

REGISTERED COMPANY NUMBER: 05866861 (England and Wales)
REGISTERED CHARITY NUMBER: 1115522

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2021
for
Citizens Advice East Suffolk Ltd

CUNNINGHAMS
Number Sixty One
Alexandra Road
Lowestoft
Suffolk
NR32 1PL

Contents of the Financial Statements
for the Year Ended 31 March 2021

	Page
Report of the Trustees	1 to 6
Independent Examiner's Report	7
Statement of Financial Activities	8
Balance Sheet	9 to 10
Cash Flow Statement	11
Notes to the Cash Flow Statement	12
Notes to the Financial Statements	13 to 21
Detailed Statement of Financial Activities	22 to 23

Citizens Advice East Suffolk Ltd

Report of the Trustees
for the Year Ended 31 March 2021

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of 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).

North East Suffolk Citizens Advice Bureau is a company limited by guarantee as defined by the Companies Act 2006 company number 05866861 and is also a registered charity, number 1115522. It is governed by its Memorandum of Association dated 5th July 2006. Following a re-branding exercise by the National Association of Citizens Advice Bureaux, (operating as National Citizens Advice), the company has adopted the operational name Citizens Advice North East Suffolk (otherwise referred to as CANES in these accounts).

OBJECTIVES AND ACTIVITIES

Objectives and aims

CANES' charitable objectives are to promote any charitable purpose for the benefit of the communities in North East Suffolk, southern Norfolk and surrounding areas ("the area of benefit") by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

CANES, and its predecessor Bureaux, has been providing free, independent, impartial and confidential advice to the citizens of North East Suffolk and neighbouring areas since 1965. The Trustees are satisfied that CANES fully complies with the new Charity Commission's guidance on public benefit supplied by the Charity Commission.

Significant activities

North East Suffolk Citizens Advice Bureau, (operating name Citizens Advice North East Suffolk, CANES), was formed in 2006 by a merger between Beccles, Bungay & Halesworth Citizens Advice Bureau and Lowestoft Citizens Advice Bureau.

CANES offers free impartial, quality assured advice in all areas of law and has specialist advisers in debt, welfare benefits, housing and employment. Serving the community throughout north east Suffolk and the surrounding areas of Suffolk and southern Norfolk, CANES has permanent offices in Lowestoft, Beccles and Bungay.

At the start of the Covid-19 pandemic in March 2020 CANES transformed its services from predominantly face to face to remote access by phone, e-mail or via CANES' website. This included the provision of Solutions (social prescribing project) covering all GP surgeries in Lowestoft, Victoria House and Adult Social Care and the Big C funded advice service to cancer patients under the care of the James Paget University Hospital. In August 2020 CANES received a grant from the Community Justice Fund to provide casework services in benefits, housing and employment. In October 2020, having secured funding from Suffolk County Council and in partnership with the other local Citizens Advice Services in Suffolk, Anglia Care Trust and Ipswich Housing Action Group, CANES initiated and a telephone answering and advice service (Suffolk Advice and Support Service). Also in October 2020 we introduced a new telephone befriending service, Voice of a Friend, to help combat social isolation, supported by funding from 2 East Suffolk Community Partnerships

In planning the activities the Trustees keep in mind the Charity Commission's guidance on Public Benefit at their meetings.

Citizens Advice East Suffolk Ltd

Report of the Trustees
for the Year Ended 31 March 2021

STRATEGIC REPORT

Achievement and performance

The organisation dealt with 15,937 issues presented by 4,042 unique clients in the year ended 31st March 2021. The major areas of work were debt (2,798 issues) welfare benefits (2,649 issues), Universal Credit (3,489 issues), employment (906), housing (1,426 issues), health and community care (1,161 issues) and family (755 issues). The impact of the pandemic saw an increase in Universal Credit, employment, housing, family, health and community care enquiries and a decrease in debt enquiries, reflecting the affect of the various government initiatives in respect of Covid.

The Trustee Board met remotely via Zoom 10 times in the year to provide the governance of the Charity, the strategic direction and to help to develop the organisation ensuring that it is robust enough to meet the demands of an everchanging external environment.

