

Company number 5866861

**Citizens Advice East Suffolk Ltd**

**Financial Statements  
For the year ended 31 March 2023**

**Registered charity number 1115522**

**Citizens Advice East Suffolk Ltd**

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## **Citizens Advice East Suffolk Ltd**

### **Legal and administrative information**

<b>Legal structure</b>	The charity is a company limited by guarantee, incorporated in England and Wales
<b>Charity Registration No.</b>	1115522
<b>Company No.</b>	5866861
<b>Chairman</b>	Steven Alderson (Resigned 16 June 2022) Nick Mayo (Appointed 20 June 2022)
<b>Board of Trustees</b>	
<b>- Elected members</b>	Steven Alderson (Resigned 16 June 2022) Stephen Curtis (Resigned 11 August 2022) Leanne Munro (Resigned 11 August 2022) Rhys Jarvis (Resigned 16 June 2022) Roger Guthrie (Appointed 11 April 2022; resigned 5 June 2023) Ed Day (Appointed 11 April 2022) David Verney (Appointed 11 April 2022) Nick Mayo (Appointed 11 April 2022) Craig Fiddaman (Appointed 11 April 2022) Susan Robinson (Appointed 11 April 2022) Richard McLeod (Appointed 20 April 2022) Simon Quantrill (appointed 19 April 2023) Philip Davy (Appointed 5 June 2023)
<b>- Council nominees</b>	Tony Cooper (East Suffolk Council) Keith Robinson (Suffolk County Council)
<b>Company Secretary</b>	Janet John (Resigned 21 June 2022) Craig Fiddaman (Appointed 21 June 2022)
<b>Chief Officer</b>	Janet John (to 21 June 2022) Chiara Saunders (from 21 June 2022)
<b>Principal Address and Registered Office</b>	St Margaret's House Gordon Road Lowestoft Suffolk NR32 1JQ
<b>Independent Examiner</b>	Helen Rumsey FCA Ensors Accountants LLP Blyth House Rendham Road Saxmundham Suffolk IP17 1WA

## **Citizens Advice East Suffolk Ltd**

### **Trustees' Annual Report for the year ended 31 March 2023**

The Trustees, who are also directors of the charity for the purposes of the Companies Act, present their report and financial statements for the year ended 31 March 2023.

#### **Chair's Report**

The 2022/2023 year for Citizens Advice East Suffolk (CAES) has been one of unrelenting change and it is to the credit of the Chief Officer, her staff and the volunteers that we have got through some very challenging times with the minimum of disruption to our clients. The Trustees have also contributed a great deal, providing the necessary oversight on all governance, finance and staffing issues and undertaking the required due diligence exercises.

CAES was created from the merger of CA Felixstowe & District, CA Leiston, Saxmundham & District and CA North East Suffolk. The merger was complex, sometimes contentious and not universally welcomed at the time. Apart from the legal obligations imposed by the merger process, it was imperative to ensure fairness to all staff and volunteers, while retaining the positive working relationships with stakeholders and funders. The new entity, CAES, is already showing its worth to the community and represents the whole of the district and surrounding areas.

The merger was implemented on 1 April 2022, the start of the financial reporting period. Since then, Chiara Saunders has been appointed in June 2022 as the new Chief Officer at CAES and she has worked tirelessly to pull the staff and services of the three legacy CAs into a coherent whole new CA. There have been pitfalls and trip hazards along the way but these have been met with cooperation and a shared determination to make CAES a new, forward-looking entity.

Several Trustees from each of the legacy CAs moved over to the new Board. Some have since left and new people have joined, but all have been instrumental in helping CAES to develop into a really impressive, forward-looking entity.

Almost at the end of the reporting period, CAES underwent a Year-3 audit from Citizens Advice at the centre. Year-3 audits are extremely thorough and examine every aspect of each CA's operation. I am delighted to say that CAES passed the audit with no requirements to rectify any area of work. There were recommendations about how we might achieve higher scores in some areas of operation, and these are being worked on.

