'presenting issue' but then disclosed a need for debt advice. The Citizens Advice Sutton debt advice service is part of the Debt Free Advice project and provides specialist advice to people resident in Sutton and neighbouring London boroughs. We have funding from the London Borough of Sutton for a 'Debt First Aid' project. The adviser provides outreach debt advice at the Carers Centre, Age UK Sutton and a local health centre. Sutton & East Surrey Water provided us with a generous grant to support our debt advice work.

Housing advice

In 2023/24, we provided housing advice to over 1,529 individual clients. We also recorded 811 anonymous contacts relating to housing. Our housing advice was funded from several sources including Together for Sutton. We are one of a small number of Local Citizens Advice offices to hold a contract with the Legal Aid Agency to provide housing advice to people eligible for Legal Aid. Our housing solicitor opened 40 Legal Help housing cases during the year, out of which 10 clients were advised under a Legal Aid certificate. Certificated cases are more complex cases that usually involve disbursements to other professionals such as barristers, health professionals and surveyors.

Energy Advice

The increases in fuel bills increased demand for energy advice. We have funding for energy advice from the Energy Redress Scheme and Citizens Advice. Two members of the Citizens Advice team hold a level three qualification in energy awareness. We deliver energy advice in partnership with Thinking Works, a not-for-profit company tackling fuel poverty. Our energy advice projects include information and advice on energy efficiency measures, support with fuel bills and disputes with supplies. Most of the beneficiaries of our energy advice projects are experiencing or at risk of fuel poverty.

Support for people in food poverty

We work closely with our local foodbank. We provide income maximisation and welfare benefits advice to people using the foodbank and food shop. We refer more people to the foodbank than any other organisation in the borough. In 2023/24, we made 1,093 foodbank referrals.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2023 to 31 March 2024

Pension Wise

Citizens Advice Sutton is one of 38 local Citizens Advice who have been delivering the government's Pension Wise service for the last 9 years. Launched in April 2015, Pension Wise was a new guidance service set up to help people understand their options under the pension freedoms. Pension Wise is a service from MoneyHelper. Citizens Advice Sutton delivers Pension Wise appointments to people aged 50 and over with a defined contribution pension. In 2023/24, Pension Wise supported 75,000 clients across the service in England, Wales and Northern Ireland. People visiting Pension Wise have remained highly satisfied with the guidance they are receiving with satisfaction ratings remaining consistently high. In 2023/24, Citizens Advice achieved an average satisfaction score of 98%.

Advice for people with mental health difficulties

We have a contract with the Southwest London St George's Mental Health Foundation to provide advice to people with mental health difficulties. The trust refer people in need of our service to the project worker through a dedicated web-portal. Most of the clients needed advice on welfare benefits. We also attend the Sutton Mental Health Foundation's Drop-in service once week.

Advice for women experiencing domestic abuse

We attend the weekly Domestic Abuse One Stop Shop. The DAOSS is a multi-agency Drop-in service open supported by agencies including the DWP, the police and solicitors. A specially trained Citizens Advice Sutton adviser attends the DAOSS and provides a casework service for women living with or escaping from, domestic abuse.

Advice for Carers

We have a grant from the City Bridge Trust to work with Sutton Carers Centre. We take referrals from the Carers Centre, provide advice at the Carers Centre and provide home visits for carers. We work closely with the Carers Centre staff to provide a comprehensive service for carers including welfare benefits casework.

Support for people from Ukraine

We have funding through the London Borough of Sutton to support people who had to leave Ukraine because of the war. In 2023/24, we provided support to over 188 people and their families who had moved to Sutton because of the Russian invasion of Ukraine.

EU Settlement Scheme

The Home Office provided us with a grant to support vulnerable EU Nationals with their applications to the EU Settlement Scheme and associated issues. The project ran until 30th June 2023 and engaged with over 120 people.

Free advice from Local Solicitors

Local solicitors provide free advice by appointment for people referred to them by Citizens Advice Sutton staff and volunteers. In 2023/24, three local solicitors provided 173 free appointments booked for clients by Citizens Advice Sutton staff. Three solicitors have also agreed that we can give their contact details to clients for free advice. Most of the appointments were concerned with family law with a small number of appointments relating to issues such as property and probate.

Citizens Advice Sutton in the Community

Over the course of the year, Citizens Advice Sutton staff and volunteers provided presentations and training sessions to a wide range of local community groups including the Sutton Mental Health Foundation, Sutton Social Services, Together for Sutton Information Network events and the Anti-Poverty forum.

OUTCOMES AND FEEDBACK FROM OUR CLIENTS

Our service provides quantifiable financial gains for clients. We may, for example, help a client with a successful challenge to an unfavourable welfare benefit decision, identify an unclaimed entitlement or help a client with an application for a grant or other forms of financial support. In the year 2023 /24, we obtained financial gains for our clients of £3,176,454. In addition, our debt team arranged for £1,199,290 of debt to be written off, including £704,611 through Debt Relief Orders.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2023 to 31 March 2024

We participate in the national Citizens Advice client experience survey. Citizens Advice contact our clients who have consented to take part in the survey. The survey is anonymous – we can access the results but cannot attribute individual responses to particular clients. In 2023/24, 348 clients participated in the survey. The percentages of clients giving positive responses to the four questions in the survey were as follows:

- 82% of respondents agreed that access to our service was easy including 52% who agreed it was very easy.
- 83% of respondents agreed that our service had 'helped to find a way forward,' including 74% who agreed that our service had resolved their issue either completely or to a great extent.
- 82% of respondents agreed that they would recommend our service including 68% who agreed that they would be very likely to recommend our service.

VOLUNTEERING

Citizens Advice Sutton is one of the largest providers of volunteering opportunities in the borough. During 2023/24, 47 individual people volunteered for CAS, in a variety of roles including advisers, contact centre team members and administration support. Our volunteers recorded a total of client 12,304 contacts in the year. We estimate that the volunteer contribution to our service is approximately equivalent of eight full time members of staff which would cost over £250,000 per year.

RESEARCH AND CAMPAIGNS

Citizens Advice Sutton, like every Local Citizens Advice service, undertakes 'Research and Campaigns' work. We use the information from our case records to make recommendations to public authorities to improve the policies and practices that affect people's lives. In 2023/24, a significant amount of our Research and Campaigns activity was focussed on commercial organisations mis-selling Individual Voluntary Arrangements to people with debt problems that could be more appropriately resolved with Debt Relief Orders.

Our Trust for London project included funding for a Universal Credit research & campaigns worker who worked on issues including the inadequate level of support available through the benefit system for people liable to pay private sector rents. In summer 2023 we produced a report on the hardship experienced by Sutton residents who were reliant on Universal Credit to pay their rent on private sector accommodation.

We sent the report to our local MPs with a letter signed by a dozen local voluntary organisations. We asked our MPs to ask the Chancellor to use his autumn statement as an opportunity to uprate LHA rates. The chancellor did increase rates, restoring the link to the bottom 30% of rents.

PLANS FOR FUTURE PERIODS: COST OF LIVING CRISIS

We are currently supporting large numbers of clients impacted by the cost-of-living crisis. This is evidenced by the numbers of people that we are referring to the local foodbank and other sources of charitable support. We expect that, for the foreseeable future, we will continue to support large numbers of clients whose incomes are inadequate to meet their outgoings.

We will focus our fundraising activities on projects to meet the needs of people in crisis and needing advice on benefits and debt. We are also seeing an increase in the numbers of housing enquiries. We will seek to expand our capacity for housing advice. The Legal Aid Agency has recently given us a contract to provide legal aid housing advice in the offices of Citizens Advice Kingston. We will also seek unrestricted sources of income that will help us meet overhead costs including rent and utilities.

Financial Review

Total income increased by £91,377 (5.4%) to £1,793,891 compared with the previous year's £1,702,514. Grant income increased by £69,466 (6%) to £1,220,489 from £1,151,023 (SWL St George's NHS Trust has been reclassified as unrestricted contract income). This was due to increased income in PensionWise, City Bridge, Ukrainian Refugee Support, Debt First Aid, Food Bank Project and new funding for Energy Caseworker. Some funding such as Reaching Communities and Henry Smith came to an end and a reduction in funding for Debt Free London, Trust for London and EU Settlement Grant. Contract income decreased by £28,696 (6.08%) to 443,186 from £471,882 (SWL St George's NHS Trust has been reclassified as unrestricted contract income).

Costs increased by £117,174 (6.9%) to £1,813,109 from £1,695,935. This was due largely to increased staff numbers in Ukrainian Refugee Support, Debt First Aid, Food Bank and Energy Caseworker. The net result for the year was a deficit of £19,218 before other recognised gains and losses.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2023 to 31 March 2024

The deficit on the pension scheme has decreased to £155,000 which resulted in a recognised gain in the accounts of £214,000. The result is a net surplus for the year of £194,782 and a net asset in the balance Sheet of £331,672. The deficit of the scheme does not result in an immediate cash flow impact on the charity. This deficit will be cleared with an increase in pension contributions over the remaining working lives of the employees, as determined by the Trustees of the Pension Scheme.

Statement of Directors' Responsibilities

The Trustees (who are also the directors of Sutton Borough Citizens Advice Bureaux for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the directors to prepare financial statements for each financial year. Under company law, the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, of the charitable company for that period. In preparing these financial statements the directors are required to:

- * Select suitable accounting policies and then apply them consistently;
- * Observe the methods and principles in the Charities SORP 2019 (FRS 102);
- * Make judgements and estimates that are reasonable and prudent; and
- * Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The directors are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the Trustees have taken all 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.

Auditors

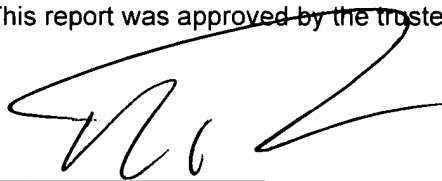
Kingston Burrowes Audit Ltd are deemed to be re-appointed under section 487(2) of the Companies Act 2006.

Small Company Provision

This report has been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

Approval

This report was approved by the trustees and signed on their behalf by:



Andrew Theobald – Chair and Trustee

Date: 11.12.2024

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SUTTON BOROUGH CITIZENS ADVICE BUREAUX (Citizens Advice Sutton)

Opinion

We have audited the financial statements of Sutton Borough Citizens Advice Bureaux (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the 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 charitable company's affairs as at 31 March 2024, and of its 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 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 other information comprises the information included in the Trustees' Report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the Trustees' Report. 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 this gives rise to 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 directors' report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report, included within the trustees' report, has been prepared in accordance with applicable legal requirements.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SUTTON BOROUGH CITIZENS ADVICE BUREAUX (Citizens Advice Sutton)

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report, included within the trustees' 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, 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 Directors' Responsibilities Statement (set out on page 10), 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 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

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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; and assessing whether the judgements made in making accounting estimates are indicative of a potential bias.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SUTTON BOROUGH CITIZENS ADVICE BUREAUX (Citizens Advice Sutton)

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.



Kevin Fisher BA, FCA, CTA (Senior Statutory Auditor)
For and on behalf of Kingston Burrowes Audit Ltd
308 Ewell Road
Surbiton
Surrey
KT6 7AL

Date: 13 December 2024

SUTTON BOROUGH CITIZENS ADVICE BUREAUX
Statement of Financial Activities and Income & Expenditure Report
For the year to 31 March 2024

	Notes	Unrestricted funds	Restricted funds	Total 2024	Total 2023
		£	£	£	£
Income					
Activities for generating funds					
Investment income	3	2,759	-	2,759	1,848
Income from charitable activities					
Grants	4	-	1,220,489	1,220,489	1,151,023
Contracts and service level agreements	5	443,186	-	443,186	471,882
Fee income	6	124,047	-	124,047	77,761
Other	7	3,410	-	3,410	-
Total income		573,402	1,220,489	1,793,891	1,702,514
Expenditure					
Raising funds	8	11,326	-	11,326	11,012
Charitable activities	8	506,703	1,295,080	1,801,783	1,684,923
Total expenditure		518,029	1,295,080	1,813,109	1,695,935
Net income/(expenditure) for the year before transfers		55,373	(74,591)	(19,218)	6,579
Transfers between funds	20	(68,575)	68,575	-	-
Net income /(expenditure) before other recognised gains and losses		(13,202)	(6,016)	(19,218)	
Other recognised gains/(losses)					
Actuarial gains/(losses) on defined benefit pension scheme	12	285,000	-	285,000	706,000
Other (losses)/gains	12	(71,000)	-	(71,000)	(83,000)
Net movement in funds		200,798	(6,016)	194,782	629,579
Reconciliation of funds					
Total funds brought forward	20	111,498	25,392	136,890	(492,689)
Total funds carried forward	20	312,296	19,376	331,672	136,890

This statement of financial activities includes all gains and losses recognised in the year.
All incoming resources and resources expended derive from continuing activities

The notes on Pages 16 - 27 form part of these accounts.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

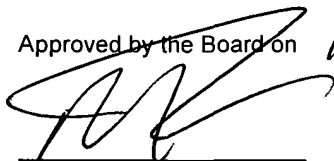
Balance Sheet as at 31 March 2024

Company Number 03179963

	Notes	2023 £	2022 £
Fixed assets			
Tangible fixed assets	14	-	-
Currents assets			
Debtors	15	160,949	270,357
Short term deposits		200,000	200,000
Cash at bank and in hand		312,845	218,130
		673,794	688,487
Creditors: amounts falling due within one year	16	(187,122)	(182,597)
Net current assets		486,672	505,890
Provision for liabilities	12	(155,000)	(369,000)
Total net assets/(liabilities)	19	331,672	136,890
Funds			
Unrestricted:			
Designated funds	20	19,358	38,648
Other unrestricted funds	20	447,938	441,850
Total unrestricted		467,296	480,498
General fund defined benefit pension scheme	20	(155,000)	(369,000)
Restricted	20	19,376	25,392
Total funds	20	331,672	136,890

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and with the Charities Act 2011.

Approved by the Board on 11.12.2024 and signed on its behalf by



Andrew Theobald - Trustee

The notes on Pages 16 - 27 form part of these accounts.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Cash Flow Statement

For the year to 31 March 2024

	£	£
Reconciliation of net movement in funds to net cash inflow from operations		
Net incoming resources (as reported)	194,782	629,579
Adjustments for:		
(Deduct)/Add: FRS102 operating pension adjustment	(214,000)	(623,000)
Less income from interest and dividends	(2,759)	(1,848)
Decrease/(increase) in debtors	136,092	(150,876)
(Decrease)/increase in short term creditors	(22,159)	64,510
Net cash provided by/(used in) operating activities	91,956	(81,635)
Cash flow statement		
Net cash provided by/(used in) operating activities	91,956	(81,635)
Cash flows from investing activities		
Returns on investments (Note 4)	2,759	1,848
Increase/(decrease) in cash and cash equivalents in the year	94,715	(79,787)
Reconciliation of net cash flow to movement in net cash		
Increase in cash in the period	94,715	(79,787)
Net cash and cash equivalents at 1 April 2023	418,130	497,917
Net cash and cash equivalents at 31 March 2024	512,845	418,130

The notes on Pages 16 - 27 form part of these accounts.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2024

1. Accounting Policies

Sutton Borough Citizens Advice Bureaux is registered in England and Wales. The address of the registered office is given in the charity information on page 2 of these financial statements.

a) Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102.

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 Accounting Practice.

b) Going Concern

The Trustees consider it appropriate for the financial statement for the year ended 31 March 2024 to be prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The portion of the pension deficit of the London Borough of Sutton which is allocated to Citizens Advice Sutton has been calculated at £155,000.

The balance sheet shows net assets for the year end of £331,672; however, this includes the pension scheme liability of £155,000 which when excluded leaves net assets of £486,672. The pension shortfall is being funded via future contributions, the rates of which have been set by the pension scheme actuary. The objective of the pension scheme is to clear the deficit over a period of 12 years beginning on 31 March 2020.

The deficit of the scheme does not result in an immediate cashflow impact on the charity. This deficit will be cleared with an increase in pension contributions over the remaining working lives of the employees, as determined by the Trustees of the Pension Scheme.

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

c) Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated Funds are those received which have been earmarked by the Trustees for special purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor.

d) Incoming Resources

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income.

Voluntary income is received by way of donations and is included in full the Statement of Financial Activities when received.

Activities for generating funds consist of room hire and are accounted for on a receivable basis. Surplus funds are invested in a bank deposit account to earn interest. Interest is also earned on the bank current account. Interest is accounted for when receivable by the Charity.

Incoming resources from the charitable activities consist of Grants which are recognised as received or receivable, whichever is earlier, unless they relate to a future period in which case they are deferred.

Other Income consists of fees receivable, salary reimbursement and other income from the Legal Services Commission. These other sources of income are earned on a receivable basis.

e) Resources Expended

Expenditure and liabilities are recognised on an accrual basis as soon as there is a legal or constructive obligation committing the charity to that expenditure. Cost of generating funds comprises those costs associated with attracting future income.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes costs that can be allocated directly to such activities.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2024

Resources Expended (Cont'd)

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and include the audit fees and costs linked to the strategic management of the Charity. Overheads including Staff costs, accommodation costs and office running expenses have been charged to both the restricted and unrestricted funds and matched with the grant which have been provided under a service level agreement and contracts for this purpose. Salaries are allocated to the activity in the restricted and unrestricted funds on a time basis. Accommodation costs are allocated to each activity on a staff time basis and office running costs are allocated on a usage basis. Governance costs have been allocated to the general fund on a staff time basis.

f) Fixed Assets

Fixed Assets are stated at cost less accumulated depreciation. The costs of assets below £2,000 are not capitalised. Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost of each asset over its useful life. For rates see note 14.

g) Pension Costs

Pension contributions payable are accounted for in the period to which they relate. The Charity makes contributions to defined benefit multi-employer pension scheme see note 12 of the accounts. The assets of the schemes are held separately from those of the charity in independently administered funds.

h) Leased Assets

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Income and Expenditure account on a straight line basis over the lease term.

i) Deferred Grants

Deferred grants are credited to the Statement of Financial Activities when receivable unless they relate to a specific future period in which case the relevant part is deferred and is recognised in that future period.

j) Taxation

As the company is a registered Charity (Registration Number 1061654), carrying out charitable purposes, it is exempt from corporation tax.

k) Transfers Between Funds

Trustees have the authority to transfer amounts from the general unrestricted funds to restricted and unrestricted funds when required.

l) Debtors and Creditors receivable / payable within one Year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

2. Legal Status of the Charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding-up is limited to £1.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2024

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2024

	Unrestricted Funds £	Restricted Funds £	Totals 2024 £	Totals 2023 £
Note 3 - Investment income				
Interest on bank deposits	2,759	-	2,759	1,848
	2,759	-	2,759	1,848

All of the £1,848 recognised in 2023 was unrestricted funds

Note 4 - Grants

PensionWise	-	493,297	493,297	458,103
Debt Free Advice	-	235,885	235,885	269,669
Reaching Communities	-	-	-	44,113
Henry Smith Charity	-	-	-	19,025
City Bridge Trust - carers support	-	77,580	77,580	67,628
Trust for London - benefits research	-	43,125	43,125	46,000
EU Settlement Grant	-	6,483	6,483	19,623
Energy Max	-	126,760	126,760	127,967
Ukrainian Refugee Support	-	123,472	123,472	53,415
Debt First Aid	-	45,094	45,094	22,593
Food Bank Project	-	54,876	54,876	22,887
Energy Caseworker	-	13,917	13,917	-
	-	1,220,489	1,220,489	1,151,023

All of the £1,151,023 recognised in 2023 was restricted funds.

Note 5 - Contracts and service level agreements

General Fund:				
LBS I&A	326,250	-	326,250	345,246
General Fund	326,250	-	326,250	345,246
Health Watch	-	-	-	5,000
Energy Advice Programme	11,551	-	11,551	30,210
SWL St George's NHS Trust	105,385	-	105,385	91,426
	443,186	-	443,186	471,882

All of the £471,882 recognised in 2023 was unrestricted funds.

Note 6 - Fee income

Legal Aid Agency Housing	124,047	-	124,047	77,761
	124,047	-	124,047	77,761

All of the £77,761 recognised in 2023 was unrestricted funds.

Note 7 - Other incoming resources

Sundry Income	3,410	-	3,410	-
	3,410	-	3,410	-

There was no sundry income in 2023.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2024

Note 8 - Charitable activities

	Direct Costs			Support Costs				
	Staff Costs	Staff and Volunteer Expenses	Office Costs	Premises Costs	Other Costs	Governance Costs	Total 2024	Total 2023
	£	£	£	£	£	£	£	£
Fundraising costs	11,326	-	-	-	-	-	11,326	11,012
Designated Fund	18,783	-	507	-	-	-	19,290	-
General Fund	201,770	4,701	57,995	23,299	30	654	288,449	267,835
Health Watch	-	-	-	-	-	-	-	5,000
Energy Advice Programme	4,884	41	568	581	1	61	6,136	31,037
LAA Housing Contract	42,684	308	7,954	3,139	39,563	116	93,764	74,489
SWL St George's NHS Trust	44,873	352	3,846	4,185	45,622	186	99,064	97,092
Total Charitable Activities	312,994	5,402	70,870	31,204	85,216	1,017	506,703	475,453
Total Unrestricted Funds	324,320	5,402	70,870	31,204	85,216	1,017	518,029	486,465
PensionWise	412,989	3,390	34,664	41,866	51	1,152	494,112	458,103
Debt Free London	254,242	1,353	20,526	21,622	28	748	298,519	304,755
Reaching Communities	-	-	-	-	-	-	-	71,759
Henry Smith Charity	-	-	-	-	-	-	-	28,214
Trust for London - benefits research	33,293	135	1,967	2,162	3	75	37,635	46,028
EU Settlement Grant	6,483	-	-	-	-	-	6,483	30,966
City Bridge Trust - carers support	27,994	212	1,960	2,046	41,469	63	73,744	67,627
Energy Max	86,831	446	6,494	7,107	35,207	246	136,331	121,099
Ukrainian Refugee Support	117,150	522	7,514	7,995	12	276	133,469	34,891
Debt First Aid	40,257	251	3,278	3,604	4	125	47,519	22,929
Food Bank Project	46,115	225	3,278	3,604	5	124	53,351	23,099
Energy Caseworker	11,686	-	2,231	-	-	-	13,917	-
Total Restricted Funds	1,037,040	6,534	81,912	90,006	76,779	2,809	1,295,080	1,209,470
Total Expenditure	1,361,360	11,936	152,782	121,210	161,995	3,827	1,813,109	1,695,935

Of the £1,695,935 expenditure recognised in 2023, £486,465 was charged to unrestricted funds and £1,209,470 was charged to restricted funds.

Note 9 - Governance costs

	Unrestricted Funds	Restricted Funds	Total Funds 2024	Total Funds 2023
	£	£	£	£
Audit fee	3,800	-	3,800	3,910
Other	27	-	27	50
	3,827	-	3,827	4,838

All of the £3,960 expenditure recognised in 2023 was charged to unrestricted funds.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2024

Note 10 - Staff costs	2024	2023
	£	£
Wages and salaries	1,137,355	1,088,307
Employer's NI costs	101,164	100,515
Staff pension costs	104,058	95,893
Total*	1,342,577	1,284,715

The average number of employees (FTE) was:	32	34
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The average number of employees was:	40	41
--------------------------------------	-----------	-----------

During the year the charity made statutory redundancy payments totalling £19,290.

No employees received total employee benefits (excluding employer pension costs) of more than £60,000 per annum.

No trustee received any remuneration in respect of services as a trustee during the year (2023: £0).

The total amount of employee benefits received by key management personnel was £351,677 (2023: £340,258).

Under FRS 102 employee benefits include gross pay, benefits in kind, employer's National Insurance Contributions and employer's pension costs.

Note 11 - Net incoming resources for the year	2024	2023
	£	£
This is stated after charging:		
Operating Lease	48,000	48,000
Audit Fee	3,800	3,910

Note 12 – Pension Costs and Liabilities

The disclosures below relate to funded liabilities within the London Borough of Sutton Pension Fund (the Fund) which is part of the Local Government Pension Scheme (LGPS). Citizens Advice Sutton (CAS) participates in the Fund which up to 31 March 2024 provided defined benefits based on members' final pensionable salary. From 1 April 2014 the scheme provides benefits based on members' career average salary, with preserved rights for benefits earned under the final salary provisions.

CAS closed the scheme to new members with effect from 1 January 2011 although existing members were permitted to accrue service benefits during their employment with CAS. CAS's contribution for 2023/24 was 21.6% plus a fixed contribution of £36,000 and the employees' contribution was 6.5% of gross salary.

In accordance with Financial Reporting Standard No. 102 (FRS102) disclosure of certain information concerning assets, liabilities, income and expenditure related to pension schemes is required. This is set out below.

CAS membership statistics

The table below summarises the CAS membership data, as at 31 March 2022 for members receiving funded benefits.

Member data summary	Number	Salary/Pension £000	Average age
Actives	4	148	57
Deferred pensioners	7	26	59
Pensioners	18	65	71

New Early Retirements	Number	Total Pension Accrued (£)	Total Pension Actual (£)
Redundancy	1	5,891	5,891
Efficiency	-	-	-
Other	-	-	-

The service cost for the year ending 31 March 2024 is calculated using an estimate of the total pensionable payroll during the year. The estimated total pensionable payroll during the year is £115,000, as advised by CAS.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2024

Scheduled contributions

The table below summarises the minimum employer contributions due from CAS to the Fund over this inter-valuation period. The calculated cost of accrual of future benefits is 21.6% of payroll p.a. The monetary amounts are due to be paid in monthly instalments.