The Partnership Grant Agreements with Suffolk County Council was extended for a further year to March 2021. The Partnership Agreement with East Suffolk Council remained in place. The Service Level Agreements with the Housing Options continues to be a resounding success and remains ongoing for 2021/22.

CANES' website - www.nesuffolkcab.org.uk. provides a wide range of information and advice and offers visitors the opportunity to seek advice by e-mail through a secure link on the site. As well as providing details of all the CANES's services the site also acts as a platform for CANES's campaigning for recruitment of staff and volunteers. The website is part of the ongoing activity to improve the general accessibility of assistance and advice available to the public.

COVID-19 response

CANES transitioned seamlessly from predominantly face to face work to remote access via telephone, e-mail and its website at the start of the first lockdown in March 2020 with staff and volunteers working from home. The Board consider the arrangements have worked well.

Financial review

Principal funding sources

CANES receives funding from East Suffolk Council, Suffolk County Council and South Norfolk Council. CANES has a contract with the Money Advice Service for face to face debt advice.

East Suffolk Council (£77,940) core funding

Suffolk County Council (£48,580) core funding

Money Advice and Pensions Service for specialist debt advice (£54,169) and training of a new debt adviser (£18,308) .

Social Prescribing £148,842 (including Voice of a Friend)

DWP - Help to Claim - £35,557

Community Justice Fund -£35,600

Funds to facilitate remote working £26,000

Report of the Trustees
for the Year Ended 31 March 2021

STRATEGIC REPORT

Financial review

Reserves policy

The organisation's reserves policy reflects the uncertainties inherent in the not for profit sector.

Unrestricted Reserves

The Trustees believe that CANES should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. The Trustees consider that it would be prudent to set aside an amount equivalent to three months operating expenditure and consider this to remain at a level of £90,000.

Designated Reserves

In addition, unrestricted funds have been designated for the following purposes:

* Contractual Commitment Reserve - a reserve to ensure that CANES is able to cover contracted payments to staff such as redundancy, provision of locum maternity and sickness cover, and the costs of any disciplinary and/or grievance procedures which may arise. The Trustees consider it appropriate to reduce this to £43,500 (2019 - £60,000).

* Premises Reserve - a reserve to provide for terminating leases and the cost of relocating to new premises either at the expiry of the current lease or if larger premises are deemed necessary. The Trustees consider it appropriate to reduce this to £6,500 (2019 - £10,000).

Future plans

The aim of the organisation is to provide accessible, quality assured, advice services to the whole community in the former Waveney district of East Suffolk Council and neighbouring areas of southern Norfolk.

The Board's priorities for the forthcoming year (2021/2022)

- * To improve the resilience and future sustainability of the organisation
- * To engage with Felixstowe and Leiston Citizens Advice with a view to creating a single entity covering East Suffolk
- * To maintain, expand and diversify CANES' funding base, including continuing to engage with health providers to assist in the reduction in health inequalities by addressing the social determinants of health and well being
- * To market the facilities at St. Margaret's House (subject to Covid Restrictions)
- * To improve CANES's profile both generally and in relation to research and campaigns
- * To improve accessibility to multi-channel advice
- * To work within the confines of Covid restrictions to ensure that the most vulnerable people in our community and those who cannot access services digitally can access face to face advice
- * To enhance partnership working
- * To become a stronger champion for equality, challenging discrimination and valuing diversity
- * To continue to work positively and strategically with East Suffolk Council, Suffolk County Council and the other Local Citizens Advice services across Suffolk to deliver transformation of the services county-wide
- * To monitor the impact of Covid-19 in our communities and ensure that at all times our staff and services are Covid secure

Evidence suggests that the demand on our services and the complexity of the problems our clients face will increase, especially in the light of the anticipated economic downturn. 2021/2022 promises to be a very busy and interesting year.

The Board would wish to express their very sincere thanks to everyone involved with CANES for their continued support.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Citizens Advice East Suffolk Ltd

Report of the Trustees
for the Year Ended 31 March 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment and appointment of new trustees

The directors of the company are also the trustees of the registered charity. There shall be a minimum of three trustees and a maximum of 15.