The funders, notably East Suffolk Council, Suffolk County Council and the Rope Trust, have again been exceptionally generous in giving us grants and we are indebted to them. Now that CAES operates across the whole of the district, our attention is turning to potential sources of new funding, to enable us to look at different ways of advice-giving for all.

The next year will be one of consolidation, but hopefully there will be room for expansion as new, innovative ideas are investigated.

Nick Mayo  
Chair of the Board of Trustees

**Citizens Advice East Suffolk Ltd**

**Trustees' Annual Report for the year ended 31 March 2023**

Nick Mayo

Chair of the Board of Trustees

## **Citizens Advice East Suffolk Ltd**

### **Trustees' Annual Report for the year ended 31 March 2023**

The Trustees have adopted the provisions of the 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). However the True and Fair override has been adopted regarding the use of merger accounting to account for the merger, details of which are below. The Trustees are of the opinion that to account for the coming together of the three organisations using acquisition accounting would not reflect the substance of the transactions and therefore would not give a true and fair view.

The charity is governed by its Memorandum of Association dated 5 July 2006 as amended by Special Resolutions in August and September 2022.

### **Objectives and activities**

#### **Aims and principles**

Citizens Advice East Suffolk ("CAES") provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

The charity provides information and advice to all who need it, but aims to target resources in more detailed help and casework to those who are least able to help themselves, whether due to language, mental health, age or disability, or short term difficulties such as homelessness or lack of money.

CAES also works to improve the policies and practices that affect people's lives, through representing unfairness and difficulties faced by clients to those able to make a difference in law and procedures, in government or elsewhere. CAES values its wide range of volunteers and recognises that they are the strength underpinning the organisation, and seeks to promote supported volunteering as a route to develop employability skills and confidence, leading to a healthier and stronger community.

#### **Objectives**

The Trustees review the Charity's Business Development and Operation Plans on a regular basis, and at least annually, to agree the achievements of the year and objectives for the following year.

The main objective for the year ending 31 March 2023 was to continue to provide an efficient and effective advice and information service to the local community and our activities were targeted to meet that purpose.

## **Citizens Advice East Suffolk Ltd**

### **Trustees' Annual Report for the year ended 31 March 2023**

The work was carried out by a team of volunteer advisers and specialists providing a predominantly telephone and email service with face-to-face appointments available when required.

CAES provided advice in 15 key areas: benefits, consumer, debt, education, employment, finance, health, housing, immigration, legal, relationship, budgeting, tax, travel and utilities.

In addition to generalist advice, both specialist advice and casework were available:

Specialist Consumer Advice - faulty goods, scams or mis-sold goods;

Specialist Money Advice – consideration of debt management options including Breathing Space, debt management plans, bankruptcy, debt relief orders and Individual Voluntary Arrangements;

Financial Capability Advice – supporting clients to maximise income and reduce expenditure;

Specialist Welfare Benefit Advice - form filling, mandatory reconsiderations and appeals.

Our project work to March 2023 included:

Debt and Money Advice under two contracts, one Money and Pension Service in Waveney and one funded by Rope Trust in Suffolk Coastal,

Social Prescribing through our Solutions project in Lowestoft where we work from seven local surgeries and support clients with their non-clinical needs,

Local Welfare Assistance support for clients in financial hardship

Lowestoft Food Bank outreach worker providing advice and support to clients of the Lowestoft foodbank,

Across the district in conjunction with the District Council Provision of Homelessness Prevention, Debt and Money Advice Service.

### **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 Trustee Board 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.

## **Citizens Advice East Suffolk Ltd**

### **Trustees' Annual Report for the year ended 31 March 2023**

#### **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. As at 31 March 2023 the service employed 26 paid workers (15 FTEs) and was supported by 60 volunteers.

Volunteers represent the indispensable core of the service for without them, there would not be a Citizens Advice East Suffolk service. The volunteers contribute, on average, 490 hours per annum. This may be expressed as an annualised value of volunteering of £387,508. 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 2022/23 two volunteers left to take up paid work.