Minimum employer contributions due for the period beginning	1 Apr 2021	1 Apr 2022	1 April 2023
Percent of payroll	21.6%	21.6%	21.6%
Plus monetary amount (£000s)	35	36	36

CAS may pay further amounts at any time and future periodic contributions, or the timing of contributions may be adjusted on a basis approved by the actuary.

Contributions for the accounting period ending 31 March 2025

CAS's regular contributions to the Fund for the accounting period ending 31 March 2025 are estimated to be £25,000. There will be an additional fixed contribution of £36,000.

Financial assumptions

The financial assumptions used to calculate the results are as follows:

As at 31 March	2024 % p.a.	2023 % p.a.	2022 % p.a.
Discount rate	4.80%	4.75%	2.70%
Pension increases	2.80%	3.00%	3.20%
Salary increases	2.80%	3.00%	4.20%

As at 31 March 2024 the actuary's estimate of the duration of CAS's funded obligations is 14 years.

Demographic/Statistical assumptions

Life expectancy is based on the Fund's VitaCurves with improvements in line with the CMI 2022 model, with a 25% weighting of 2022 data, a 0% weighting of 2021 (and 2020) data, standard smoothing (Sk7), initial adjustment of 0.25% and a long-term rate of improvement of 1.5% p.a. for both males and females. Based on these assumptions, the average future life expectancies at age 65 for the Employer are summarised below:

Assumed life expectancy from age 65 years	31 Mar 2024	31 Mar 2023	31 Mar 2022
Retiring today			
Males	21.0	21.1	21.4
Females	23.9	24.1	24.1
Retiring in 20 years			
Males	22.8	23.0	22.9
Females	25.6	25.8	25.8

Assets

The estimated asset allocation for CAS as at 31 March 2024 is as follows:

Asset breakdown	31 Mar 2024		31 Mar 2023	
	£000	%	£000	%
Equities	1,252	58%	1,136	57%
Gilts and other bonds	367	17%	479	24%
Property	281	13%	259	13%
Cash	258	12%	120	6%
Total	2,158	100%	1,994	100%

Formal actuarial valuations are carried out every three years the most recent being the valuation as at 31 March 2022. The accounting balance sheet position as at 31 March 2024, and the projected charge to the P&L for 2024/25, are therefore based on a new roll-forward from the 2022 funding valuation.

Results and disclosures for the year to 31 March 2023

The actuary estimates that the value of the net liability as at 31 March 2023 is a liability of £369,000. The results of the actuary's calculations for the year ended 31 March 2023 are set out in the tables below:

Table 1: Statement of financial position as at 31 March 2024

Net pension asset as at	31 Mar 2024 £000	31 Mar 2023 £000	31 Mar 2022 £000
Present value of the defined benefit obligation	2,313	2,363	3,212
Fair value of Fund assets (bid value)	2,158	1,994	2,220
Net defined benefit liability / (asset)	155	369	992

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2024

Table 2: Statement of profit and loss for the year to 31 March 2023

The amounts recognised in the profit and loss statement are:

	Year to 31 Mar 2024 £000	Year to 31 Mar 2023 £000
Service cost	55	56
Net interest on the defined liability (asset)	16	27
Administration expenses	-	-
Total loss/(profit)	71	83

Table 3: Asset and benefit obligation reconciliation for the year to 31 March 2024

Reconciliation of opening and closing balances of the present value of the defined benefit obligations	Year to 31 Mar 2024 £000	Year to 31 Mar 2023 £000
Opening defined benefit obligation	2,363	3,212
Current service cost *	55	56
Interest cost	109	87
Change in financial assumptions	(88)	(979)
Change in demographic assumptions	(14)	(76)
Experience loss/(gain) on defined benefit obligation	-	-
Estimated benefits paid net of transfers in	(190)	(71)
Contributions by Scheme participants and other employers	6	8
Other experience **	72	126
Closing defined benefit obligation	2,313	2,363

Reconciliation of opening and closing balances of the fair value of Fund assets	Year to 31 Mar 2024 £000	Year to 31 Mar 2023 £000
Opening fair value of Fund assets	1,994	2,220
Interest on assets	93	60
Return on assets less interest	160	(184)
Contributions by employer including unfunded	95	52
Contributions by Scheme participants and other employers	6	8
Estimated benefits paid plus unfunded net of transfers in	(190)	(71)
Other experience	-	(91)
Closing Fair value of Fund assets	2,158	1,994

* The current service cost includes an allowance for administration expenses of 1.1% of payroll.

** The other experience on obligations includes an allowance of £72,000 for the April 2024 pension increase order impact.

The actuary estimates that the present value of funded obligations (totalling £2,313,000) comprises approximately £777,000, £585,000 and £951,000 in respect of employee members, deferred pensioners and pensioners respectively as at 31 March 2024.

CAS's fair value of plan assets is less than 1% of the Fund's total.

Table 4: Projected pension expense for the year to 31 March 2025

Projection for the year to 31 March 2025

	Assets £000	Obligations £000	Net asset/(liability) £000	% of pay
Service cost *	-	25	(25)	(21.7%)
Net interest income on plan assets	103	-	103	89.6%
Interest cost on defined benefit obligation	-	109	(109)	(94.8%)
Total loss/(profit)	103	134	(31)	(26.9%)

* The current service cost includes an allowance for administration expenses of 1.1% of payroll. The monetary value is based on a projected payroll of £115,000.

The actuary estimates that CAS's contributions for the period to 31 March 2025 will be approximately £61,000.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2024

Table 4: Sensitivity analysis

The sensitivities regarding the principal assumptions used to measure the scheme obligations are set out below:

Change in assumptions at 31 March 2024	Approximate % increase in defined benefit Obligation	Approximate monetary amount £000
0.1% decrease in Real Discount Rate	1%	35
1 year increase in member life expectancy	4%	93
0.1% increase in the Salary Increase Rate	0%	2
0.1% increase in the Pension Increase Rate (CPI)	1%	33

Note 13 – Trustees' expenses

No trustee was paid expenses during the year – (2023: £nil)

Note 14 – Tangible fixed assets	Lift Equipment	Computer Equipment	Fixtures & Fittings	Total
	£	£	£	£
Cost				
At 1 April 2023	86,297	13,560	28,704	128,561
Additions	-	-	-	-
Disposals	-	-	-	-
At 31 March 2024	86,297	13,560	28,704	128,561
Accumulated depreciation				
At 1 April 2023	86,297	13,560	28,704	128,561
Charge for the year	-	-	-	-
Disposals	-	-	-	-
At 31 March 2024	86,297	13,560	28,704	128,561
Net Book Values				
At 31 March 2023	-	-	-	-
At 31 March 2024	-	-	-	-

Note 15 - Debtors	2024 £	2023 £
Trade Debtors	50,946	-
Accrued Income and prepayments	106,919	253,693
Other debtors	3,084	16,664
	160,949	270,357

SUTTON BOROUGH CITIZENS ADVICE BUREAUX **Notes to the financial statements for the year ended 31 March 2024**

Note 16 - Creditors: amounts falling due within one year

	2024	2023
	£	£
Trade Creditors	114,174	121,245
Deferred income and accruals	69,148	44,103
Other creditors	3,800	17,249
	187,122	182,597

Deferred income analysis	2024	2023
	£	£
Deferred income brought forward	44,103	63,138
Additions during the year	41,059	44,103
Amounts released to income	(44,103)	(63,138)
Deferred income carried forward	41,059	44,103

Deferred income of £41,059 (2023: £44,103) included above relates to grant income received during the year but relating to a future accounting period.

Note 17 - Obligations under leases

At 31 March 2024 the charity was committed to making the following payments:
under non-cancellable operating leases

	Photocopier	2024 Land & Buildings	Photocopier	2023 Land & Buildings
	£	£	£	£
Operating lease which is renewable within				
One year	3,000	45,000	164	45,000
Two to five years	9,000	9,000	-	180,000
Total	12,000	135,000	164	225,000

Note 18 - Designated funds

	2024	2023
	£	£
Replacement of Equipment fund	19,358	19,865
Redundancy Fund	-	18,783
Balance at 31 March	19,358	38,648

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2024

Note 19 - Analysis of fund assets

2024	Unrestricted funds	Designated funds	Pension fund	Total Unrestricted funds	Restricted funds	Total funds 2024	Total funds 2023
	£	£	£	£		£	£
Debtors	4,084	-	-	4,084	156,865	160,949	270,428
Deposits	200,000	-	-	200,000	-	200,000	200,000
Cash	253,590	19,358	-	272,948	39,897	312,845	218,130
Creditors	(9,736)	-	-	(9,736)	(177,386)	(187,122)	(182,597)
Provision	-	-	(155,000)	(155,000)	-	(155,000)	(369,000)
	447,938	19,358	(155,000)	312,296	19,376	331,672	136,890

Comparison information from the analysis of net assets between funds is as follows:

2023	Unrestricted funds	Designated funds	Pension funds	Total Unrestricted funds	Restricted funds	Total funds 2023	Total funds 2022
	£	£	£	£		£	£
Debtors	1,929	-	-	1,929	268,428	270,428	119,481
Deposits	200,000	-	-	200,000	-	200,000	200,000
Cash	271,816	38,648	-	310,464	(92,334)	218,130	297,917
Creditors	(31,895)	-	-	(31,895)	(150,702)	(182,597)	(118,087)
Provision	-	-	(369,000)	(369,000)	-	(369,000)	(992,000)
	441,850	38,648	(369,000)	111,498	25,392	136,890	(492,689)

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2024

Note 20 - Movement in funds

2024	Balance 01/04/2023	Incoming resources	Resources expended	Transfers between funds	Gains/ (Losses)	Balance 31/03/2024
Unrestricted funds						
Designated funds	38,648	-	(19,290)	-	-	19,358
Other unrestricted funds:						
General Fund and Other Income	474,527	332,420	(299,775)	(68,575)	-	438,597
Energy Advice Programme	-	11,549	(6,135)	-	-	5,414
Legal Aid Agency Housing	(32,677)	124,048	(93,764)	-	-	(2,393)
SWL St George's NHS Trust	-	105,385	(99,065)	-	-	6,320
Total Other Unrestricted Funds	441,850	573,402	(498,739)	(68,575)	-	447,938
Defined benefit pension scheme	(369,000)	-	-	-	214,000	(155,000)
Total unrestricted funds	111,498	573,402	(518,029)	(68,575)	214,000	312,296
Restricted Funds						
PensionWise	-	493,297	(494,111)	814	-	-
Debt Free London	-	235,885	(298,519)	62,634	-	-
Trust for London	-	43,125	(37,636)	-	-	5,489
EU Settlement Grant	-	6,483	(6,483)	-	-	-
City Bridge Trust	-	77,580	(73,744)	-	-	3,836
Energy Max	6,868	126,760	(136,330)	2,702	-	-
Energy Caseworker	-	13,917	(13,917)	-	-	-
Debt First Aid	-	45,094	(47,519)	2,425	-	-
Food Bank Project	-	54,876	(53,351)	-	-	1,525
Ukrainian Refugee support	18,524	123,472	(133,470)	-	-	8,526
Total Restricted Funds	25,392	1,220,489	(1,295,080)	68,575	-	19,376
Total funds	136,890	1,793,891	(1,813,109)	-	214,000	331,672

Transfers have been made to reallocate costs charged to restricted funds and to cancel the designation of funds for the Building Repair and Redecoration Fund.

Comparative information for the movement in funds is as follows:

2023	Balance 01/04/2022	Incoming resources	Resources expended	Transfers between	Gains/ (Losses)	Balance 31/03/2023
Unrestricted funds						
Designated funds	38,648	-	-	-	-	38,648
Other unrestricted funds:						
General Fund and Other Income	447,090	347,094	(278,847)	(40,810)	-	474,527
Health Watch	12,499	5,000	(5,000)	(12,499)	-	-
Energy Advice Programme	-	30,210	(31,037)	827	-	-
Legal Aid Agency Housing	(35,949)	77,761	(74,489)	-	-	(32,677)
SWL St George's NHS Trust	-	91,426	(97,090)	5,664	-	-
Total Other Unrestricted Funds	423,640	551,491	(486,463)	(46,818)	-	441,850
Defined benefit pension scheme	(992,000)	-	-	-	623,000	(369,000)
Total unrestricted funds	(529,712)	551,491	486,463	(46,818)	623,000	111,498
Restricted Funds						
PensionWise	-	458,103	(458,103)	-	-	-
Debt Free London	-	269,669	(304,755)	35,086	-	-
Reaching Communities	27,646	44,113	(71,759)	-	-	-
Henry Smith Charity	9,189	19,025	(28,214)	-	-	-
Trust for London	28	46,000	(46,028)	-	-	-
EU Settlement Grant	-	19,623	(30,967)	11,344	-	-
City Bridge Trust	160	67,628	(67,628)	(160)	-	-
Energy Max	-	127,967	(121,099)	-	-	6,868
Debt First Aid	-	22,593	(22,929)	336	-	-
Food Bank Project	-	22,887	(23,099)	212	-	-
Ukrainian Refugee support	-	53,415	(34,891)	-	-	18,524
Total Restricted Funds	37,023	1,151,023	(1,209,472)	46,818	-	25,392
Total funds	(492,689)	1,702,514	(1,695,935)	-	623,000	136,890

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2024

Note 21 - Related parties

CAS is a member of Citizens Advice and is subject to Citizens Advice audit every three years. Membership entitles CAS to access the support systems provided by Citizens Advice, including the AdviserNet Information System, Bureaux Management Information System, Bureaux Management Consultancy Line and the Volunteer Training Information System.

CAS has the Specialist Quality Mark in housing (awarded by the SQM Delivery Partnership on 4th March 2013 as a condition of holding a Legal Aid Agency contract). CAS also holds the Advice Quality Standard with casework in employment, welfare benefits and housing awarded on 16th January 2013 by the Citizens Advice Audit Service and the Advice Quality Standard with casework in housing awarded on 19th September 2013.

There are no other related party transactions to report.

Note 22 – Contingent assets

The charitable company has been awarded multi-year grants with specified or implied timeframes which preclude recognition of the full amount.

The total amount of contingent assets at 31 March 2024 (2023: £620,476) was £638,979.

Accounts

SUTTON BOROUGH CITIZENS ADVICE BUREAUX
Operating as CITIZENS ADVICE SUTTON

Charity number: 1061654
Company number: 03179963

Financial Report and Accounts
for the Year Ended 31 March 2023

Contents

	Page
TRUSTEES' REPORT	
Reference and Administrative Details	2
Name and Registered Office	2
Professional Advisers	2
Structure, Governance and Management	2
Governing Document	2
Trustee Board	2
Elections to the Trustee Board	2
Trustee Induction and Training	3
Organisational Structure	3
Related Parties	3
Internal Control	3 - 5
Objectives and Activities for the Public Benefit	5
Strategic Objectives	5
Activities and Outcomes	5 - 8
Achievements and Performance	8
Plans for Future Periods	8
Financial Review	9
Statement of Directors' Responsibilities	9
Independent Auditor's Report	10 - 12
FINANCIAL STATEMENTS	
Statement of Financial Activities and Income & Expenditure Report	13
Balance Sheet	14
Cash Flow Statement	15
Notes to the Financial Statements	16 - 27

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2022 to 31 March 2023

Reference and Administrative Details

Name, Charity Number, Company Number and Registered Office

Sutton Borough Citizens Advice Bureaux is a charitable company limited by guarantee. The registered Charity Number is 1061654 and the Company Number is 03179963. The registered office is 68 Parkgate Rd, Wallington, SM6 0AH.

Professional Advisers

Bankers	CAF Bank 25 Kings Hill Avenue, West Malling, Kent ME19 4JQ
Auditor	Myrus Smith, Chartered Accountants Norman House, 8 Burnell Road, Sutton, SM1 4BW

Structure, Governance and Management

The trustees present their annual report and financial statements of the charity 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 accounts and comply with the charity's trust deed, the Charities Act 2011, the Companies Act 2006, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019, and UK Generally Accepted Accounting Practice.

Governing Document

Citizens Advice Sutton incorporated on 29th March 1996 as amended by special resolutions dated 14 May 2003, 8th September 2004, and 8th September 2009, and registered as a charity on 2nd April 1997. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up each member is required to contribute £1.

Trustee Board

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles as members of the Trustee Board. Citizens Advice Sutton has a broad client base, and the Trustee Board seeks to reflect the diversity of the local community.

The Trustee Board has a minimum of four and a maximum of 25 trustees who meet quarterly and are responsible for the strategic direction and policy of the charity. The trustees are from professional or business backgrounds relevant to the charity or with involvement in other voluntary sector organisations. The Finance Manager, Chief Executive Officer and a senior manager attend the Board but have no voting rights. All Board members give their time freely, no remuneration was paid in the year beyond the reimbursement of reasonable expenses. The Board members listed below have held office during the whole of the period in the year to 31 March 2023 and to the date of this report unless otherwise stated.

Trustee Board Members

Andrew Theobald – Chair	Firas Al-Fakhri – Resigned 20 th March 2023
Phillip Ang – Treasurer	Nigel Quinney
Jason Gold – Risk Committee Chair	Shirley Mason – Resigned 1 st June 2022
Ashley Thomas – Information Accounting Officer	Paul Lawrence
Peter Honour	Veronica Miller

Principal Executives

Steve Triner – Chief Executive Officer and Company Secretary	Godfrey Bwalya – Finance Manager
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Elections to the Trustee Board

Under the requirements of the Memorandum and Articles of Association, the members of the Trustee Board are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting. In practice, all the members of the Trustee Board retire just before each Annual General Meeting and offer themselves for re-election if they wish to stand. At the 2022 AGM all the Trustees who stood down were re-elected.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2022 to 31 March 2023

Trustee Induction and Training

The Trustee Board operates a formal selection procedure for potential new members. The procedure includes:

- Invitation to informally meet the Chief Executive and Chair;
- Provision of information about the organisation including the organisation's aims and principles, research and campaigns, annual review, and annual report;
- Provision of an application form and confidentiality declaration;
- Formal nomination to Trustee Board and invitation to join the next meeting;
- Provision of induction pack including welcome letter, information about Trustee Board, schedule of board meetings, details of sub committees, equalities data form, code of conduct, request for profile information and Register of Interests. New Trustees are encouraged to visit the offices, meet staff and volunteers, and observe interviews etc.

Trustees are offered opportunities to attend suitable trustee training courses, either locally or at the offices of National Citizens Advice.

Organisational Structure

Day to day responsibility for running the organisation rests with the Chief Executive Officer, who works with a Senior Management Team (SMT) to ensure the service meets its aims and complies with relevant standards. The SMT includes the Chief Executive and five Senior Managers, including the Finance Manager. The SMT ensures that advice is delivered to the standards required by Citizens Advice and other stakeholders. Carefully selected, trained, and supported volunteers provide a high proportion of the advice to our clients including supporting our telephone contact centre, drop-in centre, and advice by appointment.

Related Parties

Citizens Advice Sutton is a member of Citizens Advice (the National Association of Citizens Advice Bureaux) and complies with their membership scheme.

The charity was funded in 2022/23 by: the London Borough of Sutton through a sub-contract with Community Action Sutton who have a contract with the council to provide information and advice to residents; the Legal Aid Agency, with whom it has a contract to provide housing advice; the Money and Pension Service who, via Toynbee Hall, fund the Debt Free Advice partnership of which Citizens Advice Sutton is a member; the Money and Pension Service who, via Citizens Advice, fund Pension Wise; The National Lottery; Trust for London; the Henry Smith Charity; City Bridge Trust; the Energy Redress Scheme, via the Energy Savings Trust, and ; the Home Office who funded our EU Settlement Scheme project.

Citizens Advice Sutton also worked with other local public services, the local voluntary sector, and local solicitors' firms to deliver advice and information services in line with its aims.

Internal Control

The Trustee Board carries out the following internal control activities:

- Setting a budget for each financial year;
- Approving authorised signatories and setting limits on delegated financial authorities;
- Monitoring actual financial performance against budget;
- Reviewing the risk register;
- Reviewing the reserves policy;
- Conducting such internal reviews as it shall see fit;
- Ensuring that accounting rules are followed and that an independent audit is conducted.

The Planning and Finance Committee is a standing committee of the Trustee Board. The Planning and Finance Committee membership comprises: the Trustee Board Chair; the Treasurer, who chairs the Committee, and up to two other Trustees. The Chief Executive attends the Planning and Finance Committee meetings. The Committee considers financial and strategic issues and formulates recommendations to the Trustee Board. The Committee has also been given delegated authority by the Trustee Board to decide on the initiation or termination of projects where the income or expenditure in those projects is up to 10% of the total income of Citizens Advice Sutton.

The Risk Committee is a standing committee of the Trustee Board. The Risk Committee membership comprises the Risk Committee Chair, the Trustee Board Chair, the Treasurer, and up to three other Trustees. The Chief

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2022 to 31 March 2023

Executive attends the Risk Committee meetings. The Committee considers non-financial risks and formulates recommendations to the Trustee Board. The role of the Risk Committee is to support the Board of Trustees in the management of risk, by helping ensure significant risks are identified and analysed and an action plan to mitigate risk is drawn up and implemented effectively.

Investment Policy

Under the Memorandum and Articles of Association, the Charity has the power to make any cash investments that the Trustees see fit.

Reserves Policy

The designated reserves as at 31 March 2023 stood at £38,648 (£18,783 redundancy and £19,865 equipment) and other unrestricted reserves amounted to £460,374. Total unrestricted reserves before the pension scheme deficit stood at £499,022. Restricted reserves at the year-end were £6,868. The charity has unrestricted reserves (excluding designated reserves) to provide for about three months operating costs. Citizens Advice Sutton will aim to raise the level of these reserves to about four months operating costs in the future.

A valuation of the final salary pension scheme (under FRS102 rules) was carried out on 31 March 2023. The valuation determined that the deficit stood at £369,000, which when included in the balance sheet produces a total net asset of £136,890. The details of the pension scheme and deficit are given in Note 12 to the accounts. The Trustees believe that Citizens Advice Sutton should continue to be regarded as a going concern for the reasons given in Note 1b. The Trustee Board will continue to monitor closely the financial position and take any necessary actions to maintain its status as a going concern.

Risk Management

The Trustee Board and the Risk Committee monitor the risk register regularly to ensure that action is taken, and systems are in place to manage identified areas of risk. Citizens Advice Sutton continues to review its procedures and policies to ensure that they are consistent with best practices. The charity focuses on the following major areas of risk:

- **Financial Control.** The Finance Manager produces detailed management accounts every month which are reviewed by the Treasurer. Current management accounts are presented to the Trustee Board and the Planning and Finance Committee at every meeting. The performance against budget is monitored and any actions required to rectify underperformance are identified.
- **Non-Financial Risk control.** The Chair of the Risk Committee works closely with the CEO to maintain an up-to-date Risk Register. The Risk Register is reviewed by the Risk Committee.
- **External Stakeholder Relationships.** The Trustee Board attaches high importance to developing and maintaining good external stakeholder relationships. Citizens Advice Sutton relies on its excellent reputation for delivering timely and effective advice to members of the public to persuade stakeholders to use Citizens Advice Sutton as a prime medium of communication to the public.

Various other key risks have been mitigated in the following ways:

- **Income.** Ensuring that the organisation maintains an adequate level of income to carry out its charitable objectives.
- **Training.** Ensuring that all staff and volunteers are properly trained, supported, and supervised as they carry out their activities.
- **Financial Procedures.** The Trustee Board has approved and keeps under review, a set of Financial Procedures which define the ways in which all financial transactions are to be authorised and recorded.
- **Insurance.** Ensuring adequate insurance cover for professional indemnity, assets, employees, trustees, and volunteers carrying out work for and on behalf of Citizens Advice Sutton.

Information Assurance

Citizens Advice Sutton has adopted the Information Assurance (IA) policy as recommended by Citizens Advice. In summary, the way in which information risks are managed under this policy is as follows:

- A member of the board, who has undertaken appropriate training is the **Information Assurance Accounting Officer (IAAO)** and ensures that all significant information risks are discussed and approved at Trustee Board level.
- The Chief Executive is the Senior Information Risk Officer (SIRO) and owns the information risk policy and provides advice to the Trustee Board.
- Specific groups of information assets, for example client data, have been identified and individual members of staff are the Information Asset Owners (IAO) for each group.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2022 to 31 March 2023

- All staff, volunteers, and board members complete basic data protection training with annual refresher training, in addition the IAAO, SIRO and all IAOs have successfully completed advanced IA training. All staff and volunteers sign, and re-sign every year, the Acceptable IT Usage policy.
- Management of information risks is a standing item on the agenda of all Trustee Board meetings, to ensure they are reviewed alongside other risks.