Trustees may be appointed by election at an Annual General Meeting (there being no more than 10 such elected Trustees in total), nominated by member organisations or co-opted by the Trustee Board. Each appointment of a nominated or co-opted Trustee shall be made at an ordinary meeting of the Trustee Board and shall take effect immediately. Trustees are elected for a term of three years and are eligible for re-election thereafter.

Organisational structure

The Trustee Board is responsible for the strategic direction, financial management and policies of the charitable company. Day to day organisational decisions and responsibility for the provision of services are delegated to the Chief Executive.

Induction and training of new trustees

Upon appointment/election all new trustees are offered the opportunity to visit the charity's premises and spend time observing the service in operation. New Trustees are also given background information concerning CANES and National Citizens Advice, including a copy of the Memorandum and Articles of Association, the most recent Independently Audited Accounts and Annual Report. They are also directed towards the materials available on the National Citizens Advice site regarding governance and fill in a skills audit to determine what other training needs they might have as individuals or collectively alongside other members of the Board.

Related parties

Citizens Advice North East Suffolk is a member of Citizens Advice, the national association for the Citizens Advice service throughout England and, Wales. Membership of the national association requires the charitable company to adhere to rigorous standards in respect of governance, organisational practices and quality of advice. The Citizens Advice Membership Scheme requires member organisations to undergo an audit of organisational standards and quality of advice by Citizens Advice auditors every three years. CANES had a membership audit in March 2020 and was successful (green) in both the Quality of Advice and Organisational parts of the audit. Quality of Advice is continuously audited and the Board undertakes an annual leadership self-assessment on all governance and financial matters which is assessed by national Citizens Advice, this assessment was also green.

East Suffolk Council and Suffolk County Council provide essential core funding in support of the work of the charity in providing a service to the residents of North-East Suffolk and surrounding areas. The Councils can nominate a representative to sit on the Board of Trustees, such nominees are not directors of the company nor are they trustees of the charity.

Report of the Trustees
for the Year Ended 31 March 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. The Trustees have reviewed their procedures in the light of corporate governance guidance contained within the Statement of Recommended Practice 'Accounting and Reporting by Charities'.

A risk assessment report is contained within the business plan and anticipates potential changes to the environment in which CANES is working and highlights how these would impact on its services. In addition it produces an annual risk register, based on a matrix supplied by Citizens Advice - the national association.

CANES 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 obviate their impact. The Risk Register is a formal statement of CANES'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. Areas which have been covered in this process include:

- * activities and services undertaken by the organisation
- * our objectives
- * targets and outputs required by funders and others
- * the operating structure
- * external factors (statutory obligations, relationships with funders)
- * comparisons with other Local Citizens Advice/comparable organisations
- * past performance and previous risks encountered

CANES'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. 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.

Procedures have been established to manage the risks identified.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

05866861 (England and Wales)

Registered Charity number

1115522

Registered office

St. Margaret's House
Gordon Road
Lowestoft
Suffolk
NR32 1JQ

Citizens Advice East Suffolk Ltd

Report of the Trustees
for the Year Ended 31 March 2021

Trustees

The elected trustees are also the directors of the charitable company and along with the Council nominees have been referred to as the Trustees throughout this report.

The trustees serving during the year were as follows:

Elected Trustees

Mr P J S Stott	(Deceased 19th February, 2022)
Mr M Pitchers	
Mrs J M Wickham	
Mrs L J Harper	(Resigned 20th October 2020)
Ms P McGregor	
Mr S Alderson	
Mr S Curtis	(Appointed 21st September 2020)
Mrs L Munro	(Appointed 19th October 2020)
Mr J Caborne	(Appointed 23rd November 2020)
Mr R Jarvis	(Appointed 15th February 2021)

Council Nominees

Councillor K Robinson	Suffolk County Council
Councillor T Cooper	East Suffolk Council

Company Secretary

Mrs J John

Independent Examiner

Mr Benjamin Lynes FCA
Institute of Chartered Accountants in England and Wales
CUNNINGHAMS
Number Sixty One
Alexandra Road
Lowestoft
Suffolk
NR32 1PL

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 28 MARCH 2022 and signed on the board's behalf by:



Mr S Alderson - Trustee

Independent Examiner's Report to the Trustees of
Citizens Advice East Suffolk Ltd

Independent examiner's report to the trustees of Citizens Advice East Suffolk Ltd ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

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 registered member of Institute of Chartered Accountants in England and Wales 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.



