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**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**



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# **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 29<sup>th</sup> March 1996 as amended by special resolutions dated 14 May 2003, 8<sup>th</sup> September 2004 and 8<sup>th</sup> September 2009, and registered as a charity on 2<sup>nd</sup> 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 <sup>th</sup> December 2021
Peter Honour	Shirley Mason – resigned 1 <sup>st</sup> June 2022
Veronica Miller -appointed 16 <sup>th</sup> December 2021	Andrew Burchell - resigned 15 <sup>th</sup> 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](http://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.citizensadvice.org.uk](http://www.citizensadvice.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 1<sup>st</sup> March 2022. We deliver it jointly with Thinking Works. In the first month of the project, to 31<sup>st</sup> 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%
<b>Total</b>	<b>13,099</b>	<b>100.0%</b>

### 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](http://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
		£	£	£	£
<b>Income</b>					
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
<b>Total income</b>		<b>559,420</b>	<b>1,206,299</b>	<b>1,765,719</b>	<b>1,727,308</b>
<b>Expenditure</b>					
Charitable activities	8	506,279	1,257,852	1,764,131	1,678,307
<b>Total expenditure</b>		<b>506,279</b>	<b>1,257,852</b>	<b>1,764,131</b>	<b>1,678,307</b>
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
<b>Net movement in funds</b>		<b>299,848</b>	<b>740</b>	<b>300,588</b>	<b>(163,999)</b>
<b>Reconciliation of funds</b>					
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 £
<b>Fixed assets</b>			
Tangible fixed assets	14	-	-
<b>Currents assets</b>			
Debtors	15	119,481	200,344
Short term deposits		200,000	200,000
Cash at bank and in hand		297,917	367,392
		<b>617,398</b>	<b>767,736</b>
<b>Creditors: amounts falling due within one year</b>	16	<b>(118,087)</b>	<b>(270,013)</b>
<b>Net current assets</b>		<b>499,311</b>	<b>497,723</b>
<b>Provision for liabilities</b>	12	<b>(992,000)</b>	<b>(1,291,000)</b>
<b>Total net assets/(liabilities)</b>	19	<b>(492,689)</b>	<b>(793,277)</b>
<b>Funds</b>			
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
<b>Total funds</b>	20	<b>(492,689)</b>	<b>(793,277)</b>

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

	£	£
<b>Reconciliation of changes in resources to net cash inflow from operations</b>		
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
<b>Net cash inflow from operating activities</b>	<b>(69,550)</b>	<b>115,717</b>
<b>Cash flow statement</b>		
Net cash inflow from operating activities	(69,550)	115,717
Returns on investments (Note 4)	75	300
<b>(Decrease)/increase in cash</b>	<b>(69,475)</b>	<b>116,017</b>
<b>Reconciliation of net cash flow to movement in net cash</b>		
Increase in cash in the period	(69,475)	116,017
Net cash at 1 April 2021	567,392	451,375
<b>Net cash at 31 March 2022</b>	<b>497,917</b>	<b>567,392</b>

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 £
<b>Note 3 - Investment income</b>				
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
<b>Total Unrestricted Funds</b>	<b>299,147</b>	<b>3,928</b>	<b>24,963</b>	<b>17,556</b>	<b>159,457</b>	<b>1,228</b>	<b>506,279</b>	<b>607,386</b>
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	-
<b>Total Restricted Funds</b>	<b>1,028,562</b>	<b>3,881</b>	<b>71,433</b>	<b>58,368</b>	<b>91,998</b>	<b>3,610</b>	<b>1,257,852</b>	<b>1,070,921</b>
<b>Total Expenditure</b>	<b>1,327,709</b>	<b>7,809</b>	<b>96,396</b>	<b>75,924</b>	<b>251,455</b>	<b>4,838</b>	<b>1,764,131</b>	<b>1,678,307</b>

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	-
	<b>4,838</b>	<b>-</b>	<b>4,838</b>	<b>4,118</b>

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
<b>Total*</b>	<b>1,327,709</b>	<b>1,187,679</b>

The average number of employees (FTE) was:	<b>38</b>	<b>33</b>
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The average number of employees was:	<b>44</b>	<b>39</b>
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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%
<b>Total</b>	<b>2,220</b>	<b>100%</b>	<b>2,018</b>	<b>100%</b>

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
<b>Net defined benefit liability / (asset)</b>	<b>992</b>	<b>1,291</b>	<b>1,078</b>

**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
<b>Total loss (profit)</b>	<b>89</b>	<b>59</b>

**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	-	-
<b>Closing defined benefit obligation</b>	<b>3,212</b>	<b>3,309</b>
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)	-	-
<b>Closing Fair value of Fund assets</b>	<b>2,220</b>	<b>2,018</b>

**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*	-	-	-	-
<b>Total loss/(profit)</b>	<b>-</b>	<b>-</b>	<b>84</b>	<b>(57.1%)</b>

\* 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 £
<b>Cost</b>				
At 1 April 2021	86,297	13,560	28,704	128,561
Additions	-	-	-	-
Disposals	-	-	-	-
<b>At 31 March 2022</b>	<b>86,297</b>	<b>13,560</b>	<b>28,704</b>	<b>128,561</b>
<b>Accumulated depreciation</b>				
At 1 April 2021	86,297	13,560	28,704	128,561
Charge for the year	-	-	-	-
Disposals	-	-	-	-
<b>At 31 March 2022</b>	<b>86,297</b>	<b>13,560</b>	<b>28,704</b>	<b>128,561</b>
<b>Net Book Values</b>				
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
	<b>119,481</b>	<b>200,344</b>

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
	<b>118,087</b>	<b>270,013</b>

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	<b>38,648</b>	<b>38,648</b>

# 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
<b>Unrestricted funds</b>					
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)
<b>Total Other Unrestricted Funds</b>	<b>422,792</b>	<b>559,420</b>	<b>(506,279)</b>	<b>(52,293)</b>	<b>423,640</b>
<b>Total unrestricted funds</b>	<b>461,440</b>	<b>559,420</b>	<b>(506,279)</b>	<b>(52,293)</b>	<b>462,288</b>
<b>Restricted Funds</b>					
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)	-	-
<b>Total Restricted Funds</b>	<b>36,283</b>	<b>1,206,299</b>	<b>(1,257,852)</b>	<b>52,293</b>	<b>37,023</b>
Defined benefit pension scheme	(1,291,000)	-	299,000	-	(992,000)
<b>Total funds</b>	<b>(793,277)</b>	<b>1,765,719</b>	<b>(1,465,131)</b>	<b>-</b>	<b>(492,689)</b>

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
<b>Unrestricted funds</b>					
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)
<b>Total Other Unrestricted Funds</b>	<b>410,074</b>	<b>620,104</b>	<b>(607,386)</b>	<b>-</b>	<b>422,792</b>
<b>Total unrestricted funds</b>	<b>448,722</b>	<b>620,104</b>	<b>(607,386)</b>	<b>-</b>	<b>461,440</b>
<b>Restricted Funds</b>					
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)	-	-
<b>Total Restricted Funds</b>	<b>-</b>	<b>1,107,204</b>	<b>(1,070,921)</b>	<b>-</b>	<b>36,283</b>
Defined benefit pension scheme	(1,078,000)	-	(213,000)	-	(1,291,000)
<b>Total funds</b>	<b>(629,278)</b>	<b>1,727,308</b>	<b>(1,891,307)</b>	<b>-</b>	<b>(793,277)</b>

# **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.

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### **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.