

MID SUFFOLK CITIZENS ADVICE BUREAU

England & Wales · Charity number 1107152

Details

Status Registered

Legal form Charitable company

Company number [05296023](#)

Registered 2004-12-07

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

Contact

Address 5 Milton Road South
Stowmarket
IP14 1EZ

Phone 01449 742473

Email manager@midsuffolkcab.org.uk

Website www.midsuffolkcab.org.uk

Activities

Objects: TO PROMOTE ANY CHARITABLE PURPOSE FOR THE PUBLIC BENEFIT BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS IN PARTICULAR BUT WITHOUT LIMITATION, FOR THE BENEFIT OF THE COMMUNITY IN MID SUFFOLK AND SURROUNDING AREAS.

Activities: The principal activities of the Charity are to provide a free, confidential and impartial advice service and information to the public.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** The Prevention Or Relief Of Poverty
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** MID SUFFOLK AND SURROUNDING AREAS.
- Suffolk

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£331,953	£340,974	-	-
2024-03-31	£412,832	£352,779	-	-
2023-03-31	£339,630	£319,616	-	-
2022-03-31	£295,008	£271,356	-	-
2021-03-31	£342,273	£250,334	-	-

Trustees

Name	Role	Appointed
Rosemary Mason	Chair	2021-11-24
DAVID JOHN MULLER		2015-10-21
David Hyett		2024-11-21
Gary Nunn		2022-12-22
Jem William Cranfield		2024-03-06
John Ramsay		2015-04-22
Michael Wangermann		2014-01-22
Nicholas Gowrley		2014-01-22
RACHEL DOROTHY LOUISE TALBOT		2004-11-24

MID SUFFOLK CITIZENS ADVICE BUREAU

England & Wales - Charity number 1107152

Accounts

REGISTERED COMPANY NUMBER: 05296023 (England and Wales)
REGISTERED CHARITY NUMBER: 1107152

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2025
for
Mid Suffolk Citizens Advice Bureau

Mid Suffolk Citizens Advice Bureau

Contents of the Financial Statements
for the Year Ended 31 March 2025

	Page
Report of the Trustees	1 to 11
Independent Examiner's Report	12
Statement of Financial Activities	13
Balance Sheet	14 to 15
Notes to the Financial Statements	16 to 25
Detailed Statement of Financial Activities	26 to 27

Objectives and activities

Aims and Principles

We can all face problems that seem complicated or intimidating. At Citizens Advice, we believe no one should have to face these problems without good quality, independent advice.

Our network of charities offers confidential advice online, over the phone, and in person, for free.

When we say we're for everyone, we mean it. People rely on us because we're independent and totally impartial.

No one else sees so many people with so many kinds of problems, and that gives us a unique insight into the challenges people are facing today. With the right evidence, we can show big organisations - from companies right up to the Government - how they can make things better for people.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem

Our Vision and Values

Our vision is to make a positive and lasting difference to the lives of people living and working in Mid Suffolk.

We want to offer an efficient and accessible advice and information service relating to people's legal rights and responsibilities.

We want to offer our services using a holistic approach and acting with our clients in a supportive, empowering, responsible and professional way.

We want to create a working environment that feels equally friendly, welcoming, and respectful to everyone using it.

We operate within an equality framework as agreed by Citizens Advice. This means that we respect equality and diversity and work within several policies and procedures designed to support them, both in our service delivery and in our recruitment, selection and treatment of volunteers, paid staff and Trustees.

Objectives

The main objective was to continue to provide advice and guidance to the community of Mid Suffolk. Our activities for the year end 31st March 2025 were targeted to meet that goal. This work was carried out by a team of generalist advisers and specialist advisers using a drop-in, appointment, email, telephone and virtual advice service available for 30 hours a week. The charity records 14 key areas of advice: benefits, consumer, debt, education, employment, finance, health, housing, immigration, legal, relationship, tax, travel and utilities.

In addition to generalist advice, we provided specialist advisory services:

- The Energy Advice Programme (EAP) that provides one to one advice on: getting the best price for your fuel; repaying fuel debts; energy efficiency measures such as loft and cavity wall insulation; and grants for fuel;
- Specialist Welfare Benefit advice including form filling, supporting clients to challenge decisions including representation for appeals and at tribunals;
- Specialist Debt advice to discuss debt management options available to clients including debt management plans, bankruptcy, Debt Relief Orders and IVA.

How our activities deliver Public Benefit

Our main activities and who we try to help are described above. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The Board of Trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

Contribution of Volunteers

The charity's success could not have been achieved without the hard work and dedication of volunteers and staff. The Trustee Board and senior management team recognised the tremendous contribution made by the charity's volunteers in advising the public and administering the service without which the service could not operate. Throughout 2024/25 the service employed 12 paid workers (8.18 FTEs) (2023/24: 14 paid workers, 8.57 FTEs), and was supported by 41 volunteers (2023/24: 41 volunteers).

Volunteers represent the indispensable core of the service for without them, there would not be a Mid Suffolk Citizens Advice Bureau service. Volunteers bring skills, experience, time and energy to Citizens Advice service. Through information and advice-giving roles, fundraising, research and campaigns, admin, trusteeship and more, volunteers add huge value and increased capacity to the service. Through volunteering with Citizens Advice, volunteers benefit from gaining new skills and personal development, as well as better wellbeing, a sense of fulfilment from helping others, and community engagement. These positive effects on individuals' lives have additional value for society, through the advantages and savings associated with having happier, healthier and productive members of the community.

In 2024/25 the volunteers contributed over 14,000 hours. This may be expressed as an annualised value of £285,000 (ONS Annual Survey of Hours and Earnings 2020). However, their value is inadequately expressed in monetary terms.

Achievements and performance

During the 2024/2025 financial year, the service was predominantly delivered by telephone and email, face to face and virtually. The number of unique clients was 4,051 (2023/24 4,148). Client issues were 21,495 (2023/24 23,337).

The key achievements of the organisation in 2024-2025 were:

- 4,051 unique clients assisted
- 21,495 advice issues handled
- 17,498 individual activities
- £495,558 in income gain for clients

- £411,295 in debt written off
- 819 food parcels issues.
- 72 free legal advice sessions with a local solicitor.
- Maintained our Advice Quality Standard for quality advice and debt work.
- Maintained the Advice Quality Standard for welfare benefit advice.
- Awarded the Advice Quality Standard for Disability advice.
- In a follow-up survey 84% of clients said they would be likely to recommend our service.
- A quarterly newsletter to funders.
- Energy advice provided to 432 (2023/24: 368) clients as part of the Energy Advice Programme and Energy Project.

We use an established model to calculate the financial value of our advice and the positive outcomes for individuals and society.

In 2024/25, Citizens Advice Mid Suffolk generated:

£4.87 (£4.67 2023/24) for every £1 invested in savings to government and public service (fiscal benefits).

£32.77 (£31.41 2023/24) for every £1 invested in wider economic and social benefits (public value).

£23.59 (£19.07 2023/24) for every £1 invested in value to people we help (financial outcome following advice).

Financial review

Incoming resources in the year were £331,953 (2024: £412,832). Of this £57,651 (2024: £76,432) related to project restricted activities. Expenditure in the year amounted to £340,974 (2024: £352,779) comprised in large part of salaries for our 12 employed staff (8.18 FTE) of £262,441 (2024: £266,436). This resulted in a deficit in the year of £9,021 (2024: Surplus of £60,053) was made in the year.

Fundraising activities and Principal funding sources

Total income for the year was £331,953, a decrease of £80,879 on 2023/2024. Our principal funding sources were:

- Mid Suffolk District Council Revenue Grant £125,500 (38% of total, 2024: 30%)
- Citizens Advice Energy Advice £45,355 (14% of total, 2024: 24%)
- Suffolk County Council Revenue Grant £23,100 (7% of total, 2024: 15%)
- Suffolk County Council Household Support Fund Local Welfare Assistance Scheme £42,000 (12% of total, 2024: 5%)
- Citizens Advice Innovation Grant £14,496 (4% of total)
- Hopestead Grant £4,166 (1% of total, 2024: 1%)
- Rope Trust £25,000 (7.5% of total, 2024 6%)
- Town & Parish Councils £20,557 (6% of total, 2024 4%)
- Bank Interest £11,438 (3% of total)

The Trustees extend their gratitude to all our funders.

Mid Suffolk District Council, and Suffolk County Council, with whom we share many strategic objectives and who continue to support the core operating capacity of the charity.

Stowmarket Town Council that provides Mid Suffolk Citizens Advice Bureau with the premises to operate from as well as a grant to subsidise part of the rent. We are also fortunate that many of our local district Town and Parish Councils also provide us with grants to support our core activities which is very much appreciated.

We are also fortunate to receive grants from local charitable trusts. We are grateful to the Rope Trust for their continued financial support of £25,000 per annum. In addition, project-specific funding was received from Hopestead, Needham Market & Barking Welfare Charities and, the Alfred Williams Charitable Trust. These organisations have provided financial support to our organisation over many years which enables us to help those most in need across our communities.

Our work with Citizens Advice nationally included Energy Advice and Innovation projects for which we receive grant funding.

Reserves policy

Mid Suffolk Citizens Advice Bureau is acutely aware of the need to ensure that free monies are available in each financial year to smooth the cash flow and to meet any reasonably foreseeable contingency. Cash flow trends and reserves levels are constantly monitored, and in their planning Trustees and staff try to ensure that income continues to be derived from as wide a variety of sources possible.

We are also aware of the financial pressures experienced by our major funders and our dependence on them and have included this situation in establishing our Reserves policy. Trustees reviewed the potential expenditure that could arise should a significant reduction in income be incurred and determined that a Reserve equivalent to nine to twelve month's unrestricted expenditure should be held.

At 31st March 2025, total unrestricted reserves were £345,312 (2024: £360,401). Of this, £195,000 (2024: 195,000) is designated for specific purposes as outlined below.

Designated reserves

A proportion of unrestricted funds have been designated with the aim of ensuring the charity's sustainability by making provisions for the replacement of equipment in due course, for fulfilling our contractual commitments, for maintaining our premises and moving, if necessary, for the development of new and innovative ideas, and for underpinning longer-term strategic investments. These amount to £154,000 as detailed in the notes to the financial statement, however the £41,000 used from the Development Reserve for the continuation of our Support Access Adviser initiative in 2024/2025, has been uplifted at the year end using available General Unrestricted reserves.

Investment activities

Aside from retaining an amount required to maintain a prudent level of reserves each year, the charity's funds are spent on delivering and developing the free advice service to the community of Mid Suffolk. The reserves were held during the year in the Flagstone Deposit Platform.

Plans for the future

The organisation has a three-year Strategic Business and Development Plan with detailed emphasis on the current year. The content of the plan is subject to review by the Trustees and is an agenda item at Trustee Board meetings.

Providing a sustainable advice service during the cost-of-living crisis alongside the anticipated increase in client numbers and client issues remained a priority for the Trustee Board in 2024/25. We have planned on the basis that for 2025/26 demand for our current services will remain the same, in addition our plans also include how we can help more clients and subsequent need to increase our resources to achieve this. Recruitment of additional volunteer advisers will be key to this and we actively seeking new team members from across our communities.

A strategic priority for the organisation is to improve access to our services particularly for those who have not used them before and for those that live in our rural communities. In 2023 we employed two Supported Access Advisers in support of this priority, we continued to support this initiative throughout 2024/25 funded from our reserves. Although the financial outlook for 2025/26 is a deficit budget position, the trustees have agreed that this initiative should continue, funded from reserves if we cannot be funded by new income streams.

Citizens Advice Mid Suffolk are members of the Armed Forces Covenant. The district of Mid Suffolk has a higher than national and local average of armed forces and their families resident in our area. We started our Veteran Connect project in April 2025 as a bespoke advice service for armed forces personnel, armed forces veterans and veteran households in Mid Suffolk. Part funded by the Veterans Foundation this is a three-year project that will require matched funding to continue in years two and three. Recognising the importance of this service to the armed forces we will use our Development Reserve to fund this until other sources of income are secured.

The funding landscape remains extremely competitive and the charity continues to build on the work completed in the previous financial years. Developing diversified funding streams to increase our sustainability and enable us to build a service that is responsive to client needs. In 2024-2025 we engaged the services of a professional charity fundraiser but unfortunately the funding landscape being what it is no new funds were secured through this initiative.

The charity will continue to work to ensure that it delivers a cost-effective service, meaning that we are not only offering value for money to our existing funders but that we have a viable offer, whilst never compromising on the high-quality service that our clients expect and deserve.

The specific focus this year will be to:

- Improving accessibility to our advice services particularly for those who have not sought our help before
- Increase our reach across the district to support those within our rural communities
- Continue to work with the Local Authorities, Citizens Advice, and partners to deliver accessible services
- Seek new multi-year funding streams to address the forecast three-year deficit budget position
- Deliver our advice services within the cost-of-living crisis to clients with ever increasingly complex issues
- Deliver the best possible service to our clients whilst protecting the health and wellbeing of our staff and volunteers

- Work with the other Suffolk Citizens Advice offices to develop long-term sustainable funding including the potential for the regional delivery of services within devolved local government and the proposed Unitary Authorities
- Continue to explore with the other Suffolk Citizens Advice offices the proposal to form a Suffolk Citizens Advice Consortium
- Continue our recruitment campaign for additional volunteers to support for the expansion of all advice services
- Continue the quarterly email newsletter to key stakeholders
- Use the evidence provided by our clients through Lived Experience groups to influence and change practices and laws at both a local and national level
- Develop the skills and knowledge of the existing volunteers and staff
- Meet the requirements of the Citizens Advice Leadership Self-Assessment and maintain the Advice Quality Standard for our services

Structure, governance and management

Governing Document

Mid Suffolk Citizens Advice Bureau is a charitable company limited by guarantee, incorporated on 24 November 2004: Company No. 05296023, Charity No. 1107152. The Company is governed under its Articles of Association adopted by the Annual General Meeting on 25th October 2024. In the event of the company being wound up every member (including members who ceased to be members within one year prior to such winding up) would be required to contribute to the company's assets an amount not exceeding £1.

At 31st March 2025, the company had 13 individual and 5 organisation members (2023/24 13 individual and 5 organisations).

Mid Suffolk Citizens Advice Bureau is also known and referred to as Citizens Advice Mid Suffolk with either term being used throughout these accounts.

Trustee Recruitment and Appointment

In 2023/24 the Trustee Board agreed a new recruitment and induction policy and procedure for new trustees.

New trustees are generated via referrals, advertising and direct approaches made to Citizens Advice Mid Suffolk. A formal interview process is followed for all applicants with an interview panel comprising the Chair and two trustees. A separate process agreed by the Trustee Board is followed for the election of the Chair, Vice-Chair and Treasurer.

Trustees are either initially co-opted by the Trustee Board and then elected to the Board at an Annual General Meeting within three years of co-option or, alternatively, elected directly at an Annual General Meeting. Any election lasts for three years by which time the Trustee can be re-elected.

Trustee Induction and Training

New Trustees are briefed on their legal obligations under charity and company law, the content of the Articles of Association, the committee and decision-making processes, the strategic business development plan and recent financial performance of the charity. They also meet key employees, volunteers and other Trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role. Training will be organised dependent on the trustee role and previous experience. Attendance at Citizens Advice events and relevant trainings will be encouraged. A date will be arranged for the new trustee to "sit-in" and observe an advice session including observing some Adviser interviews.

Appraisal of the Trustee Board

The Trustees conduct an annual performance appraisal using a Citizens Advice template. Action is taken on any areas under performing to ensure the Trustee Board conforms to best practice.

Organisational Structure

The Trustee Board is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Mid Suffolk Citizens Advice Bureau and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet quarterly as a minimum, and delegate the day-to-day operation of the organisation to a paid Chief Officer. The Trustee Board is independent from management.

A register of members' interests is maintained at the registered office and is available to the public. All Trustees and key employees are required to declare they are a "fit and proper person" to be involved in the running of a charity.

The Trustee Board has four committees who report to the Trustee Board.

• Appeals Sub-Committee

The Appeals Committee meets as required. Responsible for:

- To consider appeals according to the organisations disciplinary policy.

Membership - Two Trustees not previously involved in the case. Chair to be reserved for final stage appeal.

• Investment Committee

Responsible for:

To approve transactions carried out on the Flagstone Deposit Platform. This will be a majority decision via email of those replies received within a 3-day notice period.

Frequency of meetings: - As required.

Membership – Chair, Vice Chair and Treasurer

• **Operations Sub-committee**

Responsible for:

To meet between each Trustee Board meeting to discuss any issues that need detailed discussion prior to presenting to the Trustee Board including:

Review of organisational policies and procedures.

Review of SBDP and SBDP Action Plan.

Review of Risk Register.

Annual review of Information Asset Register

Consideration of any issues referred by the Board for advice.

Review and update of Strategic Business Development Plan.

Operational issues raised by Chief Officer.

Financial Health Monitoring.

Annual review of all volunteer and staff matters including annual pay award.

Review of specific staff issues as and when needed.

Annual review of the skills, diversity, and the appraisal of the Trustee Board.

Frequency of meetings:- Quarterly

Membership:- Chair, Vice Chair, Treasurer, Company Secretary, Chief Officer, Operations Manager.

• **Finance Sub-Committee**

Responsible for:

Producing an annual draft budget for approval by the Trustee Board.

Monitoring, review and recommendation of all budgets, end of year accounts, projects, contracts, salaries, risk assessments.

To closely monitor LCA financial position on behalf of the trustee board and report an overview of the current situation to each trustee board meeting.

To establish financial control procedures to ensure continual awareness of changes in LCA financial position.

Financial Health Monitoring.

To ensure clear and accurate reporting of LCA finances in detail, quarterly, to the trustees.

To assess LCA resources in the administration of financial records and reporting levels required and make recommendations to the trustee board if changes are needed.

To review the viability of project funding and develop strategies to enable the realistic assessment of projects, while monitoring their effect on core funds – and to make recommendations on projects to the trustee board.

Frequency of meetings:- Quarterly or as required

Membership:- Treasurer, two non-executive trustees, Chief Officer, Business Development Officer.

Related Parties

Citizens Advice Mid Suffolk is a member of Citizens Advice, the national association for the Citizens Advice service. With effect from April 2015 Citizens Advice Bureaux became known as Local Citizens Advice (LCA) and Mid Suffolk Citizens Advice Bureau became known as Citizens Advice Mid Suffolk (CAMS). The charity also cooperates and liaises with many other advisory services, local charities, trusts and social services departments on behalf of clients.

Audit process

The charitable company completes a Leadership Self-Assessment (LSA) portfolio as part of our membership agreement with Citizens Advice. This LSA is subject of an annual assessment by Citizens Advice using a Performance and Quality Framework (PQF). Every three years the assessment is a full audit of the nine leadership areas to ensure compliance with the Advice Quality Standard (AQS) and the Money Advice Service Debt Advice Quality Framework (MASDAQF).

There are nine Leadership areas assessed are:

- Governance
- Strategic Business Planning
- Risk Management and Compliance
- Financial Governance
- People Management
- Operational Performance
- Partnership Working
- Research and Campaigning
- Equity, Diversity and Inclusion

In October 2024, the charity year 3 (3 year cycle) Citizens Advice assessed that the organisation met all the Leadership areas.

- Quality of Advice Assessment - every quarter the LCA self-assesses a selection of cases which are then checked by a Citizens Advice auditor for the quality of the self-assessment and quality of advice.
- Client Experience - a selection of clients is contacted by email or text after the advice process to assess their satisfaction with the service and the advice provided.
- People Management - an annual survey is sent to all staff and volunteers to ask people about their experiences, identify what's working well and see where improvements can be made.
- Leadership - the Trustees annually self-assess how well the charity is run and whether it is delivering good quality services. The self-assessment is checked by an auditor from Citizens Advice.
- Financial Health Monitoring - quarterly financial reports are provided to Citizens Advice which are assessed against the budget and the Reserves Policy. A comparison is provided against LCA in the family group.

Risk management

The Trustees have reviewed their procedures considering corporate governance guidance contained within the Statement of Recommended Practice 'Accounting and Reporting by Charities'. A risk assessment report is contained within the strategic business development plan. The report considers potential changes to the environment in which the charity is working and highlights how these would impact on its services. The organisation faces a range of operational risks and the key to successful risk management is to identify potential risks, the likelihood of them occurring and then mitigate their impact. The Risk Register is a formal statement of the charity's risk management strategy and how the impact of potential risks can be minimised. Identifying the risks is an important element of risk management and has been given detailed and careful consideration.

Mid Suffolk Citizens Advice Bureau's objectives, its internal organisation and the environment in which it operates are continually evolving and as a result, the risks it faces are not constant. The organisation is mindful that it needs to operate under Government guidelines during the pandemic. Organisational success derives, in part, from successful risk taking and so the purpose of internal control is to help manage and control risk appropriately rather than to eliminate it.

The following measures will help minimise the risks:

- Trustee Board recognises its role as the ultimate authority about the governance of the organisation and the management team and staff recognise that they operate with delegated authority;
- Effective appraisal of the Chief Officer and management team;
- Staff awareness of sources of funding and the consequences arising from any failure to deliver services in line with grant agreements and contracts;
- The effective use of probationary periods; staff and volunteer supervision and appraisal; and policies to promptly identify and deal with issues of concern;
- Regular case sheet checking; Independent File Reviews and training to ensure quality;
- Regular review and analysis of statistics to ensure targets are met;
- Maintaining good relationships with funders to identify potential future funding problems and potential funding opportunities;
- Ensuring adequate financial reserves;
- Monthly financial monitoring against annual budget;
- Good communication between volunteers, staff, the management team and the Trustee Board;
- Maintaining independence and political neutrality to avoid conflict of interests.

Statement of Internal Control

The Trustee Board oversee the information security of all the personal information that is processed, including the personal information of our clients, staff, funders and strategic partners. Mid Suffolk Citizens Advice Bureau hold joint responsibility for client data that is held in our case management system with the national Citizens Advice Service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements the General Data Protection Regulation and Data Protection Act 2018.