Mr Benjamin Lynes FCA
Institute of Chartered Accountants in England and Wales
CUNNINGHAMS
Number Sixty One
Alexandra Road
Lowestoft
Suffolk
NR32 1PL

29 March 2022

Citizens Advice East Suffolk Ltd

Statement of Financial Activities
for the Year Ended 31 March 2021

	Notes	Unrestricted funds £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	194,088	184,019	378,107	305,916
Other trading activities	3	84,751	72,687	157,438	76,206
Other income		2,401	19,563	21,964	10,832
Total		281,240	276,269	557,509	392,954
EXPENDITURE ON					
Charitable activities	4				
Charitable activities		202,347	212,006	414,353	347,772
Other		6,282	18,684	24,966	8,118
Total		208,629	230,690	439,319	355,890
NET INCOME		72,611	45,579	118,190	37,064
Transfers between funds	15	39,670	(39,670)	-	-
Net movement in funds		112,281	5,909	118,190	37,064
RECONCILIATION OF FUNDS					
Total funds brought forward		203,370	28,284	231,654	194,590
TOTAL FUNDS CARRIED FORWARD		315,651	34,193	349,844	231,654

The notes form part of these financial statements

Citizens Advice East Suffolk Ltd

Balance Sheet
31 March 2021

	Notes	Unrestricted funds £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
FIXED ASSETS					
Tangible assets	10	140,652	-	140,652	134,087
CURRENT ASSETS					
Debtors	11	24,373	2,890	27,263	47,575
Cash at bank and in hand		170,331	31,303	201,634	168,395
		194,704	34,193	228,897	215,970
CREDITORS					
Amounts falling due within one year	12	(19,705)	-	(19,705)	(118,403)
NET CURRENT ASSETS		174,999	34,193	209,192	97,567
TOTAL ASSETS LESS CURRENT LIABILITIES		315,651	34,193	349,844	231,654
NET ASSETS		315,651	34,193	349,844	231,654
FUNDS	15				
Unrestricted funds				315,651	203,370
Restricted funds				34,193	28,284
TOTAL FUNDS				349,844	231,654

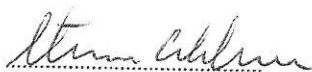
The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 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 financial statements were approved by the Board of Trustees and authorised for issue on 28 MARCH 2022 and were signed on its behalf by:

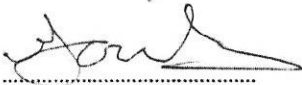


The notes form part of these financial statements

Citizens Advice East Suffolk Ltd

Balance Sheet - continued
31 March 2021

Mr S Alderson - Trustee

A handwritten signature in black ink, appearing to read 'Jarvis', written over a dotted line.

Mr V R Jarvis - Trustee

The notes form part of these financial statements

Citizens Advice East Suffolk Ltd

Cash Flow Statement
for the Year Ended 31 March 2021

	Notes	31.3.21 £	31.3.20 £
Cash flows from operating activities			
Cash generated from operations	1	154,335	40,541
Loan repayment deducted from funding		<u>(20,000)</u>	<u>(20,000)</u>
Net cash provided by operating activities		<u>134,335</u>	<u>20,541</u>
 Cash flows from investing activities			
Purchase of tangible fixed assets		<u>(14,714)</u>	<u>(26,086)</u>
Net cash used in investing activities		<u>(14,714)</u>	<u>(26,086)</u>
 Change in cash and cash equivalents in the reporting period		 119,621	 (5,545)
Cash and cash equivalents at the beginning of the reporting period	2	<u>82,013</u>	<u>87,558</u>
 Cash and cash equivalents at the end of the reporting period	2	 <u>201,634</u>	 <u>82,013</u>