Objectives and Activities for the Public Benefit

Strategic Objectives

The stated objectives of Citizens Advice Sutton are the promotion of any charitable purposes for the public benefit by the advancement of education, the protection of health and the relief of poverty, sickness, and distress in particular, but without limitation, for the benefit of the community in the area of the London Borough of Sutton and the surrounding areas. Citizens Advice Sutton meets these objects through the following activities:

- Providing the advice people need for the problems they face;
- Working to improve the public policies and practices that affect people's lives.

The Trustee Board has complied with the duty in section 4 of 2006 Charities Act to have due regard to guidance published by the Charity Commission on public benefit, both when reviewing the Citizens Advice Sutton's aims and objectives and in planning future activities.

Activities and outcomes

The strategic objectives were supported by the following activities during the year 2022/2023.

Advice Link Partnership Sutton / Together for Sutton

The London Borough of Sutton had a contract with Citizens Advice Sutton to provide information and advice services. The contract provided funding for Citizens Advice Sutton to deliver the ALPS (Advice Link Partnership Sutton) service. The contract expired on 30th June 2022. From 1st July 2022, Citizens Advice Sutton has been a member of the Together for Sutton project, funded by LB Sutton. LB Sutton has a contract with Community Action Sutton. Community Action Sutton sub-contracts the delivery of the service to six local voluntary organisations including Citizens Advice Sutton.

Telephone contact centre

The local authority funding enabled us to run our telephone contact centre. People could telephone us from 9.00 am to 5.00 pm, Monday to Friday. In 2022/23, we handled 11,964 incoming telephone calls. These calls were from 5,086 individual named residents with 1,628 calls from people who did not provide their names. 39% of the calls to our contact centre were answered by 37 carefully selected and fully trained volunteers, the remainder by paid staff.

Drop-In Centre

The local authority funding also enables us to run our drop-in centre. People can drop into our Sutton office between 10.00 am and 3.00 pm Monday to Friday. The volunteers and staff in the Sutton office provide information, advice, arrange appointments and signpost people to other sources of help. The staff and volunteers resolve enquiries at the first point of contact when appropriate and possible. In 2022/23, the drop-in centre team recorded 7,537 visits by people who received information or advice. 1,632 named individual people visited the drop-in centre, with many of these people making multiple visits. We recorded 1,488 visits from anonymous people. 11% of the enquiries made by visitors to the drop-in centre were handled by 17 carefully selected and fully trained volunteers. Our drop-in service is particularly important for people who cannot access online services and vulnerable people, including those who are homeless or have mental health difficulties.

Website enquiries

People can contact Citizens Advice Sutton online at www.citizensadvice Sutton.org.uk. People can complete subject specific forms to submit enquiries to us. Over the year we handled 1,090 enquiries through our website. People do not need to have an email address to access our service as we can respond to website enquiries by telephone. 965 individual people made at least one contact through our website.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2022 to 31 March 2023

Healthwatch Sutton

Citizens Advice Sutton delivered an information service on behalf of Healthwatch Sutton. We had 383 enquiries from at least 191 individual residents about health and social care issues.

Energy Max

We had an Energy Industry Voluntary Redress Scheme grant to run an Energy Max project. This project started on 1st March 2022. We delivered it jointly with Thinking Works, a not-for-profit company tackling fuel poverty. Citizens Advice Sutton provided debt and welfare benefits advice to people experiencing fuel poverty with Thinking Works providing advice and support to enable residents to reduce their energy costs. Over the year the funding enabled Citizens Advice Sutton to support 723 individual people at risk of or experiencing fuel poverty.

Legal Aid Agency

Citizens Advice Sutton has a contract with the Legal Aid Agency to provide housing advice to people eligible for Legal Aid. We opened 40 Legal Help housing cases during the year, out of which 10 clients were advised under a Legal Aid certificate. Certificated cases are more complex cases that usually involve disbursements to other professionals such as barristers, health professionals and surveyors. The Legal Aid Agency reimburse those fees at the conclusion of the case. The Citizens Advice Sutton housing solicitor and caseworker also handled 80 housing cases that were outside of the scope of Legal Aid.

Pension Wise

Citizens Advice Sutton is one of 38 local Citizens Advice services who have been delivering the government's Pension Wise guidance for the last 8 years. Launched in April 2015, Pension Wise was a new guidance service set up to help people understand their options under the pension freedoms. Pension Wise is a service from Money Helper. Citizens Advice Sutton delivers Pension Wise appointments to people aged 50 and over with a defined contribution pension. For 2022/23, Pension Wise has delivered 70,454 appointments across the service in England, Wales and Northern Ireland. People visiting Pension Wise have remained highly satisfied with the guidance they are receiving, with satisfaction ratings remaining consistently high. For 2022/23, Citizens Advice achieved a satisfaction score above 95%.

Debt Free Advice

Citizens Advice Sutton is a member of the Debt Free Advice partnership, funded by the Money and Pension Service and led by Toynbee Hall. The DFA project is primarily a face-to-face service. In 2022/23, our DFA team provided full debt advice to 1,500 individual clients. Most of the DFA clients were given advice on complex debt cases involving priority debts, such as Council Tax arrears, utilities, and rent. The debt team includes staff who are 'approved intermediaries' for Debt Relief Orders. In 2022/23 our debt team arranged Debt Relief Orders for 55 people which resulted in a total of £788,758 debt written-off. The debt team obtained further financial gains of £200,920 through income maximisation advice and informal debt write-offs.

Reaching Communities

The National Lottery provided us with funding under the Reaching Communities programme. The original grant period ended on 13th May 2022. The National Lottery agreed that we could use an underspend on the grant to pilot a Crisis Advice Project. The National Lottery funded this project until 28th February 2023. The Crisis Advice project included emergency advice at our drop-in Centre, advice at the Domestic Abuse One Stop Shop and Sutton Mental Health Foundation. The funding enabled us to support 587 people at our drop-in Centre, to support 92 people living with or escaping from domestic abuse and support 140 people living with mental health difficulties.

City Bridge Trust

We have a grant from the City Bridge Trust to work with Sutton Carers Centre. We take referrals from the Carers Centre and provide home visits for carers. In 2022/23, our City Bridge Trust grant enable us to support 210 carers.

Henry Smith Charity

The Henry Smith Charity provided us with a three-year grant for welfare benefits advice and casework. The grant period ended on 31st July 2022. In the period 1st April to 31st July, the funding enabled us to support 83 people with complex welfare benefits casework.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2022 to 31 March 2023

Trust for London

The Trust for London funded us through 2022/23 to deliver a Universal Credit project. The project supported 77 individual clients with complex case work. The Trust for London grant includes funding for a Research & Campaigns Worker who focusses on Universal Credit and working poverty issues. The Research & Campaigns worker also organises the local Welfare Rights Forum.

EU Settlement Scheme

The Home Office provided us with a grant to support vulnerable EU Nationals with their applications to the EU Settlement Scheme and associated issues. The project ran through the year. We engaged with 492 individual EU Nationals.

Citizens Advice Sutton in the Community

Over the course of the year, Citizens Advice Sutton staff and volunteers provided presentations, talks and training sessions to a wide range of local community groups including the Sutton Mental Health Foundation, Sutton Social Services, Together for Sutton Information Networks and the Anti-Poverty forum. A member of CAS staff with expertise in welfare benefits chairs the local Welfare Reform Advice Forum.

Free advice from Local Solicitors

Local solicitors provide free advice by appointment for people referred to them by Citizens Advice Sutton staff and volunteers. In 2022/23, three local solicitors provided 173 free appointments booked for clients by Citizens Advice Sutton staff. Three solicitors have also agreed that we can give their contact details to clients for free advice. Most of the appointments were concerned with family law with a small number of appointments relating to issues such as property and probate.

Volunteering

Citizens Advice Sutton is one of the largest providers of volunteering opportunities in the borough. During 2022/23 46 individual people volunteered for CAS, in a variety of roles including advisers, contact centre team members and administration support. Our volunteers recorded a total of 10,253 client contacts in the year. We estimate that volunteers contributed 11,960 hours of time to Citizens Advice Sutton. The volunteer hours are the approximate equivalent of seven full time members of staff.

Research and Campaigns

Citizens Advice Sutton, like every Local Citizens Advice service, undertakes 'Research and Campaigns' work. We use the information from our case records to make recommendations to public authorities to improve the policies and practices that affect people's lives. In 2022/23, a significant amount of our Research and Campaigns activity was focussed on commercial organisations mis-selling Individual Voluntary Arrangements to people with debt problems that could be more appropriately resolved with Debt Relief Orders. Our Trust for London project included funding for a Universal Credit research & campaigns worker who worked on issues including the inadequate level of support available through the benefit system for people liable to pay private sector rents.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2022 to 31 March 2023

Achievements and Performance

In the year 2022/23 we advised 6,623 individual named people and had 3,174 contacts with anonymous people. We recorded total financial gains for clients of £2,915,248. This comprised £788,758 in Debt Relief Orders provided by our specialist debt advisers and £2,126,490 in other gains, mainly welfare benefits.

Enquiries 2022/23	Number of enquiries	Percentage of total enquiries
Benefits & tax credits (exc. Universal Credit)	3,502	23.8
Housing	2,441	16.6
Debt	1,550	10.6
Universal Credit	1,450	9.8
Relationships & family	797	5.4
Utilities & communications	702	4.8
Employment	676	4.6
Food banks	561	3.8
Immigration & asylum	512	3.5
Legal	500	3.4
Consumer goods & services	418	2.8
Health & community care	383	2.6
Travel & transport	338	2.3
Discrimination / Hate / Gender Violence Abuse	258	1.8
Education	204	1.4
Charitable support	127	0.9
Financial services & capability	125	0.9
Tax	121	0.8
Other	24	0.2
Total	14,689	100.00

In 2022/23, we handled 14,689 distinct enquiries through our contact centre, Drop-In-Centre, and website. Some people contacted us over the year with more than one distinct enquiry. The figures above do not include people who directly contacted our specialist debt advisers or our Pensionwise project.

In 2022/23, as part of the national Citizens Advice Performance Quality Framework, Citizens Advice contacted 466 people who had received a service from Citizens Advice Sutton. The survey is anonymous in that Citizens Advice provides the full set of responses but does not disclose the individual clients who provided each response. We ask every person who contacts us if they would give consent for Citizens Advice to contact them for feedback and have no influence over which clients Citizens Advice contacts. Participants were asked four questions; in each case our clients gave positive responses, as follows:

- How easy or difficult did you find it to access the service - 80% positive.
- Did the service help you find a way forward? - 86% positive
- Is your problem now resolved? - 76% positive
- How likely would you be to recommend the service - 85% positive.

Plans for Future Periods: Cost of Living Crisis

We are currently supporting large numbers of clients impacted by the cost-of-living crisis. This is evidenced by the numbers of people that we are referring to the local foodbank and other sources of charitable support. We expect that, for the foreseeable future, we will continue to support large numbers of clients whose incomes are inadequate to meet their outgoings. We will focus our fundraising activities on projects to meet the needs of people in crisis and needing advice on benefits and debt. We are also seeing an increase in the numbers of housing enquiries. We will seek to expand our capacity for housing advice. We will also seek unrestricted sources of income that will help us meet overhead costs including rent and utilities.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2022 to 31 March 2023

Financial Review

Total income decreased by £63,205 (3.6%) to £1,702,514 compared with the previous year's £1,765,719. Grant income increased by £36,149 (3%) to £1,242,448 from £1,206,299. This was due to decreased income in PensionWise, Debt Free London projects. We however had new funding from Energy Max, SWL St George's NHS Trust, Ukrainian Refugee Support, Debt First Aid and Food Bank project. Contract income decreased by £131,277 (26%) to £380,456 from £511,733.

Costs decreased by £68,196 (4%) to £1,695,935 from £1,764,131. This was due largely to decreased staff costs in Debt Free London due to reduced number of debt advisers and ending of trainee debt advisers. The net result for the year was a surplus of £6,579 before other recognised gains and losses.

The deficit on the pension scheme has decreased to £369,000 which resulted in a recognised gain in the accounts of £623,000. The result is a net surplus for the year of £629,579 and a net assets in the balance Sheet of £136,890. The deficit of the scheme does not result in an immediate cash flow impact on the charity. This deficit will be cleared with an increase in pension contributions over the remaining working lives of the employees, as determined by the Trustees of the Pension Scheme.

Statement of Directors' Responsibilities

The Trustees (who are also the directors of Sutton Borough Citizens Advice Bureaux for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the directors to prepare financial statements for each financial year. Under company law, the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, of the charitable company for that period. In preparing these financial statements the directors are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP 2019 (FRS 102);
- Make judgements and estimates that are reasonable and prudent; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume the charitable company will continue in operation.

The directors are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the Trustees have taken all 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.

Auditors

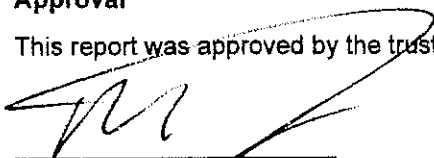
Myrus Smith, Chartered Accountants are deemed to be re-appointed under section 487(2) of the Companies Act 2006.

Small Company Provision

This report has been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

Approval

This report was approved by the trustees and signed on their behalf by:


Andrew Theobald – Chair and Trustee

20.11.2023

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SUTTON BOROUGH CITIZENS ADVICE BUREAUX (Citizens Advice Sutton)

Opinion

We have audited the financial statements of Sutton Borough Citizens Advice Bureaux (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the 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 charitable company's affairs as at 31 March 2023, and of its 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 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 contained within the Trustees' Report. The other information comprises the information included in the Trustees' 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 this gives rise to 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 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.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SUTTON BOROUGH CITIZENS ADVICE BUREAUX (Citizens Advice Sutton)

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the 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, 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 Directors' Responsibilities Statement (set out on page 10), 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 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

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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; and assessing whether the judgements made in making accounting estimates are indicative of a potential bias.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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.

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
SUTTON BOROUGH CITIZENS ADVICE BUREAUX
(Citizens Advice Sutton)**

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.



Stephen Jones FCA (Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

Date: 20 November 2027

SUTTON BOROUGH CITIZENS ADVICE BUREAUX
Statement of Financial Activities and Income & Expenditure Report
For the year to 31 March 2023

	Notes	Unrestricted funds	Restricted funds	Total 2023	Total 2022
		£	£	£	£
Income					
Activities for generating funds					
Investment income	3	1,848	-	1,848	75
Income from charitable activities					
Grants	4	-	1,242,449	1,242,449	1,206,299
Contracts and service level agreements	5	380,456	-	380,456	511,733
Fee income	6	77,761	-	77,761	46,704
Other	7	-	-	-	908
Total income		460,065	1,242,449	1,702,514	1,765,719
Expenditure					
Raising funds	8	11,012	-	11,012	10,680
Charitable activities	8	378,361	1,306,562	1,684,923	1,753,451
Total expenditure	8	389,373	1,306,562	1,695,935	1,764,131
Net income/(expenditure) for the year before transfers		70,692	(64,113)	6,579	1,588
Transfers between funds	20	(52,482)	52,482	-	-
Net income before other recognised gains and losses		18,210	(11,631)	6,579	1,588
Other recognised gains/(losses)					
Actuarial gains/(losses) on defined benefit pension scheme	12	706,000	-	706,000	388,3000
Other gains/(losses)	12	(83,000)	-	(83,000)	(89,000)
Net movement in funds		641,210	(11,631)	629,579	300,588
Reconciliation of funds					
Total funds brought forward	20	(529,712)	37,023	(492,689)	(793,277)
Total funds carried forward	20	111,498	25,392	136,890	(492,689)

This statement of financial activities includes all gains and losses recognised in the year.
All incoming resources and resources expended derive from continuing activities

The notes on Pages 16 - 27 form part of these accounts.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

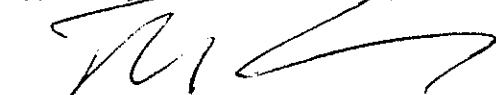
Balance Sheet as at 31 March 2023

Company Number 03179963

	Notes	2023 £	2022 £
Fixed assets			
Tangible fixed assets	14	-	-
Current assets			
Debtors	15	270,357	119,481
Short term deposits		200,000	200,000
Cash at bank and in hand		218,130	297,917
		688,487	617,398
Creditors: amounts falling due within one year	16	(182,597)	(118,087)
Net current assets		505,890	499,311
Provision for liabilities	12	(369,000)	(992,000)
Total net assets/(liabilities)	19	136,890	(492,689)
Funds			
Unrestricted:			
Designated funds	20	38,648	38,648
Other unrestricted funds	20	441,850	423,640
General fund defined benefit pension scheme	20	(369,000)	(992,000)
Total unrestricted		111,498	462,288
Restricted	20	25,392	37,023
Total funds	20	136,890	(492,689)

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and with the Charities Act 2011.

Approved by the Board on 20.4.23 and signed on its behalf by



Andrew Theobald - Trustee

The notes on Pages 16 - 27 form part of these accounts.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX
Cash Flow Statement
For the year to 31 March 2023

	2023 £	2022 £
Reconciliation of changes in resources to net cash inflow from operations		
Net incoming resources (as reported)	629,579	300,588
(Deduct)/Add: FRS102 operating pension adjustment	(623,000)	(299,000)
Less income from interest and dividends	(1,848)	(75)
Decrease/(increase) in debtors	(150,876)	80,863
(Decrease)/increase in short term creditors	64,510	(151,926)
Net cash inflow from operating activities	(81,635)	(69,550)
Cash flow statement		
Net cash inflow from operating activities	(81,635)	(69,550)
Returns on investments (Note 3)	1,848	75
(Decrease)/increase in cash	(79,787)	(69,475)
Reconciliation of net cash flow to movement in net cash		
Increase in cash in the period	(79,787)	(69,475)
Net cash at 1 April 2022	497,917	567,392
Net cash at 31 March 2023	418,130	497,917

The notes on Pages 16 - 27 form part of these accounts.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2023

1. Accounting Policies

Sutton Borough Citizens Advice Bureaux is registered in England and Wales. The address of the registered office is given in the charity information on page 2 of these financial statements.

a) Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102.

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 Accounting Practice.

b) Going Concern

The Trustees consider it appropriate for the financial statement for the year ended 31 March 2023 to be prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The portion of the pension deficit of the London Borough of Sutton which is allocated to Citizens Advice Sutton has been calculated at £369,000.

The balance sheet shows net assets at the year end of £136,890; however, this includes the pension scheme liability of £369,000 which when excluded leaves net assets of £505,890. The pension shortfall is being funded via future contributions, the rates of which have been set by the pension scheme actuary. The objective of the pension scheme is to clear the deficit over a period of 12 years beginning on 31 March 2020.

The deficit of the scheme does not result in an immediate cashflow impact on the charity. This deficit will be cleared with an increase in pension contributions over the remaining working lives of the employees, as determined by the Trustees of the Pension Scheme.

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

c) Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated Funds are those received which have been earmarked by the Trustees for special purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor. Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

d) Incoming Resources

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income.

Voluntary income is received by way of donations and is included in full the Statement of Financial Activities when received.

Activities for generating funds consist of room hire and are accounted for on a receivable basis. Surplus funds are invested in a bank deposit account to earn interest. Interest is also earned on the bank current account. Interest is accounted for when receivable by the Charity.

Incoming resources from the charitable activities consist of Grants which are recognised as received or receivable, whichever is earlier, unless they relate to a future period in which case they are deferred.

Other income consists of fees receivable, salary reimbursement and other income from the Legal Services Commission. These other sources of income are earned on a receivable basis.

e) Resources Expended

Expenditure and liabilities are recognised on an accrual basis as soon as there is a legal or constructive obligation committing the charity to that expenditure. Cost of generating funds comprises those costs associated with attracting future income.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes costs that can be allocated directly to such activities.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2023

Resources Expended (Cont'd)

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and include the audit fees and costs linked to the strategic management of the Charity. Overheads including Staff costs, accommodation costs and office running expenses have been charged to both the restricted and unrestricted funds and matched with the grant which have been provided under a service level agreement and contracts for this purpose. Salaries are allocated to the activity in the restricted and unrestricted funds on a time basis. Accommodation costs are allocated to each activity on a staff time basis and office running costs are allocated on a usage basis. Governance costs have been allocated to the general fund on a staff time basis.

f) Fixed Assets

Fixed Assets are stated at cost less accumulated depreciation. The costs of assets below £2,000 are not capitalised. Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost of each asset over its useful life.

Depreciation has been calculated on a straight- line basis as follows

Computer equipment	33.3%
Fixtures and fittings	20.0%
Lift	12.5%

g) Pension Costs

Pension contributions payable are accounted for in the period to which they relate. The Charity makes contributions to defined benefit multi-employer pension scheme see note 12 of the accounts. The assets of the schemes are held separately from those of the charity in independently administered funds.

h) Leased Assets

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Income and Expenditure account on a straight line basis over the lease term.

i) Deferred Grants

Deferred grants are credited to the Statement of Financial Activities when receivable unless they relate to a specific future period in which case the relevant part is deferred and is recognised in that future period.

j) Taxation

As the company is a registered Charity (Registration Number 1061654), carrying out charitable purposes, it is exempt from corporation tax.

k) Transfers Between Funds

Trustees have the authority to transfer amounts from the general unrestricted funds to restricted and unrestricted funds when required.

l) Debtors and Creditors receivable / payable within one Year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

2. Legal Status of the Charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding-up is limited to £1.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2023

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2023

	Unrestricted Funds £	Restricted Funds £	Totals 2023 £	Totals 2022 £
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Note 3 - Investment income

Interest on bank deposits	1,848	-	1,848	75
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All of the £300 recognised in 2021 was unrestricted funds

Note 4 - Grants

PensionWise	-	458,103	458,103	471,797
Debt Free London	-	269,669	269,669	358,275
Reaching Communities	-	44,113	44,113	133,304
Henry Smith Charity	-	19,025	19,025	51,325
City Bridge Trust	-	67,628	67,628	65,000
Trust for London	-	46,000	46,000	46,000
EU Settlement Grant	-	19,623	19,623	28,574
CitA Universal Support	-	-	-	30,045
Kickstart	-	-	-	21,979
Energy Max	-	127,967	127,967	-
SWL St George's NHS Trust	-	91,426	91,426	-
Ukrainian Refugee Support	-	53,415	53,415	-
Debt First Aid	-	22,593	22,593	-
Food Bank Project	-	22,887	22,887	-
	-	1,242,449	1,242,449	1,206,299

All of the £1,206,299 recognised in 2022 was restricted funds.

Note 5 - Contracts and service level agreements

General Fund:

LBS I&A	345,246	-	345,246	480,983
General Fund	345,246	-	345,246	480,983
HealthWatch	5,000	-	5,000	20,000
Energy Advice Programme	30,210	-	30,210	10,750
	380,456	-	380,456	511,733

All of the £551,968 recognised in 2021 was unrestricted funds.

Note 6 - Fee income

Legal Aid Agency Housing	77,761	-	77,761	46,704
	77,761	-	77,761	46,704

All of the £66,319 recognised in 2021 was unrestricted funds.

Note 7 - Other incoming resources

Sundry Income	-	-	-	908
	-	-	-	908

All of the £908 recognised in 2022 was unrestricted funds.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2023

Note 8 - Charitable activities

	Direct costs		Support Costs				Total	Total
	Staff Costs	Staff and Volunteer Expenses	Office Costs	Premises Costs	Other Costs	Governance Costs	2023	2022
	£	£	£	£	£	£	£	£
Fundraising costs	11,012	-	-	-	-	-	11,012	10,680
Charitable Activities								
General Fund	191,686	3,285	17,482	17,101	37,676	605	267,835	403,758
Health Watch	5,000	-	-	-	-	-	5,000	9,869
Energy Advice Programme	26,903	121	1,863	2,006	28	116	31,037	13,855
LAA Housing Contract	34,381	549	8,683	4,249	26,469	158	74,489	68,117
Total Charitable Activities	257,970	3,955	28,028	23,356	64,173	879	378,361	506,279
Total Unrestricted Funds	268,982	3,955	28,028	23,356	64,173	879	389,373	506,279
PensionWise	389,983	1,850	28,995	35,525	382	1,368	458,103	472,376
Debt Free London	262,454	1,133	19,993	20,285	217	673	304,755	314,977
Reaching Communities	57,404	173	2,540	2,806	8,700	136	71,759	132,939
Henry Smith Charity	26,123	20	907	1,156	8	-	28,214	51,355
Help to Claim Project	-	-	-	-	-	-	-	30,059
Trust for London	41,255	530	1,990	2,149	25	79	46,028	45,972
EU Settlement Grant	27,293	93	1,671	1,821	20	68	30,966	28,582
City Bridge Trust	20,993	288	1,434	1,611	43,246	55	67,627	64,840
Kickstart	-	-	-	-	-	-	-	22,074
Energy Max	78,123	307	5,212	5,565	31,667	225	121,099	-
SWL St George's NHS Trust	41,573	156	2,786	3,035	49,429	113	97,092	-
Ukrainian Refugee Support	29,117	319	2,564	2,736	29	126	34,891	-
Debt First Aid	20,613	93	981	1,099	24	119	22,929	-
Food Bank Project	20,802	93	961	1,100	24	119	23,099	-
Total Restricted Funds	1,015,733	5,055	70,034	78,888	133,771	3,081	1,306,562	1,257,852
Total Expenditure	1,284,715	9,010	98,062	102,244	197,944	3,960	1,695,935	1,764,131

Of the £1,764,131 expenditure recognised in 2022, £506,279 was charged to unrestricted funds and £1,257,852 was charged to restricted funds.