Small company provisions

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

Mid Suffolk Citizens Advice Bureau

Report of the Trustees
for the Year Ended 31 March 2025

STRUCTURE, GOVERNANCE AND MANAGEMENT

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
05296023 (England and Wales)

Registered Charity number
1107152

Registered office
5 Milton Road South
Stowmarket
Suffolk
IP14 1EZ

Trustees

Mr J W Cranfield
Mr N G K Gowrley
Mrs M Hemingway
Mrs R Mason
Mr D J Muller
Mr G J Nunn
Mr J P Ramsay
Mrs R D L Talbot
Mr M A Wangermann
Mr D Hyett (appointed 21.11.24)

Approved by order of the board of trustees on 31st OCTOBER 2025 and signed on its behalf
by:



Trustee

R. MASON

CHAIR

Independent examiner's report to the trustees of Mid Suffolk Citizens Advice Bureau ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

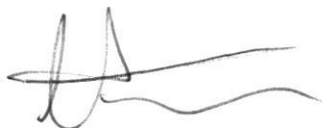
Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Association of Accounting Technicians, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Luke Harvey FMAAT
The Association of Accounting Technicians

Date: 31/10/2025.....

Statement of Financial Activities
for the Year Ended 31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	275,160	45,355	320,515	404,998
Other trading activities	3	-	-	-	719
Investment income	4	11,438	-	11,438	7,115
Total		<u>286,598</u>	<u>45,355</u>	<u>331,953</u>	<u>412,832</u>
EXPENDITURE ON					
Charitable activities					
General		-	-	-	-
Subsistence and refreshments		622	57	679	728
Staff travel		459	19	478	463
Staff recruitment		-	-	-	833
Staff training		500	46	546	1,777
Volunteer training		-	-	-	560
Volunteer expenses		1,253	-	1,253	2,787
Volunteer other		826	20	846	632
Wages and salaries		219,424	43,017	262,441	266,436
Support costs - Offices costs		37,147	3,289	40,436	43,607
Support costs - Premises costs		27,608	2,406	30,014	30,179
Support costs - Legal and professional fees		123	9	132	98
Support costs - Depreciation		3,779	-	3,779	3,353
Support costs - Other costs		359	11	370	1,326
Total		<u>292,100</u>	<u>48,874</u>	<u>340,974</u>	<u>352,779</u>
NET INCOME/(EXPENDITURE)		(5,502)	(3,519)	(9,021)	60,053
Transfers between funds	14	<u>(9,347)</u>	<u>9,347</u>	<u>-</u>	<u>-</u>
Net movement in funds		(14,849)	5,828	(9,021)	60,053
RECONCILIATION OF FUNDS					
Total funds brought forward		360,401	22,611	383,012	322,959
TOTAL FUNDS CARRIED FORWARD		<u>345,552</u>	<u>28,439</u>	<u>373,991</u>	<u>383,012</u>

The notes form part of these financial statements

Mid Suffolk Citizens Advice Bureau

Balance Sheet
31 March 2025

	Notes	31.3.25 £	31.3.24 £
FIXED ASSETS			
Tangible assets	9	6,280	10,059
CURRENT ASSETS			
Debtors	10	15,933	15,159
Cash at bank		<u>354,436</u>	<u>400,847</u>
		370,369	416,006
CREDITORS			
Amounts falling due within one year	11	(2,658)	(43,053)
		<u>367,711</u>	<u>372,953</u>
NET CURRENT ASSETS			
		<u>367,711</u>	<u>372,953</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>373,991</u>	<u>383,012</u>
NET ASSETS			
		<u>373,991</u>	<u>383,012</u>
FUNDS	14		
Unrestricted funds		345,553	360,401
Restricted funds		<u>28,438</u>	<u>22,611</u>
TOTAL FUNDS		<u>373,991</u>	<u>383,012</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

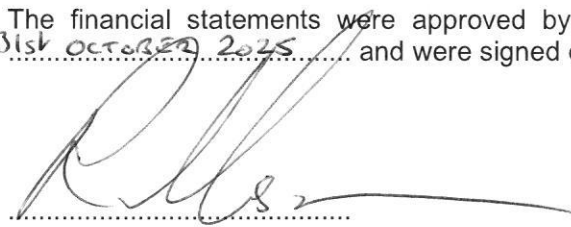
The notes form part of these financial statements

Mid Suffolk Citizens Advice Bureau

Balance Sheet - continued
31 March 2025

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 31st October 2025 and were signed on its behalf by:



Trustee

R. MASON

CHAIR

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

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

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - 25% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

1. ACCOUNTING POLICIES - continued

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. DONATIONS AND LEGACIES

	31.3.25	31.3.24
	£	£
Donations	24,881	34,941
Grants	<u>295,634</u>	<u>370,057</u>
	<u>320,515</u>	<u>404,998</u>

Grants received, included in the above, are as follows:

	31.3.25	31.3.24
	£	£
Mid Suffolk District Council	125,500	125,500
Needham Market Town Council	6,000	-
Suffolk County Council	65,940	60,910
Hopestead	4,166	5,834
Rope Trust	25,000	25,000
Stowmarket Town Council	7,600	7,600
The National Association of Citizen Advice Bureaux	59,928	99,463
Ipswich and District CAB	-	17,500
National Lottery	-	22,000
Community Chest	-	6,250
Needham Market & Barking Charitable Trust	<u>1,500</u>	<u>-</u>
	<u>295,634</u>	<u>370,057</u>

3. OTHER TRADING ACTIVITIES

	31.3.25	31.3.24
	£	£
Other income	<u>-</u>	<u>719</u>

4. INVESTMENT INCOME

	31.3.25	31.3.24
	£	£
Deposit account interest	<u>11,438</u>	<u>7,115</u>

5. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.25	31.3.24
	£	£
Depreciation - owned assets	3,779	3,354
Other operating leases	<u>23,677</u>	<u>23,897</u>

6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

7. STAFF COSTS

	31.3.25	31.3.24
	£	£
Wages and salaries	235,627	239,999
Social security costs	13,755	12,366
Other pension costs	<u>13,059</u>	<u>14,027</u>
	<u>262,441</u>	<u>266,392</u>

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total remuneration and benefits received by key management personnel for services provided to the charity was £75,839 (2024: £88,793).

The average monthly number of employees during the year was as follows:

	31.3.25	31.3.24
All employees	<u>12</u>	<u>13</u>

No employees received emoluments in excess of £60,000.

8. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	328,566	76,432	404,998
Other trading activities	719	-	719
Investment income	<u>7,115</u>	<u>-</u>	<u>7,115</u>
Total	<u>336,400</u>	<u>76,432</u>	<u>412,832</u>
EXPENDITURE ON			
Charitable activities			
General	-	-	-
Subsistence and refreshments	646	82	728
Staff travel	463	-	463
Staff recruitment	740	93	833
Staff training	1,644	133	1,777
Volunteer training	497	63	560
Volunteer expenses	2,787	-	2,787
Volunteer other	561	71	632
Wages and salaries	194,118	72,318	266,436
Support costs - Offices costs	38,091	5,516	43,607
Support costs - Premises costs	26,088	4,091	30,179
Support costs - Legal and professional fees	83	15	98
Support costs - Depreciation	3,353	-	3,353
Support costs - Other costs	<u>1,243</u>	<u>83</u>	<u>1,326</u>
Total	<u>270,314</u>	<u>82,465</u>	<u>352,779</u>
NET INCOME/(EXPENDITURE)	66,086	(6,033)	60,053
Transfers between funds	<u>(19,411)</u>	<u>19,411</u>	<u>-</u>
Net movement in funds	46,675	13,378	60,053
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>313,726</u>	<u>9,233</u>	<u>322,959</u>
TOTAL FUNDS CARRIED FORWARD	<u>360,401</u>	<u>22,611</u>	<u>383,012</u>

9. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
At 1 April 2024 and 31 March 2025	<u>36,160</u>
DEPRECIATION	
At 1 April 2024	26,101
Charge for year	<u>3,779</u>
At 31 March 2025	<u>29,880</u>
NET BOOK VALUE	
At 31 March 2025	<u>6,280</u>
At 31 March 2024	<u>10,059</u>

10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25 £	31.3.24 £
Prepayments and accrued income	<u>15,933</u>	<u>15,159</u>

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25 £	31.3.24 £
Trade creditors	390	3,822
Social security and other taxes	-	151
Accruals and deferred income	<u>2,268</u>	<u>39,080</u>
	<u>2,658</u>	<u>43,053</u>

12. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	31.3.25 £	31.3.24 £
Within one year	<u>-</u>	<u>16,706</u>

13. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
Fixed assets	6,280	-	6,280	10,059
Current assets	341,930	28,439	370,369	416,006
Current liabilities	<u>(2,658)</u>	<u>-</u>	<u>(2,658)</u>	<u>(43,053)</u>
	<u>345,552</u>	<u>28,439</u>	<u>373,991</u>	<u>383,012</u>

14. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	165,401	35,498	(50,347)	150,552
Equipment Reserve	20,000	-	-	20,000
Contractual Commitment Reserve	55,000	-	-	55,000
Development Reserve	80,000	(41,000)	41,000	80,000
Property Reserve	<u>40,000</u>	<u>-</u>	<u>-</u>	<u>40,000</u>
	360,401	(5,502)	(9,347)	345,552
Restricted funds				
BIM Project	-	(7,104)	7,104	-
M S Society	-	(2,243)	2,243	-
EAP	<u>22,611</u>	<u>5,828</u>	<u>-</u>	<u>28,439</u>
	<u>22,611</u>	<u>(3,519)</u>	<u>9,347</u>	<u>28,439</u>
TOTAL FUNDS	<u>383,012</u>	<u>(9,021)</u>	<u>-</u>	<u>373,991</u>

14. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	327,598	(292,100)	35,498
Development Reserve	<u>(41,000)</u>	<u>-</u>	<u>(41,000)</u>
	286,598	(292,100)	(5,502)
Restricted funds			
BIM Project	-	(7,104)	(7,104)
M S Society	-	(2,243)	(2,243)
EAP	<u>45,355</u>	<u>(39,527)</u>	<u>5,828</u>
	<u>45,355</u>	<u>(48,874)</u>	<u>(3,519)</u>
TOTAL FUNDS	<u><u>331,953</u></u>	<u><u>(340,974)</u></u>	<u><u>(9,021)</u></u>

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	118,726	66,086	(19,411)	165,401
Equipment Reserve	20,000	-	-	20,000
Contractual Commitment Reserve	55,000	-	-	55,000
Development Reserve	80,000	-	-	80,000
Property Reserve	<u>40,000</u>	<u>-</u>	<u>-</u>	<u>40,000</u>
	313,726	66,086	(19,411)	360,401
Restricted funds				
BIM Project	-	(11,937)	11,937	-
M S Society	-	(4,875)	4,875	-
EAP	9,233	12,771	607	22,611
React	<u>-</u>	<u>(1,992)</u>	<u>1,992</u>	<u>-</u>
	<u>9,233</u>	<u>(6,033)</u>	<u>19,411</u>	<u>22,611</u>
TOTAL FUNDS	<u><u>322,959</u></u>	<u><u>60,053</u></u>	<u><u>-</u></u>	<u><u>383,012</u></u>

14. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	336,400	(270,314)	66,086
Restricted funds			
BIM Project	3,500	(15,437)	(11,937)
M S Society	-	(4,875)	(4,875)
EAP	55,432	(42,661)	12,771
React	17,500	(19,492)	(1,992)
	<u>76,432</u>	<u>(82,465)</u>	<u>(6,033)</u>
TOTAL FUNDS	<u>412,832</u>	<u>(352,779)</u>	<u>60,053</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	118,726	101,584	(69,758)	150,552
Equipment Reserve	20,000	-	-	20,000
Contractual Commitment Reserve	55,000	-	-	55,000
Development Reserve	80,000	(41,000)	41,000	80,000
Property Reserve	40,000	-	-	40,000
	313,726	60,584	(28,758)	345,552
Restricted funds				
BIM Project	-	(19,041)	19,041	-
M S Society	-	(7,118)	7,118	-
EAP	9,233	18,599	607	28,439
React	-	(1,992)	1,992	-
	9,233	(9,552)	28,758	28,439
TOTAL FUNDS	<u>322,959</u>	<u>51,032</u>	<u>-</u>	<u>373,991</u>

14. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	663,998	(562,414)	101,584
Development Reserve	<u>(41,000)</u>	<u>-</u>	<u>(41,000)</u>
	622,998	(562,414)	60,584
Restricted funds			
BIM Project	3,500	(22,541)	(19,041)
M S Society	-	(7,118)	(7,118)
EAP	100,787	(82,188)	18,599
React	<u>17,500</u>	<u>(19,492)</u>	<u>(1,992)</u>
	<u>121,787</u>	<u>(131,339)</u>	<u>(9,552)</u>
TOTAL FUNDS	<u>744,785</u>	<u>(693,753)</u>	<u>51,032</u>

Designated funds

Equipment Reserve - a reserve to ensure there is enough capital to upgrade or replace IT and communications as required and to replace office equipment when it becomes obsolete or beyond economic repair. Funds are also required from time-to-time to purchase new equipment for new projects. The Trustees consider a sum of £20,000 held in reserve will permit replacement of these items when they fail or require upgrading and the purchase of additional equipment.

Contractual Commitment Reserve - a reserve to ensure that the charity can cover contracted payments to staff such as redundancy, provision of maternity, paternity and long-term sickness cover, payment of pension funds and the costs of any disciplinary and/or grievance procedures that may arise. This category of Reserve also covers the costs of curtailing on-going contracts (for instance IT and communications contracts) where necessary. The Trustees consider a sum of £55,000 to be applicable for this purpose.

Development Reserve - a reserve to allow the charity to undertake the development of new projects and areas of work and to conduct full feasibility studies on the advisability of such projects. Reviewed annually by the Trustees the sum of £80,000 was allocated for this purpose for 2024/2025. The Trustees considered that the continuation of our strategy to improve access to our services was vitally important to the community and agreed to fund our two Supported Access Advisors from the Development Reserve. In 2024/25 to cover a shortfall in income there was £41,000 expenditure from this designated reserve for Supported Access Advice, a new project to improve accessibility to our services. This has necessitated the movement of funds at year end to maintain the reserve at £80,000.

14. MOVEMENT IN FUNDS - continued

Property Reserve - a reserve to cover the potential costs of a move to alternative premises. These costs would include legal fees; costs for moving the paperwork, furniture and equipment, installation of IT and telecoms equipment and adaptation of the premises to allow for the provision of a confidential advice service to required standards. Added to this is an amount for Dilapidations, i.e the replacement of carpets and re-decoration and general repairs to existing premises. The total Property Reserve has been set by Trustees at £40,000.

Restricted funds

Energy Advice Project (EAP) - provides one to one advice on: getting the best price for your fuel; repaying fuel debts; energy efficiency measures such as loft and cavity wall insulation; and grants for fuel.

15. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

	31.3.25 £	31.3.24 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	24,881	34,941
Grants	<u>295,634</u>	<u>370,057</u>
	320,515	404,998
Other trading activities		
Other income	-	719
Investment income		
Deposit account interest	<u>11,438</u>	<u>7,115</u>
Total incoming resources	331,953	412,832
EXPENDITURE		
Charitable activities		
Wages	235,627	239,999
Social security	13,755	12,366
Pensions	13,059	14,027
Other operating leases	23,677	23,897
Insurance	2,070	2,073
Light and heat	3,678	3,245
Telephone	1,920	2,236
Postage and stationery	3,233	1,639
Sundries	-	499
Subsistence and refreshments	679	729
Staff training	546	1,777
Volunteer training	-	560
Staff recruitment	-	833
Volunteer expenses	1,253	2,787
Volunteer other	846	632
Other office costs	24,608	32,800
Accountancy and consultancy	11,634	8,722
Legal fees	132	98
Staff travel	478	463
Computer equipment	3,779	3,353
PAYE interest charges	-	44
	<u>340,974</u>	<u>352,779</u>

This page does not form part of the statutory financial statements

Mid Suffolk Citizens Advice Bureau

Detailed Statement of Financial Activities
for the Year Ended 31 March 2025

	<u>31.3.25</u>	<u>31.3.24</u>
	<u>£</u>	<u>£</u>
Total resources expended	<u>340,974</u>	<u>352,779</u>
Net (expenditure)/income	<u><u>(9,021)</u></u>	<u><u>60,053</u></u>

This page does not form part of the statutory financial statements

MID SUFFOLK CITIZENS ADVICE BUREAU

England & Wales - Charity number 1107152

Accounts

REGISTERED COMPANY NUMBER: 05296023 (England and Wales)
REGISTERED CHARITY NUMBER: 1107152

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2024
for
Mid Suffolk Citizens Advice Bureau

Mid Suffolk Citizens Advice Bureau

Contents of the Financial Statements
for the Year Ended 31 March 2024

	Page
Report of the Trustees	1 to 11
Independent Examiner's Report	12
Statement of Financial Activities	13
Balance Sheet	14 to 15
Notes to the Financial Statements	16 to 26
Detailed Statement of Financial Activities	27 to 28

Objectives and activities

Aims and Principles

We can all face problems that seem complicated or intimidating. At Citizens Advice, we believe no one should have to face these problems without good quality, independent advice.

Our network of charities offers confidential advice online, over the phone, and in person, for free.

When we say we're for everyone, we mean it. People rely on us because we're independent and totally impartial.

No one else sees so many people with so many kinds of problems, and that gives us a unique insight into the challenges people are facing today. With the right evidence, we can show big organisations - from companies right up to the Government - how they can make things better for people.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

Our Vision and Values

Our vision is to make a positive and lasting difference to the lives of people living and working in Mid Suffolk.

We want to offer an efficient and accessible advice and information service relating to people's legal rights and responsibilities.

We want to offer our services using a holistic approach and acting with our clients in a supportive, empowering, responsible and professional way.

We want to create a working environment that feels equally friendly, welcoming, and respectful to everyone using it.

We operate within an equality framework as agreed by Citizens Advice. This means that we respect equality and diversity and work within several policies and procedures designed to support them, both in our service delivery and in our recruitment, selection and treatment of volunteers, paid staff and Trustees.

Objectives

The main objective was to continue to provide advice and guidance to the community of Mid Suffolk. Our activities for the year end 31st March 2024 were targeted to meet that goal. This work was carried out by a team of generalist advisers and specialist advisers using a drop-in, appointment, email, telephone and virtual advice service available for 30 hours a week. The charity records 14 key areas of advice: benefits, consumer, debt, education, employment, finance, health, housing, immigration, legal, relationship, tax, travel and utilities.

In addition to generalist advice, we provided specialist advisory services:

- The Energy Advice Programme (EAP) that provides one to one advice on: getting the best price for your fuel; repaying fuel debts; energy efficiency measures such as loft and cavity wall insulation; and grants for fuel;
- Specialist Welfare Benefit advice including form filling, supporting clients to challenge decisions including representation for appeals and at tribunals;
- Specialist Debt advice to discuss debt management options available to clients including debt management plans, bankruptcy, Debt Relief Orders and IVA.

How our activities deliver Public Benefit

Our main activities and who we try to help are described above. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The Board of Trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

Contribution of Volunteers

The charity's success could not have been achieved without the hard work and dedication of volunteers and staff. The Trustee Board and senior management team recognised the tremendous contribution made by the charity's volunteers in advising the public and administering the service without which the service could not operate. Throughout 2023/24 the service employed 14 paid workers (8.57 FTEs) (2022/23: 11 paid workers, 7.65 FTEs), and was supported by 41 volunteers (2022/23: 40 volunteers).

Volunteers represent the indispensable core of the service for without them, there would not be a Mid Suffolk Citizens Advice Bureau service. Volunteers bring skills, experience, time and energy to Citizens Advice service. Through information and advice-giving roles, fundraising, research and campaigns, admin, trusteeship and more, volunteers add huge value and increased capacity to the service. Through volunteering with Citizens Advice, volunteers benefit from gaining new skills and personal development, as well as better wellbeing, a sense of fulfilment from helping others, and community engagement. These positive effects on individuals' lives have additional value for society, through the advantages and savings associated with having happier, healthier and productive members of the community.

In 2023/24 the volunteers contributed 13,998 hours. This may be expressed as an annualised value of £284,800 (ONS Annual Survey of Hours and Earnings 2020). However, their value is inadequately expressed in monetary terms.

Achievements and performance

During the 2023/2024 financial year, the service was predominantly delivered by telephone and email, face to face and virtually. The number of unique clients increased by 17% to 4,148 (2022/23 3,551) and client issues increased by 25% to 23,337 (2022/23 18,721).

The key achievements of the organisation in 2023-2024 were:

- 4,148 unique clients assisted, a 17% increase on 2022/23.
- 23,337 advice issues handled, a 25% increase on 2022/23.
- 22,250 individual activities, a 7% increase on 2022/23.

- Email contact increased 15%, telephone contact decreased 6% and face-to-face appointments increased by 106%.
- £950,906 in outcomes via the Benefit and Income Maximisation Project.
- £541,558 in income gain, a 107% increase on 2022/23.
- £167,641 in debt written off, a 102% increase on 2022/23.
- 696 food parcels, a 25% increase on 2022/23.
- 72 free legal advice sessions with a local solicitor.
- Maintained our Advice Quality Standard for quality advice and debt work.
- Maintained the Advice Quality Standard for telephone and welfare benefit advice.
- In a follow-up survey 82% of clients said they would be likely to recommend our service.
- A quarterly newsletter to funders.
- Energy advice provided to 368 (2022/23: 230) clients as part of the Energy Advice Programme and Carbon Monoxide and Energy Project.

We use an established model to calculate the financial value of our advice and the positive outcomes for individuals and society.

In 2023/24, Citizens Advice Mid Suffolk generated:

- £4.67 for every £1 invested in savings to government and public service (fiscal benefits).
- £31.41 for every £1 invested in wider economic and social benefits (public value).
- £19.07 for every £1 invested in value to people we help (financial outcome following advice).

Financial review

Incoming resources in the year were £412,832 (2023: £339,630). Of this £76,432 (2023: £65,245) related to project restricted activities. Expenditure in the year amounted to £352,779 (2023: £319,616) comprised in large part of salaries for our 14 employed staff (8.57 FTE) of £266,436 (2023: £237,418). A surplus of £60,053 (2023: £20,014) was made in the year.