The notes form part of these financial statements

Citizens Advice East Suffolk Ltd

Notes to the Cash Flow Statement
for the Year Ended 31 March 2021

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES			
	31.3.21	31.3.20	
	£	£	
Net income for the reporting period (as per the Statement of Financial Activities)	118,190	37,064	
Adjustments for:			
Depreciation charges	8,149	7,275	
Decrease/(increase) in debtors	20,312	(3,066)	
Increase/(decrease) in creditors	7,684	(732)	
Net cash provided by operations	<u>154,335</u>	<u>40,541</u>	
2. ANALYSIS OF CASH AND CASH EQUIVALENTS			
	31.3.21	31.3.20	
	£	£	
Cash in hand	149	149	
Notice deposits (less than 3 months)	201,485	168,246	
Overdrafts included in bank loans and overdrafts falling due within one year	<u>-</u>	<u>(86,382)</u>	
Total cash and cash equivalents	<u>201,634</u>	<u>82,013</u>	
3. ANALYSIS OF CHANGES IN NET FUNDS			
	At 1.4.20	Cash flow	At 31.3.21
	£	£	£
Net cash			
Cash at bank and in hand	168,395	33,239	201,634
Bank overdraft	<u>(86,382)</u>	<u>86,382</u>	<u>-</u>
	<u>82,013</u>	<u>119,621</u>	<u>201,634</u>
Debt			
Debts falling due within 1 year	<u>(20,000)</u>	<u>20,000</u>	<u>-</u>
	<u>(20,000)</u>	<u>20,000</u>	<u>-</u>
Total	<u>62,013</u>	<u>139,621</u>	<u>201,634</u>

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.

Freehold property	- 2% on cost
Improvements to property	- 10% on cost
Fixtures, fittings, furniture & IT equipment	- 20% on reducing balance

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.

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.

Citizens Advice East Suffolk Ltd

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

2. DONATIONS AND LEGACIES

	Unrestricted funds £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
Donations	13,870	-	13,870	18,474
Grants	180,218	184,019	364,237	287,442
	<u>194,088</u>	<u>184,019</u>	<u>378,107</u>	<u>305,916</u>

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

	31.3.21 £	31.3.20 £
Other grants	<u>364,237</u>	<u>287,442</u>

3. OTHER TRADING ACTIVITIES

	Unrestricted funds £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
Fundraising events	51	-	51	1,329
Money Advice Service	-	72,687	72,687	52,782
Service Level Agreements	77,940	-	77,940	15,335
James Paget Hospital - The Big C	6,760	-	6,760	6,760
	<u>84,751</u>	<u>72,687</u>	<u>157,438</u>	<u>76,206</u>

4. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 5) £	Totals £
Charitable activities	<u>377,047</u>	<u>37,306</u>	<u>414,353</u>

5. SUPPORT COSTS

	Management £	Finance £	Governance costs £	Totals £
Charitable activities	<u>31,685</u>	<u>254</u>	<u>5,367</u>	<u>37,306</u>

Citizens Advice East Suffolk Ltd

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

6. NET INCOME/(EXPENDITURE)

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

	31.3.21	31.3.20
	£	£
Depreciation - owned assets	8,149	7,275
Other operating leases	24,480	24,480
Independent examiners fee	2,912	2,232
	<u>2,912</u>	<u>2,232</u>

7. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

8. STAFF COSTS

	31.3.21	31.3.20
	£	£
Wages and salaries	279,736	220,809
Other pension costs	10,970	9,428
	<u>290,706</u>	<u>230,237</u>

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

	31.3.21	31.3.20
	16	13
Support staff	<u>16</u>	<u>13</u>

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

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	207,984	97,932	305,916
Other trading activities	23,424	52,782	76,206
Other income	6,004	4,828	10,832
	<u>237,412</u>	<u>155,542</u>	<u>392,954</u>
Total	237,412	155,542	392,954
EXPENDITURE ON			
Charitable activities			
Charitable activities	223,342	124,430	347,772
Other	5,290	2,828	8,118
	<u>228,632</u>	<u>127,258</u>	<u>355,890</u>
Total	228,632	127,258	355,890