Note 9 - Governance costs

	Unrestricted Funds	Restricted Funds	Total Funds 2023	Total Funds 2022
	£	£	£	£
Audit fee	3,910	-	3,910	3,414
Legal and professional fees	-	-	-	1,128
Trustees' expenses (Note 13)	-	-	-	190
Other	50	-	50	106
	3,960	-	3,960	4,838

All of the £4,838 expenditure recognised in 2022 was charged to unrestricted funds.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2023

Note 10 - Staff costs	2023	2022
	£	£
Wages and salaries	1,088,307	1,129,717
Employer's NI costs	100,515	89,536
Staff pension costs	95,893	108,456
Total*	1,284,715	1,327,709

The average number of employees (FTE) was: **34** **38**

The average number of employees was: **41** **44**

No employees earned £60,000 per annum or more

No trustee received any remuneration in respect of services as a trustee during the year (2022: £190).

The total amount of employee benefits received by key management personnel was £340,258 (2022: £331,702).

Under FRS 102 employee benefits include gross pay, benefits in kind, employer's National Insurance Contributions and employer's pension costs.

Note 11 - Net incoming resources for the year	2023	2022
	£	£
This is stated after charging:		
Operating Lease	48,000	46,970
Audit Fee	3,800	3,900

Note 12 – Pension Costs and Liabilities

The disclosures below relate to funded liabilities within the London Borough of Sutton Pension Fund (the Fund) which is part of the Local Government Pension Scheme (LGPS). Citizens Advice Sutton (CAS) participates in the Fund which up to 31 March 2023 provided defined benefits based on members' final pensionable salary. From 1 April 2014 the scheme provides benefits based on members' career average salary, with preserved rights for benefits earned under the final salary provisions.

CAS closed the scheme to new members with effect from 1 January 2011 although existing members were permitted to accrue service benefits during their employment with CAS. CAS's contribution for 2022/23 was 21.6% plus a fixed contribution of £35,000 and the employees' contribution was 6.5% of gross salary.

In accordance with Financial Reporting Standard No. 102 (FRS102) disclosure of certain information concerning assets, liabilities, income and expenditure related to pension schemes is required. This is set out below.

CAS membership statistics

The table below summarises the CAS membership data, as at 31 March 2022 for members receiving funded benefits.

Member data summary	Number	Salary/Pension £000	Average age
Actives	4	148	57
Deferred pensioners	7	26	59
Pensioners	18	65	71

The service cost for the year ending 31 March 2023 is calculated using an estimate of the total pensionable payroll during the year. The estimated total pensionable payroll during the year is £142,000, as advised by CAS.

Scheduled contributions

The table below summarises the minimum employer contributions due from CAS to the Fund over this inter-valuation period. The calculated cost of accrual of future benefits is 21.6% of payroll p.a. The monetary amounts are due to be paid in monthly instalments.

Minimum employer contributions due for the period beginning	1 Apr 2021	1 Apr 2022	1 April 2023
Percent of payroll	21.6%	21.6%	21.6%
Plus monetary amount (£000s)	35	36	36

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2023

CAS may pay further amounts at any time and future periodic contributions, or the timing of contributions may be adjusted on a basis approved by the actuary.

Contributions for the accounting period ending 31 March 2024

CAS's regular contributions to the Fund for the accounting period ending 31 March 2024 are estimated to be £27,500. There will be an additional fixed contribution of £36,000.

Assumptions

The latest actuarial valuation of the London Borough of Sutton Pension Fund and CAS's liabilities took place on 31 March 2022. Liabilities have been estimated by the independent qualified actuary on an actuarial basis using the projected unit credit method. The principal assumptions used by the independent qualified actuaries in updating the latest valuations of the Fund for FRS102 purposes were:

Financial assumptions

The financial assumptions used to calculate the results are as follows:

As at 31 March	2023 % p.a.	2022 % p.a.	2021 % p.a.
Discount rate	4.75%	2.70%	1.95%
Pension increases	3.00%	3.20%	2.85%
Salary increases	3.00%	4.20%	3.85%

These assumptions are set with reference to market conditions at 31 March 2023. The actuary's estimate of CAS's past service liability duration is 14 years. An estimate of CAS's future cashflows is made using notional cashflows based on the estimated duration.

The actuary's estimate of the discount rate is based on Accounting Standards. These state that the discount rate used to place a value on obligations should be determined by reference to market yields on high quality corporate bonds at the reporting date.

Future pension increases are expected to be based on the Consumer Prices Index (CPI) and salaries are assumed to increase at 1.0% p.a. above CPI. This is consistent with the approach at the previous accounting date.

Demographic/Statistical assumptions

Life expectancy is based on the Fund's VitaCurves with improvements in line with the CMI 2021 model, with a 10% weighting of 2021 (and 2020) data, standard smoothing (Sk7), initial adjustment of 0.25% and a long term rate of improvement of 1.5% p.a. for both males and females. Based on these assumptions, the average future life expectancies at age 65 for the Employer are summarised below:

Assumed life expectancy from age 65 years		31 Mar 2023	31 Mar 2022	31 Mar 2021 (after CMI 2020 update)
Retiring today	Males	21.1	21.4	21.6
	Females	24.1	24.1	24.3
Retiring in 20 years	Males	23.0	22.9	22.9
	Females	25.8	25.8	25.7

A commutation allowance is included for future retirements to elect to take 40% of the maximum additional tax-free cash up to HMRC limits.

Assets

The estimated asset allocation for CAS as at 31 March 2023 is as follows:

Asset breakdown	31 Mar 2023		31 Mar 2022	
	£000	%	£000	%
Equities	1,136	57%	1,265	57%
Gilts and other bonds	479	24%	622	28%
Property	259	13%	244	11%
Cash	120	6%	89	4%
Total	1,994	100%	2,220	100%

Formal actuarial valuations are carried out every three years the most recent being the valuation as at 31 March 2022. The accounting balance sheet position as at 31 March 2023, and the projected charge to the P&L for 2023/24, are therefore based on a new roll-forward from the 2022 funding valuation. This differs to the balance sheet position as at 31 March 2022 and the charge to the P&L for 2022/23, which were based on a roll-forward from the 2019 funding valuation. This 'step change' can lead to sizeable asset and obligations 'remeasurement experience' items in the reconciliation of the balance sheet from 31 March 2022 to 31 March 2023.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2023

Results and disclosures for the year to 31 March 2023

The actuary estimates that the value of the net liability as at 31 March 2023 is a liability of £369,000. The results of the actuary's calculations for the year ended 31 March 2023 are set out in the tables below:

Table 1: Statement of financial position as at 31 March 2022

Net pension asset as at	31 Mar 2023 £000	31 Mar 2022 £000	31 Mar 2021 £000
Present value of the defined benefit obligation	2,363	3,212	3,309
Fair value of Fund assets (bid value)	1,994	2,220	2,018
Net defined benefit liability / (asset)	369	992	1,291

Table 2: Statement of profit and loss for the year to 31 March 2023

The amounts recognised in the profit and loss statement are:

	Year to 31 Mar 2023 £000	Year to 31 Mar 2022 £000
Service cost	56	64
Net interest on the defined liability (asset)	27	25
Administration expenses	-	-
Total loss (profit)	83	89

Table 3: Asset and benefit obligation reconciliation for the year to 31 March 2023

Reconciliation of opening and closing balances of the present value of the defined benefit obligations	Year to 31 Mar 2023 £000	Year to 31 Mar 2022 £000
Opening defined benefit obligation	3,212	3,309
Current service cost	56	64
Interest cost	87	65
Change in financial assumptions	(979)	(225)
Change in demographic assumptions	(76)	3
Experience loss/(gain) on defined benefit obligation	-	6
Estimated benefits paid net of transfers in	(71)	(18)
Contributions by Scheme participants and other employers	8	8
Other experience *	126	-
Closing defined benefit obligation	2,363	3,212
Reconciliation of opening and closing balances of the fair value of Fund assets	Year to 31 Mar 2023 £000	Year to 31 Mar 2022 £000
Opening fair value of Fund assets	2,220	2,018
Interest on assets	60	40
Return on assets less interest	(184)	105
Contributions by employer including unfunded	52	67
Contributions by Scheme participants and other employers	8	8
Estimated benefits paid plus unfunded net of transfers in	(71)	(18)
Other experience *	(91)	-
Closing Fair value of Fund assets	1,994	2,220

* The other experience on obligations includes an allowance for the pension increase order applied to the funded obligations at April 2023 being different to the pension increase assumption adopted in the Employer's Schedule of results at the start of the period. Within this other experience item, the funded obligations have increased by £174,000 as a result of the pension increase order being different to the previous assumption.

The actuary estimates that the present value of funded obligations (totalling £2,363,000) comprises approximately £742,000, £676,000 and £945,000 in respect of employee members, deferred pensioners and pensioners respectively as at 31 March 2023.

CAS's fair value of plan assets is less than 1% of the Fund's total.

Table 4: Sensitivity analysis

The sensitivities regarding the principal assumptions used to measure the scheme obligations are set out below:

Change in assumptions at 31 March 2023	Approximate % increase in	Approximate monetary
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SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2023

	defined benefit Obligation	amount £000
0.1% decrease in Real Discount Rate	1%	33
1 year increase in member life expectancy	4%	95
0.1% increase in the Salary Increase Rate	0%	3
0.1% increase in the Pension Increase Rate (CPI)	1%	30

Table 5: Projected pension expense for the year to 31 March 2024

Projection for the year to 31 March 2024

	Assets £000	Obligations £000	Net asset/(liability) £000	% of pay
Service cost *	-	33	(33)	(23.3%)
Net interest income on plan assets	92	-	92	64.8%
Interest cost on defined benefit obligation	-	109	(109)	(76.8%)
Total loss/(profit)	92	142	(50)	(35.3%)

* The current service cost includes an allowance for administration expenses of 1.1% of payroll. The monetary value is based on a projected payroll of £142,000.

The actuary estimates that CAS's contributions for the period to 31 March 2024 will be approximately £67,000.

Note 13 – Trustees' expenses

	2023		2022	
	Number	£	Number	£
Trustees' expenses	-	-	1	190

No trustee was paid expenses during the year - (2022 : £190).

Note 14 - Tangible fixed assets

	Lift £	Computer Equipment £	Fixtures & Fittings Equipment £	Total £
Cost				
At 1 April 2022	86,297	13,560	28,704	128,561
Additions	-	-	-	-
Disposals	-	-	-	-
At 31 March 2023	86,297	13,560	28,704	128,561
Accumulated depreciation				
At 1 April 2022	86,297	13,560	28,704	128,561
Charge for the year	-	-	-	-
Disposals	-	-	-	-
At 31 March 2023	86,297	13,560	28,704	128,561
Net Book Values				
At 31 March 2022	-	-	-	-
At 31 March 2023	-	-	-	-

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2023

Note 15 - Debtors	2023	2022
	£	£
Accrued income and prepayments	253,693	177,539
Other debtors	16,664	1,942
	270,357	119,481

Note 16 - Creditors: amounts falling due within one year	2023	2022
	£	£
Deferred income and accruals	44,103	63,138
Other creditors	138,494	54,949
	182,597	118,087

Deferred income analysis	2023	2022
	£	£
Deferred income brought forward	63,138	154,089
Additions during the year	44,103	63,138
Amounts released to income	(63,138)	(154,089)
Deferred income carried forward	44,103	63,138

Deferred income of £44,103 (2022:£63,138) included above relates to grant income received during the year but relating to a future accounting period.

Note 17 - Obligations under leases

At 31 March 2023 the charity was committed to making the following payments:
under non-cancellable operating leases

	2023		2022	
	Photocopier	Land & Buildings	Photocopier	Land & Buildings
	£	£	£	£
Operating lease which is renewable within				
One year	3,000	45,000	164	45,000
Two to five years	12,000	180,000	-	45,000
Total	15,000	225,000	164	90,000

Note 18 - Designated funds	2023	2022
	£	£
Replacement of Equipment fund	19,865	19,865
Redundancy Fund	18,783	18,783
Balance at 31 March	38,648	38,648

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2023

Note 19 - Analysis of fund assets

2023	Unrestricted funds	Designated funds	Pension fund	Total Unrestricted funds	Restricted funds	Total funds 2023	Total funds 2022
	£	£	£	£	£	£	£
Debtors	1,929	-	-	1,929	268,428	270,357	119,481
Deposits	200,000	-	-	200,000	-	200,000	200,000
Cash	271,816	38,648	-	310,464	(92,334)	218,130	297,917
Creditors	(31,895)	-	-	(31,895)	(150,702)	(182,597)	(118,087)
Provision	-	-	(369,000)	(369,000)	-	(369,000)	(992,000)
	441,850	38,648	(369,000)	111,498	25,392	136,890	(492,689)

Comparison information from the analysis of net assets between funds is as follows:

2022	Unrestricted funds	Designated funds	Pension fund	Total Unrestricted funds	Restricted funds	Total funds 2022	Total funds 2021
	£	£	£	£	£	£	£
Debtors	35,478	-	-	35,478	84,003	119,481	200,344
Deposits	200,000	-	-	200,000	-	200,000	200,000
Cash	224,111	38,648	-	262,759	35,158	297,917	367,392
Creditors	(35,949)	-	-	(35,949)	(82,138)	(118,087)	(270,013)
Provision	-	-	(992,000)	(992,000)	-	(992,000)	(1,291,000)
	423,640	38,648	(992,000)	(529,712)	37,023	(492,689)	(793,277)

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2023

Note 20 - Movement in funds

2023	Balance 31/03/2022	Incoming resources	Resources expended	Transfers between funds	Balance 31/03/2023
Unrestricted funds					
Designated funds	38,648	-	-	-	38,648
Other unrestricted funds:					
General Fund and Other Income	447,090	347,094	(278,847)	(40,810)	474,527
Health Watch	12,499	5,000	(5,000)	(12,499)	-
Energy Advice Programme	-	30,210	(31,037)	827	-
Legal Aid Agency Housing	(35,949)	77,761	(74,489)	-	(32,677)
Other Unrestricted Funds	423,640	460,065	(389,373)	(52,482)	441,850
Defined benefit pension scheme	(992,000)	-	623,000	-	(369,000)
Total unrestricted funds	(529,712)	460,065	233,627	(52,482)	111,498
Restricted Funds					
PensionWise	-	458,103	(458,103)	-	-
Debt Free London	-	269,669	(304,755)	35,086	-
Reaching Communities	27,646	44,113	(71,759)	-	-
Henry Smith Charity	9,189	19,025	(28,214)	-	-
Trust for London	28	46,000	(46,028)	-	-
EU Settlement Grant	-	19,623	(30,967)	11,344	-
City Bridge Trust	160	67,628	(67,628)	(160)	-
Energy Max	-	127,967	(121,099)	-	6,868
SWL St George's NHS Trust	-	91,426	(97,090)	5,664	-
Debt First Aid	-	22,593	(22,929)	336	-
Food Bank Project	-	22,887	(23,099)	212	-
Ukrainian Refugee support	-	53,415	(34,891)	-	18,524
Total Restricted Funds	37,023	1,242,449	(1,306,562)	52,482	25,392
Total funds	(492,689)	1,702,514	(1,072,935)	-	136,890

Transfers have been made to reallocate costs charged to restricted funds and to cancel the designation of funds for the Building Repair and Redecoration Fund.

Comparative information for the movement in funds is as follows:

2022	Balance 31/03/2021	Incoming resources	Resources expended	Transfers between funds	Balance 31/03/2022
Unrestricted funds					
Designated funds	38,648	-	-	-	38,648
Other unrestricted funds:					
General Fund and Other Income	434,960	481,966	(414,438)	(55,398)	447,090
Health Watch	2,368	20,000	(9,869)	-	12,499
Energy Advice Programme	-	10,750	(13,855)	3,105	-
Legal Aid Agency Housing	(14,536)	46,704	(68,117)	-	(35,949)
Other Unrestricted Funds	422,792	559,420	(506,279)	(52,293)	423,640
Defined benefit pension scheme	(1,291,000)	-	299,000	-	(992,000)
Total unrestricted funds	(829,560)	559,420	(207,279)	(52,293)	(529,712)
Restricted Funds					
PensionWise	-	471,797	(472,376)	579	-
Debt Free London	(217)	358,275	(409,655)	51,597	-
Reaching Communities	27,281	125,274	(124,909)	-	27,646
Henry Smith Charity	9,219	45,125	(45,155)	-	9,189
Trust for London	-	46,000	(45,972)	-	28
EU Settlement Grant	-	34,774	(34,782)	8	-
Help to Claim Project	-	30,045	(30,059)	14	-
City Bridge Trust	-	65,000	(64,840)	-	160
Kickstart	-	21,979	(22,074)	95	-
Energy Max	-	8,030	(8,030)	-	-
Total Restricted Funds	36,283	1,206,299	(1,257,852)	52,293	37,023
Total funds	(793,277)	1,765,719	(1,465,131)	-	(492,689)

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2023

Note 21 - Related parties

CAS is a member of Citizens Advice and is subject to Citizens Advice audit every three years. Membership entitles CAS to access the support systems provided by Citizens Advice, including the AdviserNet Information System, Bureaux Management Information System, Bureaux Management Consultancy Line and the Volunteer Training Information System.

CAS has the Specialist Quality Mark in housing (awarded by the SQM Delivery Partnership on 4th March 2013 as a condition of holding a Legal Aid Agency contract). CAS also holds the Advice Quality Standard with casework in employment, welfare benefits and housing awarded on 16th January 2013 by the Citizens Advice Audit Service and the Advice Quality Standard with casework in housing awarded on 19th September 2013.

There are no other related party transactions to report.

Note 22 – Contingent assets

The charitable company has been awarded multi-year grants with specified or implied timeframes which preclude recognition of the full amount.

The total amount of contingent assets at 31 March 2023 (2022: £620,476) was £620,476.

Accounts

loc

SUTTON BOROUGH CITIZENS ADVICE BUREAUX
Operating as CITIZENS ADVICE SUTTON

Charity number: 1061654
Company number: 03179963

Financial Report and Accounts
for the Year Ended 31 March 2022



Contents

	Page
TRUSTEES' REPORT	
Reference and Administrative Details	2
Name and Registered Office	2
Professional Advisers	2
Structure, Governance and Management	2
Governing Document	2
Trustee Board	2
Elections to the Trustee Board	2
Trustee Induction and Training	3
Organisational Structure	3
Related Parties	3
Internal Control	3 - 5
Objectives and Activities for the Public Benefit	5
Strategic Objectives	5
Activities and Outcomes	5 - 8
Achievements and Performance	8
Plans for Future Periods	8
Financial Review	9
Statement of Directors' Responsibilities	9
Independent Auditor's Report	10 - 12
FINANCIAL STATEMENTS	
Statement of Financial Activities and Income & Expenditure Report	13
Balance Sheet	14
Cash Flow Statement	15
Notes to the Financial Statements	16 - 27

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2021 to 31 March 2022

Reference and Administrative Details

Name, Charity Number, Company Number and Registered Office

Sutton Borough Citizens Advice Bureaux is a charitable company limited by guarantee. The registered Charity Number is 1061654 and the Company Number is 03179963. The registered office is 68 Parkgate Rd, Wallington, SM6 0AH.

Professional Advisers

Bankers CAF Bank
25 Kings Hill Avenue, West Malling, Kent ME19 4JQ

Auditor Myrus Smith, Chartered Accountants
Norman House, 8 Burnell Road, Sutton, SM1 4BW

Structure, Governance and Management

The trustees present their annual report and financial statements of the charity for the year ended 31 March 2022. The financial statements have been prepared in accordance with the accounting policies set out in Note 1 to the accounts and comply with the charity's trust deed, the Charities Act 2011, the Companies Act 2006, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019, and UK Generally Accepted Accounting Practice.

Governing Document

Citizens Advice Sutton incorporated on 29th March 1996 as amended by special resolutions dated 14 May 2003, 8th September 2004 and 8th September 2009, and registered as a charity on 2nd April 1997. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up each member is required to contribute £1.

Trustee Board

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles as members of the Trustee Board. Citizens Advice Sutton has a broad client base, and the Trustee Board seeks to reflect the diversity of the local community.

The Trustee Board has a minimum of four and a maximum of 25 trustees who meet quarterly and are responsible for the strategic direction and policy of the charity. The trustees are from professional or business backgrounds relevant to the charity or with involvement in other voluntary sector organisations. The Finance Manager, Chief Executive Officer and a senior manager attend the Board but have no voting rights. All Board members give their time freely, no remuneration was paid in the year beyond the reimbursement of reasonable expenses. The Board members listed below have held office during the whole of the period in the year to 31 March 2022 and to the date of this report unless otherwise stated.

Trustee Board Members

Andrew Theobald - Chair	Firas Al-Fakhri
Phillip Ang – Chair and Treasurer	Nigel Quinney
Jason Gold – Chair, Risk Committee	Shirley Mason
Ashley Thomas- Information Asset Accounting Officer	Paul Lawrence -appointed 16 th December 2021
Peter Honour	Shirley Mason – resigned 1 st June 2022
Veronica Miller -appointed 16 th December 2021	Andrew Burchell - resigned 15 th April 2021

Principal Executives

Steve Triner – CEO and Company Secretary

Elections to the Trustee Board

Under the requirements of the Memorandum and Articles of Association the members of the Trustee Board are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting. In practice, all the members of the Trustee Board retire just before each Annual General Meeting and offer themselves for re-election if they wish to stand. At the 2021 AGM all the Trustees who stood down were re-elected.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2021 to 31 March 2022

Trustee Induction and Training

The Trustee Board operates a formal selection procedure for potential new members. The procedure includes:

- Invitation to informally meet Chief Executive and Chair.
- Provision of information about the organisation including the organisation's aims and principles, research and campaigns, annual review, and annual report.
- Provision of an application form and confidentiality declaration.
- Formal nomination to Trustee Board and invitation to join the next meeting.
- Provision of induction pack including welcome letter, information about Trustee Board, schedule of board meetings, details of sub committees, equalities data form, code of conduct, request for profile information and Register of Interests. New Trustees are encouraged to visit the offices, meet staff and volunteers, and observe interviews etc.

Trustees are offered opportunities to attend suitable trustee training courses either locally or at the offices of National Citizens Advice.

Organisational Structure

Day to day responsibility for running the organisation rests with the Chief Executive Officer, who works with a Senior Management Team (SMT) to ensure the service meets its aims and complies with relevant standards. The SMT includes the Chief Executive and five Senior Managers including the Finance Manager. The SMT ensures that advice is delivered to the standards required by Citizens Advice and other stakeholders. Carefully selected, trained, and supported volunteers provide a high proportion of the advice to our clients including supporting our telephone contact centre, drop-in centre, and advice by appointment.

Related Parties

Citizens Advice Sutton is a member of Citizens Advice (the National Association of Citizens Advice Bureaux) and complies with their membership scheme.

The charity was funded in 2021/22 by: the London Borough of Sutton, with whom it had a contract to provide information and advice to residents; the Legal Aid Agency, with whom it had a contract to provide housing advice; the Money and Pension Service, who via Toynbee Hall funded the Debt Free London partnership of which Citizens Advice Sutton is a member; and our via Citizens Advice, PensionWise; National Lottery; Trust for London; the Henry Smith Charity, City Bridge Trust and the Home Office who funded our EU Settlement Scheme project.

Citizens Advice Sutton had partnership agreements with Age UK Sutton and Sutton Carers Centre for the delivery of ALPS. Citizens Advice Sutton also worked with other local public services, the local voluntary sector including Sutton Mental Health Foundation, Refugee Migrant Network Sutton and local solicitors' firms to deliver advice and information services in line with its aims.

Internal Control

The Trustee Board carries out the following internal control activities:

- Setting a budget for each financial year.
- Approving authorised signatories and setting limits on delegated financial authorities.
- Monitoring actual financial performance against budget.
- Reviewing the risk register.
- Reviewing the reserves policy.
- Conducting such internal reviews as it shall see fit.
- Ensuring that accounting rules are followed and that an independent audit is conducted.

The Planning and Finance Committee is a standing committee of the Trustee Board. The Planning and Finance Committee membership comprises the Trustee Board Chair, the Treasurer who chairs the Committee, and up to two other Trustees. The Chief Executive attends the Planning and Finance Committee meetings. The Committee considers financial and strategic issues and formulates recommendations to the Trustee Board. The Committee has also been given delegated authority by the Trustee Board to decide on the initiation or termination of projects where the income or expenditure in those projects is up to 10% of the total income of Citizens Advice Sutton.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2021 to 31 March 2022

The Risk Committee is a standing committee of the Trustee Board. The Risk Committee membership comprises the Risk Committee Chair, the Trustee Board Chair, the Treasurer, and up to three other Trustees. The Chief Executive attends the Risk Committee meetings. The Committee considers non-financial risks and formulates recommendations to the Trustee Board. The role of the Risk Committee is to support the Board of Trustees in the management of risk, by helping ensure significant risks are identified and analysed and an action plan to mitigate risk is drawn up and implemented effectively.

Investment Policy

Under the Memorandum and Articles of Association, the Charity has the power to make any cash investments that the Trustees see fit.