#### **Achievements and Performance**

The key achievements of the organisation in 2022/23, in line with the Business and Development plan:

Passed the three year Citizens Advice Audit;  
Renewed our Advice Quality Standard and accreditation to the Money Advice and Pension Framework;  
Renewed our Advice Quality Standard and accreditation for Benefit Advice  
10 volunteers trained;  
8,894 unique clients assisted;  
31,130 advice issues handled;  
39,512 individual activities;  
£415,466 debt written off;  
£1,069,878 awarded in Welfare Benefits through casework;  
Continued upgrade of IT systems to enable volunteers and staff to work from home or the office;  
Developed the phone and email service to ensure the service is fully accessible;  
Continued a quarterly Suffolk Citizens Advice newsletter to funders.  
Created a new website [www.caes.org.uk](http://www.caes.org.uk);  
Increased our outreaches to five.

In 2022/23 the aim of the high-level strategy for the service was to:

- Create a seamless service across East Suffolk and streamline services and operations
- Maintain and build on the good working relationships with key stakeholders to help safeguard the future of the service and secure continuation funding from April 2023



## **Citizens Advice East Suffolk Ltd**

### **Trustees' Annual Report for the year ended 31 March 2023**

- Continue to develop a robust and accessible digital advice framework embedded in community locations to enable our clients to access our service and increase the numbers of clients accessing our service

#### **Plans for the Future**

A key priority for the Trustee Board for 2023/24 is to continue to develop a sustainable service that meets the needs of our clients during the cost-of-living crisis. We want to expand our service provision to cope with an increase in demand as people feel the impact of the increased costs of energy, food, petrol and services.

We will continue with the work to diversify our funding streams to increase our sustainability and enable us to build a service that is cost-effective. We recognise the challenges involved in short term project funding and will endeavour to secure longer term funding for our core service to enable us to plan effectively. We will offer our funders value for money, whilst never compromising on the high quality service that our clients expect and deserve.

There is a three-year Business Development Plan with detailed emphasis on the current year. The plan is a living document and is an agenda item at Trustee Board meetings.

The main drivers for strategic development in 2022 - 2025 are:

- building on and enhancing our service to reach out to our clients. The Covid-19 pandemic has changed the way we provide our services and the way clients want to reach us. Our service delivery review is completed and we are working with local partners to enhance existing relationships and forge new partnerships;
- maintaining current funding in a very uncertain climate, following the merger of CA Leiston, Saxmundham & District, CA Felixstowe & District and CA North East Suffolk on 1 April 2022. This followed a detailed due diligence review and consideration of alternative funding options;
- bedding down the merger of the three LCAS that created CAES.

## **Citizens Advice East Suffolk Ltd**

### **Trustees' Annual Report for the year ended 31 March 2023**

#### **Financial Review**

The Notes to the Financial Statements are shown on pages 14 to 27. The Key points are:

Income in the year amounted to £826,839 (2021-22: £1,007,976)

Expenditure in the year amounted to £898,760 (2021-22: £948,529)

The highest cost related to staff salaries for our 27 employed staff amounting to £638,199, including redundancy costs of £40,079 (2021-22: 36 employees and salaries of £672,833, no redundancy payments)

This resulted in a deficit of £71,921 (2021-22: surplus of £59,448)

#### **Fundraising Activities and Principal Funding Sources**

The principal core funding sources were as follows:

East Suffolk District Council £199,600

Suffolk County Council (including Clinical Commissioning Group) £105,026

The Trustees extend their gratitude to our principal funders with whom we share many strategic objectives and who continued to support the core operating capacity of the charity.

In addition, major project-specific funding was received from the following:

The Money Advice Service £108,466

Lowestoft Primary Care Network £136,582

L D Rope Trust £36,500

#### **Reserves Policy**

The Trustees have reviewed the reserves of the charity. This review encompassed the nature of the income and expenditure streams, the need to match income with fixed commitments, the risks associated therewith and the nature of the reserves.