Fundraising activities and Principal funding sources

Total income for the year was £412,832, an increase of £73,202 on 2022/2023. Our principal funding sources were:

- Mid Suffolk District Council (30% of total, 2023: 37%) £125,500.
- The National Association of Citizens Advice Bureaux (24% of total, 2023: 22%) £99,463.
- Suffolk County Council (15% of total, 2023: 16%) £60,910.
- Rope Trust (6% of total, 2023 6%) £25,000.
- National Lottery (5% of total, 2023 0%) £22,000.
- Ipswich Citizens Advice Bureaux (4% of total, 2023 0%) £17,500.
- Town & Parish Councils (4% of total, 2023 6%) £18,406.
- Community Chest (2% of total, 2023: 0%) £6,250.
- Hopstead (1% of total, 2023: 3%) £5,834.

The Trustees extend their gratitude to all our funders.

Mid Suffolk District Council, and Suffolk County Council, with whom we share many strategic objectives and who continue to support the core operating capacity of the charity.

Stowmarket Town Council that provides Mid Suffolk Citizens Advice Bureau with the premises to operate from as well as a grant to subsidise part of the rent. We are also fortunate that many of our local district Town and Parish Councils also provide us with grants to support our core activities which is very much appreciated.

We are also fortunate to receive grants from local charitable trusts. We are grateful to the Rope Trust for their continued financial support which increased to £25,000 per annum in 2023/24 (2022/23 £20,000). In addition, project-specific funding was received from Hopstead, Needham Market & Barking Welfare Charities, the Alfred Williams Charitable Trust and the Geoffrey Burton Trust. These organisations have provided financial support to our organisation over many years which enables us to help those most in need across our communities.

Our work with Citizens Advice nationally included Energy Advice and Innovation projects for which we receive grant funding.

In 2023/24 we also received grant funding from the National Lottery Community Fund to support clients with Cost-of-Living issues.

The charity did not have any borrowings from either a provider of funding or other sources at the Balance Sheet date.

Reserves policy

Mid Suffolk Citizens Advice Bureau is acutely aware of the need to ensure that free monies are available in each financial year to smooth the cash flow and to meet any reasonably foreseeable contingency. Cash flow trends and reserves levels are constantly monitored, and in their planning Trustees and staff try to ensure that income continues to be derived from as wide a variety of sources possible.

We are also aware of the financial pressures experienced by our major funders and our dependence on them and have included this situation in establishing our Reserves policy. Trustees reviewed the potential expenditure that could arise should a significant reduction in income be incurred and determined that a Reserve equivalent to nine to twelve month's unrestricted expenditure should be held.

At 31st March 2024, total unrestricted reserves were £360,401 (2023: £313,726). Of this, £195,000 (2023: 125,000) is designated for specific purposes as outlined below.

Designated reserves

A proportion of unrestricted funds have been designated with the aim of ensuring the charity's sustainability by making provisions for the replacement of equipment in due course, for fulfilling our contractual commitments, for maintaining our premises and moving if necessary, for the development of new and innovative ideas, and for underpinning longer-term strategic investments. These currently amount to £195,000, as detailed in the notes to the financial statements.

Investment activities

Aside from retaining an amount required to maintain a prudent level of reserves each year, the charity's funds are spent on delivering and developing the free advice service to the community of Mid Suffolk. The reserves were held during the year in a Charities Aid Foundation bank current account, a COIF Charities Deposit Account; a Cambridge and Counties 95-day notice account; a CAF Platinum 30-day notice account a TSB savings account, and a Shawbrook 100-day notice account.

Plans for the future

The organisation has a three-year Strategic Business and Development Plan with detailed emphasis on the current year. The content of the plan is subject to review by the Trustees and is an agenda item at Trustee Board meetings.

Providing a sustainable advice service during the cost-of-living crisis alongside the anticipated large increase in client numbers and client issues remained a priority for the Trustee Board in 2023/24. There is no sign that demand for our services will decrease in the coming 12 months and our plans include how we can help more clients and a need to increase our resources to achieve this. Recruitment of additional volunteer advisers will be key to this and we actively seeking new team members from across our communities.

A strategic priority for the organisation is to improve access to our services particularly for those who have not used them before and for those that live in our rural communities. In 2023/24 we employed two Supported Access Advisers in support of this priority and although the financial outlook is a deficit budget position for 2024/25, the trustees have agreed that this initiative should continue, funded from reserves if they cannot be funded by new income streams.

The funding landscape remains extremely competitive and the charity continues to build on the work completed in the previous financial years. Developing diversified funding streams to increase our sustainability and enable us to build a service that is responsive to client needs.

The charity will continue to work to ensure that it delivers a cost-effective service, meaning that we are not only offering value for money to our existing funders but that we have a viable offer, whilst never compromising on the high-quality service that our clients expect and deserve.

The specific focus this year will be to:

- improving accessibility to our advice services particularly for those who have not sought our help before
- increase our reach across the district to support those within our rural communities
- Continue to work with the Local Authorities, Citizens Advice, and partners to deliver accessible services
- seek new multi-year funding streams to address the forecast three-year deficit budget position
- deliver our advice services within the cost-of-living crisis and at a time of increased client numbers and client issues
- deliver the best possible service to our clients whilst protecting the health and wellbeing of our staff and volunteers
- work with the other Suffolk Citizens Advice offices to develop long-term sustainable funding including the potential for the regional delivery of services

- continue to explore with the other Suffolk Citizens Advice offices the proposal to form a Suffolk Citizens Advice Consortium
- continue our recruitment campaign for additional volunteers to support for the expansion of all advice services
- continue the quarterly email newsletter to key stakeholders
- use the evidence provided by our clients through Lived Experience groups to influence and change practices and laws at both a local and national level
- develop the skills and knowledge of the existing volunteers and staff
- meet the requirements of the year 3 Citizens Advice Leadership Self-Assessment and maintain the Advice Quality Standard for our services

Structure, governance and management

Governing Document

Mid Suffolk Citizens Advice Bureau is a charitable company limited by guarantee, incorporated on 24 November 2004: Company No. 05296023, Charity No. 1107152. The Company is governed under its Articles of Association adopted by the Annual General Meeting on 25th November 2020. In the event of the company being wound up every member (including members who ceased to be members within one year prior to such winding up) would be required to contribute to the company's assets an amount not exceeding £1.

At 31st March 2024, the company had 13 individual and 5 organisation members (2022/23 11 individual and 5 organisations).

Mid Suffolk Citizens Advice Bureau is also known and referred to as Citizens Advice Mid Suffolk with either term being used throughout these accounts.

Trustee Recruitment and Appointment

In 2023/24 the Trustee Board agreed a new recruitment and induction policy and procedure for new trustees.

New trustees are generated via referrals, advertising and direct approaches made to Citizens Advice Mid Suffolk. A formal interview process is followed for all applicants with an interview panel comprising the Chair and two trustees. A separate process agreed by the Trustee Board is followed for the election of the Chair, Vice-Chair and Treasurer.

Trustees are either initially co-opted by the Trustee Board and then elected to the Board at an Annual General Meeting within three years of co-option or, alternatively, elected directly at an Annual General Meeting. Any election lasts for three years by which time the Trustee can be re-elected.

Trustee Induction and Training

New Trustees are briefed on their legal obligations under charity and company law, the content of the Articles of Association, the committee and decision-making processes, the strategic business development plan and recent financial performance of the charity. They also meet key employees, volunteers and other Trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role. Training will be organised dependent on the trustee role and previous experience. Attendance at Citizens Advice events and relevant trainings will be encouraged. A date will be arranged for the new trustee to "sit-in" and observe an advice session including observing some Adviser interviews.

Appraisal of the Trustee Board

The Trustees conduct an annual performance appraisal using a Citizens Advice template. Action is taken on any areas under performing to ensure the Trustee Board conforms to best practice.

Organisational Structure

The Trustee Board is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Mid Suffolk Citizens Advice Bureau and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet quarterly as a minimum, and delegate the day-to-day operation of the organisation to a paid Chief Officer. The Trustee Board is independent from management

A register of members' interests is maintained at the registered office and is available to the public. All Trustees and key employees are required to declare they are a "fit and proper person" to be involved in the running of a charity.

The Trustee Board has two committees and an Overview & Scrutiny group, who report to the Chair of the Trustee Board. The Chair, Company Secretary, Treasurer and Chief Officer are entitled to attend the meetings.

• Appeals Committee

The Appeals Committee meets as required. Responsible for:

- To consider appeals according to the organisations disciplinary policy.

Membership - Two Trustees not previously involved in the case. Chair to be reserved for final stage appeal.

• Overview & Scrutiny Group

Responsible for:

To provide detailed review of key strategic and governance issues, including:

Scrutiny of key reports (especially the Chief Officer and Treasurer reports), discussion of issues arising, specification of further work to be carried out by the management group, and development of recommendation for the Trustee Board.

Scrutiny of key policies and procedures and development of recommendations for the Trustee Board.

Decision making on topics or issues specifically mandated by the Trustee Board.

Decisions and recommendations from the O&S to be noted and discussed / approved by the Trustee Board.

Frequency of meetings: Meets four times per annum, usually some 14 days before the TB meetings.
Membership.

Membership to be The Chair, Treasurer, Chief Officer and two other trustees.

• **Investment Committee**

Responsible for:

To approve transactions carried out on the Flagstone Investment Platform. This will be a majority decision via email of those replies received within a 3-day notice period.

Frequency of meetings: - As required.

Membership – Chair, Vice Chair and Treasurer

Related Parties

Citizens Advice Mid Suffolk is a member of Citizens Advice, the national association for the Citizens Advice service. With effect from April 2015 Citizens Advice Bureaux became known as Local Citizens Advice (LCA) and Mid Suffolk Citizens Advice Bureau became known as Citizens Advice Mid Suffolk (CAMS). The charity also cooperates and liaises with many other advisory services, local charities, trusts and social services departments on behalf of clients.

Audit process

The charitable company completes a Leadership Self-Assessment (LSA) portfolio as part of our membership agreement with Citizens Advice. This LSA is subject of an annual assessment by Citizens Advice using a Performance and Quality Framework (PQF). Every three years the assessment is a full audit of the nine leadership areas areas to ensure compliance with the Advice Quality Standard (AQS) and the Money Advice Service Debt Advice Quality Framework (MASDAQF).

There are nine Leadership areas assessed are:

- Governance
- Strategic Business Planning
- Risk Management and Compliance
- Financial Governance
- People Management
- Operational Performance
- Partnership Working
- Research and Campaigning
- Equity, Diversity and Inclusion

In October 2023, the charity year 2 (3 year cycle) Citizens Advice assessed that the organisation met all the Leadership areas.

- Quality of Advice Assessment - every quarter the LCA self-assesses a selection of cases which are then checked by a Citizens Advice auditor for the quality of the self-assessment and quality of advice.
- Client Experience - a selection of clients is contacted by email or text after the advice process to assess their satisfaction with the service and the advice provided.
- People Management - an annual survey is sent to all staff and volunteers to ask people about their experiences, identify what's working well and see where improvements can be made.
- Leadership - the Trustees annually self-assess how well the charity is run and whether it is delivering good quality services. The self-assessment is checked by an auditor from Citizens Advice.
- Financial Health Monitoring - quarterly financial reports are provided to Citizens Advice which are assessed against the budget and the Reserves Policy. A comparison is provided against LCA in the family group.

Risk management

The Trustees have reviewed their procedures considering corporate governance guidance contained within the Statement of Recommended Practice 'Accounting and Reporting by Charities'. A risk assessment report is contained within the strategic business development plan. The report considers potential changes to the environment in which the charity is working and highlights how these would impact on its services. The organisation faces a range of operational risks and the key to successful risk management is to identify potential risks, the likelihood of them occurring and then mitigate their impact. The Risk Register is a formal statement of the charity's risk management strategy and how the impact of potential risks can be minimised. Identifying the risks is an important element of risk management and has been given detailed and careful consideration.

Mid Suffolk Citizens Advice Bureau's objectives, its internal organisation and the environment in which it operates are continually evolving and as a result, the risks it faces are not constant. The organisation is mindful that it needs to operate under Government guidelines during the pandemic. Organisational success derives, in part, from successful risk taking and so the purpose of internal control is to help manage and control risk appropriately rather than to eliminate it.

The following measures will help minimise the risks:

- Trustee Board recognises its role as the ultimate authority about the governance of the organisation and the management team and staff recognise that they operate with delegated authority;
- Effective appraisal of the Chief Officer and management team;
- Staff awareness of sources of funding and the consequences arising from any failure to deliver services in line with grant agreements and contracts;
- The effective use of probationary periods; staff and volunteer supervision and appraisal; and policies to promptly identify and deal with issues of concern;
- Regular case sheet checking; Independent File Reviews and training to ensure quality;
- Regular review and analysis of statistics to ensure targets are met;
- Maintaining good relationships with funders to identify potential future funding problems and potential funding opportunities;
- Ensuring adequate financial reserves;
- Monthly financial monitoring against annual budget;
- Good communication between volunteers, staff, the management team and the Trustee Board;
- Maintaining independence and political neutrality to avoid conflict of interests.

Statement of Internal Control

The Trustee Board oversee the information security of all the personal information that is processed, including the personal information of our clients, staff, funders and strategic partners. Mid Suffolk Citizens Advice Bureau hold joint responsibility for client data that is held in our case management system with the national Citizens Advice Service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements the General Data Protection Regulation and Data Protection Act 2018.

Small company provisions

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

STRUCTURE, GOVERNANCE AND MANAGEMENT

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

05296023 (England and Wales)

Registered Charity number

1107152

Registered office

5 Milton Road South
Stowmarket
Suffolk
IP14 1EZ

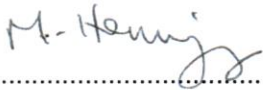
Trustees

Mr J W Cranfield (appointed 6.3.24)
Mr N G K Gowrley
Mrs M Hemingway
Mrs R Mason
Mr D J Muller
Mr G J Nunn
Mr J P Ramsay
Mrs R D L Talbot
Mr M A Wangermann
Mr M Virgo (resigned 12.1.24)

Approved by order of the board of trustees on25/10/2024..... and signed on its behalf by:

Mid Suffolk Citizens Advice Bureau

Report of the Trustees
for the Year Ended 31 March 2024

A handwritten signature in cursive script, appearing to read "M. Henry". The signature is written in dark ink and is positioned above a horizontal dotted line.

.....
Trustee

Independent examiner's report to the trustees of Mid Suffolk Citizens Advice Bureau ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Association of Accounting Technicians, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Luke Harvey FMAAT
The Association of Accounting Technicians

Date: 25th October 2024

Statement of Financial Activities
for the Year Ended 31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	328,565	76,430	404,995	336,005
Other trading activities	3	720	2	722	849
Investment income	4	<u>7,115</u>	<u>-</u>	<u>7,115</u>	<u>2,776</u>
Total		<u>336,400</u>	<u>76,432</u>	<u>412,832</u>	<u>339,630</u>
EXPENDITURE ON					
Charitable activities					
General		-	-	-	-
Subsistence and refreshments		646	82	728	762
Staff travel		463	-	463	336
Staff recruitment		740	93	833	834
Staff training		1,644	133	1,777	796
Volunteer training		497	63	560	1,100
Volunteer expenses		2,787	-	2,787	3,173
Volunteer other		561	71	632	363
Wages and salaries		194,118	72,318	266,436	237,418
Support costs - Offices costs		38,091	5,516	43,607	40,704
Support costs - Premises costs		26,088	4,091	30,179	29,207
Support costs - Legal and professional fees		83	15	98	2,173
Support costs - Depreciation		3,353	-	3,353	1,703
Support costs - Other costs		<u>1,243</u>	<u>83</u>	<u>1,326</u>	<u>1,047</u>
Total		<u>270,314</u>	<u>82,465</u>	<u>352,779</u>	<u>319,616</u>
NET INCOME/(EXPENDITURE)		66,086	(6,033)	60,053	20,014
Transfers between funds	14	<u>(19,411)</u>	<u>19,411</u>	<u>-</u>	<u>-</u>
Net movement in funds		46,675	13,378	60,053	20,014
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>313,726</u>	<u>9,233</u>	<u>322,959</u>	<u>302,945</u>
TOTAL FUNDS CARRIED FORWARD		<u>360,401</u>	<u>22,611</u>	<u>383,012</u>	<u>322,959</u>

The notes form part of these financial statements

Mid Suffolk Citizens Advice Bureau

Balance Sheet
31 March 2024

	Notes	31.3.24 £	31.3.23 £
FIXED ASSETS			
Tangible assets	9	10,059	5,107
CURRENT ASSETS			
Debtors	10	15,159	300
Cash at bank		<u>400,847</u>	<u>378,493</u>
		416,006	378,793
CREDITORS			
Amounts falling due within one year	11	(43,053)	(60,941)
		<u>372,953</u>	<u>317,852</u>
NET CURRENT ASSETS			
TOTAL ASSETS LESS CURRENT LIABILITIES		383,012	322,959
		<u>383,012</u>	<u>322,959</u>
NET ASSETS			
FUNDS	14		
Unrestricted funds		360,401	313,726
Restricted funds		<u>22,611</u>	<u>9,233</u>
TOTAL FUNDS		<u>383,012</u>	<u>322,959</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The notes form part of these financial statements

Mid Suffolk Citizens Advice Bureau

Balance Sheet - continued
31 March 2024

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on25/10/2024..... and were signed on its behalf by:

.....M. Henry.....
Trustee

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

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

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - 25% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

1. ACCOUNTING POLICIES - continued

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. DONATIONS AND LEGACIES

	31.3.24	31.3.23
	£	£
Donations	34,938	32,277
Grants	<u>370,057</u>	<u>303,728</u>
	<u>404,995</u>	<u>336,005</u>

Grants received, included in the above, are as follows:

	31.3.24	31.3.23
	£	£
Mid Suffolk District Council	125,500	125,500
Suffolk County Council	60,910	55,967
Hopstead	5,834	10,000
M S Society	-	4,000
Stowmarket Relief Trust	-	200
Rope Trust	25,000	20,000
Stowmarket Town Council	7,600	7,600
The National Association of Citizen Advice Bureaux	99,463	74,211
Ipswich and District CAB	17,500	-
National Lottery	22,000	-
Community Chest	6,250	-
Other grants	-	<u>6,250</u>
	<u>370,057</u>	<u>303,728</u>

3. OTHER TRADING ACTIVITIES

	31.3.24	31.3.23
	£	£
Other income	<u>722</u>	<u>849</u>

4. INVESTMENT INCOME

	31.3.24	31.3.23
	£	£
Deposit account interest	<u>7,115</u>	<u>2,776</u>

5. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.24	31.3.23
	£	£
Depreciation - owned assets	3,354	1,703
Other operating leases	<u>23,897</u>	<u>23,757</u>

6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

7. STAFF COSTS

	31.3.24	31.3.23
	£	£
Wages and salaries	239,999	213,836
Social security costs	12,366	9,583
Other pension costs	<u>14,027</u>	<u>13,999</u>
	<u>266,392</u>	<u>237,418</u>

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total remuneration and benefits received by key management personnel for services provided to the charity was £88,793 (2023: £122,914).

7. STAFF COSTS - continued

The average monthly number of employees during the year was as follows:

	31.3.24	31.3.23
All employees	<u>13</u>	<u>11</u>

No employees received emoluments in excess of £60,000.

8. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	270,760	65,245	336,005
Other trading activities	849	-	849
Investment income	<u>2,776</u>	<u>-</u>	<u>2,776</u>
Total	<u>274,385</u>	<u>65,245</u>	<u>339,630</u>
EXPENDITURE ON			
Charitable activities			
Subsistence and refreshments	762	-	762
Staff travel	336	-	336
Staff recruitment	834	-	834
Staff training	408	388	796
Volunteer training	1,100	-	1,100
Volunteer expenses	3,173	-	3,173
Volunteer other	363	-	363
Wages and salaries	181,373	56,045	237,418
Support costs - Offices costs	35,157	5,547	40,704
Support costs - Premises costs	29,207	-	29,207
Support costs - Legal and professional fees	2,173	-	2,173
Support costs - Depreciation	1,703	-	1,703
Support costs - Other costs	<u>1,047</u>	<u>-</u>	<u>1,047</u>
Total	<u>257,636</u>	<u>61,980</u>	<u>319,616</u>
NET INCOME	16,749	3,265	20,014
RECONCILIATION OF FUNDS			
Total funds brought forward	296,977	5,968	302,945

8. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
TOTAL FUNDS CARRIED FORWARD	<u>313,726</u>	<u>9,233</u>	<u>322,959</u>

9. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
At 1 April 2023	40,798
Additions	8,306
Disposals	<u>(12,944)</u>
At 31 March 2024	<u>36,160</u>
DEPRECIATION	
At 1 April 2023	35,691
Charge for year	3,354
Eliminated on disposal	<u>(12,944)</u>
At 31 March 2024	<u>26,101</u>
NET BOOK VALUE	
At 31 March 2024	<u>10,059</u>
At 31 March 2023	<u>5,107</u>

10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23
	£	£
Prepayments and accrued income	<u>15,159</u>	<u>300</u>

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23
	£	£
Trade creditors	3,822	-
Social security and other taxes	151	-
Accruals and deferred income	<u>39,080</u>	<u>60,941</u>
	<u>43,053</u>	<u>60,941</u>

12. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	31.3.24	31.3.23
	£	£
Within one year	16,706	20,048
Between one and five years	<u>-</u>	<u>16,706</u>
	<u>16,706</u>	<u>36,754</u>

13. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
Fixed assets	10,059	-	10,059	5,107
Current assets	393,395	22,611	416,006	378,793
Current liabilities	<u>(43,053)</u>	<u>-</u>	<u>(43,053)</u>	<u>(60,941)</u>
	<u>360,401</u>	<u>22,611</u>	<u>383,012</u>	<u>322,959</u>

14. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	118,726	66,086	(19,411)	165,401
Equipment Reserve	20,000	-	-	20,000
Contractual Commitment Reserve	55,000	-	-	55,000
Development Reserve	80,000	-	-	80,000
Property Reserve	40,000	-	-	40,000
	<u>313,726</u>	<u>66,086</u>	<u>(19,411)</u>	<u>360,401</u>
Restricted funds				
BIM Project	-	(11,937)	11,937	-
M S Society	-	(4,875)	4,875	-
EAP	9,233	12,771	607	22,611
React	-	(1,992)	1,992	-
	<u>9,233</u>	<u>(6,033)</u>	<u>19,411</u>	<u>22,611</u>
TOTAL FUNDS	<u>322,959</u>	<u>60,053</u>	<u>-</u>	<u>383,012</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	336,400	(270,314)	66,086
Restricted funds			
BIM Project	3,500	(15,437)	(11,937)
M S Society	1	(4,876)	(4,875)
EAP	55,431	(42,660)	12,771
React	17,500	(19,492)	(1,992)
	<u>76,432</u>	<u>(82,465)</u>	<u>(6,033)</u>
TOTAL FUNDS	<u>412,832</u>	<u>(352,779)</u>	<u>60,053</u>

14. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	171,977	16,749	(70,000)	118,726
Equipment Reserve	20,000	-	-	20,000
Contractual Commitment Reserve	55,000	-	-	55,000
Development Reserve	10,000	-	70,000	80,000
Property Reserve	40,000	-	-	40,000
	<u>296,977</u>	<u>16,749</u>	<u>-</u>	<u>313,726</u>
Restricted funds				
EAP	5,968	3,265	-	9,233
	<u>5,968</u>	<u>3,265</u>	<u>-</u>	<u>9,233</u>
TOTAL FUNDS	<u>302,945</u>	<u>20,014</u>	<u>-</u>	<u>322,959</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	274,385	(257,636)	16,749
Restricted funds			
BIM Project	3,000	(3,000)	-
M S Society	4,000	(4,000)	-
EAP	38,245	(34,980)	3,265
Rope Trust	20,000	(20,000)	-
	<u>65,245</u>	<u>(61,980)</u>	<u>3,265</u>
TOTAL FUNDS	<u>339,630</u>	<u>(319,616)</u>	<u>20,014</u>

14. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	171,977	82,835	(89,411)	165,401
Equipment Reserve	20,000	-	-	20,000
Contractual Commitment Reserve	55,000	-	-	55,000
Development Reserve	10,000	-	70,000	80,000
Property Reserve	<u>40,000</u>	<u>-</u>	<u>-</u>	<u>40,000</u>
	296,977	82,835	(19,411)	360,401
Restricted funds				
BIM Project	-	(11,937)	11,937	-
M S Society	-	(4,875)	4,875	-
EAP	5,968	16,036	607	22,611
React	<u>-</u>	<u>(1,992)</u>	<u>1,992</u>	<u>-</u>
	<u>5,968</u>	<u>(2,768)</u>	<u>19,411</u>	<u>22,611</u>
TOTAL FUNDS	<u>302,945</u>	<u>80,067</u>	<u>-</u>	<u>383,012</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	610,785	(527,950)	82,835
Restricted funds			
BIM Project	6,500	(18,437)	(11,937)
M S Society	4,001	(8,876)	(4,875)
EAP	93,676	(77,640)	16,036
Rope Trust	20,000	(20,000)	-
React	<u>17,500</u>	<u>(19,492)</u>	<u>(1,992)</u>
	<u>141,677</u>	<u>(144,445)</u>	<u>(2,768)</u>
TOTAL FUNDS	<u>752,462</u>	<u>(672,395)</u>	<u>80,067</u>

Designated funds

14. MOVEMENT IN FUNDS - continued

Equipment Reserve - a reserve to ensure there is enough capital to upgrade or replace IT and communications as required and to replace office equipment when it becomes obsolete or beyond economic repair. Funds are also required from time-to-time to purchase new equipment for new projects. The Trustees consider a sum of £20,000 held in reserve will permit replacement of these items when they fail or require upgrading and the purchase of additional equipment. In 2023/24 £10,883 of unbudgeted additional IT and office equipment was purchased using this designated reserve. This has necessitated the movement of funds at year end to maintain this reserve at 20,000.

Contractual Commitment Reserve - a reserve to ensure that the charity can cover contracted payments to staff such as redundancy, provision of maternity, paternity and long-term sickness cover, payment of pension funds and the costs of any disciplinary and/or grievance procedures that may arise. This category of Reserve also covers the costs of curtailing on-going contracts (for instance IT and communications contracts) where necessary. The Trustees consider a sum of £55,000 to be applicable for this purpose.

Development Reserve - a reserve to allow the charity to undertake the development of new projects and areas of work and to conduct full feasibility studies on the advisability of such projects. The estimated costing of any proposed projects will be contained within the charity's strategic business and development plan and will be self-supporting once established. An initial project start-up reserve limit of £10,000 will be applicable. In 2023/24 to cover a shortfall in income there was £33,224 expenditure from this designated reserve for Supported Access Advice, a new project to improve accessibility to our services. This has necessitated the movement of funds at year end to maintain the reserve at £80,000.

In March 2023, the Trustees adopted a new resourcing strategy designed to improve accessibility, flexibility, quality and fundraising. It is recognised that this strategy involves investment in resources that should bring a pay-back in future years, but may require MSCAB to run a deficit for one or two years. To recognise this investment, the Trustees approved an extra designated reserve of £70,000 to cover a possible funding shortfall in the coming year.

Property Reserve - a reserve to cover the potential costs of a move to alternative premises. These costs would include legal fees; costs for moving the paperwork, furniture and equipment, installation of IT and telecoms equipment and adaptation of the premises to allow for the provision of a confidential advice service to required standards. Added to this is an amount for Dilapidations, i.e the replacement of carpets and re-decoration and general repairs to existing premises. The total Property Reserve has been set by Trustees at £40,000.

Restricted funds

Benefit & Income Maximisation ("BIM") Project - a community project aimed at ensuring full entitlement for appropriate benefits and grants for persons within Mid Suffolk.

MS Society Project - funding to provide advice to families affected by Multiple Sclerosis.

Energy Advice Project (EAP) - provides one to one advice on: getting the best price for your fuel; repaying fuel debts; energy efficiency measures such as loft and cavity wall insulation; and grants for fuel.

React Project - The React fund was provided by Ipswich and District Citizens Advice Bureau and this was in relation to employing a support and advice coordination worker. The project ended early in September 2023 when the adviser resigned.

15. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024.

Detailed Statement of Financial Activities
for the Year Ended 31 March 2024

	31.3.24 £	31.3.23 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	34,938	32,277
Grants	<u>370,057</u>	<u>303,728</u>
	404,995	336,005
Other trading activities		
Other income	722	849
Investment income		
Deposit account interest	<u>7,115</u>	<u>2,776</u>
Total incoming resources	412,832	339,630
EXPENDITURE		
Charitable activities		
Wages	239,999	213,836
Social security	12,366	9,583
Pensions	14,027	13,999
Other operating leases	23,897	23,757
Insurance	2,073	1,745
Light and heat	3,245	3,642
Telephone	2,236	1,990
Postage and stationery	1,639	2,545
Sundries	499	72
Subsistence and refreshments	729	762
Staff training	1,777	796
Volunteer training	560	1,100
Staff recruitment	833	834
Volunteer expenses	2,787	3,173
Volunteer other	632	363
Other office costs	32,800	30,983
Accountancy and consultancy	8,722	6,224
Legal fees	98	2,173
Staff travel	463	336
Computer equipment	3,353	1,703
PAYE interest charges	<u>44</u>	<u>-</u>
	352,779	319,616

This page does not form part of the statutory financial statements

Mid Suffolk Citizens Advice Bureau

Detailed Statement of Financial Activities
for the Year Ended 31 March 2024

	<u>31.3.24</u> <u>£</u>	<u>31.3.23</u> <u>£</u>
Total resources expended	<u>352,779</u>	<u>319,616</u>
Net income	<u><u>60,053</u></u>	<u><u>20,014</u></u>

This page does not form part of the statutory financial statements

MID SUFFOLK CITIZENS ADVICE BUREAU

England & Wales - Charity number 1107152

Accounts

COMPANY REGISTRATION NUMBER: 05296023

CHARITY REGISTRATION NUMBER: 1107152

**Mid Suffolk Citizens Advice Bureau
Company Limited by Guarantee
Unaudited financial statements
31 March 2023**

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Financial statements

Year ended 31 March 2023

	Page
Trustees' annual report (incorporating the directors' report)	1
Independent examiner's report to the trustees	13
Statement of financial activities (including income and expenditure account)	14
Balance sheet	15
Notes to the financial statements	16

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report)

Year ended 31 March 2023

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Chair's report

As we all started to move on from the Covid Pandemic the country entered a cost-of-living crisis the like of which has not seen for many decades. The impact of the cost-of-living is being felt across many areas in society but disproportionately impacts on lower income households.

We are committed to helping everyone, whoever they are and whatever their problem; we mean it and we recognise that not everyone is the same. We treat everyone equally but also equitably. What we mean by that is that whilst everyone is equal there will be some who need more help than others to achieve the same outcomes. We are committed to provide the best possible service to all no matter what their circumstances and the team strive to achieve this day in and day out.

Over this year, Citizens Advice Mid Suffolk has again risen to the challenge of providing free and impartial advice to ever increasing numbers of clients who have ever increasingly complex issues. The client data from this year shows a 16% increase in unique clients but a 65% increase in client issues. Our telephone contacts increased by 49%, email contacts by 60% and face-to-face contacts by 162%. The amount of debt we managed for clients increased but we also managed to maximise income for clients by helping more of them to claim their entitlements.

We have a fantastic team of volunteers and paid staff. They work hard to provide an excellent service within often extremely challenging circumstances. Helping people to navigate a way through and address their issues is what we do best and we are very proud of what we deliver for our clients.

The organisation is led by a dedicated group of Trustees and Members. They are all volunteers who give their time freely to support the delivery of our advice services within our communities through ensuring that our organisation is governed correctly.

As a registered Charity Citizens Advice Mid Suffolk is dependent on donations to survive. We must thank our many donors who without financial support like this we would not be able to continue providing this critical support, to those most in need within our communities.

So, as last year, a huge thank you for the continued support of all volunteers and staff at Citizens Advice Mid Suffolk and to all those who support us as funders.

Marsha Hemingway
Chair of the Board of Trustees, Mid Suffolk Citizens Advice Bureau

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

Reference and administrative details

Registered charity name	Mid Suffolk Citizens Advice Bureau
Charity registration number	1107152
Company registration number	05296023
Principal office and registered office	5 Milton Road South Stowmarket Suffolk IP14 1EZ

The trustees

The trustees who served during the year and at the date of approval were as follows:

M Hemingway (Chair)
J Ramsay (Treasurer)
N Gowrley
R Mason
D Muller
G Nunn (Appointed 22/12/2022)
R Talbot
M Virgo
M Wangermann
J Crame (Resigned 08/02/2023)
M Narey (Resigned 25/04/2022)

Management team

S Clifton (Chief Officer)
K Roberts (Operations Manager)
P Roberts (Advice Session Supervisor)
E Robertshaw (Advice Session Manager)

Independent examiner

L Thurston FCCA
Lovewell Blake LLP
Chartered accountants
First Floor Suite
2 Hillside Business Park
Bury St Edmunds
IP32 7EA

Bankers

TSB
7 Market Street
Stowmarket
IP14 1DY

CAF Bank Limited
25 Kings Hill Avenue
Kings Hill
West Malling
ME19 4JQ

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

Objectives and activities

Aims and Principles

We can all face problems that seem complicated or intimidating. At Citizens Advice, we believe no one should have to face these problems without good quality, independent advice.

Our network of charities offers confidential advice online, over the phone, and in person, for free.

When we say we're for everyone, we mean it. People rely on us because we're independent and totally impartial.

No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today. With the right evidence, we can show big organisations - from companies right up to the Government - how they can make things better for people.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

Our Vision and Values

Our vision is to make a positive and lasting difference to the lives of people living and working in Mid Suffolk.

We want to offer an efficient and accessible advice and information service relating to people's legal rights and responsibilities.

We want to offer our services using a holistic approach and acting with our clients in a supportive, empowering, responsible and professional way.

We want to create a working environment that feels equally friendly, welcoming, and respectful to everyone using it.

We operate within an equality framework as agreed by Citizens Advice. This means that we respect equality and diversity and we work within several policies and procedures designed to support them, both in our service delivery and in our recruitment, selection and treatment of volunteers, paid staff and Trustees.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

Objectives

The main objective was to continue to provide advice and guidance to the community of Mid Suffolk, and our activities for the year end 31st March 2023 were targeted to meet that goal. This work was carried out by a team of generalist advisers and specialist advisers using a drop-in, appointment, email, telephone and virtual advice service available for 30 hours a week. The charity records 14 key areas of advice: benefits, consumer, debt, education, employment, finance, health, housing, immigration, legal, relationship, tax, travel and utilities.

In addition to generalist advice, we provided specialist advisory services:

- The Energy Advice Programme (EAP) that provides one to one advice on: getting the best price for your fuel; repaying fuel debts; energy efficiency measures such as loft and cavity wall insulation; and grants for fuel;
- The MS Society Project to provide specialist support for families affected by Multiple Sclerosis;
- Specialist Welfare Benefit advice including form filling and representation at appeals;
- Specialist Employment advice including negotiations with employers and representation at Employment Tribunals;
- Specialist Debt advice to discuss debt management options available to clients including debt management plans, bankruptcy, Debt Relief Orders and IVA.

How our activities deliver Public Benefit

Our main activities and who we try to help are described above. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The Board of Trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

Contribution of Volunteers

The charity's success could not have been achieved without the hard work and dedication of volunteers and staff. The Trustee Board and senior management team recognise the tremendous contribution made by the charity's volunteers in advising the public and administering the service without which the service could not operate. Throughout 2022/23 the service employed 11 paid workers (7.65 FTEs) (2021/22: 12 paid workers, 6.92 FTEs), and was supported by 40 volunteers (2021/22: 35 volunteers).

Volunteers represent the indispensable core of the service for without them, there would not be a Mid Suffolk Citizens Advice Bureau service. Volunteers bring skills, experience, time and energy to the Citizens Advice service. Through information and advice-giving roles, fundraising, research and campaigns, admin, trusteeship and more, volunteers add huge value and increased capacity to the service. Through volunteering with Citizens Advice, volunteers benefit from gaining new skills and personal development, as well as better wellbeing, a sense of fulfilment from helping others, and community engagement. These positive effects on individuals' lives have additional value for society, through the advantages and savings associated with having happier, healthier and productive members of the community.

In 2022-23 the volunteers contributed 14,722 hours (2021/22: 14,180 hours). This may be expressed as an annualised value of £261,592 (2021/22: £251,962). However, their value is inadequately expressed in monetary terms.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

Achievements and performance

During the 2022/2023 financial year, the service was predominantly delivered by telephone and email, face to face and virtually. The number of unique clients increased by 16% to 3551 (2021/22 3059) and client issues increased by 65% to 18,721 (2021/22 11,360).

The key achievements of the organisation in 2022-2023 were:

- 3,551 unique clients assisted, a 16% increase on 2021/22.
- 18,721 advice issues handled, a 65% increase on 2021/22.
- 20,852 individual activities, a 55% increase on 2021/22.
- Email contact increased 60%, telephone contact increased 49% and face to face appointments increased by 162%.
- £1,382,137 (2021/22: £594,601) debt managed, with average debt of £11,813 (2021/22: £9,910).
- £1,134,511 with 109 outcomes still to come (2021/22: £960,743.82) of Welfare Benefits generated by the Benefit and Income Maximisation Project.
- £257,135 with 30 outcomes still to come (2021/22: £233,835.20) awarded in Welfare Benefits through appeals and mandatory reconsiderations.
- £147,120 with 2 outcomes still to come (2021/22: £119,490) of income generated for clients affected by Multiple Sclerosis.
- 557 food parcels.
- 70 free legal advice sessions with a local solicitor.
- Maintained our Advice Quality Standard for quality advice and debt work.
- Maintained the Advice Quality Standard for telephone and welfare benefit advice.
- In a follow-up survey 85% of clients said they would be likely to recommend our service.
- A quarterly newsletter to funders.
- Energy advice provided to 230 (2021/22: 201) clients as part of the Energy Advice Programme and Carbon Monoxide and Energy Project.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

Financial review

Incoming resources in the year were £339,630 (2022: £295,008). Of this £65,245 (2022: £46,829) related to project restricted activities. Expenditure in the year amounted to £319,616 (2022: £271,356) comprised in large part of salaries for our 11 employed staff (7.65 FTE) of £237,418 (2022: £194,788). A surplus of £20,014 (2022: £23,652) was made in the year.

Fundraising activities and Principal funding sources

Total income for the year was £339,630, an increase of £44,622 on 2021/2022. Our principal funding sources were:

- Mid Suffolk District Council (37% of total, 2022: 32%) £125,500.
- The National Association of Citizens Advice Bureaux (22% of total, 2022: 25%) £74,211.
- Suffolk County Council (16% of total, 2022: 7%) £55,967.
- Town & Parish Councils (6% of total, 2022 4%) £20,185.
- Rope Trust (6% of total, 2022: 0%) £20,000.
- Hopstead (3% of total, 2022: 0%) £10,000.

The Trustees extend their gratitude to our principal funders, Mid Suffolk District Council, and Suffolk County Council, bodies with whom we share many strategic objectives and who continued to support the core operating capacity of the charity. In addition, project-specific funding was received from Needham Market & Barking Welfare Charities and the Geoffrey Burton Trust. Stowmarket Town Council provides Mid Suffolk Citizens Advice Bureau with premises to operate from as well as a grant to subsidise part of the rent. Our work with Citizens Advice nationally includes projects involving Energy Advice and specialist Debt Advice.

The charity did not have any borrowings from either a provider of funding or other sources at the Balance Sheet date.

Reserves policy

Mid Suffolk Citizens Advice Bureau is acutely aware of the need to ensure that free monies are available in each financial year to smooth the cash flow and to meet any reasonably foreseeable contingency. Cash flow trends and reserves levels are constantly monitored, and in their planning Trustees and staff try to ensure that income continues to be derived from as wide a variety of sources possible.

We are also aware of the financial pressures experienced by our major funders and our dependence on them and have included this situation in establishing our Reserves policy. Trustees reviewed the potential expenditure that could arise should a significant reduction in income be incurred and determined that a Reserve equivalent to nine to twelve month's unrestricted expenditure should be held.

At 31st March 2023, total unrestricted reserves were £313,726 (2022: £296,977). Of this, £195,000 (2022: £125,000) is designated for specific purposes as outlined below.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

Designated reserves

A proportion of unrestricted funds have been designated with the aim of ensuring the charity's sustainability by making provisions for the replacement of equipment in due course, for fulfilling our contractual commitments, for maintaining our premises and moving if necessary, for the development of new and innovative ideas, and for underpinning longer-term strategic investments. These currently amount to £195,000, as detailed in the notes to the financial statements.

Investment activities

Aside from retaining an amount required to maintain a prudent level of reserves each year, the charity's funds are spent on delivering and developing the free advice service to the community of Mid Suffolk. The reserves were held during the year in a Charities Aid Foundation bank current account, a COIF Charities Deposit Account; a Cambridge and Counties 95-day notice account; a CAF Platinum 30-day notice account a TSB savings account, and a Shawbrook 100-day notice account.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

Plans for the future

Developing a sustainable service during the cost-of-living crisis and preparing for the anticipated large increase in client numbers was a priority for the Trustee Board in 2022/23. This included the continued development of alternative client contact channels and increased advice services being delivered within our local communities.

The funding landscape remains extremely competitive and the charity continues to build on the work completed in the previous financial years, developing diversified funding streams to increase our sustainability and enable us to build a service that is responsive to client needs.

The charity will continue to work to ensure that it delivers a cost-effective service, meaning that we are not only offering value for money to our existing funders but that we have a viable offer, whilst never compromising on the high-quality service that our clients expect and deserve.

There is a three-year Strategic Business and Development Plan with detailed emphasis on the current year. The content of the plan is subject to review by the Trustees and is an agenda item at Trustee Board meetings.

The specific focus this year will be to:

- deliver our advice services within the cost-of-living crisis.
- work with the Local Authorities, Citizens Advice, and partners to deliver the best possible service to our clients whilst protecting the health and wellbeing of our staff and volunteers.
- work with the other Suffolk Citizens Advice offices, Suffolk County Council and the Ipswich and East Suffolk Clinical Commissioning Group to develop long-term sustainable funding.
- Exploring with the other Suffolk Citizens Advice offices a proposal to form a Suffolk Citizens Advice Consortium.
- Working with the other Suffolk Citizens Advice offices to develop a countywide website.
- Continue our recruitment campaign for additional volunteers to replace those who have left the organisation and allow for the expansion of all advice services.
- continue the quarterly email newsletter to key stakeholders.
- use the evidence provided by our clients through Lived Experience groups to influence and change practices and laws at both a local and national level.
- develop the skills and knowledge of the existing volunteers and staff.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

Structure, governance and management

Governing Document

Mid Suffolk Citizens Advice Bureau is a charitable company limited by guarantee, incorporated on 24 November 2004: Company No. 05296023, Charity No. 1107152. The Company is governed under its Articles of Association adopted by an Extraordinary General Meeting on 23rd July 2014. In the event of the company being wound up every member (including members who ceased to be members within one year prior to such winding up) would be required to contribute to the company's assets an amount not exceeding £1.

At 31 March 2023, the company had 23 individual and 7 organisation members (2022: 23 individual and 7 organisations).

Mid Suffolk Citizens Advice Bureau is also known and referred to as Citizens Advice Mid Suffolk with either term being used throughout these accounts.

Trustee Recruitment and Appointment

New trustee board member leads are generated via referrals, advertising and direct approach to Citizens Advice Mid Suffolk. A formal interview process is followed for all applicants with an interview panel comprising of three Trustees or Chief Officer. References are taken for all new Trustees. A separate process agreed by the Trustee Board is followed for the election of the Chair, Vice-Chair and Treasurer.

Trustees are either initially co-opted by the Trustee Board and then elected to the Board at an Annual General Meeting within three years of co-option or, alternatively, elected directly at an Annual General Meeting. Any election lasts for three years by which time the Trustee can be re-elected.

Trustee Induction and Training

New Trustees are briefed on their legal obligations under charity and company law, the content of the Articles of Association, the committee and decision-making processes, the strategic business development plan and recent financial performance of the charity. They also meet key employees, volunteers and other Trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role. Training will be organised dependent on the trustee role and previous experience. Attendance at Citizens Advice events and relevant trainings will be encouraged. A date will be arranged for the new trustee to "sit-in" and observe an advice session including observing some Adviser interviews.

Appraisal of the Trustee Board

The Trustees conduct an annual performance appraisal using a Citizens Advice template. Action is taken on any areas under performing to ensure the Trustee Board conforms to best practice.