Reserves Policy

The designated reserves as at 31 March 2022 stood at £38,648 (£18,783 redundancy and £19,865 equipment) and other unrestricted reserves amounted to £423,640. Total unrestricted reserves before the pension scheme deficit stood at £462,288. Restricted reserves at the year-end were £37,023. The charity has unrestricted reserves (excluding designated reserves) to provide for about three months operating costs. Citizens Advice Sutton will aim to raise the level of these reserves to about four months operating costs in the future.

A valuation of the final salary pension scheme (under FRS102 rules) was carried out on 31 March 2022. The valuation determined that the deficit stood at £992,000, which when included in the balance sheet produces a total net liability of £492,689. The details of the pension scheme and deficit are given in Note 12 to the accounts. The Trustees believe that Citizens Advice Sutton should continue to be regarded as a going concern for the reasons given in Note 1b. The Trustee Board will continue to monitor closely the financial position and take any necessary actions to maintain its status as a going concern.

Risk Management

The Trustee Board and the Risk Committee monitor the risk register regularly to ensure that action is taken and systems are in place to manage identified areas of risk. Citizens Advice Sutton continues to review its procedures and policies to ensure that they are consistent with best practices. The charity focuses on the following major areas of risk:

- **Financial Control.** The Finance Manager produces detailed management accounts every month which are reviewed by the Treasurer. Current management accounts are presented to the Trustee Board and the Planning and Finance Committee at every meeting. The performance against budget is monitored and any actions required to rectify underperformance are identified.
- **Non-Financial Risk control.** The Chair of the Risk Committee works closely with the CEO to maintain an up-to-date Risk Register. The Risk Register is reviewed by the Risk Committee.
- **External Stakeholder Relationships.** The Trustee Board attaches high importance to developing and maintaining good external stakeholder relationships. Citizens Advice Sutton relies on its excellent reputation for delivering timely and effective advice to members of the public to persuade stakeholders to use Citizens Advice Sutton as a prime medium of communication to the public.

Various other key risks have been mitigated in the following ways:

- **Income.** Ensuring that the organisation maintains an adequate level of income to carry out its charitable objectives.
- **Training.** Ensuring that all staff and volunteers are properly trained, supported, and supervised as they carry out their activities.
- **Financial Procedures.** The Trustee Board has approved and keeps under review, a set of Financial Procedures which define the ways in which all financial transactions are to be authorised and recorded.
- **Insurance.** Ensuring adequate insurance cover for professional indemnity, assets, employees, trustees, and volunteers carrying out work for and on behalf of Citizens Advice Sutton.

Information Assurance

Citizens Advice Sutton has adopted the Information Assurance (IA) policy as recommended by Citizens Advice. In summary, the way in which information risks are managed under this policy is as follows:

- A member of the board, who has undertaken appropriate training is the **Information Assurance Accounting Officer (IAAO)** and ensures that all significant information risks are discussed and approved at Trustee Board level.
- The Chief Executive is the Senior Information Risk Officer (SIRO) and owns the information risk policy and provides advice to the Trustee Board.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2021 to 31 March 2022

- Specific groups of information assets, for example client data, have been identified and individual members of staff are the Information Asset Owners (IAO) for each group.
- All staff, volunteers and board members complete basic data protection training with annual refresher training, in addition the IAAO, SIRO and all IAOs have successfully completed advanced IA training. All staff and volunteers sign, and re-sign every year, the Acceptable IT Usage policy.
- Management of information risks is a standing item on the agenda of all Trustee Board meetings, to ensure they are reviewed alongside other risks.

Objectives and Activities for the Public Benefit

Strategic Objectives

The stated objectives of Citizens Advice Sutton are the promotion of any charitable purposes for the public benefit by the advancement of education, the protection of health and the relief of poverty, sickness, and distress in particular, but without limitation, for the benefit of the community in the area of the London Borough of Sutton and the surrounding areas. Citizens Advice Sutton meets these objects through the following activities:

- Providing the advice people need for the problems they face.
- Working to improve the public policies and practices that affect people's lives.

The Trustee Board has complied with the duty in section 4 of 2006 Charities Act to have due regard to guidance published by the Charity Commission on public benefit, both when reviewing the Citizens Advice Sutton's aims and objectives and also in planning future activities.

Activities and outcomes

The strategic objectives were supported by the following activities during the year 2021 to 2022.

Advice Link Partnership Sutton

The LB Sutton had a contract with Citizens Advice Sutton to provide information and advice services. The contract commenced in April 2016 for a term of three years with the option of extensions for a further two years. The council, because of the pandemic extended it to June 2022. The contract provided funding for Citizens Advice Sutton to deliver the ALPS (Advice Link Partnership Sutton) service.

Citizens Advice Sutton was the lead agency for the ALPS service and sub-contracted some of the work to Age UK Sutton and Sutton Carers Centre. The ALPS phone menu provided access to Citizens Advice Sutton, Age UK Sutton, and Sutton Carers Centre during the core hours of 9.00 am to 5.00 pm, Monday to Friday. The phone service also provided continuous access to the Samaritans and the National Domestic Violence Helpline. The website for the ALPS service- www.suttonalps.org.uk - included online forms that enabled people to submit enquiries to Citizens Advice Sutton, Age UK Sutton, and Sutton Carers Centre.

Telephone contact centre

The local authority funding enabled us to run a telephone contact centre. People can telephone us from 9.00 am to 5.00 pm, Monday to Friday. In 2021/22, we handled 11,453 telephone calls from residents. Approximately 46% of the calls to our Contact Centre were answered by 37 carefully selected and fully trained volunteers, the remainder by paid staff.

Drop-in Centre

The local authority funding also enables us to run our drop-in centre. People can drop into our Sutton office between 10.00 am and 3.00 pm Monday to Friday. The volunteers and staff in the Sutton office provide information, advice, arrange appointments and signpost people to other sources of help. The staff and volunteers resolve enquiries at the first point of contact when appropriate and possible. In 2021 /22, the Drop-in centre team recorded 7,507 visits by people who received information or advice. Approximately 16% of the enquiries made by visitors to the Drop-In centre were handled by 16 carefully selected and fully trained volunteers. Our Drop -In service is particularly important for people who cannot access online services and vulnerable people including people who are homeless or have mental health difficulties.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2021 to 31 March 2022

Website enquiries

People can contact Citizens Advice Sutton online at www.citizensadviceSutton.org.uk. People can complete subject specific forms to submit enquiries to us. Over the year we handled 711 enquiries through our website. People do not need to have an email address to access our service online as we can respond to website enquiries by telephone.

Healthwatch Sutton

Citizens Advice Sutton delivered an Information Service on behalf of Healthwatch Sutton. We had 240 contacts with 48 unique residents about health and social care issues, including supporting people with complaints about health and social care services.

Energy Max

We have an Industry Energy Industry Voluntary Redress Scheme grant to run our Energy Max project. This project started on 1st March 2022. We deliver it jointly with Thinking Works. In the first month of the project, to 31st March 2022, we provided advice to 31 individual people.

Legal Aid Agency

Citizens Advice Sutton has a contract with the Legal Aid Agency to provide housing advice to people eligible for legal help. We opened 56 Legal Help housing cases out of which 20 clients were advised under a legal aid certificate. The Citizens Advice Sutton housing solicitor and caseworker also handled 122 housing cases that were outside of the scope of legal aid. We increased the number of clients we advised under a legal aid certificate. Certificated cases are more complex cases that usually involve disbursements to other professionals such as barristers, health professionals and surveyors. The Legal Aid Agency reimburse those fees at the conclusion of the case.

PensionWise

Citizens Advice Sutton is one of a number of local Citizens Advice services who have been delivering the government's PensionWise service for the last 7 years. Launched in April 2015, PensionWise was set up to help people understand their options under the pension freedoms. We provide PensionWise appointments to people aged 50 and over with a defined contribution pension. In 2021/22, PensionWise delivered 70,835 appointments in England, Wales and Northern Ireland.

Debt Free London

Citizens Advice Sutton is a member of the Debt Free London (DFL) debt advice partnership, funded by the Money and Pension Service and led by Toynbee Hall. The DFL project is primarily a face-to-face service. In 2021/22, our DFL debt advice team provided full debt advice to 1,066 individual clients. Most of the DFL clients were given advice on complex debt cases involving priority debts such as Council Tax arrears, utilities, and rent. The debt team includes staff who are 'approved intermediaries' for Debt Relief Orders. In 2021/22, the CAS debt team arranged Debt Relief Orders for 82 people which resulted in a total of £1,036,064 debt written off. The debt team also negotiated reduced payments or informal write offs with a value of £240,474.

Help to Claim

Through 2021/22, we had a grant from Citizens Advice to help people with claims for Universal Credit. We supported the national phone and webchat services and provided local face to face support. Over the years, we supported a total of 277 people including 160 Sutton residents.

Reaching Communities

The National Lottery provides us with funding under the Reaching Communities programme. The funding supports our services including our outreach work at the Circle Library, the Sutton Mental Health Foundation and Jobcentreplus. In 2021/22, the National Lottery funding enabled us to provide advice to 670 clients at these venues including our offices. The National Lottery funding also funded our attendance at the Domestic Abuse One Stop shop. In the year, our specialist adviser supported over 140 women living with or escaping from, domestic abuse.

City Bridge Trust

We have a grant from the City Bridge Trust to work with Sutton Carers Centre. We take referrals from the Carers Centre and provide home visits for carers. In 2021/22, our City Bridge Trust grant enable us to support 244 carers.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2021 to 31 March 2022

Henry Smith Charity

The Henry Smith Charity provided us with funding for welfare benefits advice and casework. The funding enabled us to support 370 people including people who needed complex welfare benefits casework.

Trust for London

The Trust for London funded us through 2021/22 to deliver a Universal Credit project. The project supported 64 individual clients. The Trust for London grant includes funding for a Research & Campaigns Worker who focusses on Universal Credit and working poverty issues. The Research & Campaigns worker also organised the local Welfare Rights Forum.

EU Settlement Scheme

The Home Office provided us with a grant to support vulnerable EU Nationals with their applications to the EU Settlement Scheme. The project ran through the year. We supported 174 individual people to apply to the project and engaged with 1,029 people. We worked on the project with Refugee Migrant Network Sutton.

Citizens Advice Sutton in the Community

Over the course of the year, Citizens Advice Sutton staff and volunteers provided presentations, talks and training sessions to a wide range of local community groups including the Sutton Mental Health Foundation, Sutton Social Services, the parent's forum and more. A member of CAS staff with expertise in welfare benefits chairs the local Welfare Reform Advice Forum.

Free advice from local solicitors

Local solicitors provide free advice by appointment for people referred to them by Citizens Advice Sutton staff and volunteers. In 2021/22, local solicitors provided nearly 500 free appointments. Most of the appointments were concerned with family law with a small number appointments relating to personal injury and crime.

Volunteering

Citizens Advice Sutton is one of the largest providers of volunteering opportunities in the borough. During 2021/22 approximately 51 individual people volunteered for CAS, in a variety of roles including advisers, contact centre team members and providing administration support. 45 individual volunteers recorded at least one contact with a client. Our volunteers recorded a total of 7,631 client contacts in the year. We estimate that volunteers contributed over 10,600 hours of time to Citizens Advice Sutton. The volunteer hours are the approximate equivalent of 6.5 FTE members of staff.

Research and Campaigns

Citizens Advice Sutton, like every Local Citizens Advice service, undertakes 'Research and Campaigns' work. We use the information from our case records etc. to make recommendations to public authorities to improve the policies and practices that affect people's lives. In 2021/22, a significant amount of our Research and Campaigns activity was focussed on Universal Credit. Our Trust for London project includes funding for a Universal Credit research & campaigns worker who worked on issues including the retention of the £20 per week Universal Credit uplift and Universal Credit entitlement for EU nationals with 'pre-settled status.'

Key Statistics

In the year 2021/22, we advised over 8,000 individual people including 6,045 named individual clients and 2,523 anonymous clients.

Financial gains

We record the financial gains for individual clients that directly result from our advice services. The total financial gains break down as follows:

Type	Total
Benefits and tax credits	1,048,410
Debt written off	733,028
Other	120,458
Charitable trust grants for clients	4,823
Total	1,906,719

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2021 to 31 March 2022

Achievements and Performance

Feedback from clients and Impact of our services

In 2021/22 as part of the national Citizens Advice Performance Quality Framework, Citizens Advice contacted 246 people who had contacted Citizens Advice Sutton. The survey is anonymous in that Citizens Advice provides the full set of responses but does not disclose the identity of individual clients. We ask every person who contacts us for if they would give consent for Citizens Advice to contact them for feedback and have no influence over which clients Citizens Advice contact. Participants were asked four questions with the following percentages giving positive response

- How easy or difficult did you find it to access the service – 80%
- To what extent did the service help you find a way forward? – 81%
- To what extent is your problem now resolved? 73%
- How likely would you be to recommend the service – 87%

Enquiries by Type

In 2021/22, we handled 13,099 distinct enquiries. Some people contacted us over the year with more than one distinct enquiry. The issues that residents brought to Citizens Advice Sutton in 2021/22 break down as follows:

Enquiries 2021 / 2022	No.	%
Benefits & tax credits	2734	20.9%
Benefits Universal Credit	1106	8.4%
Consumer goods & services	429	3.3%
Debt	1199	9.2%
Discrimination / Hate / GVA	299	2.3%
Education	115	0.9%
Employment	727	5.6%
Financial services & capability	94	0.7%
Health & community care	426	3.3%
Housing	2098	16.0%
Immigration & asylum	623	4.8%
Legal	545	4.2%
Other	1263	9.6%
Relationships & family	790	6.0%
Tax	83	0.6%
Travel & transport	262	2.0%
Utilities & communications	306	2.3%
Total	13,099	100.0%

Plans for Future Periods

We are currently facing unprecedented levels of demand for our service. Demand for our service was significantly higher in the second half of 2021/22 than in the first half. The increase is due to several factors including the cost-of-living crisis, increased rates of digital exclusion and increasing numbers of people struggling with their mental health. We are about to sign a multi-year sub-contract with Community Action Sutton who will hold a contract with Sutton council for services to help residents 'make informed choices.'

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2021 to 31 March 2022

Financial Review

Total income increased by £38,411 (2%) to £1,765,719 compared with the previous year's £1,727,308. Grant income increased by £99,095 (9%) to £1,206,299 from £1,107,204. This was due to increased income in Debt Free London projects and new funding from City Bridge Trust. Contract income decreased by £40,235 (7%) to £511,733 from £551,968.

Costs increased by £85,824 (5%) to £1,764,131 from £1,678,307. This was due largely to increased staff costs in Debt Free London due to further expansion of that programme with the recruitment of trainee debt advisers. The net result for the year was a surplus of £1,588 before other recognised gains and losses.

The deficit on the pension scheme has decreased to £992,000 which resulted in a recognised gain in the accounts of £299,000. The result is a net surplus for the year of £300,588 and a net liability in the balance Sheet of £492,689. The deficit of the scheme does not result in an immediate cash flow impact on the charity. This deficit will be cleared with an increase in pension contributions over the remaining working lives of the employees, as determined by the Trustees of the Pension Scheme.

Statement of Directors' Responsibilities

The Trustees (who are also the directors of Sutton Borough Citizens Advice Bureaux for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the directors to prepare financial statements for each financial year. Under company law, the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, of the charitable company for that period. In preparing these financial statements the directors are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP 2019 (FRS 102);
- Make judgements and estimates that are reasonable and prudent; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume the charitable company will continue in operation.

The directors are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the Trustees have taken all 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.

Auditors

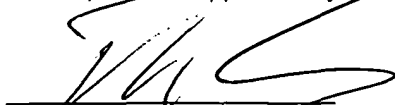
Myrus Smith, Chartered Accountants are deemed to be re-appointed under section 487(2) of the Companies Act 2006.

Small Company Provision

This report has been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

Approval

This report was approved by the trustees and signed on their behalf by:



Andrew Theobald – Chair and Trustee

7 December 2022

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SUTTON BOROUGH CITIZENS ADVICE BUREAUX (Citizens Advice Sutton)

Opinion

We have audited the financial statements of Sutton Borough Citizens Advice Bureaux (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the 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 charitable company's affairs as at 31 March 2022, and of its 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 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 contained within the Trustees' Report. The other information comprises the information included in the Trustees' 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 this gives rise to 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 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.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SUTTON BOROUGH CITIZENS ADVICE BUREAUX (Citizens Advice Sutton)

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the 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, 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 Directors' Responsibilities Statement (set out on page 10), 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 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

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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; and assessing whether the judgements made in making accounting estimates are indicative of a potential bias.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SUTTON BOROUGH CITIZENS ADVICE BUREAUX (Citizens Advice Sutton)

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.



Stephen Jones FCA (Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

Date: 7 December 2022

SUTTON BOROUGH CITIZENS ADVICE BUREAUX
Statement of Financial Activities and Income & Expenditure Report
For the year to 31 March 2022

	Notes	Unrestricted funds	Restricted funds	Total 2022	Total 2021
		£	£	£	£
Income					
Activities for generating funds					
Investment income	3	75		75	300
Income from charitable activities					
Grants	4	-	1,206,299	1,206,299	1,107,204
Contracts and service level agreements	5	511,733	-	511,733	551,968
Fee income	6	46,704	-	46,704	66,319
Other	7	908	-	908	1,517
Total income		559,420	1,206,299	1,765,719	1,727,308
Expenditure					
Charitable activities	8	506,279	1,257,852	1,764,131	1,678,307
Total expenditure		506,279	1,257,852	1,764,131	1,678,307
Net income/(expenditure) for the year before transfers		53,141	(51,553)	1,588	49,001
Transfers between funds	20	(52,293)	52,293	-	-
Net income before other recognised gains and losses		848	740	1,588	49,001
Other recognised gains/(losses)					
Actuarial gains/(losses) on defined benefit pension scheme	12	388,000	-	388,000	(272,000)
Other (losses)/gains	12	(89,000)	-	(89,000)	59,000
Net movement in funds		299,848	740	300,588	(163,999)
Reconciliation of funds					
Total funds brought forward	20	(829,560)	36,283	(793,277)	(629,278)
Total funds carried forward	20	(529,712)	37,023	(492,689)	(793,277)

This statement of financial activities includes all gains and losses recognised in the year.
All incoming resources and resources expended derive from continuing activities

The notes on Pages 16 - 27 form part of these accounts.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Balance Sheet as at 31 March 2022

Company Number 03179963

	Notes	2022 £	2021 £
Fixed assets			
Tangible fixed assets	14	-	-
Currents assets			
Debtors	15	119,481	200,344
Short term deposits		200,000	200,000
Cash at bank and in hand		297,917	367,392
		617,398	767,736
Creditors: amounts falling due within one year	16	(118,087)	(270,013)
Net current assets		499,311	497,723
Provision for liabilities	12	(992,000)	(1,291,000)
Total net assets/(liabilities)	19	(492,689)	(793,277)
Funds			
Unrestricted:			
Designated funds	20	38,648	38,648
Other unrestricted funds	20	423,640	422,792
Total unrestricted		462,288	461,440
General fund defined benefit pension scheme	20	(992,000)	(1,291,000)
Restricted	20	37,023	36,283
Total funds	20	(492,689)	(793,277)

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and with the Charities Act 2011.

Approved by the Board on 7 December 2022 and signed on its behalf by



Andrew Theobald - Trustee

The notes on Pages 16 - 27 form part of these accounts.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Cash Flow Statement

For the year to 31 March 2022

	£	£
Reconciliation of changes in resources to net cash inflow from operations		
Net incoming resources (as reported)	300,588	(163,999)
(Deduct)/Add: FRS102 operating pension adjustment	(299,000)	213,000
Less income from interest and dividends	(75)	(300)
Decrease/(increase) in debtors	80,863	(56,133)
(Decrease)/increase in short term creditors	(151,926)	123,149
Net cash inflow from operating activities	(69,550)	115,717
Cash flow statement		
Net cash inflow from operating activities	(69,550)	115,717
Returns on investments (Note 4)	75	300
(Decrease)/increase in cash	(69,475)	116,017
Reconciliation of net cash flow to movement in net cash		
Increase in cash in the period	(69,475)	116,017
Net cash at 1 April 2021	567,392	451,375
Net cash at 31 March 2022	497,917	567,392

The notes on Pages 16 - 27 form part of these accounts.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2022

1. Accounting Policies

Sutton Borough Citizens Advice Bureaux is registered in England and Wales. The address of the registered office is given in the charity information on page 2 of these financial statements.

a) Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102.

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 Accounting Practice.

b) Going Concern

The Trustees consider it appropriate for the financial statement for the year ended 31 March 2022 to be prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The portion of the pension deficit of the London Borough of Sutton which is allocated to Citizens Advice Sutton has been calculated at £992,000.

The balance sheet shows net liabilities for the year end of £492,689; however, this includes the pension scheme liability of £992,000 which when excluded leaves net assets of £499,311. The pension shortfall is being funded via future contributions, the rates of which have been set by the pension scheme actuary. The objective of the pension scheme is to clear the deficit over a period of 12 years beginning on 31 March 2020.

The deficit of the scheme does not result in an immediate cashflow impact on the charity. This deficit will be cleared with an increase in pension contributions over the remaining working lives of the employees, as determined by the Trustees of the Pension Scheme.

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

c) Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated Funds are those received which have been earmarked by the Trustees for special purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor. Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

d) Incoming Resources

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income.

Voluntary income is received by way of donations and is included in full the Statement of Financial Activities when received.

Activities for generating funds consist of room hire and are accounted for on a receivable basis. Surplus funds are invested in a bank deposit account to earn interest. Interest is also earned on the bank current account. Interest is accounted for when receivable by the Charity.

Incoming resources from the charitable activities consist of Grants which are recognised as received or receivable, whichever is earlier, unless they relate to a future period in which case they are deferred.

Other Income consists of fees receivable, salary reimbursement and other income from the Legal Services Commission. These other sources of income are earned on a receivable basis.

e) Resources Expended

Expenditure and liabilities are recognised on an accrual basis as soon as there is a legal or constructive obligation committing the charity to that expenditure. Cost of generating funds comprises those costs associated with attracting future income.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes costs that can be allocated directly to such activities.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2022

Resources Expended (Cont'd)

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and include the audit fees and costs linked to the strategic management of the Charity. Overheads including Staff costs, accommodation costs and office running expenses have been charged to both the restricted and unrestricted funds and matched with the grant which have been provided under a service level agreement and contracts for this purpose. Salaries are allocated to the activity in the restricted and unrestricted funds on a time basis. Accommodation costs are allocated to each activity on a staff time basis and office running costs are allocated on a usage basis. Governance costs have been allocated to the general fund on a staff time basis.

f) Fixed Assets

Fixed Assets are stated at cost less accumulated depreciation. The costs of assets below £2,000 are not capitalised. Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost of each asset over its useful life. For rates see note 14.

g) Pension Costs

Pension contributions payable are accounted for in the period to which they relate. The Charity makes contributions to defined benefit multi-employer pension scheme see note 12 of the accounts. The assets of the schemes are held separately from those of the charity in independently administered funds.

h) Leased Assets

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Income and Expenditure account on a straight line basis over the lease term.

i) Deferred Grants

Deferred grants are credited to the Statement of Financial Activities when receivable unless they relate to a specific future period in which case the relevant part is deferred and is recognised in that future period.

j) Taxation

As the company is a registered Charity (Registration Number 1061654), carrying out charitable purposes, it is exempt from corporation tax.

k) Transfers Between Funds

Trustees have the authority to transfer amounts from the general unrestricted funds to restricted and unrestricted funds when required.

l) Debtors and Creditors receivable / payable within one Year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

2. Legal Status of the Charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding-up is limited to £1.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2022

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2022

	Unrestricted Funds £	Restricted Funds £	Totals 2022 £	Totals 2021 £
Note 3 - Investment income				
Interest on bank deposits	75	-	75	300
	75	-	75	300

All of the £300 recognised in 2021 was unrestricted funds

Note 4 - Grants

PensionWise	-	471,797	471,797	480,322
Debt Free London	-	358,275	358,275	314,760
Reaching Communities	-	133,304	133,304	158,757
Henry Smith Charity	-	51,325	51,325	51,400
City Bridge Trust	-	65,000	65,000	-
Trust for London	-	46,000	46,000	45,500
EU Settlement Grant	-	28,574	28,574	26,746
CitA Universal Support	-	30,045	30,045	29,719
Kickstart	-	21,979	21,979	-
	-	1,206,299	1,206,299	1,107,204

All of the £1,107,204 recognised in 2021 was restricted funds.

Note 5 - Contracts and service level agreements

General Fund:

LBS I&A	480,983	-	480,983	517,058
General Fund	480,983	-	480,983	517,058
Health Watch	20,000	-	20,000	20,000
Energy Advice Programme	10,750	-	10,750	14,910
	511,733	-	511,733	551,968

All of the £551,968 recognised in 2021 was unrestricted funds.

Note 6 - Fee income

Legal Aid Agency Housing	46,704	-	46,704	66,319
	46,704	-	46,704	66,319

All of the £66,319 recognised in 2021 was unrestricted funds.