The review concluded that:

As at 31 March 2023 the total unrestricted reserves amounted to £659,081 of which £210,516 were designated reserves, see below. The remaining unrestricted reserves amounting to £448,565 are in excess of the reserves of £240,000 that the Trustees believe is prudent to be held by the charity. This level of reserves is based on a review of the risks the organisation faces and the funding required to mitigate those risks. The excess of some £200,000 will be utilised in the short to medium term in delivering improved services as the post-merger reorganisation is fully implemented.

#### **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, for fulfilling our contractual commitments, for maintaining our premises and moving if necessary.

## **Citizens Advice East Suffolk Ltd**

### **Trustees' Annual Report for the year ended 31 March 2023**

#### **Investment Activities**

The charity's funds are spent on delivering and developing the free advice service to the local community. The reserves were held during the year in a variety of bank accounts offering various interest rates and with varying restrictions on access. The bulk of funds were in instant access accounts with interest at less than 1.5%. Of the other funds the longest access delay was one year, seven months at the year end.

#### **Governance, Structure and Management**

##### **Governing Document**

Citizens Advice East Suffolk is a charitable company limited by guarantee, incorporated on 5 July 2006: Company No 5866861, Charity No.1115522. The Company is governed under its Articles of Association.

The charity's objects are 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 East Suffolk and surrounding areas. In furtherance of its objects the charity has power to establish and conduct local Citizens Advice offices as centres to provide a free, confidential and impartial service of advice, information and counsel for the public.

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 7 individual members.

##### **Trustee Recruitment and Appointment**

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, elected directly at an Annual General Meeting. Any election lasts for three years at which time the Trustee can be re-elected.

Trustees, who are also directors of the company, are elected from the local community and must either reside or work in East Suffolk or the surrounding area. A formal interview process is followed for all applicants with an interview panel comprising two Trustees or Chief Executive Officer. References are taken for all new Trustees. A separate process agreed by the Trustee Board is followed for the election of the Chair.

## **Citizens Advice East Suffolk Ltd**

### **Trustees' Annual Report for the year ended 31 March 2023**

#### **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 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.

#### **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 ultimate responsibility for the conduct of Citizens Advice East Suffolk and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet at least six times a year, and delegate the day-to-day operation of the organisation to a paid Chief Executive Officer.

The Trustee Board has assigned responsibilities amongst the Trustee group to allow workload to be shared and to give a clear point of contact for senior 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.

All Trustees and key employees have declared that they are a "fit and proper person" to be involved in the running of a charity.

Over the past year the Trustee Board has reviewed its effectiveness and use of committees. There were no sub committees in 2022/23.

#### **Related Parties**

Citizens Advice East 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

## **Citizens Advice East Suffolk Ltd**

### **Trustees' Annual Report for the year ended 31 March 2023**

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 audited annually 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 - 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.

## **Citizens Advice East Suffolk Ltd**

### **Trustees' Annual Report for the year ended 31 March 2023**

#### **Risk management**

The Trustees have reviewed their procedures considering corporate governance guidance contained within the Statement of Recommended Practice 'Accounting and Reporting by Charities'. Organisational risk is assessed within the Business Development Plan. The plan considers potential changes to the environment in which the charity is working and highlights how these could 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.

Citizens Advice East Suffolk'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.

The following measures will help minimise the risks:

- The Trustee Board recognises its role as the ultimate authority on the governance of the organisation and the management team and staff recognise that they operate with delegated authority;
- Effective appraisal and supervision of the Chief Executive Officer and management team;
- Staff are aware 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 funding opportunities and challenges;
- 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.

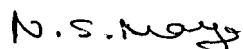
**Citizens Advice East Suffolk Ltd**

**Trustees' Annual Report for the year ended 31 March 2023**

**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. Citizens Advice East Suffolk 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.