Citizens Advice East Suffolk Ltd

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
NET INCOME	8,780	28,284	37,064
Transfers between funds	33,934	(33,934)	-
Net movement in funds	42,714	(5,650)	37,064
RECONCILIATION OF FUNDS			
Total funds brought forward	160,656	33,934	194,590
TOTAL FUNDS CARRIED FORWARD	203,370	28,284	231,654

10. TANGIBLE FIXED ASSETS

	Freehold property £	Improvements to property £	Fixtures, fittings, furniture & IT equipment £	Totals £
COST				
At 1 April 2020	101,472	36,643	79,043	217,158
Additions	-	-	14,714	14,714
At 31 March 2021	101,472	36,643	93,757	231,872
DEPRECIATION				
At 1 April 2020	5,186	12,952	64,933	83,071
Charge for year	1,353	2,608	4,188	8,149
At 31 March 2021	6,539	15,560	69,121	91,220
NET BOOK VALUE				
At 31 March 2021	94,933	21,083	24,636	140,652
At 31 March 2020	96,286	23,691	14,110	134,087

11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21 £	31.3.20 £
Other debtors	20,725	40,442
Prepayments and accrued income	6,538	7,133
	27,263	47,575

Citizens Advice East Suffolk Ltd

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21	31.3.20
	£	£
Bank loans and overdrafts (see note 13)	-	86,382
Other loans (see note 13)	-	20,000
Accruals and deferred income	19,705	12,021
	<u>19,705</u>	<u>118,403</u>

13. LOANS

An analysis of the maturity of loans is given below:

	31.3.21	31.3.20
	£	£
Amounts falling due within one year on demand:		
Bank overdrafts	-	86,382
Other loans	-	20,000
	<u>-</u>	<u>106,382</u>

14. SECURED DEBTS

The loan liability is secured by a fixed charge over the freehold property.

15. MOVEMENT IN FUNDS

	At 1.4.20	Net movement in funds	Transfers between funds	At 31.3.21
	£	£	£	£
Unrestricted funds				
General fund	63,370	72,611	29,670	165,651
Contractual Commitment Reserve	43,500	-	-	43,500
Premises Reserve	6,500	-	-	6,500
Operating Costs Reserve	90,000	-	10,000	100,000
	<u>203,370</u>	<u>72,611</u>	<u>39,670</u>	<u>315,651</u>
Restricted funds				
Money Advice Service	-	2,395	-	2,395
East Suffolk Council - Solutions	67	19,044	-	19,111
Client Funding	2,000	879	-	2,879
Heating & Lighting	26,217	1,390	(26,870)	737
Glazing works on building	-	8,537	-	8,537
BEIS Working from Home equipment	-	11,600	(11,600)	-
Soft Phones	-	534	-	534
Suffolk Community Foundation	-	1,200	(1,200)	-
	<u>28,284</u>	<u>45,579</u>	<u>(39,670)</u>	<u>34,193</u>
TOTAL FUNDS	<u>231,654</u>	<u>118,190</u>	<u>-</u>	<u>349,844</u>

Citizens Advice East Suffolk Ltd

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

15. **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	281,240	(208,629)	72,611
Restricted funds			
Money Advice Service	72,687	(70,292)	2,395
East Suffolk Council - Solutions	136,582	(117,538)	19,044
Client Funding	19,563	(18,684)	879
Heating & Lighting	2,000	(610)	1,390
Glazing works on building	14,527	(5,990)	8,537
BEIS Working from Home equipment	11,600	-	11,600
Soft Phones	2,050	(1,516)	534
Suffolk Community Foundation	5,000	(3,800)	1,200
Voice of Friends	12,260	(12,260)	-
	<u>276,269</u>	<u>(230,690)</u>	<u>45,579</u>
TOTAL FUNDS	<u>557,509</u>	<u>(439,319)</u>	<u>118,190</u>