Note 7 - Other incoming resources

Sundry Income	908	-	908	1,517
	908	-	908	1,517

All of the £1,517 recognised in 2021 was unrestricted funds.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2022

Note 8 - Charitable activities

	Staff Costs	Staff and Volunteer Expenses	Office Costs	Premises Costs	Other Costs	Governance Costs	Total 2022	Total 2021
	£	£	£	£	£	£	£	£
General Fund	229,767	3,102	16,850	13,749	150,007	963	414,438	521,504
Health Watch	8,922	17	485	415	1	29	9,869	17,632
Energy Advice Programme	11,486	42	1,212	1,041	2	72	13,855	14,910
LAA Housing Contract	48,972	767	6,416	2,351	9,447	164	68,117	53,340
Total Unrestricted Funds	299,147	3,928	24,963	17,556	159,457	1,228	506,279	607,386
PensionWise	411,058	2,270	32,811	24,731	40	1,466	472,376	480,322
Debt Free London	363,982	711	23,257	20,428	35	1,242	409,655	314,977
Reaching Communities	74,326	283	4,618	4,084	49,369	259	132,939	131,476
Henry Smith Charity	46,359	278	2,488	2,081	4	145	51,355	42,181
Help to Claim Project	26,653	59	1,732	1,498	2	115	30,059	29,719
Trust for London	40,946	90	2,562	2,242	4	128	45,972	45,500
EU Settlement Grant	21,573	94	1,212	1,041	4,590	72	28,582	26,746
City Bridge Trust	24,995	33	970	833	37,952	57	64,840	-
Kickstart	18,670	63	1,783	1,430	2	126	22,074	-
Total Restricted Funds	1,028,562	3,881	71,433	58,368	91,998	3,610	1,257,852	1,070,921
Total Expenditure	1,327,709	7,809	96,396	75,924	251,455	4,838	1,764,131	1,678,307

Of the £1,678,307 expenditure recognised in 2021, £607,386 was charged to unrestricted funds and £1,070,921 was charged to restricted funds.

Note 9 - Governance costs

	Unrestricted Funds	Restricted Funds	Total Funds 2022	Total Funds 2021
	£	£	£	£
Audit fee	3,414	-	3,414	3,900
Legal and professional fees	1,128	-	1,128	-
AGM	-	-	-	98
Trustees' expenses (Note 13)	190	-	190	120
Other	106	-	106	-
	4,838	-	4,838	4,118

All of the £4,118 expenditure recognised in 2021 was charged to unrestricted funds.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2022

Note 10 - Staff costs	2022	2021
	£	£
Wages and salaries	1,129,717	997,393
Employer's NI costs	89,536	89,000
Staff pension costs	108,456	101,286
Total*	1,327,709	1,187,679

The average number of employees (FTE) was:	38	33
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The average number of employees was:	44	39
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No employees earned £60,000 per annum or more

No trustee received any remuneration in respect of services as a trustee during the year (2021: £Nil).

The total amount of employee benefits received by key management personnel was £331,702 (2021: £292,928).

Under FRS 102 employee benefits include gross pay, benefits in kind, employer's National Insurance Contributions and employer's pension costs.

Note 11 - Net incoming resources for the year	2022	2021
This is stated after charging:	£	£
Operating Lease	46,970	46,970
Audit Fee	3,414	3,900

Note 12 – Pension Costs and Liabilities

The disclosures below relate to funded liabilities within the London Borough of Sutton Pension Fund (the Fund) which is part of the Local Government Pension Scheme (LGPS). Citizens Advice Sutton (CAS) participates in the Fund which up to 31 March 2022 provided defined benefits based on members' final pensionable salary. From 1 April 2014 the scheme provides benefits based on members' career average salary, with preserved rights for benefits earned under the final salary provisions.

CAS closed the scheme to new members with effect from 1 January 2011 although existing members were permitted to accrue service benefits during their employment with CAS. CAS's contribution for 2021/22 was 21.6% plus a fixed contribution of £35,000 and the employees' contribution was 6.5% of gross salary.

In accordance with Financial Reporting Standard No. 102 (FRS102) disclosure of certain information concerning assets, liabilities, income and expenditure related to pension schemes is required. This is set out below.

CAS membership statistics

The table below summarises the CAS membership data, as at 31 March 2019 for members receiving funded benefits.

Member data summary	Number	Salary/Pension £000	Average age
Actives	3	114	54
Deferred pensioners	4	8	54
Pensioners	7	19	69

The service cost for the year ending 31 March 2022 is calculated using an estimate of the total pensionable payroll during the year. The estimated total pensionable payroll during the year is £148,000, as advised by CAS.

Scheduled contributions

The table below summarises the minimum employer contributions due from CAS to the Fund over this inter-valuation period. The calculated cost of accrual of future benefits is 21.6% of payroll p.a. The monetary amounts are due to be paid in monthly instalments.

Minimum employer contributions due for the period beginning	1 Apr 2020	1 Apr 2021	1 Apr 2022
Percent of payroll	21.6%	21.6%	21.6%
Plus monetary amount (£000s)	33	35	21

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2022

CAS may pay further amounts at any time and future periodic contributions, or the timing of contributions may be adjusted on a basis approved by the actuary.

Contributions for the accounting period ending 31 March 2023

CAS's regular contributions to the Fund for the accounting period ending 31 March 2022 are estimated to be £33,200. There will be an additional fixed contribution of £21,000.

Assumptions

The latest actuarial valuation of the London Borough of Sutton Pension Fund and CAS's liabilities took place on 31 March 2019. Liabilities have been estimated by the independent qualified actuary on an actuarial basis using the projected unit credit method. The principal assumptions used by the independent qualified actuaries in updating the latest valuations of the Fund for FRS102 purposes were:

Financial assumptions

The financial assumptions used to calculate the results are as follows:

As at 31 March	2022 % p.a.	2021 % p.a.	2020 % p.a.
Discount rate	2.70%	1.95%	2.35%
Pension increases	3.20%	2.85%	1.90%
Salary increases	4.20%	3.85%	2.90%

These assumptions are set with reference to market conditions at 31 March 2022. The actuary's estimate of CAS's past service liability duration is 17 years. An estimate of CAS's future cashflows is made using notional cashflows based on the estimated duration.

The actuary's estimate of the discount rate is based on Accounting Standards. These state that the discount rate used to place a value on obligations should be determined by reference to market yields on high quality corporate bonds at the reporting date.

Future pension increases are expected to be based on the Consumer Prices Index (CPI) and salaries are assumed to increase at 1.0% p.a. above CPI. This is consistent with the approach at the previous accounting date.

Demographic/Statistical assumptions

The actuary has adopted a set of demographic assumptions that are consistent with those used for the most recent Fund valuation. Life expectancy is based on the S3PA tables with a multiplier of 110% for males and 105% for females. Improvements are in line with the CMI 2021 model, with a 0% weighting of 2021 (and 2020) data, standard smoothing (Sk7), initial adjustment of 0.25% and a long term rate of improvement of 1.5% p.a. for both males and females. Based on these assumptions, the average future life expectancies at age 65 are summarised below:

Assumed life expectancy from age 65 years		31 Mar 2022	31 Mar 2021 (after CMI 2020 update)	31 Mar 2021 (before CMI 2020 update)
Retiring today	Males	21.4	21.6	21.9
	Females	24.1	24.3	24.5
Retiring in 20 years	Males	22.9	22.9	23.3
	Females	25.8	25.7	25.9

A commutation allowance is included for future retirements to elect to take 50% of the maximum additional tax-free cash up to HMRC limits for pre-April 2008 service and 50% of the maximum tax-free cash for post-April 2008 service.

Assets

The estimated asset allocation for CAS as at 31 March 2022 is as follows:

Asset breakdown	31 Mar 2022		31 Mar 2021	
	£000	%	£000	%
Equities	1,265	57%	1,301	64%
Gilts and other bonds	622	28%	464	23%
Property	244	11%	199	10%
Cash	89	4%	54	3%
Total	2,220	100%	2,018	100%

The actuary has estimated the bid values where necessary, the individual percentages shown are to the nearest percentage point for each asset class and may not sum to 100%. The final asset allocation of the Fund assets as at 31 March 2022 may be different from that shown due to estimation techniques. Based on the above, CAS's share of the assets of the Fund is less than 1%.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2022

Results and disclosures for the year to 31 March 2022

The actuary estimates that the value of the net liability as at 31 March 2022 is a liability of £992,000. The results of the actuary's calculations for the year ended 31 March 2022 are set out in the tables below:

Table 1: Statement of financial position as at 31 March 2022

Net pension asset as at	31 Mar 2022 £000	31 Mar 2021 £000	31 Mar 2020 £000
Present value of the defined benefit obligation	3,212	3,309	2,656
Fair value of Fund assets (bid value)	2,220	2,018	1,578
Net defined benefit liability / (asset)	992	1,291	1,078

Table 2: Statement of profit and loss for the year to 31 March 2022

The amounts recognised in the profit and loss statement are:

	Year to 31 Mar 2022 £000	Year to 31 Mar 2021 £000
Service cost	64	31
Net interest on the defined liability (asset)	25	25
Administration expenses	-	3
Total loss (profit)	89	59

Table 3: Asset and benefit obligation reconciliation for the year to 31 March 2022

Reconciliation of opening and closing balances of the present value of the defined benefit obligations	Year to 31 Mar 2022 £000	Year to 31 Mar 2021 £000
Opening defined benefit obligation	3,309	2,656
Current service cost	64	31
Interest cost	65	62
Change in financial assumptions	(225)	634
Change in demographic assumptions	3	(29)
Experience loss/(gain) on defined benefit obligation	6	(35)
Liabilities assumed / (extinguished) on settlements	-	-
Estimated benefits paid net of transfers in	(18)	(19)
Past service costs, including curtailments	-	-
Contributions by Scheme participants and other employers	8	9
Unfunded pension payments	-	-
Closing defined benefit obligation	3,212	3,309
Reconciliation of opening and closing balances of the fair value of Fund assets	Year to 31 Mar 2022 £000	Year to 31 Mar 2021 £000
Opening fair value of Fund assets	2,018	1,578
Interest on assets	40	37
Return on assets less interest	105	380
Other actuarial gains/(losses)	-	-
Administration expenses	-	(3)
Contributions by employer including unfunded	67	36
Contributions by Scheme participants and other employers	8	9
Estimated benefits paid plus unfunded net of transfers in	(18)	(19)
Settlement prices received / (paid)	-	-
Closing Fair value of Fund assets	2,220	2,018

Table 4: Sensitivity analysis

The sensitivities regarding the principal assumptions used to measure the scheme obligations are set out below:

Change in assumptions at 31 March 2022	Approximate % increase in defined benefit Obligation	Approximate monetary amount £000
0.1% decrease in Real Discount Rate	2%	54
1 year increase in member life expectancy	4%	128
0.1% increase in the Salary Increase Rate	0%	8
0.1% increase in the Pension Increase Rate (CPI)	1%	46

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2022

Table 5: Projected pension expense for the year to 31 March 2023

Projection for the year to 31 March 2023

	Assets £000	Obligations £000	Net asset/(liability) £000	% of pay
Service cost	-	58	(58)	(39.5%)
Net interest on the defined liability/(asset)	-	26	(26)	(17.6%)
Administration expenses*	-	-	-	-
Total loss/(profit)	-	-	84	(57.1%)

* The current service cost includes an allowance for administration expenses of 1.1% of payroll. The monetary value is based on a projected payroll of £148,000.

The actuary estimates that CAS's contributions for the period to 31 March 2023 will be approximately £68,000

Note 13 – Trustees' expenses

	2022		2021	
	Number	£	Number	£
Trustees' expenses	1	190	1	120

An ex-Trustee was paid travelling expenses to attend meetings during the year - £190 (2021: £120).

Note 14 - Tangible fixed assets

	Lift £	Computer Equipment £	Fixtures & Fittings Equipment £	Total £
Cost				
At 1 April 2021	86,297	13,560	28,704	128,561
Additions	-	-	-	-
Disposals	-	-	-	-
At 31 March 2022	86,297	13,560	28,704	128,561
Accumulated depreciation				
At 1 April 2021	86,297	13,560	28,704	128,561
Charge for the year	-	-	-	-
Disposals	-	-	-	-
At 31 March 2022	86,297	13,560	28,704	128,561
Net Book Values				
At 31 March 2021	-	-	-	-
At 31 March 2022	-	-	-	-
Depreciation has been calculated on a straight- line basis as follows				
Computer equipment		33.3%		
Fixtures and fittings		20.0%		
Lift		12.5%		

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2022

Note 15 - Debtors	2022	2021
	£	£
Accrued Income and prepayments	117,539	177,490
Other debtors	1,942	22,854
	119,481	200,344

Note 16 - Creditors: amounts falling due within one year	2022	2021
	£	£
Deferred income and accruals	63,138	154,089
Other creditors	54,949	115,924
	118,087	270,013

Deferred income analysis	2022	2021
	£	£
Deferred income brought forward	154,089	36,652
Additions during the year	63,138	154,089
Amounts released to income	(154,089)	(36,652)
Deferred income carried forward	63,138	154,089

Deferred income of £63,138 (2021:£154,089) included above relates to grant income received during the year but relating to a future accounting period.

Note 17 - Obligations under leases

At 31 March 2022 the charity was committed to making the following payments:
under non-cancellable operating leases

	2022	2021
	Photocopier	Photocopier
	Land & Buildings	Land & Buildings
	£	£
Operating lease which is renewable within		
One year	164	45,000
Two to five years		90,000
Total	164	135,000

Note 18 - Designated funds	2022	2021
	£	£
Replacement of Equipment fund	19,865	19,865
Redundancy Fund	18,783	18,783
Balance at 31 March	38,648	38,648

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2022

Note 19 - Analysis of fund assets

2022	Unrestricted funds	Designated funds	Total Unrestricted funds	Restricted funds	Pension fund	Total funds 2022	Total funds 2021
	£	£	£	£		£	£
Debtors	35,478	-	35,478	84,003	-	119,481	200,344
Deposits	200,000	-	200,000	-	-	200,000	200,000
Cash	224,111	38,648	262,759	35,158	-	297,917	367,392
Creditors	(35,949)	-	(35,949)	(82,138)	-	(118,087)	(270,013)
Provision	-	-	-	-	(992,000)	(992,000)	(1,291,000)
	423,640	38,648	462,288	37,023	(992,000)	(492,689)	(793,277)

Comparison information from the analysis of net assets between funds is as follows:

2021	Unrestricted funds	Designated funds	Total Unrestricted funds	Restricted funds	Pension fund	Total funds 2021	Total funds 2020
	£	£	£	£		£	£
Debtors	97,274	-	97,274	103,070	-	200,344	144,211
Deposits	200,000	-	200,000	-	-	200,000	200,000
Cash	314,593	38,648	353,241	14,151	-	367,392	251,375
Creditors	(189,075)	-	(189,075)	(80,938)	-	(270,013)	(146,864)
Provision	-	-	-	-	(1,291,000)	(1,291,000)	(1,078,000)
	422,792	38,648	461,440	36,283	(1,291,000)	(793,277)	(629,278)

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2022

Note 20 - Movement in funds

2022	Balance 31/03/2021	Incoming resources	Resources expended	Transfers between funds	Balance 31/03/2022
Unrestricted funds					
Designated funds	38,648	-	-	-	38,648
Other unrestricted funds:					
General Fund and Other Income	434,960	481,966	(414,438)	(55,398)	447,090
Health Watch	2,368	20,000	(9,869)	-	12,499
Energy Advice Programme	-	10,750	(13,855)	3,105	-
Legal Aid Agency Housing	(14,536)	46,704	(68,117)	-	(35,949)
Total Other Unrestricted Funds	422,792	559,420	(506,279)	(52,293)	423,640
Total unrestricted funds	461,440	559,420	(506,279)	(52,293)	462,288
Restricted Funds					
PensionWise	-	471,797	(472,376)	579	-
Debt Free London	(217)	358,275	(409,655)	51,597	-
Reaching Communities	27,281	125,274	(124,909)	-	27,646
Henry Smith Charity	9,219	45,125	(45,155)	-	9,189
Trust for London	-	46,000	(45,972)	-	28
EU Settlement Grant	-	34,774	(34,782)	8	-
Help to Claim Project	-	30,045	(30,059)	14	-
City Bridge Trust	-	65,000	(64,840)	-	160
Kickstart	-	21,979	(22,074)	95	-
Energy Max	-	8,030	(8,030)	-	-
Total Restricted Funds	36,283	1,206,299	(1,257,852)	52,293	37,023
Defined benefit pension scheme	(1,291,000)	-	299,000	-	(992,000)
Total funds	(793,277)	1,765,719	(1,465,131)	-	(492,689)

Transfers have been made to reallocate costs charged to restricted funds and to cancel the designation of funds for the Building Repair and Redecoration Fund.

Comparative information for the movement in funds is as follows:

2021	Balance 31/03/2020	Incoming resources	Resources expended	Transfers between funds	Balance 31/03/2021
Unrestricted funds					
Designated funds	38,648	-	-	-	38,648
Other unrestricted funds:					
General Fund and Other Income	437,589	518,875	(521,504)	-	434,960
Health Watch	-	20,000	(17,632)	-	2,368
Energy Advice Programme	-	14,910	(14,910)	-	-
Legal Aid Agency Housing	(27,515)	66,319	(53,340)	-	(14,536)
Total Other Unrestricted Funds	410,074	620,104	(607,386)	-	422,792
Total unrestricted funds	448,722	620,104	(607,386)	-	461,440
Restricted Funds					
PensionWise	-	480,322	(480,322)	-	-
Debt Free London	-	314,760	(314,977)	-	(217)
Reaching Communities	-	158,757	(131,476)	-	27,281
Henry Smith Charity	-	51,400	(42,181)	-	9,219
Trust for London	-	45,500	(45,500)	-	-
EU Settlement Grant	-	26,746	(26,746)	-	-
Help to Claim Project	-	29,719	(29,719)	-	-
Total Restricted Funds	-	1,107,204	(1,070,921)	-	36,283
Defined benefit pension scheme	(1,078,000)	-	(213,000)	-	(1,291,000)
Total funds	(629,278)	1,727,308	(1,891,307)	-	(793,277)

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2022

Note 21 - Related parties

CAS is a member of Citizens Advice and is subject to Citizens Advice audit every three years. Membership entitles CAS to access the support systems provided by Citizens Advice, including the AdviserNet Information System, Bureaux Management Information System, Bureaux Management Consultancy Line and the Volunteer Training Information System.

CAS has the Specialist Quality Mark in housing (awarded by the SQM Delivery Partnership on 4th March 2013 as a condition of holding a Legal Aid Agency contract). CAS also holds the Advice Quality Standard with casework in employment, welfare benefits and housing awarded on 16th January 2013 by the Citizens Advice Audit Service and the Advice Quality Standard with casework in housing awarded on 19th September 2013.

There are no other related party transactions to report.

Note 22 – Contingent assets

The charitable company has been awarded multi-year grants with specified or implied timeframes which preclude recognition of the full amount.

The total amount of contingent assets at 31 March 2022 (2021: £319,939) was £620,476.

Accounts

SUTTON BOROUGH CITIZENS ADVICE BUREAUX
Operating as CITIZENS ADVICE SUTTON

Charity number: 1061654
Company number: 03179963

Financial Report and Accounts
for the Year Ended 31 March 2021

Contents

	Page
TRUSTEES' REPORT	
Reference and Administrative Details	2
Name and Registered Office	2
Professional Advisers	2
Structure, Governance and Management	2
Governing Document	2
Trustee Board	2
Elections to the Trustee Board	2
Trustee Induction and Training	3
Organisational Structure	3
Related Parties	3
Internal Control	3 - 5
Objectives and Activities for the Public Benefit	5
Strategic Objectives	5
Activities and Outcomes	5 - 8
Achievements and Performance	8 - 9
Plans for Future Periods	9
Financial Review	9
Statement of Directors' Responsibilities	10
Independent Auditor's Report	11 - 13
FINANCIAL STATEMENTS	
Statement of Financial Activities and Income & Expenditure Report	14
Balance Sheet	15
Cash Flow Statement	16
Notes to the Financial Statements	17 - 29

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2020 to 31 March 2021

Reference and Administrative Details

Name, Charity Number, Company Number and Registered Office

Sutton Borough Citizens Advice Bureaux is a charitable company limited by guarantee. The registered Charity Number is 1061654 and the Company Number is 03179963. The registered office is 68 Parkgate Rd, Wallington, SM6 0AH.

Professional Advisers

Bankers	CAF Bank 25 Kings Hill Avenue, West Malling, Kent ME19 4JQ
Auditor	Myrus Smith, Chartered Accountants Norman House, 8 Burnell Road, Sutton, Surrey, SM1 4BW

Structure, Governance and Management

The trustees present their annual report and financial statements of the charity 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 accounts and comply with the charity's trust deed, the Charities Act 2011, the Companies Act 2006, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019, and UK Generally Accepted Accounting Practice.

Governing Document

Citizens Advice Sutton is a charitable company limited by guarantee, incorporated on 29th March 1996 as amended by special resolutions dated 14th May 2003, 8th September 2004 and 8th September 2009 and registered as a charity on 2nd April 1997. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up each member is required to contribute £1.

Trustee Board

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles as members of the Trustee Board. Citizens Advice Sutton has a broad client base, and the Trustee Board seeks to reflect the diversity of the local community.

The Trustee Board has a minimum of four and a maximum of 25 trustees who meet quarterly and are responsible for the strategic direction and policy of the charity. The trustees are from professional or business backgrounds relevant to the charity or with involvement in other voluntary sector organisations. The Finance Manager, Chief Executive Officer and a senior manager attend the Board but have no voting rights. All Board members give their time freely, no remuneration was paid in the year beyond the reimbursement of reasonable expenses. The Board members listed below have held office during the whole of the year to 31 March 2021 and to the date of this report unless otherwise stated.

Trustee Board Members

Andrew Theobald - Chair	Jason Gold – Chair, Risk Committee
Phillip Ang – Chair, Planning and Finance Committee	Firas Al-Fakhri
Andrew Burchell – Vice Chair	Nigel Quinney
Ashley Thomas- Information Asset Accounting Officer	Shirley Mason
Peter Honour	

Principal Executives

Steve Triner – CEO. Company Secretary from November 2020
Sue Logan – Company Secretary to November 2020

Elections to the Trustee Board

Under the requirements of the Memorandum and Articles of Association the members of the Trustee Board are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting. In practice, all the members of the Trustee Board retire just before each Annual General Meeting and offer themselves for re-election if they wish to stand. At the 2020 AGM all the Trustees who stood down were re-elected.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2020 to 31 March 2021

Trustee Induction and Training

The Trustee Board operates a formal selection procedure for potential new members. The procedure includes:

- Invitation to informally meet Chief Executive and Chair.
- Provision of information about the organisation including the organisation's aims and principles, research and campaigns, annual review and annual report.
- Provision of an application form and confidentiality declaration.
- Formal nomination to Trustee Board and invitation to join the next meeting.
- Provision of induction pack including welcome letter, information about Trustee Board, schedule of board meetings, details of sub committees, equalities data form, code of conduct, request for profile information and Register of Interests. New Trustees are encouraged to visit the offices, meet staff and volunteers, and observe interviews etc.

Trustees are offered opportunities to attend suitable trustee training courses either locally or at Citizens Advice head office.

Organisational Structure

Day to day responsibility for running the organisation rests with the Chief Executive Officer, who works with a Senior Management Team (SMT) to ensure the service meets its aims and complies with relevant standards. The SMT includes the Chief Executive and four Senior Managers. The SMT ensures that advice is delivered to the standards required by Citizens Advice and other stakeholders. The mainstay of the service continues to be the volunteers who provide a high proportion of the advice to our clients and administrative support services.

The remuneration of the charity's SMT is set by the Trustee Board, taking into account the charity's financial position and the amount paid for similar roles in comparable organisations.

Related Parties

Citizens Advice Sutton is affiliated to Citizens Advice (the National Association of Citizens Advice Bureaux) and complies with their membership scheme.

The charity was funded in 2020/21 by: the London Borough of Sutton, with whom it has a contract to provide information and advice to residents; the Legal Aid Agency, with whom it has a contract to provide housing advice; the Money and Pension Service, who fund the Debt Free London debt advice partnership of which Citizens Advice Sutton is a member; Department of Work and Pensions via Citizens Advice, who fund the Pension Wise project; The National Lottery; Trust for London; the Henry Smith Charity and the Home Office who funded our EU Settlement Scheme project.

Citizens Advice Sutton has partnership agreements with Age UK Sutton and Sutton Carers Centre for the delivery of ALPS. Citizens Advice Sutton also works with other local public services, the local voluntary sector including Sutton Mental Health Foundation, Refugee Migrant Network Sutton and local solicitors' firms to deliver advice and information services in line with its aims.

Internal Control

The Trustee Board carries out the following internal control activities:

- Setting a budget for each financial year.
- Approving authorised signatories and setting limits on delegated financial authorities.
- Monitoring actual financial performance against budget.
- Reviewing the risk register.
- Reviewing the reserves policy.
- Conducting such internal reviews as it shall see fit.
- Ensuring that accounting rules are followed and that an independent audit is conducted.