The Trustees' annual report was approved on 20 November 2023 and signed on behalf of the board of Trustees by:



N S Mayo  
Director

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CITIZENS ADVICE EAST SUFFOLK LTD  
FOR THE YEAR ENDED 31 MARCH 2023**

I report to the charity trustees on my examination of the accounts of Citizens Advice East Suffolk Ltd (the Company) for the year ended 31 March 2023.

**Responsibilities and basis of report**

As the charity's trustees of the Company (who are also the directors of the company 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') and the Charities Act 2011 ('the 2011 Act').

Having satisfied myself that the accounts of the Company are not required to be audited for this year 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 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.

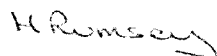
**Independent examiner's statement**

The company's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales (ICAEW).

I have completed my examination. I confirm that no matters have come to my attention which give me cause to believe that in any material respect:

- the accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts do not accord with such records; or
- the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 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
- 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 (FRS102).

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.



Helen Rumsey FCA  
Ensors Accountants LLP

Member of the Institute of Chartered Accountants in England and Wales (ICAEW)

Blyth House  
Rendham Road  
Saxmundham  
Suffolk  
IP17 1WA

Dated: 19/12/2023 .....



**Citizens Advice East Suffolk Ltd**

**Statement of Financial Activities**

**For the year ended 31 March 2023**

		Unrestricted Funds	Restricted Funds	Total Funds 2023	Combined Total Funds 2022 Note 4
	Notes	£	£	£	£
<b>Income and endowments from</b>					
Donations and legacies	2	418,858	41,845	460,703	463,967
Charitable activities	3	98,371	265,870	364,241	543,683
Investments		1,895	-	1,895	327
<b>Total Income</b>		<u>519,124</u>	<u>307,715</u>	<u>826,839</u>	<u>1,007,976</u>
<b>Expenditure on</b>					
Raising funds		-	-	-	-
Charitable activities: Advice	5	605,821	292,939	898,760	948,529
<b>Total expenditure</b>		<u>605,821</u>	<u>292,939</u>	<u>898,760</u>	<u>948,529</u>
<b>Net income / (expenditure)</b>		( 86,697)	14,776	( 71,921)	59,448
<b>Total Funds brought forward at 1 April 2022</b>		<u>745,779</u>	<u>67,812</u>	<u>813,591</u>	<u>754,143</u>
<b>Total Funds carried forward at 31 March 2023</b>		<u>659,082</u>	<u>82,588</u>	<u>741,670</u>	<u>813,591</u>

During the year there were no recognised gains or losses other than those included above.

All of the results above are derived from continuing activities.

**Citizens Advice East Suffolk Ltd**

**Balance Sheet**

**As at 31 March 2023**

	Notes	2023 £	2022 £
<b>Fixed Assets</b>			
Tangible assets	8	<u>110,516</u>	<u>120,123</u>
<b>Current Assets</b>			
Short term investments	9	85,019	-
Debtors	10	20,841	46,636
Cash at bank and in hand		<u>673,850</u>	<u>714,910</u>
		779,710	761,546
<b>Creditors: amounts falling due within one year</b>	11	<u>( 148,555)</u>	<u>( . 68,078)</u>
<b>Net Current Assets</b>		<u>631,155</u>	<u>693,468</u>
<b>Net Assets</b>		<u>741,670</u>	<u>813,591</u>
<b>Funds</b>			
Restricted Funds	12	82,588	67,812
Unrestricted Funds	13		
Designated Funds		210,516	250,123
General Charitable Funds		<u>448,566</u>	<u>495,656</u>
<b>Total Funds</b>		<u>741,670</u>	<u>813,591</u>


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

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

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

These accounts were approved by the Board of Directors at the Board meeting on 20 November 2023 and signed on its behalf by:-