Organisational Structure

The Trustee Board is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Mid Suffolk Citizens Advice Bureau and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet quarterly as a minimum, and delegate the day-to-day operation of the organisation to a paid Chief Officer. The Trustee Board has assigned 'portfolio leadership' responsibilities amongst the Trustee group to allow workload to be shared and to give a clear point of contact for senior Mid Suffolk Citizens Advice Bureau staff. The Trustee Board is independent from management.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

A register of members' interests is maintained at the registered office and is available to the public. All Trustees and key employees are required annually to declare they are a "fit and proper person" to be involved in the running of a charity.

The Trustee Board has one committee and an Overview & Scrutiny group, who report to the Chair of the Trustee Board. The Chair, Company Secretary, Treasurer and Chief Officer are entitled to attend the meetings.

- **Appeals Committee**

The Appeals Committee meets as required.

Responsible for:

- To consider appeals according to the organisations disciplinary policy.

Membership - Two Trustees not previously involved in the case. Chair to be reserved for final stage appeal.

- **Overview & Scrutiny Group**

Responsible for:

To provide detailed review of key strategic and governance issues, including:

- Scrutiny of key reports (especially the Chief Officer and Treasurer reports), discussion of issues arising, specification of further work to be carried out by the management group, and development of recommendation for the Trustee Board.
- Scrutiny of key policies and procedures and development of recommendations for the Trustee Board.
- Decision making on topics or issues specifically mandated by the Trustee Board.
- Decisions and recommendations from the O&S to be noted and discussed / approved by the Trustee Board.

Frequency of meetings: Meets six times per annum, usually some 14 days before the TB meetings.

Membership - Membership to be The Chair, Treasurer, Chief Officer and two other trustees.

Related Parties

Citizens Advice Mid Suffolk is a member of Citizens Advice, the national association for the Citizens Advice service. With effect from April 2015 Citizens Advice Bureaux became known as Local Citizens Advice (LCA) and Mid Suffolk Citizens Advice Bureau became known as Citizens Advice Mid Suffolk (CAMS). The charity also cooperates and liaises with many other advisory services, local charities, trusts and social services departments on behalf of clients.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

Audit process

The charitable company is annually audited by Citizens Advice using a Performance and Quality Framework. Every three years the LCA receives a full audit to ensure compliance with the Advice Quality Standard (AQS) and the Money Advice Service Debt Advice Quality Framework (MASDAQF).

The Red/Amber/Yellow and Green (RAYG) scoring system is used to mark each of the five key areas:

- Quality of Advice Assessment;
- Client Experience;
- People Management;
- Leadership;
- Financial Health Monitoring

Quality of Advice Assessment - every quarter the LCA self-assesses a selection of cases which are then checked by a Citizens Advice auditor for the quality of the self-assessment and quality of advice.

Client Experience - a selection of clients is contacted by email or text after the advice process to assess their satisfaction with the service and the advice provided.

People Management - an annual survey is sent to all staff and volunteers to ask people about their experiences, identify what's working well and see where improvements can be made.

Leadership - the Trustees annually self-assess how well the charity is run and whether it is delivering good quality services. The self-assessment is checked by an auditor from Citizens Advice.

Financial Health Monitoring - quarterly financial reports are provided to Citizens Advice which are assessed against the budget and the Reserves Policy. A comparison is provided against LCA in the family group.

In September 2022, the charity year 1 (3 year cycle) audit scored green in all five areas.

Risk management

The Trustees have reviewed their procedures considering corporate governance guidance contained within the Statement of Recommended Practice 'Accounting and Reporting by Charities'. A risk assessment report is contained within the strategic business development plan. The report considers potential changes to the environment in which the charity is working and highlights how these would impact on its services. The organisation faces a range of operational risks and the key to successful risk management is to identify potential risks, the likelihood of them occurring and then mitigate their impact. The Risk Register is a formal statement of the charity's risk management strategy and how the impact of potential risks can be minimised. Identifying the risks is an important element of risk management and has been given detailed and careful consideration.

Mid Suffolk Citizens Advice Bureau's objectives, its internal organisation and the environment in which it operates are continually evolving and as a result, the risks it faces are not constant. The organisation is mindful that it needs to operate under Government guidelines during the pandemic. Organisational success derives, in part, from successful risk taking and so the purpose of internal control is to help manage and control risk appropriately rather than to eliminate it.

The following measures will help minimise the risks:

- Trustee Board recognises its role as the ultimate authority about the governance of the organisation and the management team and staff recognise that they operate with delegated authority;

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

- Effective appraisal of the Chief Officer and management team;
- Staff awareness of sources of funding and the consequences arising from any failure to deliver services in line with grant agreements and contracts;
- The effective use of probationary periods; staff and volunteer supervision and appraisal; and policies to promptly identify and deal with issues of concern;
- Regular case sheet checking; Independent File Reviews and training to ensure quality;
- Regular review and analysis of statistics to ensure targets are met;
- Maintaining good relationships with funders to identify potential future funding problems and potential funding opportunities;
- Ensuring adequate financial reserves;
- Monthly financial monitoring against annual budget;
- Good communication between volunteers, staff, the management team and the Trustee Board;
- Maintaining independence and political neutrality to avoid conflict of interests.

Statement of Internal Control

The Trustee Board oversee the information security of all the personal information that is processed, including the personal information of our clients, staff, funders and strategic partners. Mid Suffolk Citizens Advice Bureau hold joint responsibility for client data that is held in our case management system with the national Citizens Advice Service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements the General Data Protection Regulation and Data Protection Act 2018.

Small company provisions

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

The trustees' annual report was approved on ...08/11/2023... and signed on behalf of the board of trustees by:



M Hemingway (Chair)
Trustee

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Statement of financial activities (including income and expenditure account)

Year ended 31 March 2023

		Unrestricted funds £	2023 Restricted funds £	Total funds £	2022 Total funds £
Income and endowments	Note				
Grants and donations	5	270,760	65,245	336,005	292,029
Charitable activities	7	849	–	849	1,782
Investment income	8	2,776	–	2,776	1,197
Total income		<u>274,385</u>	<u>65,245</u>	<u>339,630</u>	<u>295,008</u>
Expenditure					
Charitable activities	9	257,636	61,980	319,616	271,356
Total expenditure		<u>257,636</u>	<u>61,980</u>	<u>319,616</u>	<u>271,356</u>
Net income and net movement in funds		<u>16,749</u>	<u>3,265</u>	<u>20,014</u>	<u>23,652</u>
Reconciliation of funds					
Total funds brought forward		296,977	5,968	302,945	279,293
Total funds carried forward		<u>313,726</u>	<u>9,233</u>	<u>322,959</u>	<u>302,945</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 16 to 25 form part of these financial statements.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Independent examiner's report to the trustees of Mid Suffolk Citizens Advice Bureau

Year ended 31 March 2023

I report to the charity trustees on my examination of the financial statements of the company for the year ended 31 March 2023 which comprise the statement of financial activities (including income and expenditure account), balance sheet and the related notes.

Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's financial statements as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the financial statements do not accord with those records; or
3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



L Thurston FCCA
Independent Examiner

Lovewell Blake LLP
Chartered accountants
First Floor Suite
2 Hillside Business Park
Bury St Edmunds
IP32 7EA

13 November 2023

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Balance sheet

31 March 2023

	Note	2023 £	£	2022 £	£
Fixed assets					
Tangible fixed assets	14		5,107		–
Current assets					
Debtors	15	300		14,048	
Cash at bank and in hand		378,493		313,968	
		<u>378,793</u>		<u>328,016</u>	
Creditors: Amounts falling due within one year	16	<u>(60,941)</u>		<u>(25,071)</u>	
Net current assets			<u>317,852</u>		<u>302,945</u>
Total assets less current liabilities			<u>322,959</u>		<u>302,945</u>
Net assets			<u>322,959</u>		<u>302,945</u>
Funds of the charity					
Restricted funds			9,233		5,968
Unrestricted funds			313,726		296,977
Total charity funds	17		<u>322,959</u>		<u>302,945</u>

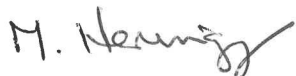
For the year ending 31 March 2023 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 08/11/2023, and are signed on behalf of the board by:



M Hemingway (Chair)
Trustee

Company registration number: 05296023

The notes on pages 16 to 25 form part of these financial statements.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements

Year ended 31 March 2023

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 5 Milton Road South, Stowmarket, Suffolk, IP14 1EZ.

2. Statement of compliance

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 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.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

The accounts have been prepared on the going concern basis and the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected income and expenditure for the next 12 months from authorising these financial statements. The budgeted income and expenditure are sufficient with the level of reserves for the charity to be able to continue as a going concern.

Income tax

As a registered charity, the activities are exempt from United Kingdom Income and Corporation taxation, provided that the income is applied to charitable purposes.

Fund accounting

Unrestricted funds are available for use at the discretion of the Trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the Trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

3. Accounting policies *(continued)*

Income

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.

- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.

- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Office equipment - 25% - 33% Straight line

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

3. Accounting policies *(continued)*

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

4. Limited by guarantee

The charity is a company limited by guarantee. None of the Trustees have a beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

5. Grants and donations

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Donations			
Donations	29,277	3,000	32,277
Grants			
Grants	<u>241,483</u>	<u>62,245</u>	<u>303,728</u>
	<u>270,760</u>	<u>65,245</u>	<u>336,005</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Donations			
Donations	30,144	2,850	32,994
Grants			
Grants	<u>215,056</u>	<u>43,979</u>	<u>259,035</u>
	<u>245,200</u>	<u>46,829</u>	<u>292,029</u>

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

6. Grants and donations

	2023 £	2022 £
Grants Receivable		
Mid Suffolk District Council	125,500	95,500
The National Association of Citizen Advice Bureaux	74,211	72,994
Suffolk County Council	55,967	19,431
Rope Trust	20,000	–
Hopestead	10,000	–
Stowmarket Town Council	7,600	7,600
East Suffolk Council	6,250	–
M S Society	4,000	4,333
Stowmarket Relief Trust	200	5,500
Ipswich & East Suffolk CCG	–	24,926
Ipswich & District CAB - Suffolk Advice & Support Service	–	11,700
Suffolk Community Foundation	–	8,718
Innovation Community	–	8,333
	<u>303,728</u>	<u>259,035</u>
Donations		
Private Donations	10,787	5,564
Parish Councils	7,085	7,059
Needham Market Town Council	5,500	4,500
Alfred Williams Charitable Trust	3,000	3,000
CAMs Mayor	2,900	–
Geoffrey Burton Charitable Trust	2,000	1,850
Needham Market & Barking Welfare Charities	1,000	1,000
Other donations	5	19
Margaret Wright Birketts LLP	–	10,002
	<u>32,277</u>	<u>32,994</u>

7. Charitable activities

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
Other income	<u>849</u>	<u>849</u>	<u>1,782</u>	<u>1,782</u>

8. Investment income

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
Bank interest receivable	<u>2,776</u>	<u>2,776</u>	<u>1,197</u>	<u>1,197</u>

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

9. Expenditure on charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Subsistence and refreshments	762	–	762
Staff travel	336	–	336
Surviving winter grants	–	–	–
Staff recruitment	834	–	834
Staff training	408	388	796
Volunteer training	1,100	–	1,100
Volunteer expenses	3,173	–	3,173
Volunteer other	363	–	363
Wages and salaries	181,373	56,045	237,418
Support costs	69,287	5,547	74,834
	<u>257,636</u>	<u>61,980</u>	<u>319,616</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Subsistence and refreshments	414	–	414
Staff travel	637	7	644
Surviving winter grants	9,207	–	9,207
Staff recruitment	75	–	75
Staff training	1,403	–	1,403
Volunteer training	500	–	500
Volunteer expenses	1,150	211	1,361
Volunteer other	385	–	385
Wages and salaries	148,208	46,580	194,788
Support costs	48,515	14,064	62,579
	<u>210,494</u>	<u>60,862</u>	<u>271,356</u>

Analysis of support costs

	2023 £	2022 £
Offices costs	40,704	28,740
Premises costs	29,207	29,489
Legal and professional fees	2,173	1,867
Depreciation	1,703	–
Other costs	1,047	2,483
	<u>74,834</u>	<u>62,579</u>

10. Net income

Net income is stated after charging:

	2023 £	2022 £
Operating lease rentals	23,757	21,629

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

11. Independent examination fees

	2023	2022
	£	£
Fees payable to the independent examiner for: Independent examination of the financial statements	<u>2,136</u>	<u>1,854</u>

12. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2023	2022
	£	£
Wages and salaries	213,836	176,991
Social security costs	9,583	6,458
Pension costs	13,999	11,339
	<u>237,418</u>	<u>194,788</u>

The average head count of employees during the year was 11 (2022: 14).

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total remuneration and benefits received by key management personnel for services provided to the charity was £122,914 (2022: £106,738)

No employee received employee benefits of more than £60,000 during the year (2022: Nil).

13. Trustee remuneration and expenses

No trustees received any remuneration or reimbursed expenses during this or the prior year.

14. Tangible fixed assets

	Office equipment £
Cost	
At 1 April 2022	33,988
Additions	<u>6,810</u>
At 31 March 2023	<u>40,798</u>
Depreciation	
At 1 April 2022	33,988
Charge for the year	<u>1,703</u>
At 31 March 2023	<u>35,691</u>
Carrying amount	
At 31 March 2023	<u>5,107</u>
At 31 March 2022	<u>-</u>

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

15. Debtors

	2023	2022
	£	£
Prepayments and accrued income	300	14,048

16. Creditors: Amounts falling due within one year

	2023	2022
	£	£
Accruals and deferred income	60,941	24,871
Other creditors	—	200
	<u>60,941</u>	<u>25,071</u>

Included in creditor amounts falling due within one year is conditional deferred income of £56,060 (2022: £15,507) for future periods.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

17. Analysis of charitable funds

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
Unrestricted funds					
General Funds	171,977	274,385	(257,636)	(70,000)	118,726
Equipment Reserve	20,000	–	–	–	20,000
Contractual Commitment Reserve	55,000	–	–	–	55,000
Development Reserve	10,000	–	–	70,000	80,000
Property Reserve	40,000	–	–	–	40,000
	<u>296,977</u>	<u>274,385</u>	<u>(257,636)</u>	<u>–</u>	<u>313,726</u>
Restricted funds					
BIM Project	–	3,000	(3,000)	–	–
M S Society	–	4,000	(4,000)	–	–
EAP	5,968	38,245	(34,980)	–	9,233
Rope Trust	–	20,000	(20,000)	–	–
	<u>5,968</u>	<u>65,245</u>	<u>(61,980)</u>	<u>–</u>	<u>9,233</u>
	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
Unrestricted funds					
General Funds	124,203	248,179	(209,287)	(38,704)	171,977
Equipment Reserve	20,000	–	–	–	20,000
Contractual Commitment Reserve	55,000	–	–	–	55,000
Development Reserve	10,000	–	–	–	10,000
Property Reserve	40,000	–	–	–	40,000
Covid 19 Reserve	25,000	–	(1,207)	23,793	–
	<u>274,203</u>	<u>248,179</u>	<u>(210,494)</u>	<u>(14,911)</u>	<u>296,977</u>
Restricted funds					
BIM Project	–	2,850	(12,895)	10,045	–
Employment Advice	4,669	–	(5,772)	1,103	–
Help to Claim	–	18,463	(21,513)	3,050	–
M S Society	421	4,333	(5,467)	713	–
EAP	–	13,583	(7,615)	–	5,968
Rent	–	7,600	(7,600)	–	–
	<u>5,090</u>	<u>46,829</u>	<u>(60,862)</u>	<u>14,911</u>	<u>5,968</u>

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

Designated funds

Equipment Reserve - a reserve to ensure there is enough capital to upgrade or replace IT and communications as required and to replace office equipment when it becomes obsolete or beyond economic repair. Funds are also required from time-to-time to purchase new equipment for new projects. The Trustees consider a sum of £20,000 held in reserve will permit replacement of these items when they fail or require upgrading and the purchase of additional equipment.

Contractual Commitment Reserve - a reserve to ensure that the charity can cover contracted payments to staff such as redundancy, provision of maternity, paternity and long-term sickness cover, payment of pension funds and the costs of any disciplinary and/or grievance procedures that may arise. This category of Reserve also covers the costs of curtailing on-going contracts (for instance IT and communications contracts) where necessary. The Trustees consider a sum of £55,000 to be applicable for this purpose.

Development Reserve - a reserve to allow the charity to undertake the development of new projects and areas of work and to conduct full feasibility studies on the advisability of such projects. The estimated costing of any proposed projects will be contained within the charity's strategic business and development plan and will be self-supporting once established. An initial project start-up reserve limit of £10,000 will be applicable.

In March 2023, the Trustees adopted a new resourcing strategy designed to improve accessibility, flexibility, quality and fundraising. It is recognised that this strategy involves investment in resources that should bring a pay-back in future years, but may require MSCAB to run a deficit for one or two years. To recognise this investment, the Trustees have approved an extra designated reserve of £70,000 to cover a possible funding shortfall in the coming year.

Property Reserve - a reserve to cover the potential costs of a move to alternative premises. These costs would include legal fees; costs for moving the paperwork, furniture and equipment, installation of IT and telecoms equipment and adaptation of the premises to allow for the provision of a confidential advice service to required standards. Added to this is an amount for Dilapidations, i.e the replacement of carpets and re-decoration and general repairs to existing premises. The total Property Reserve has been set by Trustees at £40,000.

Restricted funds

Benefit & Income Maximisation ("BIM") Project - a community project aimed at ensuring full entitlement for appropriate benefits and grants for persons within Mid Suffolk.

MS Society Project - funding to provide advice to families affected by Multiple Sclerosis.

Energy Advice Project (EAP) - provides one to one advice on: getting the best price for your fuel; repaying fuel debts; energy efficiency measures such as loft and cavity wall insulation; and grants for fuel.

Rope Trust - funding to provide a dedicated Financial Capability worker.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

18. Analysis of net assets between funds

As at 31 March 2023

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds 2023
Current assets	118,726	195,000	9,233	322,959
Net Assets	<u>118,726</u>	<u>195,000</u>	<u>9,233</u>	<u>322,959</u>

As at 31 March 2022

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds 2022
Current assets	171,977	125,000	5,968	302,945
Net Assets	<u>171,977</u>	<u>125,000</u>	<u>5,968</u>	<u>302,945</u>

19. Financial commitments

Total commitments under non-cancellable operating leases are as follows:

	2023 £	2022 £
Amounts due within one year	20,048	18,607
Amounts due between one and 5 years	16,706	—
	<u>36,754</u>	<u>18,607</u>

20. Related parties

There have been no related party transactions in this or the previous reporting year.

MID SUFFOLK CITIZENS ADVICE BUREAU

England & Wales - Charity number 1107152

Accounts

COMPANY REGISTRATION NUMBER: 05296023

CHARITY REGISTRATION NUMBER: 1107152

**Mid Suffolk Citizens Advice Bureau
Company Limited by Guarantee
Unaudited financial statements
31 March 2022**

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Financial statements

Year ended 31 March 2022

	Page
Trustees' annual report (incorporating the directors' report)	1
Independent examiner's report to the trustees	13
Statement of financial activities (including income and expenditure account)	15
Balance sheet	16
Notes to the financial statements	17

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report)

Year ended 31 March 2022

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited 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 notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Chair's report

This has been a year of major change that required Citizens Advice Mid Suffolk to be flexible, adapt in new directions and brought with these additional challenges. As the country continued to deal with the impact of the Covid pandemic, there were many changes to social welfare support, employment and housing that left many feeling perplexed and need of our support and advice.

At Citizens Advice we are compelled to help people who are in need. In the changing times of Covid and associated economic pressures, we are dealing with a greater number of requests for help from the public. We are committed to helping everyone, whoever they are and whatever their problem; we mean it and we recognise that not everyone is the same.

Our volunteers and paid staff are working hard to provide an excellent service within, these demanding economic times for all our clients. As we adjust to changes in government policy and support, the way forward for some may seem muddled and here we can help. Our highly trained advisers are there for everyone. The Chief Officer and their team are constantly reappraising the service we provide to ensure we are maximising our reach within our communities and providing a quality service to those who are in need.

As a registered Charity Citizens Advice Mid Suffolk is dependent on donations to survive. We must thank our many donors, including the Mayor of Stowmarket, for electing us as one of their Charities of the Year and the legacy received from the estate of Margaret Wright who had previously volunteered with us. Without financial support like this we would not exist.

So, a big thank you for the continued support of the wonderful team at Citizens Advice Mid Suffolk and to all our funders.

Marsha Hemingway

Chair of the Board of Trustees, Mid Suffolk Citizens Advice Bureau

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Reference and administrative details

Registered charity name	Mid Suffolk Citizens Advice Bureau
Charity registration number	1107152
Company registration number	05296023
Principal office and registered office	5 Milton Road South Stowmarket Suffolk IP14 1EZ

The trustees

The trustees who served during the year and at the date of approval were as follows:

M Hemingway (Chair)
I Rickard (Resigned 30/04/21)
J Ramsay (Treasurer)
J Crame (Appointed 24/11/21)
N Gowrley
R Mason (Appointed 24/11/21)
D Muller
M Narey (Resigned 25/04/22)
R Rehahn (Resigned 03/06/21)
R Talbot
M Virgo (Appointed 16/03/22)
M Wangermann
I Wright (Resigned 30/07/21)

Management team

S Clifton (Chief Officer)
K Roberts (Operations Manager)
P Roberts (Advice Session Supervisor)
E Robertshaw (Advice Session Manager)

Independent examiner

L Thurston FCCA
Lovewell Blake LLP
Chartered accountants
First Floor Suite
2 Hillside Business Park
Bury St Edmunds
IP32 7EA

Bankers

TSB
7 Market Street
Stowmarket
IP14 1DY

CAF Bank Limited
25 Kings Hill Avenue
Kings Hill
West Malling
ME19 4JQ

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Objectives and activities

Aims and Principles

We can all face problems that seem complicated or intimidating. At Citizens Advice, we believe no one should have to face these problems without good quality, independent advice.

Our network of charities offers confidential advice online, over the phone, and in person, for free.

When we say we're for everyone, we mean it. People rely on us because we're independent and totally impartial.

No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today. With the right evidence, we can show big organisations - from companies right up to the Government - how they can make things better for people.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

Our Vision and Values

Our vision is to make a positive and lasting difference to the lives of people living and working in Mid Suffolk.