The Planning and Finance Committee is a standing committee of the Trustee Board. The Planning and Finance Committee membership comprises the Trustee Board Chair, the Treasurer who chairs the Committee, and up to two other Trustees. The Chief Executive attends the Planning and Finance Committee meetings. The Committee considers financial and strategic issues and formulates recommendations to the Trustee Board. The Committee has also been given delegated authority by the Trustee Board to decide on the initiation or termination of projects where the income or expenditure in those projects is up to 10% of the total income of Citizens Advice Sutton.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2020 to 31 March 2021

The Risk Committee is a standing committee of the Trustee Board. The Risk Committee membership comprises the Trustee Board Chair, the Treasurer, and up to three other Trustees. The Chief Executive attends the Risk Committee meetings. The Committee considers non-financial risks and formulates recommendations to the Trustee Board. The role of the Risk Committee is to support the Board of Trustees in the management of risk, by helping ensure significant risks for CAS are identified and analysed and an action plan to mitigate risk is drawn up and implemented effectively.

Investment Policy

Under the Memorandum and Articles of Association, the Charity has the power to make any cash investments that the Trustees see fit.

Reserves Policy

The designated reserves as at 31 March 2021 stood at £38,648 (£18,783 redundancy and £19,865 equipment) and other unrestricted reserves amounted to £422,792. Total unrestricted reserves before the pension scheme deficit stood at £461,440. Restricted reserves at the year-end were fully expended. The charity has unrestricted reserves (excluding designated reserves) to provide for about three months operating costs. Citizens Advice Sutton will aim to raise the level of these reserves to about four months operating costs in the future.

A valuation of the final salary pension scheme (under FRS102 rules) was carried out on 31 March 2021. The valuation determined that the deficit stood at £1,291,000, which when included in the balance sheet produces a total net liability of £793,277. The details of the pension scheme and deficit are given in Note 13 to the accounts. The Trustees believe that Citizens Advice Sutton should continue to be regarded as a going concern for the reasons given in Note 1b. The Trustee Board will continue to monitor closely the financial position and take any necessary actions to maintain its status as a going concern.

Risk Management

The Trustee Board and the Risk Committee monitor the risk register regularly to ensure that action is taken or systems are in place to manage identified areas of risk. Citizens Advice Sutton continues to review its procedures and policies to ensure that they are consistent with best practices. The charity focuses on the following major areas of risk:

- Financial Control. The Finance Manager produces detailed management accounts every month which are reviewed by the Treasurer. Current management accounts are presented to the Trustee Board and the Planning and Finance Committee at every meeting. The performance against budget is monitored and any actions required to rectify underperformance are identified.
- Non-Financial Risk control. The Chair of the Risk Committee works closely with the CEO to maintain an up-to-date Risk Register. The Risk Register is reviewed by the Risk Committee.
- External Stakeholder Relationships. The Trustee Board attaches high importance to developing and maintaining good external stakeholder relationships. Citizens Advice Sutton relies on its excellent reputation for delivering timely and effective advice to members of the public to persuade stakeholders to use Citizens Advice Sutton as a prime medium of communication to the general public.

Various other key risks have been mitigated in the following ways:

- Income. Ensuring that the organisation maintains an adequate level of income to carry out its charitable objectives.
- Training. Ensuring that all staff and volunteers are properly trained, supported, and supervised as they carry out their activities.
- Financial Procedures. The Trustee Board has approved and keeps under review, a set of Financial Procedures which define the ways in which all financial transactions are to be authorised and recorded.
- Insurance. Ensuring adequate insurance provide cover for professional indemnity, assets, employees, trustees and volunteers carrying out work for and on behalf of the Citizens Advice Sutton.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2020 to 31 March 2021

Information Assurance

Citizens Advice Sutton has adopted the Information Assurance (IA) policy as recommended by Citizens Advice. In summary, the way in which information risks are managed under this policy is as follows:

- A member of the board, who has undertaken appropriate training is the **Information Assurance Accounting Officer (IAAO)** and ensures that all significant information risks are discussed and approved at Trustee Board level.
- The Chief Executive is the **Senior Information Risk Officer (SIRO)** and owns the information risk policy and provides advice to the Trustee Board.
- Specific groups of information assets, for example client data, have been identified and individual members of staff are the **Information Asset Owners (IAO)** for each group.
- All staff and volunteers complete basic Information Assurance training with annual refresher training, in addition the IAAO, SIRO and all IAOs have successfully complete advanced IA training. All staff and volunteers sign, and re-sign every year, the Acceptable IT Usage policy.
- **Management of information risks** is a standing item on the agenda of all Trustee Board meetings, to ensure they are reviewed alongside other risks.

Objectives and Activities for the Public Benefit

Strategic Objectives

The stated objective of Citizens Advice Sutton is to promote charitable purposes for the public benefit of the community in the London Borough of Sutton and the surrounding areas by the advancement of education, the protection of health and the relief of poverty, sickness, and distress. Citizens Advice Sutton meets these objects through the following activities:

- Providing the advice people need for the problems they face.
- Working to improve the public policies and practices that affect people's lives.

The Trustee Board has complied with the duty in section 4 of 2006 Charities Act to have due regard to guidance published by the Charity Commission on public benefit, both when reviewing the Citizens Advice Sutton's aims and objectives and also in planning future activities.

Activities and outcomes

The strategic objectives were supported by the following activities during the year:

Advice Link Partnership Sutton

The LB Sutton has a contract with Citizens Advice Sutton to provide information and advice services. The contract commenced in April 2016 for a term of three years with the option of extensions for a further two years. The contract has, because of the pandemic been extended to June 2022. The contract provides funding for Citizens Advice Sutton to deliver the ALPS (Advice Link Partnership Sutton) service.

Citizens Advice Sutton is the lead agency for the ALPS service and sub-contracts some of the work to Age UK Sutton and Sutton Carers Centre. The ALPS service offers one phone number for Information and Advice - 020 8254 2616. The ALPS phone menu provides access to Citizens Advice Sutton, Age UK Sutton, and Sutton Carers Centre during the core hours of 9.00 am to 5.00 pm, Monday to Friday. The phone service also provides continuous access to the Samaritans and the National Domestic Violence Helpline. The website for the ALPS service- www.suttonalps.org.uk - includes online forms that enable people to submit enquiries to Citizens Advice Sutton, Age UK Sutton, and Sutton Carers Centre.

Telephone contact centre

The local authority funding enables us to run a telephone contact centre. During 2020/21, we adapted our telephone service to comply with lockdown and work from home requirements. Volunteers and staff answered calls working from home. For most of the year, only small numbers of people answered calls in the office. People can telephone us from 9.00 am to 5.00 pm, Monday to Friday. In 2020/21, we handled 9420 telephone calls from residents. Approximately 40% of the calls to our Contact Centre were answered by 21 carefully selected and fully trained volunteers, the remainder by paid staff. The proportion of calls answered by volunteers was much lower than in previous years due to the practical limitations of remote supervision and adapting the technology for home working.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2020 to 31 March 2021

Information Centre

The Information Centre in the Sutton office is usually open from 9.00 am to 5.00 pm Monday to Friday. We had to close the Information Centre for much of 2020/21 to comply with government lockdown requirements. When we were able to open the Information Centre, we opened it for reduced hours – 10.00 am to 3.00 pm, Monday to Friday. When the Information Centre was closed, the team provided telephone advice. The volunteers and staff in the Sutton Information Centre provide information, initial advice, arrange appointments and signpost people to other sources of help. The staff and volunteers resolve enquiries at the first point of contact when appropriate and possible. In 2020/21, the Information Centre team recorded contact with 1,126 people who received information or advice. The team recorded 4,486 contacts with these clients. 18 advisers recorded contact with clients. Nine of these advisers were volunteers. Our Information Centre service is particularly important for vulnerable people including people who are homeless or have mental health difficulties.

Website enquiries

People can contact Citizens Advice Sutton online at the www.suttonalps.org.uk website. People can complete subject specific forms to submit enquiries to us. Over the year we handled 1,007 enquiries through our website. People do not need to have an email address to access our service online as we can respond to website enquiries by telephone. The number of website enquiries was, due to the pandemic, much higher in 2020/21 than in previous years.

Core service

Our local authority contract funds our core advice service. Our core advice service is primarily delivered by fully trained and supervised volunteers. In 2020/21, our core advice service provided detailed advice to 540 individual clients. We provided these clients with full advice, after their initial contact with our contact centre, drop in or website. We provided 411 telephone appointments – we could not provide a significant number of appointments face to face because of pandemic restrictions. We provided 405 advice 'call-backs and 22 socially distanced face to face appointments. This core advice was provided by a team of 33 advisers which included 15 volunteers. Our volunteers provided a total of 182 advice call backs and advice appointments. Most of this advice was delivered by people working from home. The number of appointments and call-backs delivered by volunteers was lower than in previous years because of the practical limitations of remote supervision.

Healthwatch Sutton

Citizens Advice Sutton delivered an Information Service on behalf of Healthwatch Sutton. We responded to 386 unique enquiries about health and social care.

Energy Advice Programme

Citizens Advice provides Citizens Advice Sutton with funding from the Energy Advice Programme. A Citizens Advice Sutton adviser provided advice to consumers on how to obtain a service from the most cost-effective suppliers. In 2020/21, Citizens Advice Sutton staff and volunteers provided Energy Advice to 153 individual clients. We had a total of 1009 contacts with those clients.

Legal Aid Agency

Citizens Advice Sutton has a contract with the Legal Aid Agency to provide housing advice to clients eligible for legal help. We opened 45 Legal Aid housing cases out of which 5 clients were advised under a legal aid certificate. The Citizens Advice Sutton housing solicitor and caseworker also handled 115 housing cases that were outside of the scope of legal aid. We increased the number of clients we advised under a legal aid certificate. Certificated cases are more complex cases that usually involve disbursements to other professionals such as barristers, health professionals and surveyors. The Legal Aid Agency reimburse those fees at the conclusion of the case.

Pension Wise

Citizens Advice Sutton is a Pension Wise delivery centre. Pension Wise provides people with free and impartial guidance on their defined contribution pension options. The Pension Wise service is usually a face to service, but due to the pandemic we delivered the service exclusively by telephone, as part of a national Pension Wise telephone service.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2020 to 31 March 2021

Debt Free London

Citizens Advice Sutton is a member of the Debt Free London (DFL) debt advice partnership, funded by the Money and Pension Service and led by Toynbee Hall. The DFL project is primarily a face-to-face service, but due to the pandemic, we provided a telephone-based service. In 2020/21, our DFL debt advice team provided full debt advice to 1251 individual clients. Most of the DFL clients were given advice on complex debt cases involving priority debts such as Council Tax arrears, utilities, and rent. The debt team includes staff who are 'approved intermediaries' for Debt Relief Orders. In 2020/21, the CAS debt team arranged for £348,570 of debt to be written off in Debt Relief Orders. The debt team also negotiated reduced payments or informal write offs of £364,855 of debt.

Reaching Communities

The National Lottery provided us with funding under the Reaching Communities programme. The grant started on 13th May 2019. The funding supports our outreach work. In 2020/21, we were, due to the pandemic unable to provide our usual outreach services. We worked through the year with our partner organisations, providing advice by telephone and online. We worked with Sutton Mental Health Foundation, Sutton Carers Centre, and the Domestic Violence One Stop Shop. We also work with Age UK Sutton and Refugee Migrant Network Sutton to deliver the project. Over the year, the National Lottery grant enabled us to provide advice to 1,538 individual residents. We had 2,396 contacts with those clients. Our specialist domestic violence adviser supported 56 women who were living with or escaping from domestic abuse. The adviser had 280 contacts with those clients.

Henry Smith Charity

The Henry Smith Charity provided us with funding for welfare benefits advice and casework. The funding enabled us to support 438 people in 2020/21. We had 3,561 contacts with those clients.

Trust for London

The Trust for London funded us through 2020/21 to deliver a Universal Credit project. The project supported 134 individual clients. We had 994 contacts with or on behalf of those clients. The Trust for London grant includes funding for a Research & Campaigns Worker who focusses on Universal Credit.

Universal Credit – Help to Claim

Citizens Advice provided us with funding to support people with Universal Credit claims. We participate in a national telephone and webchat service. Over the year the year, we supported 143 Sutton residents to claim Universal credit. We had 615 contacts with those clients.

EU Settlement Scheme

The Home Office provided us with a grant to support vulnerable EU Nationals with their applications to the EU Settlement Scheme. The project ran through the year. We supported 184 individual people to apply to the project and engaged with 364 people. We worked on the project with Refugee Migrant Network Sutton.

Citizens Advice Sutton in the Community

Over the course of the year, Citizens Advice Sutton staff and volunteers provided presentations, talks and training sessions to a wide range of local community groups including the Sutton Mental Health Foundation, Sutton Social Services, the parent's forum and more. These events would usually be delivered in person, but in 2020/21, we provided online presentations, talks and training sessions. A member of CAS staff with expertise in welfare benefits chairs the local Welfare Reform Advice Forum.

Free advice from local solicitors

Local solicitors usually provide free advice, by appointment, in our offices. People access the free service by appointment. The appointments are offered to people with advice needs that can be most appropriately met by a solicitor. The solicitors provide advice on issues including family, children, landlord and tenant, housing, civil litigation, immigration, clinical negligence, personal injury, wills and probate, debt recovery and employment. In 2020/21, we were unable, due to the pandemic to provide this face-to-face service, but local solicitors provided a total of 160 telephone advice appointments.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2020 to 31 March 2021

Volunteering

Citizens Advice Sutton is one of the largest providers of volunteering opportunities in the boroughs. During 2020/21 approximately 40 individual people volunteered for CAS, in a variety of roles including advisers, contact centre team members and providing administration support. 35 individual volunteers recorded at least one contact with a client. Our volunteers recorded a total of 5,901 client contacts in the year. We estimate that volunteers contributed approximately 14,000 hours of time to Citizens Advice Sutton. The volunteer hours are the equivalent of 8 FTE members of staff.

Our volunteers delivered a substantial amount of work from their own homes. Volunteers took incoming calls from clients, via an app that diverted client calls to the contact centre to mobile phones. Volunteers provided full telephone advice by appointment and provided substantial amounts of casework. Our volunteers are carefully selected and fully trained for their roles.

Research and Campaigns

Citizens Advice Sutton, like every Local Citizens Advice service, undertakes 'Research and Campaigns' work. We use the information from our case records etc. to make recommendations to public authorities to improve the policies and practices that affect people's lives. In 2020/21, a significant amount of our Research and Campaigns activity was focussed on Universal Credit. Our Trust for London project includes funding for a Universal Credit research & campaigns worker who worked on issues including the retention of the £20 per week Universal Credit uplift and Universal Credit entitlement for EU nationals with 'pre-settled status.'

Achievements and Performance

Key Statistics

The key statistics measuring the achievements and performance of Citizens Advice Sutton during the year are given below: In 2020/21 we advised 7,074 individual people included 5,471 named individual clients and 1,603 anonymous clients.

Financial gains

We record the financial gains for individual clients that directly result from our advice services. The total financial gains of £1,255,718 break down as follows:

Type	Total
Benefits and tax credits	£870,753
Debt (reduced or written off)	£348,570
Employment	£ 22,762
Tax	£ 250
Utilities and Communications	£2600
Other	£10,783
Total	£ 1,255,718

In addition to this £1,255,718 our specialist debt team arranged for reduced payments or informal write offs on £364,855 of client debt.

Feedback from clients and Impact of our services

In 2020/21 as part of the national Citizens Advice Performance Quality Framework, Citizens Advice contacted 364 clients who participated in a survey. The survey is anonymous in that Citizens Advice provides the full set of responses but does not disclose the identity of individual clients. The survey is comprised of three questions. The proportions of clients who gave positive responses to the questions were as follows.

Ease of access to the service:	83.6%
The service helped [you] to find a way forward:	85.4%
Problem resolution:	77.9%
Recommend the service:	92.1%

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2020 to 31 March 2021

Enquiries by Type

In 2020/21, we handled 11,191 distinct enquiries. Some people contacted us over the year with more than one distinct enquiry. The issues that residents brought to Citizens Advice Sutton in 2020/21 break down as follows:

Enquiry type	Number of enquiries	Enquiry type as percentage of total enquiries
Benefits (excluding Universal Credit)	2,385	21.3
Universal Credit	963	8.6
Consumer	378	3.4
Debt	781	7
Discrimination, Gender Based Violence & Abuse	217	1.9
Education	84	0.8
Employment	1,098	9.8
Financial services	103	0.9
Health & Community Care	386	3.4
Housing	1,667	14.9
Immigration	447	4
Legal	387	3.5
Other	975	8.7
Relationships	773	6.9
Tax	50	0.4
Travel	211	1.9
Utilities	286	2.6
Total	11,191	100

Plans for Future Periods

2021/22 is the final year of our contract with the London Borough of Sutton to provide information and advice services. The council is commissioning services to help residents to 'Make Informed Choices' – we do not currently know how this will impact on our future funding. We also face, considerable uncertainty about the future of our funding for debt advice as the Money and Pension Service is recommissioning face to face debt advice.

Financial Review

Total income increased by £122,552 (8%) to £1,727,308 compared with the previous year's £1,604,756. Grant income increased by £79,954 (8%) to £1,107,204 from £1,027,250. This was due to increased income in the Pension Wise, Debt Free London projects and additional funding from London Borough of Sutton to help us meet the additional operational challenges / demand from the pandemic. Contract income increased by £28,813 (5.5%) to £551,968 from £523,155.

Costs increased by £55,267 (3%) to £1,678,307 from £1,623,040. This was due largely to increased staff costs in Debt Free London due to further expansion of that programme with the recruitment of trainee debt advisers. The net result for the year was a surplus of £49,001 before other recognised gains and losses.

The deficit on the pension scheme has increased to £1,291,000 which resulted in a recognised loss in the accounts of £213,000. The result is a net deficit for the year of £163,999 and a net liability in the balance Sheet of £793,277. The deficit of the scheme does not result in an immediate cash flow impact on the charity. This deficit will be cleared with an increase in pension contributions over the remaining working lives of the employees, as determined by the Trustees of the Pension Scheme.

Sutton Borough Citizens Advice Bureaux (Citizens Advice Sutton) Trustees' Report 1 April 2020 to 31 March 2021

Statement of Directors' Responsibilities

The Trustees (who are also the directors of Sutton Borough Citizens Advice Bureaux for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the directors to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, of the charitable company for that period. In preparing those financial statements, the directors are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP 2019 (FRS 102).
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume the charitable company will continue in operation.

The directors are responsible for maintaining 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. They 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the Trustees have taken all 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

Myrus Smith, Chartered Accountants are deemed to be re-appointed under section 487(2) of the Companies Act 2006.

Small Company Provision

This report has been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

Approval

This report was approved by the trustees and signed on their behalf by:

2021

Andrew Theobald - Trustee

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SUTTON BOROUGH CITIZENS ADVICE BUREAUX (Citizens Advice Sutton)

Opinion

We have audited the financial statements of Sutton Borough Citizens Advice Bureaux (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the 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 charitable company's affairs as at 31 March 2021, and of its 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 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 contained within the Trustees' Report. The other information comprises the information included in the Trustees' 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 this gives rise to 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 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.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SUTTON BOROUGH CITIZENS ADVICE BUREAUX (Citizens Advice Sutton)

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the 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, 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 Directors' Responsibilities Statement (set out on page 10), 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 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

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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; and assessing whether the judgements made in making accounting estimates are indicative of a potential bias.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SUTTON BOROUGH CITIZENS ADVICE BUREAUX (Citizens Advice Sutton)

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.

Stephen Jones FCA (Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

Date: 2021

SUTTON BOROUGH CITIZENS ADVICE BUREAUX
Statement of Financial Activities and Income & Expenditure Report
For the year to 31 March 2021

	Notes	Unrestricted funds	Restricted funds	Total 2021	Total 2020
		£	£	£	£
Income					
Donations	3	-	-	-	1,995
Activities for generating funds					
Investment income	4	300	-	300	812
Income from charitable activities					
Grants	5	-	1,107,204	1,107,204	1,027,250
Contracts and service level agreements	6	551,968	-	551,968	523,155
Fee income	7	66,319	-	66,319	51,166
Other	8	1,517	-	1,517	378
Total income		620,104	1,107,204	1,727,308	1,604,756
Expenditure					
Cost of raising funds		-	-	-	-
Charitable activities	9	607,386	1,070,921	1,678,307	1,623,040
Total expenditure		607,386	1,070,921	1,678,307	1,623,040
Net income/(expenditure) for the year before transfers	12	12,718	36,283	49,001	(18,284)
Gross transfers between funds	21	-	-	-	-
Net income/(expenditure) before other recognised gains and losses		12,718	36,283	49,001	(18,284)
Other recognised gains/(losses)					
Actuarial (losses)/gains on defined benefit pension scheme	13	(272,000)	-	(272,000)	296,000
Other (losses)/gains	13	59,000	-	59,000	(119,000)
Net movement in funds		(200,282)	36,283	(163,999)	158,716
Reconciliation of funds					
Total funds brought forward	21	(629,278)	-	(629,278)	(787,994)
Total funds carried forward	21	(829,560)	36,283	(793,277)	(629,278)

This statement of financial activities includes all gains and losses recognised in the year.
All incoming resources and resources expended derive from continuing activities.

The notes on pages 17 to 29 form part of these accounts

SUTTON BOROUGH CITIZENS ADVICE BUREAUX
Balance Sheet as at 31 March 2021
Company Number 03179963

	Notes	2021 £	2020 £
Fixed assets			
Tangible fixed assets	15	-	-
Currents assets			
Debtors	16	200,344	144,211
Short term deposits		200,000	200,000
Cash at bank and in hand		367,392	251,375
		767,736	595,586
Creditors: amounts falling due within one year	17	(270,013)	(146,864)
Net current assets		497,723	448,722
Provision for liabilities	13	(1,291,000)	(1,078,000)
Total assets less current liabilities	20	(793,277)	(629,278)
Funds			
Unrestricted:			
Designated funds	19	38,648	38,648
Other unrestricted funds	21	422,792	410,074
Total unrestricted	21	461,440	448,722
General fund defined benefit pension scheme	13	(1,291,000)	(1,078,000)
Restricted	21	36,283	-
Total funds	21	(793,277)	(629,278)

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and with the Charities Act 2011.

Approved by the Board on 2021 and signed on its behalf by

Andrew Theobald - Trustee

The notes on pages 17 - 29 form part of these accounts

SUTTON BOROUGH CITIZENS ADVICE BUREAUX
Cash Flow Statement
For the year to 31 March 2021

	£	£
Reconciliation of changes in resources to net cash inflow from operations		
Net incoming resources (as reported)	(163,999)	158,716
Plus/(less): FRS102 operating pension adjustment	213,000	(177,000)
Less income from interest and dividends	(300)	(812)
Decrease/(increase) in debtors	(56,133)	6,339
Increase/(decrease) in short term creditors	123,149	87,650
Net cash inflow from operating activities	115,717	74,893
Cash flow statement		
Net cash inflow from operating activities	115,717	74,893
Returns on investments (Note 4)	300	812
Increase in cash	116,017	75,705
Reconciliation of net cash flow to movement in net cash		
Increase in cash in the period	116,017	75,705
Net cash at 1 April 2020	451,375	375,670
Net cash at 31 March 2021	567,392	451,375

The notes on pages 17 - 29 form part of these accounts.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2021

1. Accounting Policies

Sutton Borough Citizens Advice Bureaux is registered in England and Wales. The address of the registered office is given in the charity information on page 2 of these financial statements.

a) Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102.

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 Accounting Practice.

b) Going Concern

The Trustees consider it appropriate for the financial statement for the year ended 31 March 2021 to be prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The portion of the pension deficit of the London Borough of Sutton which is allocated to Citizens Advice Sutton has been calculated at £1,291,000.

The balance sheet shows net liabilities for the year end of £793,277; however, this includes the pension scheme liability of £1,291,000 which when excluded leaves net assets of £497,723. The pension shortfall is being funded via future contributions, the rates of which have been set by the pension scheme actuary. The objective of the pension scheme is to clear the deficit over a period of 12 years beginning on 31 March 2020.

The deficit of the scheme does not result in an immediate cashflow impact on the charity. This deficit will be cleared with an increase in pension contributions over the remaining working lives of the employees, as determined by the Trustees of the Pension Scheme.

c) Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated Funds are those received which have been earmarked by the Trustees for special purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor. Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

d) Incoming Resources

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income.

Voluntary income is received by way of donations and is included in full the Statement of Financial Activities when received.

Activities for generating funds consist of room hire and are accounted for on a receivable basis. Surplus funds are invested in a bank deposit account to earn interest. Interest is also earned on the bank current account. Interest is accounted for when receivable by the Charity.

Incoming resources from the charitable activities consist of Grants which are recognised as received or receivable, whichever is earlier, unless they relate to a future period in which case they are deferred.