N S Mayo  
Director  
Company Registration Number 5866861

**Citizens Advice East Suffolk Ltd**

**Cash flow statement**

**For the year ended 31 March 2023**

	<b>Notes</b>	<b>2023 £</b>	<b>2022 £</b>
<b>Cash flows from operating activities</b>			
Cash (utilised by)/generated from operations		43,959	91,102
Loan repayment deducted from funding		-	-
<b>Net cash provided by operating activities</b>		<u>43,959</u>	<u>91,102</u>
<b>Cash flows from investing activities</b>			
Purchase of tangible fixed assets		-	-
Increase in short term investments		( 85,019)	-
<b>Net cash used in investing activities</b>		<u>( 85,019)</u>	<u>-</u>
<b>Change in cash and cash equivalents in the year</b>		( 41,060)	91,102
<b>Cash and cash equivalents at 1 April 2022</b>		714,910	623,808
<b>Cash and cash equivalents at 31 March 2023</b>	<b>14</b>	<u>673,850</u>	<u>714,910</u>
<b>Reconciliation of cash flows from operating activities</b>			
<b>Net income for the year (as per statement of financial activities)</b>		( 71,921)	59,448
Depreciation		9,607	14,164
(Increase)/decrease in debtors		25,795	5,832
Increase/(decrease) in creditors		<u>80,478</u>	<u>11,658</u>
<b>Net cash provided by operating activities</b>	<b>(see above)</b>	<u>43,959</u>	<u>91,102</u>

**Notes to the Financial Statements for the year ended 31 March 2023**

**1 Accounting Policies**

**Basis of preparation**

The financial statements have been prepared under the historical cost convention. The financial statements have been prepared in accordance with the Statement of Recommended Practice, effective 1 January 2019, in accordance with Financial Reporting Standard 102, applicable UK Accounting Standards and the Companies Act 2006. The financial statements have been prepared on the going concern basis. However the True and Fair override has been adopted regarding the use of merger accounting to account for the merger, details of which are below. The trustees are of the opinion that to account for the coming together of the three organisations using acquisition accounting would not reflect the substance of the transactions and therefore would not give a true and fair view.

The principal accounting policies adopted in the preparation of the financial statements are set out below.

**Key judgements and assumptions**

The nature of the company's affairs is such that the directors believe that there are no areas of significant judgement and no significant assumptions that are required in the preparation of the financial statements other than those relating to going concern. Going concern rests on the availability of future funding and any uncertainty over such income is mitigated by the assessment of reserves that should be held by the company, see below.

**Income**

All income is included in the statement of financial activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Grants from government and other agencies have been included as income from activities in furtherance of the charity's objects where these relate to a contract for services, but as donations where the money is given in response to an appeal or with freedom of use within the charity's objects, for example, block grants.

Each of the entities that merged had similar sources of income but divergent treatments. The underlying agreements whereby income is received have all been reviewed and it has been concluded that all arrangements that were included as contract income under charitable activities are more properly disclosed as grants under donations legacies and similar income; comparatives have been so adjusted.

## Citizens Advice East Suffolk Ltd

### Notes to the Financial Statements for the year ended 31 March 2023

#### 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 benefit 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 costs related to that category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of the resources.

#### Tangible fixed assets

Depreciation rates for fixtures and fittings, including computers, varied across the three merged entities and have been standardised to 20% per annum on cost. Depreciation is provided at the following 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 & furniture	20% on cost

Expenditure of less than £1,000 per item of fixed assets is expensed on purchase.

The adoption of the above policy regarding fixtures & furniture resulted in fixed assets to a value of £1,958 representing recent additions of less than £1,000 individually being expensed, £539 prior to 31 March 2021 and £1,419 in the year ended 31 March 2022.

The depreciation charge for 2021-22 was increased by £1,238 by the adoption of the above depreciation policy. Accumulated depreciation at 31 March 2021 has been increased by £12,481.

#### Debtors

Prepayments, relating to expenditure incurred which has economic benefit in future accounting periods, and accrued income, relating to income due and receivable but outstanding at the balance sheet date, are measured at their recoverable amount being the sum that will be received after the balance sheet date.