We want to offer an efficient and accessible advice and information service relating to people's legal rights and responsibilities.

We want to offer our services using a holistic approach and acting with our clients in a supportive, empowering, responsible and professional way.

We want to create a working environment that feels equally friendly, welcoming, and respectful to everyone using it.

We operate within an equality framework as agreed by Citizens Advice. This means that we respect equality and diversity and we work within several policies and procedures designed to support them, both in our service delivery and in our recruitment, selection and treatment of volunteers, paid staff and Trustees.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Objectives

The main objective was to continue to provide advice and guidance to the community of Mid Suffolk, and our activities for the year end 31st March 2022 were targeted to meet that goal. This work was carried out by a team of generalist advisers and specialist advisers using a drop-in, appointment, email, telephone and virtual advice service available for 30 hours a week. The charity records 14 key areas of advice: benefits, consumer, debt, education, employment, finance, health, housing, immigration, legal, relationship, tax, travel and utilities.

In addition to generalist advice, we provided specialist advisory services:

- The Energy Advice Programme (EAP) that provides one to one advice on: getting the best price for your fuel; repaying fuel debts; energy efficiency measures such as loft and cavity wall insulation; and grants for fuel;
- The MS Society Project to provide specialist support for families affected by Multiple Sclerosis;
- Specialist Welfare Benefit advice including form filling and representation at appeals;
- Specialist Employment advice including negotiations with employers and representation at Employment Tribunals;
- Specialist Debt advice to discuss debt management options available to clients including debt management plans, bankruptcy, Debt Relief Orders and IVA.

How our activities deliver Public Benefit

Our main activities and who we try to help are described above. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The Board of Trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

Contribution of Volunteers

The charity's success could not have been achieved without the hard work and dedication of volunteers and staff. The Trustee Board and senior management team recognise the tremendous contribution made by the charity's volunteers in advising the public and administering the service without which the service could not operate. Throughout 2021/22 the service employed 12 paid workers (6.92 FTEs) (2020/21: 12 paid workers, 6.28 FTEs), and was supported by 35 volunteers (2020/21: 39 volunteers).

Volunteers represent the indispensable core of the service for without them, there would not be a Mid Suffolk Citizens Advice Bureau service. Volunteers bring skills, experience, time and energy to the Citizens Advice service. Through information and advice-giving roles, fundraising, research and campaigns, admin, trusteeship and more, volunteers add huge value and increased capacity to the service. Through volunteering with Citizens Advice, volunteers benefit from gaining new skills and personal development, as well as better wellbeing, a sense of fulfillment from helping others, and community engagement. These positive effects on individuals' lives have additional value for society, through the advantages and savings associated with having happier, healthier and productive members of the community.

In 2021-22 the volunteers contributed 14,180 hours (2020/21: 11,976) an increase on the previous year year due to many returning as the Covid pandemic restrictions were reduced. This may be expressed as an annualised value of £251,962 (2020/21: £229,003). However, their value is inadequately expressed in monetary terms.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Achievements and performance

During the 2021/2022 financial year, the service was predominantly delivered by telephone and email, with face to face and virtual appointments as required. We have had a slight decrease on the amount of unique clients assisted, however both advice issues and activities have gone up considerably, meaning we are seeing more repeat clients.

The key achievements of the organisation in 2021/22 were:

- 3,059 unique clients assisted, a 6% decrease on 2020/21.
- 11,363 advice issues handled, a 25% increase on 2020/21.
- 13,425 individual activities, a 15% increase on 2020/21.
- Email contact increased 3%, telephone contact increased 18% and face to face appointments increased by 124%.
- £594,601 (2020/21: £548,224) debt managed, with average debt of £9,910 (2020/21: £17,132).
- £960,743.82 with 57 outcomes still to come (2020: £850,144) of Welfare Benefits generated by the Benefit and Income Maximisation Project.
- £233,835.20 with 20 outcomes still to come (2020: £348,088) awarded in Welfare Benefits through appeals and mandatory reconsiderations.
- £119,490 with 2 outcomes still to come (2020: £181,787) of income generated for clients affected by Multiple Sclerosis.
- 557 (2020/21: 520) food parcels.
- 71 (2020/21: 42) free legal advice sessions with a local solicitor.
- 140 (2020/21: 134) clients provided with Pension Wise guidance.
- 116 clients (2020/21 282) helped by the Help to Claim Service.
- 28 clients with complex needs helped through our Social Prescribing Project, working with the Connect for Health Community Connectors and other refers to provide additional advice and support to vulnerable clients referred by GPs.
- Maintained our Advice Quality Standard for quality advice and debt work.
- Maintained the Advice Quality Standard for telephone and welfare benefit advice.
- In a follow-up survey 93% (2020/21: 92%) of clients said they would be likely to recommend our service.
- A quarterly newsletter to funders.
- Energy advice provided to 201 (2020-21: 117) clients as part of the Energy Advice Programme and Carbon Monoxide and Energy Project.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Financial review

Incoming resources in the year were £295,008 (2021: £342,273). Of this £46,829 (2021: £66,791) related to project restricted activities. Expenditure in the year amounted to £271,356 (2021: £250,334) comprised in large part of salaries for our 12 employed staff (6.92 FTE) of £194,788 (2021: £182,460). A surplus of £23,652 (2021: £91,939) was made in the year.

Fundraising activities and Principal funding sources

Total income for the year was £295,008, a decrease of £47,265 on 2020/2021. Our principal funding sources were:

- Mid Suffolk District Council (32% of total, 2021: 25%)
- The National Association of Citizens Advice Bureaux (25% of total, 2021: 16%)
- Ipswich & East Suffolk CCG (8% of total, 2021: 6%)
- Suffolk County Council (7% of total, 2021: 4%)
- Ipswich & District CAB - Suffolk Advice & Support Service (4% of total, 2021: 4%)
- Suffolk Community Foundation (3% of total, 2021: 16%)
- Innovation Community (3% of total, 2021: 5%)
- Stowmarket Relief Trust (2% of total, 2021: 4%)
- Town & Parish Councils (2% of total, 2021: 2%)

The Trustees extend their gratitude to our principal funders, Mid Suffolk District Council, Suffolk Community Foundation, IESCCG and Suffolk County Council, bodies with whom we share many strategic objectives and who continued to support the core operating capacity of the charity. In addition, project-specific funding was received from Stowmarket Relief Trust, Needham Market & Barking Welfare Charities, Geoffrey Burton Trust. Funding was also received from the MS Society to support families affected by MS. Stowmarket Town Council provides Mid Suffolk Citizens Advice Bureau with premises to operate from as well as a grant to subsidise part of the rent. Our work with Citizens Advice nationally includes projects involving Energy Advice and specialist Debt Advice. We were grateful to receive a legacy from the estate of Margaret Wright a retired volunteer.

The charity did not have any borrowings from either a provider of funding or other sources at the Balance Sheet date.

Reserves policy

Mid Suffolk Citizens Advice Bureau is acutely aware of the need to ensure that free monies are available in each financial year to smooth the cash flow and to meet any reasonably foreseeable contingency. Cash flow trends and reserves levels are constantly monitored, and in their planning Trustees and staff try to ensure that income continues to be derived from as wide a variety of sources possible.

We are also aware of the financial pressures experienced by our major funders and our dependence on them and have included this situation in establishing our Reserves policy. Trustees reviewed the potential expenditure that could arise should a significant reduction in income be incurred and determined that a Reserve equivalent to nine to twelve month's unrestricted expenditure should be held.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

At 31st March 2022, total unrestricted reserves were £296,977 (2021: £274,203). Of this, £125,000 (2021: £150,000) is designated for specific purposes as outlined below.

Designated reserves

A proportion of unrestricted funds have been designated with the aim of ensuring the charity's sustainability by making provisions for the replacement of equipment in due course, for fulfilling our contractual commitments, for maintaining our premises and moving if necessary, and for the development of new and innovative ideas. These currently amount to £125,000, as detailed in the notes to the financial statements.

Investment activities

Aside from retaining an amount required to maintain a prudent level of reserves each year, the charity's funds are spent on delivering and developing the free advice service to the community of Mid Suffolk. The reserves were held during the year in a Charities Aid Foundation bank current account, a COIF Charities Deposit Account; a Cambridge and Counties 95-day notice account; a CAF Platinum 30-day notice account a TSB savings account, and a Shawbrook 100-day notice account. Our policy is to manage these accounts so that they remain within the £85,000 FSC compensation limit. The charity does not currently hold any other material investments.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Plans for the future

Developing a sustainable service during the coronavirus crisis and beyond that meets the needs of our clients and follows Government guidelines, was a priority of the Trustee Board for 2021/22. This included developing alternative client contact channels where face-to-face appointments could not be delivered due to Covid restrictions.

The charity will continue to build on the work completed in the previous financial years, developing diversified funding streams to increase our sustainability and enable us to build a service that is responsive to client needs.

The charity will continue to work to ensure that it delivers a cost-effective service, meaning that we are not only offering value for money to our existing funders but that we have a viable offer, whilst never compromising on the high-quality service that our clients expect and deserve.

There is a three-year Strategic Business and Development Plan with detailed emphasis on the current year. The content of the plan is subject to review by the Trustees and is an agenda item at Trustee Board meetings.

The specific focus this year will be to:

- deliver our advice services within a predicted cost-of-living crisis for many.
- work with the Local Authorities, Citizens Advice, and partners to deliver the best possible service to our clients whilst protecting the health and wellbeing of our staff and volunteers.
- work with the other Suffolk Citizens Advice offices, Suffolk County Council and the Ipswich and East Suffolk Clinical Commissioning Group to develop long-term sustainable funding.
- work with the other Suffolk Citizens Advice offices to form a Suffolk Citizens Advice Consortium.
- recruit additional volunteers to replace those who have left the organisation and allow for the expansion of all advice services.
- continue the quarterly email newsletter to key stakeholders.
- use the evidence provided by our clients through Lived Experience groups to influence and change practices and laws at both a local and national level.
- develop the skills and knowledge of the existing volunteers and staff.
- co-develop the virtual advice contact channel in partnership with Mid Suffolk District Council.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Structure, governance and management

Governing Document

Mid Suffolk Citizens Advice Bureau is a charitable company limited by guarantee, incorporated on 24 November 2004: Company No. 05296023, Charity No. 1107152. The Company is governed under its Articles of Association adopted by an Extraordinary General Meeting on 23rd July 2014. In the event of the company being wound up every member (including members who ceased to be members within one year prior to such winding up) would be required to contribute to the company's assets an amount not exceeding £1.

At 31 March 2022, the company had 23 individual and 7 organisation members (2021: 23 individual and 7 organisations).

Mid Suffolk Citizens Advice Bureau is also known and referred to as Citizens Advice Mid Suffolk.

Trustee Recruitment and Appointment

New trustee board member leads are generated via referrals, advertising and direct approach to Citizens Advice Mid Suffolk. A formal interview process is followed for all applicants with an interview panel comprising of three Trustees or Chief Officer. References are taken for all new Trustees. A separate process agreed by the Trustee Board is followed for the election of the Chair, Vice-Chair and Treasurer.

Trustees are either initially co-opted by the Trustee Board and then elected to the Board at an Annual General Meeting within three years of co-option or, alternatively, elected directly at an Annual General Meeting. Any election lasts for three years by which time the Trustee can be re-elected.

Trustee Induction and Training

New Trustees are briefed on their legal obligations under charity and company law, the content of the Articles of Association, the committee and decision-making processes, the strategic business development plan and recent financial performance of the charity. They also meet key employees, volunteers and other Trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role. Training will be organised dependent on the trustee role and previous experience. Attendance at Citizens Advice events and relevant trainings will be encouraged. A date will be arranged for the new trustee to "sit-in" and observe an advice session including observing some Adviser interviews.

Appraisal of the Trustee Board

The Trustees conduct an annual performance appraisal using a Citizens Advice template. Action is taken on any areas under performing to ensure the Trustee Board conforms to best practice.

Organisational Structure

The Trustee Board is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Mid Suffolk Citizens Advice Bureau and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet quarterly as a minimum, and delegate the day-to-day operation of the organisation to a paid Chief Officer. The Trustee Board has assigned 'portfolio leadership' responsibilities amongst the Trustee group to allow workload to be shared and to give a clear point of contact for senior Mid Suffolk Citizens Advice Bureau staff. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public. From February 2019 all Trustees and key employees are required annually to declare they are a "fit and proper person" to be involved in the running of a charity.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

The Trustee Board has three committees: Advisory Group, Fundraising and Appeals. Each committee reports to the Chair of the Trustee Board. The Chair, Company Secretary, Treasurer and Chief Officer are entitled to attend meetings of the main committees.

- **Advisory Group**

The Advisory Group meets as necessary but at least once between each quarterly TB meeting to review our organisations operational and financial performance.

Responsible for:

- Discuss matters of importance to our organisation.
- Advise the Chair and Chief Officer.
- Make appropriate recommendations to the Trustee Board.

The Advisory Group does not have any general decision-making powers, from time to time the Trustee Board may delegate a specific decision on a specific matter to the group. Such decisions will be noted in the Minutes of the subsequent Trustee Board meeting.

Membership - Chair, Treasurer, People Portfolio Holder; non-portfolio holder, Fundraising Portfolio Holder.

- **Fundraising Committee**

The Fundraising Committee meets four times a year.

Responsible for:

- Monitoring, challenging and recommendation of all fundraising initiatives.
- Consideration of any issues referred by the Board for advice.

Membership - Fundraising portfolio holder, Chief Officer, PR & Communications Officer, Business Development Officer, Strategy portfolio holder.

- **Appeals Committee**

The Appeals Committee meets as required.

Responsible for:

- To consider appeals according to the organisations disciplinary policy.

Membership - Two Trustees not previously involved in the case. Chair to be reserved for final stage appeal

Related Parties

Citizens Advice Mid Suffolk is a member of Citizens Advice, the national association for the Citizens Advice service. With effect from April 2015 Citizens Advice Bureaux became known as Local Citizens Advice (LCA) and Mid Suffolk Citizens Advice Bureau became known as Citizens Advice Mid Suffolk (CAMS). The charity also cooperates and liaises with many other advisory services, local charities, trusts and social services departments on behalf of clients.

Audit process

The charitable company is annually audited by Citizens Advice using a Performance and Quality Framework. Every three years the LCA receives a full audit to ensure compliance with the Advice Quality Standard (AQS) and the Money Advice Service Debt Advice Quality Framework (MASDAQF).

The Red/Amber/Yellow and Green (RAYG) scoring system is used to mark each of the five key areas:

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

- Quality of Advice Assessment;
- Client Experience;
- People Management;
- Leadership;
- Financial Health Monitoring

Quality of Advice Assessment - every quarter the LCA self-assesses a selection of cases which are then checked by a Citizens Advice auditor for the quality of the self-assessment and quality of advice.

Client Experience - a selection of clients is contacted by email or text after the advice process to assess their satisfaction with the service and the advice provided.

People Management - an annual survey is sent to all staff and volunteers to ask people about their experiences, identify what's working well and see where improvements can be made.

Leadership - the Trustees annually self-assess how well the charity is run and whether it is delivering good quality services. The self-assessment is checked by an auditor from Citizens Advice.

Financial Health Monitoring - quarterly financial reports are provided to Citizens Advice which are assessed against the budget and the Reserves Policy. A comparison is provided against LCA in the family group.

In September 2021 the charity had its three-year audit and is continuing to score green in all five areas.

Risk management

The Trustees have reviewed their procedures considering corporate governance guidance contained within the Statement of Recommended Practice 'Accounting and Reporting by Charities'. A risk assessment report is contained within the strategic business development plan. The report considers potential changes to the environment in which the charity is working and highlights how these would impact on its services. The organisation faces a range of operational risks and the key to successful risk management is to identify potential risks, the likelihood of them occurring and then mitigate their impact. The Risk Register is a formal statement of the charity's risk management strategy and how the impact of potential risks can be minimised. Identifying the risks is an important element of risk management and has been given detailed and careful consideration.

Mid Suffolk Citizens Advice Bureau's objectives, its internal organisation and the environment in which it operates are continually evolving and as a result, the risks it faces are not constant. The organisation is mindful that it needs to operate under Government guidelines during the pandemic. Organisational success derives, in part, from successful risk taking and so the purpose of internal control is to help manage and control risk appropriately rather than to eliminate it.

The following measures will help minimise the risks:

- Trustee Board recognises its role as the ultimate authority about the governance of the organisation and the management team and staff recognise that they operate with delegated authority;
- Effective appraisal of the Chief Officer and management team;
- Staff awareness of sources of funding and the consequences arising from any failure to deliver services in line with grant agreements and contracts;
- The effective use of probationary periods; staff and volunteer supervision and appraisal; and policies to promptly identify and deal with issues of concern;

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

- Regular case sheet checking; Independent File Reviews and training to ensure quality;
- Regular review and analysis of statistics to ensure targets are met;
- Maintaining good relationships with funders to identify potential future funding problems and potential funding opportunities;
- Ensuring adequate financial reserves;
- Monthly financial monitoring against annual budget;
- Good communication between volunteers, staff, the management team and the Trustee Board;
- Maintaining independence and political neutrality to avoid conflict of interests.


Statement of Internal Control

The Trustee Board oversee the information security of all the personal information that is processed, including the personal information of our clients, staff, funders and strategic partners. Mid Suffolk Citizens Advice Bureau hold joint responsibility for client data that is held in our case management system with the national Citizens Advice Service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements the General Data Protection Regulation and Data Protection Act 2018.

Small company provisions

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

The trustees' annual report was approved on 21 September 2022 and signed on behalf of the board of trustees by:


J Ramsay (Treasurer)
Trustee

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Independent examiner's report to the trustees of Mid Suffolk Citizens Advice Bureau

Year ended 31 March 2022

I report to the charity trustees on my examination of the financial statements of the company for the year ended 31 March 2022 which comprise the statement of financial activities (including income and expenditure account), balance sheet and the related notes.

Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's financial statements as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the financial statements do not accord with those records; or
3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Independent examiner's report to the trustees of Mid Suffolk Citizens Advice Bureau *(continued)*

Year ended 31 March 2022

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



L Thurston FCCA
Independent Examiner

Lovewell Blake LLP
Chartered accountants
First Floor Suite
2 Hillside Business Park
Bury St Edmunds
IP32 7EA
29/11/2022

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Statement of financial activities (including income and expenditure account)

Year ended 31 March 2022

		Unrestricted funds	2022 Restricted funds	Total funds	2021 Total funds
	Note	£	£	£	£
Income and endowments					
Grants and donations	5	245,200	46,829	292,029	339,128
Charitable activities	7	1,782	–	1,782	1,309
Investment income	8	1,197	–	1,197	1,836
Total income		<u>248,179</u>	<u>46,829</u>	<u>295,008</u>	<u>342,273</u>
Expenditure					
Charitable activities	9	210,494	60,862	271,356	250,334
Total expenditure		<u>210,494</u>	<u>60,862</u>	<u>271,356</u>	<u>250,334</u>
Net income before transfer of funds		37,685	(14,033)	23,652	91,939
Transfers between funds		(14,911)	14,911	–	–
Net movement in funds		<u>22,774</u>	<u>878</u>	<u>23,652</u>	<u>91,939</u>
Reconciliation of funds					
Total funds brought forward		274,203	5,090	279,293	187,354
Total funds carried forward		<u>296,977</u>	<u>5,968</u>	<u>302,945</u>	<u>279,293</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 17 to 26 form part of these financial statements.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Balance sheet

31 March 2022

	Note	2022 £	£	2021 £	£
Current assets					
Debtors	15	14,048		766	
Cash at bank and in hand		313,968		296,508	
		<u>328,016</u>		<u>297,274</u>	
Creditors: Amounts falling due within one year	16	<u>(25,071)</u>		<u>(17,981)</u>	
Net current assets			302,945		279,293
Total assets less current liabilities			<u>302,945</u>		<u>279,293</u>
Net assets			<u>302,945</u>		<u>279,293</u>
Funds of the charity					
Restricted funds			5,968		5,090
Unrestricted funds			296,977		274,203
Total charity funds	17		<u>302,945</u>		<u>279,293</u>

For the year ending 31 March 2022 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 21 September 2022 and are signed on behalf of the board by:

John Ramsay
J Ramsay (Treasurer)
Trustee

Company registration number: 05296023

The notes on pages 17 to 26 form part of these financial statements.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements

Year ended 31 March 2022

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 5 Milton Road South, Stowmarket, Suffolk, IP14 1EZ.

2. Statement of compliance

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 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.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

The accounts have been prepared on the going concern basis and the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected income and expenditure for the next 12 months from authorising these financial statements. The budgeted income and expenditure are sufficient with the level of reserves for the charity to be able to continue as a going concern.

Fund accounting

Unrestricted funds are available for use at the discretion of the Trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the Trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

3. Accounting policies *(continued)*

Income

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.

- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.

- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Office equipment - 25% - 33% Straight line

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

3. Accounting policies *(continued)*

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

4. Limited by guarantee

The charity is a company limited by guarantee. None of the Trustees have a beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

5. Grants and donations

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Donations			
Donations	30,144	2,850	32,994
Grants			
Grants	215,056	43,979	259,035
	<u>245,200</u>	<u>46,829</u>	<u>292,029</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Donations			
Donations	25,488	4,500	29,988
Grants			
Grants	246,849	62,291	309,140
	<u>272,337</u>	<u>66,791</u>	<u>339,128</u>

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

6. Grants and donations

	2022	2021
	£	£
Grants Receivable		
Mid Suffolk District Council	95,500	86,700
The National Association of Citizen Advice Bureaux	72,994	55,689
Ipswich & East Suffolk CCG	24,926	20,251
Suffolk County Council	19,431	12,973
Ipswich & District CAB - Suffolk Advice & Support Service	11,700	12,659
Suffolk Community Foundation	8,718	56,155
Innovation Community	8,333	16,667
Stowmarket Town Council	7,600	7,600
M S Society	4,333	4,000
Stowmarket Relief Trust	5,500	15,000
Mrs Smith & Mrs Mount Trust	–	7,083
NHS Ipswich	–	5,000
Caf Bank - Covid 19	–	5,000
Needham & Barking Charitable Trust	–	1,000
Other grants	–	363
	<u>259,035</u>	<u>306,140</u>
Donations		
Margaret Wright Birketts LLP	10,002	–
Parish Councils	7,059	6,900
Private Donations	5,564	7,813
Needham Market Town Council	4,500	2,500
Alfred Williams Charitable Trust	3,000	3,000
Geoffrey Burton Charitable Trust	1,850	–
Needham Market & Barking Welfare Charities	1,000	500
Other donations	19	26
Ashton KCJ	–	7,949
Mr & Mrs Ward	–	3,000
Stowmarket District Lions	–	1,000
Mid Suffolk District Council - locality grant	–	300
	<u>32,994</u>	<u>32,988</u>

7. Charitable activities

	Unrestricted Funds	Total Funds 2022	Unrestricted Funds	Total Funds 2021
	£	£	£	£
Other income	<u>1,782</u>	<u>1,782</u>	<u>1,309</u>	<u>1,309</u>

8. Investment income

	Unrestricted Funds	Total Funds 2022	Unrestricted Funds	Total Funds 2021
	£	£	£	£
Bank interest receivable	<u>1,197</u>	<u>1,197</u>	<u>1,836</u>	<u>1,836</u>

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

9. Expenditure on charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Subsistence and refreshments	414	–	414
Staff travel	637	7	644
Surviving winter grants	9,207	–	9,207
Staff recruitment	75	–	75
Staff training	1,403	–	1,403
Volunteer training	500	–	500
Volunteer expenses	1,150	211	1,361
Volunteer other	385	–	385
Wages and salaries	148,208	46,580	194,788
Support costs	48,515	14,064	62,579
	<u>210,494</u>	<u>60,862</u>	<u>271,356</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Subsistence and refreshments	423	–	423
Staff travel	–	–	–
Surviving winter grants	3,790	–	3,790
Staff recruitment	75	–	75
Staff training	–	–	–
Volunteer training	668	–	668
Volunteer expenses	1,406	351	1,757
Volunteer other	192	–	192
Wages and salaries	125,731	56,729	182,460
Support costs	44,975	15,994	60,969
	<u>177,260</u>	<u>73,074</u>	<u>250,334</u>

Analysis of support costs

	2022 £	2021 £
Offices costs	28,740	30,369
Premises costs	29,489	25,963
Legal and professional fees	1,867	2,085
Other costs	2,483	2,559
	<u>62,579</u>	<u>60,976</u>

10. Net income

Net income is stated after charging:

	2022 £	2021 £
Operating lease rentals	21,629	20,156

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

11. Independent examination fees

	2022	2021
	£	£
Fees payable to the independent examiner for: Independent examination of the financial statements	1,854	1,800

12. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2022	2021
	£	£
Wages and salaries	176,991	166,596
Social security costs	6,458	5,301
Pension costs	11,339	10,563
	<u>194,788</u>	<u>182,460</u>

The average head count of employees during the year was 14 (2021: 12).

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total remuneration and benefits received by key management personnel for services provided to the charity was £106,738 (2021: £108,957)

No employee received employee benefits of more than £60,000 during the year (2020: Nil).

13. Trustee remuneration and expenses

No trustees received any remuneration or reimbursed expenses during this or the prior year.

14. Tangible fixed assets

	Office equipment £
Cost	
At 1 April 2021 and 31 March 2022	<u>33,988</u>
Depreciation	
At 1 April 2021 and 31 March 2022	<u>33,988</u>
Carrying amount	
At 31 March 2022	<u>–</u>
At 31 March 2021	<u>–</u>

15. Debtors

	2022	2021
	£	£
Prepayments and accrued income	<u>14,048</u>	<u>766</u>

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

16. Creditors: Amounts falling due within one year

	2022	2021
	£	£
Accruals and deferred income	24,871	17,272
Social security and other taxes	–	204
Other creditors	200	505
	<u>25,071</u>	<u>17,981</u>

Included in creditor amounts falling due within one year is deferred income of £15,507 (2021: £13,516) which comprises grant income for future periods.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

17. Analysis of charitable funds

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
Unrestricted funds					
General Funds	124,203	248,179	(209,287)	(38,704)	171,977
Equipment Reserve	20,000	–	–	–	20,000
Contractual Commitment Reserve	55,000	–	–	–	55,000
Development Reserve	10,000	–	–	–	10,000
Property Reserve	40,000	–	–	–	40,000
Covid 19 Reserve	25,000	–	(1,207)	23,793	–
	<u>274,203</u>	<u>248,179</u>	<u>(210,494)</u>	<u>(14,911)</u>	<u>296,977</u>
Restricted funds					
BIM Project	–	2,850	(12,895)	10,045	–
Employment Advice	4,669	–	(5,772)	1,103	–
Help to Claim	–	18,463	(21,513)	3,050	–
M S Society	421	4,333	(5,467)	713	–
EAP	–	13,583	(7,615)	–	5,968
Rent	–	7,600	(7,600)	–	–
	<u>5,090</u>	<u>46,829</u>	<u>(60,862)</u>	<u>14,911</u>	<u>5,968</u>
	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
Unrestricted funds					
General Funds	74,519	275,482	(177,260)	(48,538)	124,203
Equipment Reserve	10,000	–	–	10,000	20,000
Contractual Commitment Reserve	55,000	–	–	–	55,000
Development Reserve	5,000	–	–	5,000	10,000
Property Reserve	40,000	–	–	–	40,000
Covid 19 Reserve	–	–	–	25,000	25,000
	<u>184,519</u>	<u>275,482</u>	<u>(177,260)</u>	<u>(8,538)</u>	<u>274,203</u>
Restricted funds					
BIM Project	–	11,916	(15,627)	3,711	–
Employment Advice	1,357	8,000	(4,688)	–	4,669
Financial Capability	4,851	6,973	(11,824)	–	–
Help to Claim	(3,373)	28,302	(29,756)	4,827	–
M S Society	–	4,000	(3,579)	–	421
Rent	–	7,600	(7,600)	–	–
	<u>2,835</u>	<u>66,791</u>	<u>(73,074)</u>	<u>8,538</u>	<u>5,090</u>

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

Designated funds

Equipment Reserve - a reserve to ensure there is enough capital to upgrade or replace IT and communications as required and to replace office equipment when it becomes obsolete or beyond economic repair. Funds are also required from time-to-time to purchase new equipment for new projects. The Trustees consider a sum of £20,000 held in reserve will permit replacement of these items when they fail or require upgrading and the purchase of additional equipment.

Contractual Commitment Reserve - a reserve to ensure that the charity can cover contracted payments to staff such as redundancy, provision of maternity, paternity and long-term sickness cover, payment of pension funds and the costs of any disciplinary and/or grievance procedures that may arise. This category of Reserve also covers the costs of curtailing on-going contracts (for instance IT and communications contracts) where necessary. The Trustees consider a sum of £55,000 to be applicable for this purpose.

Development Reserve - a reserve to allow the charity to undertake the development of new projects and areas of work and to conduct full feasibility studies on the advisability of such projects. The estimated costing of any proposed projects will be contained within the charity's strategic business and development plan and will be self-supporting once established. An initial project start-up reserve limit of £10,000 will be applicable.

Property Reserve - a reserve to cover the potential costs of a move to alternative premises. These costs would include legal fees; costs for moving the paperwork, furniture and equipment, installation of IT and telecoms equipment and adaptation of the premises to allow for the provision of a confidential advice service to required standards. Added to this is an amount for Dilapidations, i.e the replacement of carpets and re-decoration and general repairs to existing premises. The total Property Reserve has been set by Trustees at £40,000.

Restricted funds

Benefit & Income Maximisation ("BIM") Project - a community project aimed at ensuring full entitlement for appropriate benefits and grants for persons within Mid Suffolk.

Employment Advice - funding to provide specialist employment advice including representation at employment tribunals.

MS Society Project - funding to provide advice to families affected by Multiple Sclerosis.

Energy Advice Project (EAP) - provides one to one advice on: getting the best price for your fuel; repaying fuel debts; energy efficiency measures such as loft and cavity wall insulation; and grants for fuel.

Rent - Stowmarket Town Council grant towards premises rent.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

18. Analysis of net assets between funds

As at 31 March 2022

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds 2022
Current assets	171,977	125,000	5,968	302,945
Net Assets	<u>171,977</u>	<u>125,000</u>	<u>5,968</u>	<u>302,945</u>

As at 31 March 2021

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds 2021
Current assets	124,203	150,000	5,090	279,293
Net Assets	<u>124,203</u>	<u>150,000</u>	<u>5,090</u>	<u>279,293</u>

19. Financial commitments

Total commitments under non-cancellable operating leases are as follows:

	2022 £	2021 £
Amounts due within one year	18,607	21,628
Amounts due between one and 5 years	–	18,607
	<u>18,607</u>	<u>40,235</u>

20. Related parties

There have been no related party transactions in this or the previous reporting year.

MID SUFFOLK CITIZENS ADVICE BUREAU

England & Wales - Charity number 1107152

Accounts

COMPANY REGISTRATION NUMBER: 05296023

CHARITY REGISTRATION NUMBER: 1107152

**Mid Suffolk Citizens Advice Bureau
Company Limited by Guarantee
Unaudited financial statements
31 March 2021**

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Financial statements

Year ended 31 March 2021

	Page
Trustees' annual report (incorporating the directors' report)	1
Independent examiner's report to the trustees	13
Statement of financial activities (including income and expenditure account)	15
Balance sheet	16
Notes to the financial statements	17

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report)

Year ended 31 March 2021

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Chair's report

The year ending March 2021 was a testing year for us all. Lockdowns, restrictions, illness (and worse) beset many of us. Throughout these difficult times Citizens Advice Mid Suffolk stayed open, operating under strict Covid regulations, to help our citizens with their problems.

In November 2020 our Chief Officer Carol Eagles left our organisation to take up a similar post at another local Citizens Advice. We would like to thank her for her considerable contribution over her 13 years at Citizens Advice Mid Suffolk and wish her well in her new post. The organisation seconded and subsequently appointed Simon Clifton as the new Chief Officer. He has settled into the new post with ease and has done a brilliant job tackling the many issues facing the organisation.

The major challenge now facing us is a new world as Covid restrictions are eased. With this easing also comes the lifting of many of the emergency economic measures the government introduced to help people most in need. Job losses, debt, relationship problems have burgeoned and as these economic measures are lifted, we are expecting more people will find themselves in difficulties and needing help.

We are, as a Charity, entirely dependent on both our volunteers and funders. Volunteers are the wheels of our organisation. They keep up to date with benefit changes, offer advice - by phone, face-to-face, via email and increasingly by virtual media - to real people with real problems and they are often the only source of information to find clients the help they need. So, a huge thank you to all our volunteers. Our funders have kept in touch throughout the year and helped us to maintain our service with regular donations. Without their financial support we simply cannot operate. So, a huge thank you to our Funders.

Finally, a massive thank you to our small group of paid staff. Many continued to come into the office, others worked from home to stay safe, but all worked together ensuring the quality of our service was consistent and well maintained. 2022 will be very challenging for many of our citizens and the need for our service will grow. I know Mid Suffolk will be ready for this next challenge and I need to repeat my thanks to all who contribute.

Marsha Hemingway

Chair of the Board of Trustees, Mid Suffolk Citizens Advice Bureau

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

Reference and administrative details

Registered charity name	Mid Suffolk Citizens Advice Bureau
Charity registration number	1107152
Company registration number	05296023
Principal office and registered office	5 Milton Road South Stowmarket Suffolk IP14 1EZ

The trustees

The trustees who served during the year and at the date of approval were as follows:

M Hemingway (Chair)
I Rickard (Company Secretary) (Resigned 30/04/21)
J Ramsay (Treasurer)
N Gowrley
E Hayward (Resigned 27/11/20)
D Muller
M Narey
R Rehahn (Resigned 03/06/21)
R Talbot
M Wangermann
I Wright (Resigned 30/07/21)

Management team

C Eagles (Chief Officer)(Resigned 05/11/20)
S Clifton (Business Development Officer)(Chief Officer from 06/11/20)
K Roberts (PR and Communications Officer)
P Roberts (Advice Session Supervisor)
E Robertshaw (ASS)(Advice Session Manager from 01/11/20)

Independent examiner

L Thurston FCCA
Lovewell Blake LLP
Chartered accountants
First Floor Suite
2 Hillside Business Park
Bury St Edmunds
IP32 7EA

Bankers

TSB
7 Market Street
Stowmarket
IP14 1DY

CAF Bank Limited
25 Kings Hill Avenue
Kings Hill
West Malling
ME19 4JQ

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

Objectives and activities

Aims and Principles

We can all face problems that seem complicated or intimidating. At Citizens Advice, we believe no one should have to face these problems without good quality, independent advice.

Our network of charities offers confidential advice online, over the phone, and in person, for free.

When we say we're for everyone, we mean it. People rely on us because we're independent and totally impartial.

No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today. With the right evidence, we can show big organisations - from companies right up to the Government - how they can make things better for people.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

Our Vision and Values

Our vision is to make a positive and lasting difference to the lives of people living and working in Mid Suffolk.

We want to offer an efficient and accessible advice and information service relating to people's legal rights and responsibilities.

We want to offer our services using a holistic approach and acting with our clients in a supportive, empowering, responsible and professional way.

We want to create a working environment that feels equally friendly, welcoming, and respectful to everyone using it.

We operate within an equality framework as agreed by Citizens Advice. This means that we respect equality and diversity and we work within several policies and procedures designed to support them, both in our service delivery and in our recruitment, selection and treatment of volunteers, paid staff and Trustees.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

Objectives

The main objective was to continue to provide advice and guidance to the community of Mid Suffolk, and our activities for the year end 31st March 2021 were targeted to meet that goal. This work was carried out by a team of generalist advisers and specialist advisers using a drop-in, appointment, email, telephone and web chat service available for 30 hours a week. The charity records 14 key areas of advice: benefits, consumer, debt, education, employment, finance, health, housing, immigration, legal, relationship, tax, travel and utilities.

In addition to generalist advice, we provided specialist advisory services:

- The Energy Advice Programme (EAP) that provides one to one advice on: getting the best price for your fuel; repaying fuel debts; energy efficiency measures such as loft and cavity wall insulation; and grants for fuel;
- The MS Society Project to provide specialist support for families affected by Multiple Sclerosis;
- Specialist Welfare Benefit advice including form filling, home visits and representation at appeals;
- Specialist Employment advice including negotiations with employers and representation at Employment Tribunals;
- Specialist Debt advice to discuss debt management options available to clients including debt management plans, bankruptcy, Debt Relief Orders and IVA.

How our activities deliver Public Benefit

Our main activities and who we try to help are described above. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The Board of Trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

Contribution of Volunteers

The charity's success could not have been achieved without the hard work and dedication of volunteers and staff. The Trustee Board and senior management team recognise the tremendous contribution made by the charity's volunteers in advising the public and administering the service without which the service could not operate. Throughout 2020/21 the service employed 12 paid workers (6.28 FTEs) (2019/20: 12 paid workers, 6.3 FTEs), and was supported by 39 volunteers (2019/20: 48 volunteers).

Volunteers represent the indispensable core of the service for without them, there would not be a Mid Suffolk Citizens Advice Bureau service. In 2020-21 the volunteers contributed 11,976 hours (2019/20: 19,992) reduced from previous years due to many having to isolate or shield due to the Covid pandemic. This may be expressed as an annualised value of £229,003 (2019/20: £386,706). However, their value is inadequately expressed in monetary terms. Indeed, volunteers bring many skills to the service and very often the experience gained helps individuals return to full employment. During 2020/21 4 volunteers left to take up external work.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

Achievements and performance

We entered the 2020/21 financial year with the UK in a national lockdown, and operational delivery was affected by varying restrictions throughout the year. The service was predominantly delivered by telephone and email. Due to the Covid pandemic we had to adapt and change how we delivered our services and provide a Covid Secure work environment for our staff, volunteers, and clients. The demographic of our clients changed with younger economically active people needing our advice and support. Many clients had not used our services before. The types of issues changed with more advice needed on employment, Universal Credit, discrimination, housing and relationships. Reduction in debt and welfare benefit issues were linked to debt enforcement and welfare benefit sanctions being suspended.

The key achievements of the organisation in 2020/21, in line with the Strategic Business and Development plan were:

- 3,245 unique clients assisted, a 19% decrease on 2019/20. Email contact increased 31%, telephone contacts increased 30% and face to face appointments decreased by 95%.
- 9,095 advice issues handled, a 19% decrease on 2019/20.
- 11,647 individual activities, a 9% decrease on 2019/20.
- £548,224 (2019/20: £1,510,471) debt managed, with average debt of £17,132 (2019/20: £19,875).
- £268,896 of Welfare Benefits generated by the Benefit and Income Maximisation Project with 78 decisions outstanding.
- £188,659 awarded in Welfare Benefits through appeals and mandatory reconsiderations.
- £41,151 of income generated for clients affected by Multiple Sclerosis.
- 520 (2019/20: 322) food parcels and 40 Christmas hampers facilitated.
- 43 (2019/20: 73) free legal advice sessions with a local solicitor.
- 134 (2019/20: 119) clients provided with Pension Wise guidance.
- 282 clients (2019/20 335) helped by the Help to Claim Service.
- 83 clients with complex needs helped through our Social Prescribing Project, working with the Connect for Health Community Connectors and other refers to provide additional advice and support to vulnerable clients referred by GPs.
- Secured funding for a full-time trainee debt adviser through the Increasing Capacity Money Advice & Pension Service.
- Maintained our Advice Quality Standard for quality advice and debt work.
- Maintained the Advice Quality Standard for telephone and welfare benefit advice.
- In a follow-up survey 92% (2019/20: 92%) of clients said they would be likely to recommend our service.
- A quarterly newsletter to funders.
- Energy switching one-to-one sessions provided to 117 clients as part of the Energy Advice Programme.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

Financial review

Incoming resources in the year were £342,273 (2020: £245,832). Of this £66,791 (2020: £57,159) related to project restricted activities. Expenditure in the year amounted to £250,334 (2020: £225,191) comprised in large part salaries for our 12 employed staff (6.3 FTE) of £182,460 (2020: £153,312). A surplus of £91,939 (2020: £20,641) was made in the year.

Fundraising activities and Principal funding sources

Total income for the year was £342,273, an increase of £96,441 on 2019/2020. Our principal funding sources were:

- Mid Suffolk District Council (25% of total, 2020: 35%)
- Suffolk Community Foundation (16% of total, 2020: 0%)
- The National Association of Citizens Advice Bureaux (16% of total, 2020: 17%)
- Ipswich & East Suffolk CCG (6% of total, 2020: 8%)
- Innovation Community (5% of total, 2020: 0%)
- Stowmarket Relief Trust (4% of total, 2020: 6%)
- Suffolk County Council (4% of total, 2020: 8%)
- Ipswich & District CAB (4% of total, 2020: 0%)

The Trustees extend their gratitude to our principal funders, Mid Suffolk District Council, Suffolk Community Foundation, IESCCG and Suffolk County Council, bodies with whom we share many strategic objectives and who continued to support the core operating capacity of the charity. In addition, project-specific funding was received from Stowmarket Relief Trust, Needham Market & Barking Welfare Charities, Geoffrey Burton Trust and Stowmarket & District Lions in support of the Benefit and Income Maximisation Project; funding was also received from the MS Society to support families affected by MS, and Stowmarket Town Council provides Mid Suffolk Citizens Advice Bureau with premises to operate from as well as a grant to subsidise part of the rent. Our work with Citizens Advice nationally includes projects involving Energy Advice, Help to Claim, and specialist Debt Advice.

The charity did not have any borrowings from either a provider of funding or other sources at the Balance Sheet date.

Reserves policy

Mid Suffolk Citizens Advice Bureau is acutely aware of the need to ensure that free monies are available in each financial year to smooth the cash flow and to meet any reasonably foreseeable contingency. Cash flow trends and reserves levels are constantly monitored, and in their planning Trustees and staff try to ensure that income continues to be derived from as wide a variety of sources possible.

We are also aware of the financial pressures experienced by our major funders and our dependence on them and have included this situation in establishing our Reserves policy. Trustees reviewed the potential expenditure that could arise should a significant reduction in income be incurred and determined that a Reserve equivalent to nine-month's unrestricted expenditure should be held.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

At 31st March 2021, total unrestricted reserves were £274,203 (2020: £184,519). Of this, £150,000 (2020: £110,000) is designated for specific purposes as outlined below. The free, unrestricted reserves are therefore £124,203 - 6 months of budgeted unrestricted expenditure - which falls within our Reserves Policy.

Designated reserves

A proportion of unrestricted funds have been designated with the aim of ensuring the charity's sustainability by making provisions for the replacement of equipment in due course, for fulfilling our contractual commitments, for maintaining our premises and moving if necessary, for the development of new and innovative ideas, and to insure against unforeseen problems caused by the pandemic. These currently amount to £150,000, as detailed in the notes to the financial statements.

Investment activities

Aside from retaining an amount required to maintain a prudent level of reserves each year, the charity's funds are spent on delivering and developing the free advice service to the community of Mid Suffolk. The reserves were held during the year in a Charities Aid Foundation bank current account, a COIF Charities Deposit Account; a Cambridge and Counties 95-day notice account; a CAF Platinum 30-day notice account a TSB savings account, and a Shawbrook 100-day notice account. Our policy is to manage these accounts so that they remain within the £85,000 FSC compensation limit. The charity does not currently hold any other material investments.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

Plans for the future

Developing a sustainable service during the coronavirus crisis and beyond that meets the needs of our clients and follows Government guidelines, is a priority of the Trustee Board for 2020/21. This will include developing alternative client contact channels where face-to-face appointments cannot be delivered due to Covid restrictions.

The charity will build on the work completed in the previous financial years, developing diversified funding streams to increase our sustainability and enable us to build a service that is responsive to client needs. Accessing specific Covid related funding will be a priority for the organisation.

The charity will continue to work to ensure that it delivers a cost-effective service, meaning that we are not only offering value for money to our existing funders but that we have a viable offer, whilst never compromising on the high-quality service that our clients expect and deserve.

There is a three-year Strategic Business and Development Plan with detailed emphasis on the current year. The content of the plan is subject to review by the Trustees and is an agenda item at Trustee Board meetings.