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	656	8,780	53,934	63,370
Contractual Commitment Reserve	60,000	-	(16,500)	43,500
Premises Reserve	10,000	-	(3,500)	6,500
Operating Costs Reserve	90,000	-	-	90,000
	<u>160,656</u>	<u>8,780</u>	<u>33,934</u>	<u>203,370</u>
Restricted funds				
Awards for All	2,089	-	(2,089)	-
East Suffolk Council - Solutions	-	67	-	67
Suffolk County Council	5,628	-	(5,628)	-
Client Funding	-	2,000	-	2,000
Heating & Lighting	26,217	26,217	(26,217)	26,217
	<u>33,934</u>	<u>28,284</u>	<u>(33,934)</u>	<u>28,284</u>
TOTAL FUNDS	<u>194,590</u>	<u>37,064</u>	<u>-</u>	<u>231,654</u>

Citizens Advice East Suffolk Ltd

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

15. 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	237,412	(228,632)	8,780
Restricted funds			
Money Advice Service	52,782	(52,782)	-
East Suffolk Council - Solutions	67,715	(67,648)	67
Alfred William Trust	1,000	(1,000)	-
Client Funding	4,828	(2,828)	2,000
Heating & Lighting	26,217	-	26,217
Suffolk Foundation	3,000	(3,000)	-
	<u>155,542</u>	<u>(127,258)</u>	<u>28,284</u>
TOTAL FUNDS	<u>392,954</u>	<u>(355,890)</u>	<u>37,064</u>

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

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	656	81,391	83,604	165,651
Contractual Commitment Reserve	60,000	-	(16,500)	43,500
Premises Reserve	10,000	-	(3,500)	6,500
Operating Costs Reserve	90,000	-	10,000	100,000
	<u>160,656</u>	<u>81,391</u>	<u>73,604</u>	<u>315,651</u>
Restricted funds				
Money Advice Service	-	2,395	-	2,395
Awards for All	2,089	-	(2,089)	-
East Suffolk Council - Solutions	-	19,111	-	19,111
Suffolk County Council	5,628	-	(5,628)	-
Client Funding	-	2,879	-	2,879
Heating & Lighting	26,217	27,607	(53,087)	737
Glazing works on building	-	8,537	-	8,537
BEIS Working from Home equipment	-	11,600	(11,600)	-
Soft Phones	-	534	-	534
Suffolk Community Foundation	-	1,200	(1,200)	-
	<u>33,934</u>	<u>73,863</u>	<u>(73,604)</u>	<u>34,193</u>
TOTAL FUNDS	<u>194,590</u>	<u>155,254</u>	<u>-</u>	<u>349,844</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

15. 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	518,652	(437,261)	81,391
Restricted funds			
Money Advice Service	125,469	(123,074)	2,395
East Suffolk Council - Solutions	204,297	(185,186)	19,111
Alfred William Trust	1,000	(1,000)	-
Client Funding	24,391	(21,512)	2,879
Heating & Lighting	28,217	(610)	27,607
Suffolk Foundation	3,000	(3,000)	-
Glazing works on building	14,527	(5,990)	8,537
BEIS Working from Home equipment	11,600	-	11,600
Soft Phones	2,050	(1,516)	534
Suffolk Community Foundation	5,000	(3,800)	1,200
Voice of Friends	12,260	(12,260)	-
	<u>431,811</u>	<u>(357,948)</u>	<u>73,863</u>
TOTAL FUNDS	<u>950,463</u>	<u>(795,209)</u>	<u>155,254</u>

UNRESTRICTED FUNDS

Within unrestricted funds the trustees have designated funds for the following purposes:

* **Contractual Commitment Reserve** - £60,000 to cover contracted payments to staff such as redundancy, provision of locum maternity and sickness cover, and the costs of any disciplinary and/or grievance procedures which may arise.

* **Premises Reserve** - £6,500 to provide for terminating leases and the cost of relocating to new premises either at the expiry of the current lease or if larger premises are deemed necessary.

