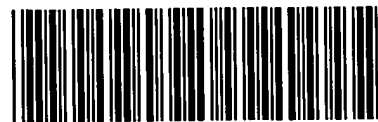


**SUTTON BOROUGH CITIZENS ADVICE BUREAUX**  
Operating as CITIZENS ADVICE SUTTON

**Charity number: 1061654**  
**Company number: 03179963**

**Financial Report and Accounts**  
**for the Year Ended 31 March 2024**

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# **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 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 £1.00.

### **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 31<sup>st</sup> 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 1<sup>st</sup> April 2023 to 31<sup>st</sup> 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 30<sup>th</sup> 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**

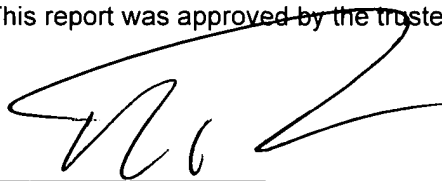
Kingston Burrowes Audit Ltd are deemed to be re-appointed under section 487(2) of the Companies Act 2006.

## **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](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.



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
		£	£	£	£
<b>Income</b>					
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	-
<b>Total income</b>		<b>573,402</b>	<b>1,220,489</b>	<b>1,793,891</b>	<b>1,702,514</b>
<b>Expenditure</b>					
Raising funds	8	11,326	-	11,326	11,012
Charitable activities	8	506,703	1,295,080	1,801,783	1,684,923
<b>Total expenditure</b>		<b>518,029</b>	<b>1,295,080</b>	<b>1,813,109</b>	<b>1,695,935</b>
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)
<b>Net movement in funds</b>		<b>200,798</b>	<b>(6,016)</b>	<b>194,782</b>	<b>629,579</b>
<b>Reconciliation of funds</b>					
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

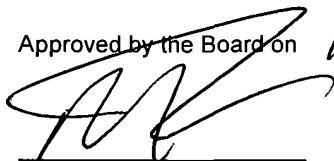
Balance Sheet as at 31 March 2024

Company Number 03179963

	Notes	2023 £	2022 £
<b>Fixed assets</b>			
Tangible fixed assets	14	-	-
<b>Currents assets</b>			
Debtors	15	160,949	270,357
Short term deposits		200,000	200,000
Cash at bank and in hand		312,845	218,130
		<b>673,794</b>	<b>688,487</b>
<b>Creditors: amounts falling due within one year</b>	16	<b>(187,122)</b>	<b>(182,597)</b>
<b>Net current assets</b>		<b>486,672</b>	<b>505,890</b>
<b>Provision for liabilities</b>	12	<b>(155,000)</b>	<b>(369,000)</b>
<b>Total net assets/(liabilities)</b>	19	<b>331,672</b>	<b>136,890</b>
<b>Funds</b>			
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
<b>Total funds</b>	20	<b>331,672</b>	<b>136,890</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 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

	£	£
<b>Reconciliation of net movement in funds to net cash inflow from operations</b>		
Net incoming resources (as reported)	194,782	629,579
<b>Adjustments for:</b>		
(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
<b>Net cash provided by/(used in) operating activities</b>	<b>91,956</b>	<b>(81,635)</b>
<b>Cash flow statement</b>		
Net cash provided by/(used in) operating activities	91,956	(81,635)
<b>Cash flows from investing activities</b>		
Returns on investments (Note 4)	2,759	1,848
<b>Increase/(decrease) in cash and cash equivalents in the year</b>	<b>94,715</b>	<b>(79,787)</b>
<b>Reconciliation of net cash flow to movement in net cash</b>		
Increase in cash in the period	94,715	(79,787)
Net cash and cash equivalents at 1 April 2023	418,130	497,917
<b>Net cash and cash equivalents at 31 March 2024</b>	<b>512,845</b>	<b>418,130</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 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 £
<b>Note 3 - Investment income</b>				
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
<b>Total Charitable Activities</b>	<b>312,994</b>	<b>5,402</b>	<b>70,870</b>	<b>31,204</b>	<b>85,216</b>	<b>1,017</b>	<b>506,703</b>	<b>475,453</b>
<b>Total Unrestricted Funds</b>	<b>324,320</b>	<b>5,402</b>	<b>70,870</b>	<b>31,204</b>	<b>85,216</b>	<b>1,017</b>	<b>518,029</b>	<b>486,465</b>
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	-
<b>Total Restricted Funds</b>	<b>1,037,040</b>	<b>6,534</b>	<b>81,912</b>	<b>90,006</b>	<b>76,779</b>	<b>2,809</b>	<b>1,295,080</b>	<b>1,209,470</b>
<b>Total Expenditure</b>	<b>1,361,360</b>	<b>11,936</b>	<b>152,782</b>	<b>121,210</b>	<b>161,995</b>	<b>3,827</b>	<b>1,813,109</b>	<b>1,695,935</b>

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
	<b>3,827</b>	<b>-</b>	<b>3,827</b>	<b>4,838</b>

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
<b>Total*</b>	<b>1,342,577</b>	<b>1,284,715</b>

The average number of employees (FTE) was:	<b>32</b>	<b>34</b>
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The average number of employees was:	<b>40</b>	<b>41</b>
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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%
<b>Total</b>	<b>2,158</b>	<b>100%</b>	<b>1,994</b>	<b>100%</b>

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
<b>Net defined benefit liability / (asset)</b>	<b>155</b>	<b>369</b>	<b>992</b>

# 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	-	-
<b>Total loss/(profit)</b>	<b>71</b>	<b>83</b>

**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
<b>Opening defined benefit obligation</b>	<b>2,363</b>	<b>3,212</b>
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
<b>Closing defined benefit obligation</b>	<b>2,313</b>	<b>2,363</b>
<b>Reconciliation of opening and closing balances of the fair value of Fund assets</b>	<b>Year to 31 Mar 2024 £000</b>	<b>Year to 31 Mar 2023 £000</b>
<b>Opening fair value of Fund assets</b>	<b>1,994</b>	<b>2,220</b>
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)
<b>Closing Fair value of Fund assets</b>	<b>2,158</b>	<b>1,994</b>

\* 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%)
<b>Total loss/(profit)</b>	<b>103</b>	<b>134</b>	<b>(31)</b>	<b>(26.9%)</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 £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)

<b>Note 14 – Tangible fixed assets</b>	<b>Lift</b>	<b>Computer</b>	<b>Fixtures &amp;</b>	<b>Total</b>
	<b>Equipment</b>	<b>Equipment</b>	<b>Fittings</b>	
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Cost</b>				
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
<b>Accumulated depreciation</b>				
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
<b>Net Book Values</b>				
At 31 March 2023	-	-	-	-
At 31 March 2024	-	-	-	-

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

# **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
	<b>187,122</b>	<b>182,597</b>

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	<b>19,358</b>	<b>38,648</b>

# 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
<b>Unrestricted funds</b>						
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
<b>Restricted Funds</b>						
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
<b>Unrestricted funds</b>						
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
<b>Restricted Funds</b>						
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.

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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 2024 (2023: £620,476) was £638,979.