The specific focus this year will be to:

- deliver our advice services within a Covid Secure Environment.
- work with the Local Authorities, Citizens Advice, and partners to deliver the best possible service to our clients whilst protecting the health and wellbeing of our staff and volunteers.
- work with the Local Authority, Citizens Advice and Job Centre Plus to deliver the third year of the Help to Claim Service to ensure that Universal Credit claimants are fully supported in the claiming process.
- work with the Suffolk Citizens Advice Alliance, Suffolk County Council and the Ipswich and East Suffolk Clinical Commissioning Group to develop long-term sustainable funding.
- recruit additional volunteers to allow for the expansion of the phone, virtual and email advice services.
- continue the quarterly email newsletter to key stakeholders.
- use the evidence provided by our clients to influence and change practices and laws at both a local and national level.
- develop the skills and knowledge of the existing volunteers and staff.
- develop the virtual advice contact channel.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

Structure, governance and management

Governing Document

Mid Suffolk Citizens Advice Bureau is a charitable company limited by guarantee, incorporated on 24 November 2004: Company No. 05296023, Charity No. 1107152. The Company is governed under its Articles of Association adopted by an Extraordinary General Meeting on 23rd July 2014. In the event of the company being wound up every member (including members who ceased to be members within one year prior to such winding up) would be required to contribute to the company's assets an amount not exceeding £1.

At 31 March 2021, the company had 23 individual and 7 organisation members (2020: 23 individual and 7 organisations).

Mid Suffolk Citizens Advice Bureau is also known and referred to as Citizens Advice Mid Suffolk.

Trustee Recruitment and Appointment

New trustee board member leads are generated via referrals, advertising and direct approach to Citizens Advice Mid Suffolk. A formal interview process is followed for all applicants with an interview panel comprising of three Trustees or Chief Officer. References are taken for all new Trustees. A separate process agreed by the Trustee Board is followed for the election of the Chair, Vice-Chair and Treasurer.

Trustees are either initially co-opted by the Trustee Board and then elected to the Board at an Annual General Meeting within three years of co-option or, alternatively, elected directly at an Annual General Meeting. Any election lasts for three years by which time the Trustee can be re-elected.

Trustee Induction and Training

New Trustees are briefed on their legal obligations under charity and company law, the content of the Articles of Association, the committee and decision-making processes, the strategic business development plan and recent financial performance of the charity. They also meet key employees, volunteers and other Trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role. Training will be organised dependent on the trustee role and previous experience. Attendance at Citizens Advice events and relevant trainings will be encouraged. A date will be arranged for the new trustee to "sit-in" and observe an advice session including observing some Adviser interviews.

Appraisal of the Trustee Board

The Trustees conduct an annual performance appraisal using a Citizens Advice template. Action is taken on any areas under performing to ensure the Trustee Board conforms to best practice.

Organisational Structure

The Trustee Board is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Mid Suffolk Citizens Advice Bureau and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet quarterly as a minimum, and delegate the day to day operation of the organisation to a paid Chief Officer. The Trustee Board has assigned 'portfolio leadership' responsibilities amongst the Trustee group to allow workload to be shared and to give a clear point of contact for senior Mid Suffolk Citizens Advice Bureau staff. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public. From February 2019 all Trustees and key employees are required annually to declare they are a "fit and proper person" to be involved in the running of a charity.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

The Trustee Board has three committees: Advisory Group, Fundraising and Appeals. Each committee reports to the Chair of the Trustee Board. The Chair, Company Secretary, Treasurer and Chief Officer are entitled to attend meetings of the main committees.

- **Advisory Group**

The Advisory Group meets as necessary but at least once between each quarterly TB meeting to review our organisations operational and financial performance.

Responsible for:

- Discuss matters of importance to our organisation.
- Advise the Chair and Chief Officer.
- Make appropriate recommendations to the Trustee Board.

The Advisory Group does not have any general decision-making powers, from time to time the Trustee Board may delegate a specific decision on a specific matter to the group. Such decisions will be noted in the Minutes of the subsequent Trustee Board meeting.

Membership - Chair, Treasurer, People Portfolio Holder; non-portfolio holder, Fundraising Portfolio Holder.

- **Fundraising Committee**

The Fundraising Committee meets four times a year.

Responsible for:

- Monitoring, challenging and recommendation of all fundraising initiatives.
- Consideration of any issues referred by the Board for advice.

Membership - Fundraising portfolio holder, Chief Officer, PR & Communications Officer, Business Development Officer, Strategy portfolio holder.

- **Appeals Committee**

The Appeals Committee meets as required.

Responsible for:

- To consider appeals according to the organisations disciplinary policy.

Membership - Two Trustees not previously involved in the case. Chair to be reserved for final stage appeal

Related Parties

Citizens Advice Mid Suffolk is a member of Citizens Advice, the national association for the Citizens Advice service. With effect from April 2015 Citizens Advice Bureaux became known as Local Citizens Advice (LCA) and Mid Suffolk Citizens Advice Bureau became known as Citizens Advice Mid Suffolk (CAMS). The charity also cooperates and liaises with many other advisory services, local charities, trusts and social services departments on behalf of clients.

Audit process

The charitable company is annually audited by Citizens Advice using a Performance and Quality Framework. Every three years the LCA receives a full audit to ensure compliance with the Advice Quality Standard (AQS) and the Money Advice Service Debt Advice Quality Framework (MASDAQF).

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

The Red/Amber/Yellow and Green (RAYG) scoring system is used to mark each of the five key areas:

- Quality of Advice Assessment;
- Client Experience;
- People Management;
- Leadership;
- Financial Health Monitoring

Quality of Advice Assessment - every quarter the LCA self-assesses a selection of cases which are then checked by a Citizens Advice auditor for the quality of the self-assessment and quality of advice.

Client Experience - a selection of clients is contacted by email or text after the advice process to assess their satisfaction with the service and the advice provided.

People Management - an annual survey is sent to all staff and volunteers to ask people about their experiences, identify what's working well and see where improvements can be made.

Leadership - the Trustees annually self-assess how well the charity is run and whether it is delivering good quality services. The self-assessment is checked by an auditor from Citizens Advice.

Financial Health Monitoring - quarterly financial reports are provided to Citizens Advice which are assessed against the budget and the Reserves Policy. A comparison is provided against LCA in the family group.

In September 2018 the charity had its three-year audit and is continuing to score green in all five areas.

Risk management

The Trustees have reviewed their procedures considering corporate governance guidance contained within the Statement of Recommended Practice 'Accounting and Reporting by Charities'. A risk assessment report is contained within the strategic business development plan. The report considers potential changes to the environment in which the charity is working and highlights how these would impact on its services. The organisation faces a range of operational risks and the key to successful risk management is to identify potential risks, the likelihood of them occurring and then mitigate their impact. The Risk Register is a formal statement of the charity's risk management strategy and how the impact of potential risks can be minimised. Identifying the risks is an important element of risk management and has been given detailed and careful consideration.

Mid Suffolk Citizens Advice Bureau's objectives, its internal organisation and the environment in which it operates are continually evolving and as a result, the risks it faces are not constant. The organisation is mindful that it needs to operate under Government guidelines during the pandemic. Organisational success derives, in part, from successful risk taking and so the purpose of internal control is to help manage and control risk appropriately rather than to eliminate it.

The following measures will help minimise the risks:

- Trustee Board recognises its role as the ultimate authority about the governance of the organisation and the management team and staff recognise that they operate with delegated authority;
- Effective appraisal of the Chief Officer and management team;
- Staff awareness of sources of funding and the consequences arising from any failure to deliver services in line with grant agreements and contracts;
- The effective use of probationary periods; staff and volunteer supervision and appraisal; and policies to

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

promptly identify and deal with issues of concern;

- Regular case sheet checking; Independent File Reviews and training to ensure quality;
- Regular review and analysis of statistics to ensure targets are met;
- Maintaining good relationships with funders to identify potential future funding problems and potential funding opportunities;
- Ensuring adequate financial reserves;
- Monthly financial monitoring against annual budget;
- Good communication between volunteers, staff, the management team and the Trustee Board;
- Maintaining independence and political neutrality to avoid conflict of interests.

Statement of Internal Control

The Trustee Board oversee the information security of all the personal information that is processed, including the personal information of our clients, staff, funders and strategic partners. Mid Suffolk Citizens Advice Bureau hold joint responsibility for client data that is held in our case management system with the national Citizens Advice Service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements the General Data Protection Regulation and Data Protection Act 2018.

Small company provisions

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

The trustees' annual report was approved on 24/11/21 and signed on behalf of the board of trustees by:



M Hemingway (Chair)
Trustee

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Independent examiner's report to the trustees of Mid Suffolk Citizens Advice Bureau

Year ended 31 March 2021

I report to the charity trustees on my examination of the financial statements of the company for the year ended 31 March 2021 which comprise the statement of financial activities (including income and expenditure account), balance sheet and the related notes.

Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's financial statements as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the financial statements do not accord with those records; or
3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Independent examiner's report to the trustees of Mid Suffolk Citizens Advice Bureau *(continued)*

Year ended 31 March 2021

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

L Thurston 1/12/21

L Thurston FCCA
Independent Examiner

Lovewell Blake LLP
Chartered accountants
First Floor Suite
2 Hillside Business Park
Bury St Edmunds
IP32 7EA

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Statement of financial activities (including income and expenditure account)

Year ended 31 March 2021

		Unrestricted funds £	2021 Restricted funds £	Total funds £	2020 Total funds £
	Note				
Income and endowments					
Grants and donations	5	272,337	66,791	339,128	242,816
Charitable activities	7	1,309	–	1,309	1,872
Investment income	8	1,836	–	1,836	1,144
Total income		<u>275,482</u>	<u>66,791</u>	<u>342,273</u>	<u>245,832</u>
Expenditure					
Charitable activities	9	177,260	73,074	250,334	225,191
Total expenditure		<u>177,260</u>	<u>73,074</u>	<u>250,334</u>	<u>225,191</u>
Net income before transfer of funds		98,222	(6,283)	91,939	20,641
Transfers between funds		(8,538)	8,538	–	–
Net movement in funds		<u>89,684</u>	<u>2,255</u>	<u>91,939</u>	<u>20,641</u>
Reconciliation of funds					
Total funds brought forward		184,519	2,835	187,354	166,713
Total funds carried forward		<u>274,203</u>	<u>5,090</u>	<u>279,293</u>	<u>187,354</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 17 to 27 form part of these financial statements.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Balance sheet

31 March 2021

	Note	2021 £	£	2020 £	£
Current assets					
Debtors	15	766		718	
Cash at bank and in hand		296,508		246,069	
		<u>297,274</u>		<u>246,787</u>	
Creditors: Amounts falling due within one year	16	<u>(17,981)</u>		<u>(59,433)</u>	
Net current assets			<u>279,293</u>		<u>187,354</u>
Total assets less current liabilities			<u>279,293</u>		<u>187,354</u>
Net assets			<u>279,293</u>		<u>187,354</u>
Funds of the charity					
Restricted funds			5,090		2,835
Unrestricted funds			274,203		184,519
Total charity funds	17		<u>279,293</u>		<u>187,354</u>

For the year ending 31 March 2021 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 24/11/2021, and are signed on behalf of the board by:



M Hemingway (Chair)
Trustee

Company registration number: 05296023

The notes on pages 17 to 27 form part of these financial statements.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements

Year ended 31 March 2021

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 5 Milton Road South, Stowmarket, Suffolk, IP14 1EZ.

2. Statement of compliance

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 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.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

The accounts have been prepared on the going concern basis and the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected income and expenditure for the next 12 months from authorising these financial statements. The budgeted income and expenditure are sufficient with the level of reserves for the charity to be able to continue as a going concern.

Fund accounting

Unrestricted funds are available for use at the discretion of the Trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the Trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

3. Accounting policies *(continued)*

Income

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.

- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.

- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Office equipment - 25% - 33% Straight line

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

3. Accounting policies *(continued)*

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

4. Limited by guarantee

The charity is a company limited by guarantee. None of the Trustees have a beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

5. Grants and donations

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Donations			
Donations	25,488	4,500	29,988
Grants			
Grants	<u>246,849</u>	<u>62,291</u>	<u>309,140</u>
	<u>272,337</u>	<u>66,791</u>	<u>339,128</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Donations			
Donations	30,112	7,100	37,212
Grants			
Grants	<u>148,000</u>	<u>57,604</u>	<u>205,604</u>
	<u>178,112</u>	<u>64,704</u>	<u>242,816</u>

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

6. Grants and donations

	2021 £	2020 £
Grants Receivable		
Mid Suffolk District Council	86,700	86,700
Suffolk Community Foundation	56,155	405
The National Association of Citizen Advice Bureaux	55,689	41,482
Ipswich & East Suffolk CCG	20,251	20,250
Innovation Community	16,667	–
Stowmarket Relief Trust	15,000	15,000
Suffolk County Council	12,973	20,250
Ipswich & District CAB	12,659	–
Stowmarket Town Council	7,600	7,600
Mrs Smith & Mrs Mount Trust	7,083	2,917
Caf Bank - Covid 19	5,000	–
NHS Ipswich	5,000	–
M S Society	4,000	4,000
Alfred Williams Charitable Trust	3,000	2,000
Needham & Barking Charitable Trust	1,000	–
Access to Justice Foundation	–	5,000
Other grants	363	–
	<u>309,140</u>	<u>205,604</u>
Donations		
Ashton KCJ	7,949	–
Private Donations	7,813	10,422
Parish Councils	6,900	4,265
Mr & Mrs Ward	3,000	–
Needham Market Town Council	2,500	2,000
Stowmarket District Lions	1,000	1,000
Needham Market & Barking Welfare Charities	500	500
Mid Suffolk District Council - locality grant	300	8,800
Other donations	26	–
Geoffrey Burton Charitable Trust	–	1,850
Santander	–	3,750
Stowmarket Town Council Mayor's Charity	–	2,625
Suffolk County Council - locality grant	–	2,000
	<u>29,988</u>	<u>37,212</u>

7. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Other income	1,309	–	1,309
PensionWise	–	–	–
	<u>1,309</u>	<u>–</u>	<u>1,309</u>

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

7. Charitable activities *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Other income	924	55	979
PensionWise	893	—	893
	<u>1,817</u>	<u>55</u>	<u>1,872</u>

8. Investment income

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Bank interest receivable	<u>1,836</u>	<u>1,836</u>	<u>1,144</u>	<u>1,144</u>

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

9. Expenditure on charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Surviving Winter grants	3,790	–	3,790
Staff recruitment	75	–	75
Staff training	–	–	–
Travel	–	–	–
Volunteer training	668	–	668
Volunteer expenses	1,406	351	1,757
Volunteer other	192	–	192
Wages and salaries	125,731	56,729	182,460
Support costs	45,398	15,994	61,392
	<u>177,260</u>	<u>73,074</u>	<u>250,334</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Surviving Winter grants	–	–	–
Staff recruitment	–	–	–
Staff training	1,858	325	2,183
Travel	723	201	924
Volunteer training	89	–	89
Volunteer expenses	2,874	371	3,245
Volunteer other	198	–	198
Wages and salaries	103,476	49,836	153,312
Support costs	47,465	17,775	65,240
	<u>156,683</u>	<u>68,508</u>	<u>225,191</u>

Analysis of support costs

	2021 £	2020 £
Offices costs	33,344	36,789
Premises costs	25,963	25,456
Legal and professional fees	2,085	2,487
Trustees expenses	–	508
	<u>61,392</u>	<u>65,240</u>

10. Net income

Net income is stated after charging:

	2021 £	2020 £
Depreciation of tangible fixed assets	–	3,403
Operating lease rentals	20,156	19,839
	<u>20,156</u>	<u>23,242</u>

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

11. Independent examination fees

	2021	2020
	£	£
Fees payable to the independent examiner for: Independent examination of the financial statements	<u>1,800</u>	<u>1,800</u>

12. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2021	2020
	£	£
Wages and salaries	166,596	140,542
Social security costs	5,301	3,499
Pension costs	<u>10,563</u>	<u>9,271</u>
	<u>182,460</u>	<u>153,312</u>

The average head count of employees during the year was 12 (2020: 12).

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total remuneration and benefits received by key management personnel for services provided to the charity was £108,957 (2020: £99,163)

No employee received employee benefits of more than £60,000 during the year (2020: Nil).

13. Trustee remuneration and expenses

No trustees received any remuneration during the year. The charity reimbursed trustees for expenses incurred amounting to £Nil (2020: £82).

14. Tangible fixed assets

	Office equipment £
Cost	
At 1 April 2020 and 31 March 2021	<u>33,986</u>
Depreciation	
At 1 April 2020 and 31 March 2021	<u>33,986</u>
Carrying amount	
At 31 March 2021	<u>—</u>
At 31 March 2020	<u>—</u>

15. Debtors

	2021	2020
	£	£
Prepayments and accrued income	<u>766</u>	<u>718</u>

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

16. Creditors: Amounts falling due within one year

	2021	2020
	£	£
Accruals and deferred income	17,272	59,233
Social security and other taxes	204	–
Other creditors	505	200
	<u>17,981</u>	<u>59,433</u>

Included in creditor amounts falling due within one year is deferred income of £13,516 (2020: £49,843) which comprises grant income for future periods.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

17. Analysis of charitable funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
Unrestricted funds					
General funds	74,519	275,482	(177,260)	(48,538)	124,203
Equipment Reserve	10,000	–	–	10,000	20,000
Contractual Commitment Reserve	55,000	–	–	–	55,000
Development Reserve	5,000	–	–	5,000	10,000
Property Reserve	40,000	–	–	–	40,000
Covid 19 Reserve	–	–	–	25,000	25,000
	<u>184,519</u>	<u>275,482</u>	<u>(177,260)</u>	<u>(8,538)</u>	<u>274,203</u>
Restricted funds					
BIM Project	–	11,916	(15,627)	3,711	–
Employment Advice	1,357	8,000	(4,688)	–	4,669
Financial Capability	4,851	6,973	(11,824)	–	–
Help to Claim	(3,373)	28,302	(29,756)	4,827	–
M S Society	–	4,000	(3,579)	–	421
Rent	–	7,600	(7,600)	–	–
	<u>2,835</u>	<u>66,791</u>	<u>(73,074)</u>	<u>8,538</u>	<u>5,090</u>
	At 1 April 2019 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
Unrestricted funds					
General funds	53,248	181,073	(156,683)	(3,119)	74,519
Equipment Reserve	10,000	–	–	–	10,000
Contractual Commitment Reserve	55,000	–	–	–	55,000
Development Reserve	5,000	–	–	–	5,000
Property Reserve	40,000	–	–	–	40,000
	<u>163,248</u>	<u>181,073</u>	<u>(156,683)</u>	<u>(3,119)</u>	<u>184,519</u>
Restricted funds					
BIM Project	–	15,426	(18,545)	3,119	–
Employment Advice	–	5,000	(3,643)	–	1,357
Financial Capability	2,995	7,826	(5,970)	–	4,851
Help to Claim	–	24,907	(28,280)	–	(3,373)
M S Society	470	4,000	(4,470)	–	–
Rent	–	7,600	(7,600)	–	–
	<u>3,465</u>	<u>64,759</u>	<u>(68,508)</u>	<u>3,119</u>	<u>2,835</u>

Designated funds

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

Equipment Reserve - a reserve to ensure there is enough capital to upgrade or replace IT and communications as required and to replace office equipment when it becomes obsolete or beyond economic repair. Funds are also required from time-to-time to purchase new equipment for new projects. The Trustees consider a sum of £20,000 held in reserve will permit replacement of these items when they fail or require upgrading and the purchase of additional equipment.

Contractual Commitment Reserve - a reserve to ensure that the charity can cover contracted payments to staff such as redundancy, provision of maternity, paternity and long-term sickness cover, payment of pension funds and the costs of any disciplinary and/or grievance procedures that may arise. This category of Reserve also covers the costs of curtailing on-going contracts (for instance IT and communications contracts) where necessary. The Trustees consider a sum of £55,000 to be applicable for this purpose.

Development Reserve - a reserve to allow the charity to undertake the development of new projects and areas of work and to conduct full feasibility studies on the advisability of such projects. The estimated costing of any proposed projects will be contained within the charity's strategic business and development plan and will be self-supporting once established. An initial project start-up reserve limit of £10,000 will be applicable.

Property Reserve - a reserve to cover the potential costs of a move to alternative premises. These costs would include legal fees; costs for moving the paperwork, furniture and equipment, installation of IT and telecoms equipment and adaptation of the premises to allow for the provision of a confidential advice service to required standards. Added to this is an amount for Dilapidations, i.e the replacement of carpets and re-decoration and general repairs to existing premises. The total Property Reserve has been set by Trustees at £40,000.

Covid19 Reserve - a reserve to provide for the increased costs of operations of the bureau resulting from the Covid19 outbreak. It provides for unexpected and unbudgeted costs such as: establishing 'Covid19-safe' office and interview room space; extra telephones and laptop computers to allow home-working; additional cleaning materials and time; and increased staff and management time to cope with the effects of the pandemic. The need for this designated reserve will of course change as the circumstances of the pandemic change; it is currently set at £25,000.

Restricted funds

Benefit & Income Maximisation ("BIM") Project - a community project aimed at ensuring full entitlement for appropriate benefits and grants for persons within Mid Suffolk;

Employment Advice - funding to provide specialist employment advice including representation at employment tribunals;

Financial Capability - funding to provide training to frontline workers and end users to increase awareness on budgeting, savings, credit and energy efficiency;

Help to Claim - to provide advice and support via face-to-face, telephone and webchat to Universal Credit claimants until they receive their first full payment;

MS Society Project - funding to provide advice to families affected by Multiple Sclerosis;

Rent - Stowmarket Town Council grant towards premises rent.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

18. Analysis of net assets between funds

As at 31 December 2021

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds 2021
Current assets	124,203	150,000	5,090	279,293
Net Assets	<u>124,203</u>	<u>150,000</u>	<u>5,090</u>	<u>279,293</u>

As at 31 December 2020

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds 2020
Current assets	74,519	110,000	2,835	187,354
Net Assets	<u>74,519</u>	<u>110,000</u>	<u>2,835</u>	<u>187,354</u>

19. Financial commitments

Total commitments under non-cancellable operating leases are as follows:

	2021 £	2020 £
Amounts due within one year	21,628	17,607
Amounts due between one and 5 years	18,607	—
	<u>40,235</u>	<u>17,607</u>

20. Related parties

There have been no related party transactions in this or the previous reporting year.