* **Operating Costs Reserve**

The trustees policy is to reserve for at least three months operating costs. This would require in the region of £100,000.

RESTRICTED FUNDS

Restricted funds comprise funds designated for the following purposes:

* **Money Advice Service** - Funding to provide a case worker, a trainee money advisor and associated costs to provide advice for those in debt.

* **East Suffolk Council Solutions** - some of the funding came from a variety sources but was channelled through an account at ESC the remainder came from Lowestoft PCN.

* **Alfred William Trust** - Funding towards treatment of damp in registered office.

* **Heating and Lighting** - funding to replace heating and lighting in St. Margaret's House with energy efficient alternatives

* **Suffolk Foundation** - Glazing works on building - installation of secondary double glazing at St. Margaret's House

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

15. MOVEMENT IN FUNDS - continued

* **BEIS** - Working from home equipment

* **Soft phones** - licences

* **Suffolk Community Foundation** - to provide equipment and staff costs associated with remote working.

* **Voice of a Friend** - funding from East Suffolk Community Partnerships to set up and deliver a telephone befriending service

* **Client funding** - funding applied for on behalf of clients from Rope trust, Barchester Health DRO and also paid from an amount given from Frank Litchfield

* **Award for All** - Funding towards computer equipment.

Transfers between funds

The Trustees have made adjustment to the Reserve Policy necessitating transfers between the unrestricted reserves as detailed above and explained further in the Trustees' Report.

The following restricted reserves were created by donations made to fund capital expenditure by the Charity. Such expenditure has been made in full and since the purchased assets may now be used in an unrestricted way by the Charity, the reserves have been transferred to the General Fund.

* Awards for All

* Suffolk Country Council

16. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.

Citizens Advice East Suffolk Ltd

Detailed Statement of Financial Activities
for the Year Ended 31 March 2021

	31.3.21 £	31.3.20 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	13,870	18,474
Grants	364,237	287,442
	<hr/> 378,107	<hr/> 305,916
Other trading activities		
Fundraising events	51	1,329
Money Advice Service	72,687	52,782
Service Level Agreements	77,940	15,335
James Paget Hospital - The Big C	6,760	6,760
	<hr/> 157,438	<hr/> 76,206
Other income		
Sundry income	2,401	4,384
Client Funding	19,563	6,448
	<hr/> 21,964	<hr/> 10,832
Total incoming resources	557,509	392,954
EXPENDITURE		
Charitable activities		
Wages	279,736	220,809
Pensions	10,970	9,428
Rent	24,480	24,480
Insurance	4,295	3,386
Light, heat and water	6,698	14,948
Repairs and renewals	7,714	3,354
Subcontract sessional assistance	34,301	23,000
Staff welfare	702	4,321
Freehold property	1,353	1,353
Improvements to property	2,609	2,395
Fixtures and fittings	4,189	3,527
	<hr/> 377,047	<hr/> 311,001
Other		
Client funding paid	18,684	2,828
Grant funding paid	6,250	5,048
Fundraising event costs	32	242
	<hr/> 24,966	<hr/> 8,118
Support costs		
Management		
Telephone	16,169	9,690
Carried forward	16,169	9,690

This page does not form part of the statutory financial statements

Citizens Advice East Suffolk Ltd

Detailed Statement of Financial Activities
for the Year Ended 31 March 2021

	31.3.21 £	31.3.20 £
Management		
Brought forward	16,169	9,690
Stationary and office expenses	4,528	4,661
Miscellaneous expenses	5,241	5,264
Postage	2,418	2,569
Training	780	2,574
Computer costs	927	2,709
Publications	1,091	143
Travelling	531	4,612
	<hr/>	<hr/>
	31,685	32,222
 Finance		
Bank charges	254	328
 Governance costs		
Independent examiner's fee	3,592	2,232
Payroll fees	1,775	1,989
	<hr/>	<hr/>
	5,367	4,221
	<hr/>	<hr/>
Total resources expended	439,319	355,890
	<hr/>	<hr/>
Net income	118,190	37,064
	<hr/>	<hr/>