Other Income consists of fees receivable, salary reimbursement and other income from the Legal Services Commission. These other sources of income are earned on a receivable basis.

e) Resources Expended

Expenditure and liabilities are recognised on an accrual basis as soon as there is a legal or constructive obligation committing the charity to that expenditure. Cost of generating funds comprises those costs associated with attracting future income.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes costs that can be allocated directly to such activities.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2021

Resources Expended (Cont'd)

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and include the audit fees and costs linked to the strategic management of the Charity. Overheads including Staff costs, accommodation costs and office running expenses have been charged to both the restricted and unrestricted funds and matched with the grant which have been provided under a service level agreement and contracts for this purpose. Salaries are allocated to the activity in the restricted and unrestricted funds on a time basis. Accommodation costs are allocated to each activity on a staff time basis and office running costs are allocated on a usage basis. Governance costs have been allocated to the general fund on a staff time basis.

f) Fixed Assets

Fixed Assets are stated at cost less accumulated depreciation. The costs of assets below £2,000 are not capitalised. Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost of each asset over its useful life. For rates see note 15.

g) Pension Costs

Pension contributions payable are accounted for in the period to which they relate. The Charity makes contributions to defined benefit multi-employer pension scheme see note 13 of the accounts. The assets of the schemes are held separately from those of the charity in independently administered funds.

h) Leased Assets

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Income and Expenditure account on a straight line basis over the lease term.

i) Deferred Grants

Deferred grants are credited to the Statement of Financial Activities when receivable unless they relate to a specific future period in which case the relevant part is deferred and is recognised in that future period.

j) Taxation

As the company is a registered Charity (Registration Number 1061654/0), carrying out charitable purposes, it is exempt from corporation tax.

k) Transfers Between Funds

Trustees have the authority to transfer amounts from the general unrestricted funds to restricted and unrestricted funds when required.

l) Debtors and Creditors receivable / payable within one Year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

2. Legal Status of the Charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding-up is limited to £1.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2021

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2021

	Unrestricted Funds £	Restricted Funds £	Totals 2021 £	Totals 2020 £
Note 3 - Voluntary income				
Donations	-	-	-	1,995
	-	-	-	1,995

All voluntary income is recognised as unrestricted for current and prior years.

Note 4 - Investment income

Interest on bank deposits	300	-	300	812
	300	-	300	812

Of the £812 recognised in 2020, £745 was unrestricted funds and £67 was restricted funds.

Note 5 - Grants

Pensionwise	-	480,322	480,322	469,419
Capitalise	-	314,760	314,760	233,805
Reaching Communities	-	158,757	158,757	166,616
Henry Smith Project	-	51,400	51,400	38,550
Trust for London	-	45,500	45,500	44,500
EU Settlement Grant	-	26,746	26,746	38,498
CitA Universal Support	-	29,719	29,719	27,544
TD Charitable Foundation	-	-	-	8,318
	-	1,107,204	1,107,204	1,027,250

All of the £1,027,250 recognised in 2020 was restricted funds.

Note 6 - Contracts and service level agreements

General Fund:

LBS I&A	517,058	-	517,058	481,104
General Fund	517,058	-	517,058	481,104
Health Watch	20,000	-	20,000	25,011
Energy Best Deal	14,910	-	14,910	17,040
	551,968	-	551,968	523,155

All of the £523,155 recognised in 2020 was unrestricted funds.

Note 7 - Fee income

Legal Aid Agency Housing	66,319	-	66,319	51,166
	66,319	-	66,319	51,166

All of the £51,166 recognised in 2020 was unrestricted funds.

Note 8 - Other incoming resources

Sundry Income	1,517	-	1,517	378
	1,517	-	1,517	378

All of the £378 recognised in 2020 was unrestricted funds.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2021

Note 9 - Charitable activities

	Direct Costs	Support Costs	Total 2021	Total 2020
	£	£	£	£
Advice and Guidance Services				
Staff Costs	1,187,679	-	1,187,679	1,111,481
Staff and Volunteer Expenses	6,322	-	6,322	14,217
Partners' Payments	274,826	-	274,826	295,486
Office Costs	-	122,478	122,478	100,056
Premises Costs	-	82,884	82,884	93,939
Governance Costs	-	4,118	4,118	7,861
	1,468,827	209,480	1,678,307	1,623,040

Of the £1,623,040 expenditure recognised in 2020, £546,326 was charged to unrestricted funds and £1,076,714 was charged to restricted funds.

Note 10 - Governance costs

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Total Funds 2020
	£	£	£	£
Accounting and Salary costs	-	-	-	3,360
Audit fee	3,900	-	3,900	3,698
Trustee Indemnity Insurance				635
AGM	98	-	98	72
Other (See Note 14)	120	-	120	96
	4,118	-	4,118	7,861

All of the £7,861 expenditure recognised in 2020 was charged to unrestricted funds.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2021

Note 11 - Staff costs	2021	2020
	£	£
Wages and salaries	997,393	916,034
Employer's NI costs	89,000	82,455
Staff pension costs	101,286	112,992
Total*	1,187,679	1,111,481

The average number of employees was:	33	30
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No employees earned £60,000 per annum or more

No trustee received any remuneration in respect of services as a trustee during the year (2020 £Nil).

The total amount of employee benefits received by key management personnel was £292,928 (2020: £207,606).

Under FRS 102 employee benefits include gross pay, benefits in kind, employer's National Insurance Contributions and employer's pension costs.

Note 12 - Net incoming/(outgoing) resources for the year	2021	2020
	£	£
This is stated after charging:		
Operating Lease	46,970	46,959
Audit Fee	3,900	3,698

Note 13 – Pension Costs and Liabilities

The disclosures below relate to funded liabilities within the London Borough of Sutton Pension Fund (the Fund) which is part of the Local Government Pension Scheme (LGPS). Sutton Borough Citizens Advice Bureaux (SBCAB) participates in the Fund which up to 31 March 2021 provided defined benefits based on members' final pensionable salary. From 1 April 2014 the scheme provides benefits based on members' career average salary, with preserved rights for benefits earned under the final salary provisions.

SBCAB closed the scheme to new members with effect from 1 January 2011 although existing members were permitted to accrue service benefits during their employment with SBCAB. The SBCAB's contribution for 2020/21 was 21.6% plus a fixed contribution of £33,000 and the employees' contribution was 6.5% of gross salary.

In accordance with Financial Reporting Standard No. 102 (FRS102) disclosure of certain information concerning assets, liabilities, income and expenditure related to pension schemes is required. This is set out below in pages 21 to 25.

SBCAB membership statistics

The table below summarises the SBCAB membership data, as at 31 March 2019 for members receiving funded benefits.

Member data summary	Number	Salary/Pension £000	Average age
Actives	5	178	57
Deferred pensioners	8	28	56
Pensioners	16	56	73

The service cost for the year ending 31 March 2021 is calculated using an estimate of the total pensionable payroll during the year. From the contribution information provided by SBCAB, the estimated total pensionable payroll during the year is £99,000. The projected service cost for the year ending 31 March 2022 has been calculated assuming the payroll remains at this level over the year.

Scheduled contributions

The table below summarises the minimum employer contributions due from SBCAB to the Fund over this inter-valuation period. The calculated cost of accrual of future benefits is 21.6% of payroll p.a. The monetary amounts are due to be paid in monthly instalments.

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2021

Minimum employer contributions due for the period beginning	1 Apr 2020	1 Apr 2021	1 Apr 2022
Percent of payroll	21.6%	21.6%	21.6%
Plus monetary amount (£000s)	33	35	36

SBCAB may pay further amounts at any time and future periodic contributions, or the timing of contributions, may be adjusted on a basis approved by the actuary.

Contributions for the accounting period ending 31 March 2022

SBCAB's regular contributions to the Fund for the accounting period ending 31 March 2022 are estimated to be £32,596. There will be an additional fixed contribution of £35,000.

Assumptions

The latest actuarial valuation of the London Borough of Sutton Pension Fund and SBCAB's liabilities took place on 31 March 2019. Liabilities have been estimated by the independent qualified actuary on an actuarial basis using the projected unit credit method. The principal assumptions used by the independent qualified actuaries in updating the latest valuations of the Fund for FRS102 purposes were:

Financial assumptions

The financial assumptions used to calculate the results are as follows:

As at 31 March	2021 % p.a.	2020 % p.a.	2019 % p.a.
Discount rate	1.95%	2.35%	2.40%
Pension increases	2.85%	1.90%	2.40%
Salary increases	3.85%	2.90%	3.90%

These assumptions are set with reference to market conditions at 31 March 2021.

The actuary's estimate of SBCAB's past service liability duration is 17 years.

An estimate of SBCAB's future cashflows is made using notional cashflows based on the estimated duration above. These estimated cashflows are then used to derive a Single Equivalent Discount Rate (SEDR). The discount rate derived is such that the net present value of the notional cashflows, discounted at this single rate, equates to the net present value of the cashflows, discounted using the annualised Merrill Lynch AA rated corporate bond yield curve (where the spot curve is assumed to be flat beyond the 30 year point). This is consistent with the approach at the previous accounting date.

Similarly to the approach used to derive the discount rate, the Retail Prices Index (RPI) increase assumption is set using a Single Equivalent Inflation Rate (SEIR) approach, using the notional cashflows described above. The single inflation rate derived is that which gives the same net present value of the cashflows, discounted using the annualised Merrill Lynch AA rated corporate bond yield curve, as applying the BoE implied inflation curve. As above, the Merrill Lynch AA rated corporate bond yield spot curve is assumed to be flat beyond the 30 year point and the BoE implied inflation spot curve is assumed to be flat beyond the 30 year point and the BoE implied inflation spot curve is assumed to be flat beyond the 40 year point. This is consistent with the approach used at the previous accounting date.

As future pension increases are expected to be based on the Consumer Prices Index (CPI) rather than RPI, the actuary has made a further assumption about CPI which is that it will be 0.4% p.a. below RPI i.e. 2.85% p.a. The actuary believes that this is a reasonable estimate for the future differences in the indices, based on the different calculation methods and recent independent forecasts and the duration of the Employer's liabilities. The difference between RPI and CPI is less than assumed at the previous accounting date. This reflects the anticipated reform of RPI inflation following the UK Statistics Authority's proposal to change how RPI is calculated and subsequent announcements from the Chancellor suggesting this reform is now likely to take effect from 2030. The impact of this change in derivation on the liability value is shown in Table 3.

Salaries are assumed to increase at 1.0% p.a. above CPI. This is consistent with the approach at the previous accounting date.

Demographic/Statistical assumptions

The actuary has adopted a set of demographic assumptions that are consistent with those used for the most recent Fund valuation, which was carried out as at 31 March 2019, except for the CMI projection model. The post retirement mortality tables adopted are the S3PA tables with a multiplier of 110% for males and 105% for females. These base tables are then projected using the CMI 2020 Model, allowing for a long-term rate of improvement of 1.25% p.a., smoothing parameter of 7.5 and an initial addition parameter of 0.5% p.a. and a 2020 weighting of 25%.

Although the post retirement mortality tables adopted are consistent with the previous accounting date, the mortality improvement projection has been updated to use the latest version of the Continuous Mortality Investigation's model, CMI_2020, which was released in March 2021. This update has been made in light of the coronavirus pandemic and reflects the latest information available from the CMI. The new CMI_2020 Model introduces a "2020 weight parameter" for the mortality

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2021

data in 2020 so that the exceptional mortality experienced due to the coronavirus pandemic can be incorporated without having a disproportionate impact on results. The actuary's view is that placing too much weight on the 2020 mortality experience would not be appropriate given the abnormality of the 2020 data, however, the overall outlook for best-estimate future mortality improvements looks less positive as a result of the pandemic. Therefore the actuary has updated to use the CMI 2020 Model with a 2020 weight parameter of 25%. At the last accounting date, the CMI 2018 Model was adopted. The effect on CAS's liabilities of updating to the most recent model is reflected in the Change in demographic assumptions figure in Table 3 and Table 5, and the effect on the assumed life expectancies is demonstrated in the table below

Assumed life expectancy from age 65 years		31 Mar 2021 (after CMI 2020 update)	31 Mar 2021 (before CMI 2020 update)	31 Mar 2020
Retiring today	Males	21.6	21.9	21.8
	Females	24.3	24.5	24.4
Retiring in 20 years	Males	22.9	23.3	23.2
	Females	25.7	25.9	25.8

The following assumptions have also been made:

- Members will exchange pension to get 50% of the maximum available cash on retirement. For every £1 of pension that members commute, they will receive a cash payment of £12 as set out in the Regulations;
- Members will retire at one retirement age for all tranches of benefit, which will be the pension weighted average tranche retirement age; and
- The proportion of the membership that had taken up the 50:50 option at the previous valuation date will remain the same.

Assets

The return on the Fund (on a bid value to bid value basis) for the year to 31 March 2021 is estimated to be 26.22%. The actual return on Fund assets over the year may be different. The estimated asset allocation for Citizens Advice Sutton as at 31 March 2021 is as follows:

Asset breakdown	31 Mar 2021		31 Mar 2020	
	£000	%	£000	%
Equities	1,301	64%	908	58%
Gilts	304	15%	283	18%
Other bonds	160	8%	129	8%
Property and infrastructure	199	10%	193	12%
Cash	38	2%	44	3%
Absolute return portfolio	16	1%	21	1%
Total	2,018	100%	1,578	100%

The actuary has estimated the bid values where necessary, the individual percentages shown are to the nearest percentage point for each asset class and may not sum to 100%. The final asset allocation of the Fund assets as at 31 March 2021 may be different from that shown due to estimation techniques. Based on the above, CAS's share of the assets of the Fund is approximately 0.25%.

Results and disclosures for the year to 31 March 2021

The actuary estimates that the value of the net liability as at 31 March 2021 is a liability of £1,291,000 (2020: £1,078,000). The results of the actuary's calculations for the year ended 31 March 2021 are set out in the tables below:

Table 1: Statement of financial position as at 31 March 2021

Net pension asset as at	31 Mar 2021 £000	31 Mar 2020 £000	31 Mar 2019 £000
Present value of the defined benefit obligation	3,309	2,656	2,865
Fair value of Fund assets (bid value)	2,018	1,578	1,610
Net defined benefit liability / (asset)	1,291	1,078	1,255

Table 2: Statement of profit and loss for the year to 31 March 2021

The amounts recognised in the profit and loss statement are:

	Year to 31 Mar 2021 £000	Year to 31 Mar 2020 £000
Service cost	31	88
Net interest on the defined liability (asset)	25	29
Administration expenses	3	2
Total loss (profit)	59	119

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2021

Table 3: Asset and benefit obligation reconciliation for the year to 31 March 2021

Reconciliation of opening and closing balances of the present value of the defined benefit obligations	Year to 31 Mar 2021 £000	Year to 31 Mar 2020 £000
Opening defined benefit obligation	2,656	2,865
Current service cost	31	71
Interest cost	62	68
Change in financial assumptions	634	(229)
Change in demographic assumptions	(29)	(76)
Experience loss/(gain) on defined benefit obligation	(35)	(10)
Liabilities assumed / (extinguished) on settlements	-	-
Estimated benefits paid net of transfers in	(19)	(60)
Past service costs, including curtailments	-	17
Contributions by Scheme participants and other employers	9	10
Unfunded pension payments	-	-
Closing defined benefit obligation	3,309	2,656

The change in financial assumptions item includes the impact of the change in derivation of future assumed RPI and CPI inflation. These changes have resulted in a loss of £99,000 on the defined benefit obligation; comprising a gain of £121,000 from the change in assumed IRP and a loss of £220,000 from the change in the assumed gap between RPI and CPI inflation. The change in demographic assumptions figure in the table above reflects the update to use the CMI_2020 Model.

Reconciliation of opening and closing balances of the fair value of Fund assets	Year to 31 Mar 2021 £000	Year to 31 Mar 2020 £000
Opening fair value of Fund assets	1,578	1,610
Interest on assets	37	39
Return on assets less interest	380	(110)
Other actuarial gains/(losses)	-	8
Administration expenses	(3)	(2)
Contributions by employer including unfunded	36	83
Contributions by Scheme participants and other employers	9	10
Estimated benefits paid plus unfunded net of transfers in	(19)	(60)
Settlement prices received / (paid)	-	-
Closing Fair value of Fund assets	2,018	1,578

The total return on the fund assets for the year to 31 March 2021 is £417,000.

Table 4: Sensitivity analysis

Sensitivity analysis	£000	£000	£000
Adjustment to discount rate	+0.1%	0.0%	-0.1%
Present value of total obligation	3,254	3,309	3,365
Projected service cost	41	42	43
Adjustment to long term salary increase	+0.1%	0.0%	-0.1%
Present value of total obligation	3,314	3,309	3,304
Projected service cost	42	42	42
Adjustment to pension increases and deferred revaluation	+0.1%	0.0%	-0.1%
Present value of total obligation	3,359	3,309	3,260
Projected service cost	43	42	41
Adjustment to life expectancy assumptions	+1 Year	None	- 1 Year
Present value of total obligation	3,461	3,309	3,164
Projected service cost	44	42	41

Table 5: Re-measurements in other comprehensive income

Remeasurement of the net assets / (defined liability)	Year to 31 Mar 2021 £000	Year to 31 Mar 2020 £000
Return on Fund assets in excess of interest	380	(110)
Other actuarial gains/(losses) on assets	-	8
Change in financial assumptions	(634)	229
Change in demographic assumptions	29	76
Experience gain/(loss) on defined benefit obligation	35	10
Changes in effect of asset ceiling	-	-
Remeasurement of the net assets / (defined liability)	(190)	213

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2021

Table 6: Projected pension expense for the year to 31 March 2022

Projection for the year to 31 March 2022	Year to 31 Mar 2022 £000
Service cost	42
Net interest on the defined liability/(asset)	24
Administration expenses	4
Total loss/(profit)	70
Employer contributions	56

Note that these figures exclude the capitalised cost of any early retirements or augmentations which may occur after 31 March 2021. These projections are based on the assumptions as at 31 March 2021.

Note 14 - Trustees expenses

	2021		2020	
	Number	£	Number	£
Travel and subsistence expenses	1	120	1	96

A Trustee was paid travelling expenses to attend meetings during the year - £120 (2019/20: £96).

Note 15 - Tangible fixed assets

	Lift	Computer Equipment	Fixtures & Fittings Equipment	Total
	£	£	£	£
Cost				
At 1 April 2020	86,297	13,560	28,704	128,561
Additions	-	-	-	-
Disposals	-	-	-	-
At 31 March 2021	86,297	13,560	28,704	128,561
Accumulated depreciation				
At 1 April 2020	86,297	13,560	28,704	128,561
Charge for the year	-	-	-	-
Disposals	-	-	-	-
At 31 March 2021	86,297	13,560	28,704	128,561
Net Book Values				
At 31 March 2021	-	-	-	-
At 31 March 2020	-	-	-	-
Depreciation has been calculated on a straight- line basis as follows				
Computer equipment		33.3%		
Fixtures and fittings		20.0%		
Lift		12.5%		

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2021

Note 16 - Debtors	2021	2020
	£	£
Accrued Income	177,490	70,550
Other debtors and prepayments	22,854	73,661
	200,344	144,211

Note 17 - Creditors: amounts falling due within one year

	2021	2020
	£	£
Deferred income	154,089	36,652
Other creditors	115,924	110,212
	270,013	146,864

Deferred income analysis

	2021	2020
	£	£
Balances Brought Forward	36,652	32,055
Additions during the year	154,089	36,652
Amounts released to income	(36,652)	(32,055)
	£154,089	£36,652

Deferred income of £154,089 (2020 : £36,652) included above relates to grant income received during the year but relating to a future accounting period

Note 18 - Obligations under leases

At 31 March 2021 the charity was committed to making the following payments:
under non-cancellable operating leases

	Photocopier	2021	Photocopier	2020
		Land & Buildings		Land & Buildings
	£	£	£	£
Operating lease which is renewable within				
One year	1,970	45,000	492	45,000
Two to five years	-	180,000	-	180,000
Total	1,970	225,000	492	225,000

Note 19 - Designated funds

	2021	2020
	£	£
Replacement of Equipment fund	19,865	19,865
Redundancy Fund	18,783	18,783
Balance at 31 March	38,648	38,648

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2021

Note 20 - Analysis of fund assets

2021	Unrestricted funds	Designated funds	Total Unrestricted funds	Restricted funds	Pension fund	Total funds 2021	Total funds 2020
	£	£	£	£		£	£
Fixed Assets							-
Debtors	97,274	-	97,274	103,070	-	200,344	144,211
Deposits	200,000	-	200,000	-	-	200,000	200,000
Cash	314,593	38,648	353,241	14,151	-	367,392	251,375
Creditors	(189,075)	-	(189,075)	(80,938)	-	(270,013)	(146,864)
Provision	-	-	-	-	(1,291,000)	(1,291,000)	(1,078,000)
	422,792	38,648	461,440	36,283	(1,291,000)	(793,277)	(629,278)

Comparison information from the analysis of net assets between funds is as follows:

Note 20 - Analysis of fund assets

2020	Unrestricted funds	Designated funds	Total Unrestricted funds	Restricted funds	Pension fund	Total funds 2020	Total funds 2019
	£	£	£	£		£	£
Fixed Assets	-	-	-	-	-	-	-
Debtors	72,547	-	72,547	71,664	-	144,211	150,550
Deposits	200,000	-	200,000	-	-	200,000	200,000
Cash	222,391	38,648	261,039	(9,664)	-	251,375	175,670
Creditors	(84,864)	-	(84,864)	(62,000)	-	(146,864)	(59,214)
Provision	-	-	-	-	(1,078,000)	(1,078,000)	(1,255,000)
	410,074	38,648	448,722	-	(1,078,000)	(629,278)	(787,994)

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2021

Note 21 - Movement in funds

2021	Balance 31/03/2020	Incoming resources	Resources expended	Transfers between funds	Balance 31/03/2021
Unrestricted funds					
Designated funds	38,648	-	-	-	38,648
Other unrestricted funds:					
General Fund and Other Income	437,589	518,875	(521,504)	-	434,960
Health Watch	-	20,000	(17,632)	-	2,368
Energy Best Deal Extra Project	-	14,910	(14,910)	-	-
Legal Aid Agency Housing	(27,515)	66,319	(53,340)	-	(14,536)
Total Other Unrestricted Funds	410,074	620,104	(607,386)	-	422,792
Total unrestricted funds	448,722	620,104	(607,386)	-	461,440
Restricted Funds					
Pension Wise	-	480,322	(480,322)	-	-
Capitalise	-	314,760	(314,977)	-	(217)
Reaching Communities	-	158,757	(131,476)	-	27,281
Henry Smith Project	-	51,400	(42,181)	-	9,219
Trust for London	-	45,500	(45,500)	-	-
EU Settlement Grant	-	26,746	(26,746)	-	-
Help to Claim Project	-	29,719	(29,719)	-	-
Total Restricted Funds	-	1,107,204	(1,070,921)	-	36,283
Defined benefit pension scheme	(1,078,000)	-	(213,000)	-	(1,291,000)
Total funds	(629,278)	1,727,308	(1,891,307)	-	(793,277)

Transfers have been made to reallocate costs charged to restricted funds and to cancel the designation of funds for the Building Repair and Redecoration Fund.

Comparative information for the movement in funds is as follows:

2020	Balance 31/03/2019	Incoming resources	Resources expended	Transfers between funds	Balance 31/03/2020
Unrestricted funds					
Designated funds	48,392	-	-	(9,744)	38,648
Other unrestricted funds:					
General Fund and Other Income	417,845	484,222	(436,196)	(28,282)	437,589
Health Watch	-	25,011	(23,750)	(1,261)	-
Energy Best Deal Extra Project	12,089	17,040	(14,373)	(14,756)	-
Legal Aid Agency Housing	(6,674)	51,166	(72,007)	-	(27,515)
Total Other Unrestricted Funds	423,260	577,439	(546,326)	(44,299)	410,074
Total unrestricted funds	471,652	577,439	(546,326)	(54,043)	448,722
Restricted Funds					
Pension Wise	6,070	469,419	(477,646)	2,157	-
Capitalise	(6,266)	233,805	(249,221)	21,682	-
Reaching Communities	(500)	166,683	(186,321)	20,138	-
Henry Smith Project	-	38,550	(51,479)	12,929	-
Trust for London	-	44,500	(36,887)	(7,613)	-
EU Settlement Grant	-	38,498	(35,862)	(2,636)	-
Help to Claim Project	-	27,544	(29,282)	1,738	-
TD Charitable Foundation	(3,950)	8,318	(10,016)	5,648	-
Total Restricted Funds	(4,646)	1,027,317	(1,076,714)	54,043	-
Defined benefit pension scheme	(1,255,000)	-	177,000	-	(1,078,000)
Total funds	(787,994)	1,604,756	(1,446,040)	-	(629,278)

The individual funds are described in the trustees' report

SUTTON BOROUGH CITIZENS ADVICE BUREAUX

Notes to the financial statements for the year ended 31 March 2021

Note 22 - Related parties

CAS is a member of Citizens Advice and is subject to Citizens Advice audit every three years. Membership entitles CAS to access the support systems provided by Citizens Advice, including the AdviserNet Information System, Bureaux Management Information System, Bureaux Management Consultancy Line and the Volunteer Training Information System.

CAS has the Specialist Quality Mark in housing (awarded by the SQM Delivery Partnership on 4th March 2013 as a condition of holding a Legal Aid Agency contract). CAS also holds the Advice Quality Standard with casework in employment, welfare benefits and housing awarded on 16th January 2013 by the Citizens Advice Audit Service and the Advice Quality Standard with casework in housing awarded on 19th September 2013.

There are no other related party transactions to report.

Note 23 – Contingent assets

The charitable company has been awarded multi-year grants with specified or implied timeframes which preclude recognition of the full amount.

The total amount recognised as contingent assets at 31 March 2021 was £319,939.