#### Cash at bank and in hand and short term investments

Cash at bank and in hand includes all petty cash and bank accounts where access is immediate or available within 95 days

Cash held on deposit where access is available within two years but after 95 days is included as short term investments

## Citizens Advice East Suffolk Ltd

### Notes to the Financial Statements for the year ended 31 March 2023

Creditors: Amounts falling due within one year

Accruals, relating to expenditure not paid until after the balance sheet date which confers economic benefit on the current accounting period, is recognised at the amount of that economic benefit. Deferred income, relating to income received in the current accounting period but which relates to future periods, is recognised as the whole of the income in question. Restricted fund income received in the current accounting period which relates to the current and future periods is recognised within restricted funds, see below.

#### Funds

Funds fall into two categories, restricted, where their use is governed by the wishes of the entity providing the funds or the contractual terms under which the funds are earned and, unrestricted, where there are no pre-conditions to the use of the funds other than the charitable objectives of the organisation.

Funds are transferred from restricted to unrestricted funds as they become free from the relevant restrictions.

Within unrestricted funds designated funds are maintained to meet identified planned future costs which are not capable of being met out of annual budgets.

It is the aim of the charity to maintain the balance of unrestricted reserves at a level that would give it the ability to mitigate the estimated costs associated with the risks identified that the Bureau faces.

## 2 Donations, legacies and similar incoming resources

	Unrestricted Funds £	Restricted Funds £	2023 £	2022 £
Parish & Town Councils	12,345	1,995	14,340	25,373
Individuals, Charitable bodies and other	10,855	18,600	29,455	98,123
<b>Donations</b>	<b>23,200</b>	<b>20,595</b>	<b>43,795</b>	<b>123,496</b>
East Suffolk Council	227,100	-	227,100	215,540
Suffolk County Council	152,406	10,000	162,406	108,982
L D Rope Charitable Trust	-	8,895	8,895	15,000
Hopstead	10,000	-	10,000	-
Other	-	2,355	2,355	-
<b>Grants Receivable</b>	<b>389,506</b>	<b>21,250</b>	<b>410,757</b>	<b>339,522</b>
<b>Other</b>	<b>6,152</b>		<b>6,152</b>	<b>949</b>
<b>Total donations and similar income</b>	<b>418,858</b>	<b>41,845</b>	<b>460,704</b>	<b>463,968</b>

**Citizens Advice East Suffolk Ltd**

**Notes to the Financial Statements for the year ended 31 March 2023**

**3 Charitable activities**

	Unrestricted Funds £	Restricted Funds £	2023 £	2022 £
Fundraising events	-	-	-	-
Money Advice Service	-	108,466	108,466	143,629
Help to Claim	-	-	-	83,471
Solutions	-	136,582	136,582	136,578
East Suffolk Council - Housing	18,500	-	18,500	18,500
Suffolk County Council - SASS	31,250	-	31,250	68,357
James Paget Hospital - The Big C	4,921	-	4,921	6,630
Community Connectors	-	12,872	12,872	51,490
East Suffolk Council - Budgeting	-	-	-	3,028
Money Advice and Budgeting - L D Rope	43,700	-	43,700	32,000
Lowestoft Food Bank	-	7,949	7,949	-
Service Level Agreements	98,371	265,870	364,241	543,683
<b>Total charitable activities</b>	<b>98,371</b>	<b>265,870</b>	<b>364,241</b>	<b>543,683</b>

## Notes to the Financial Statements for the year ended 31 March 2023

## 4 Comparative Statement of Financial Affairs

The detailed Statement of Financial Affairs for the year ended 31 March 2022 as restated for the change in depreciation rate policy outlined in Note 1: Fixed assets is set out below

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
<b>Income from</b>			
Donations and legacies	375,391	88,576	463,967
Charitable activities	93,487	450,196	543,683
Investment	327	-	327
<b>Total Incoming Resources</b>	<b>469,205</b>	<b>538,772</b>	<b>1,007,977</b>
<b>Resources Expended</b>			
Costs of generating funds			
Charitable activities: Support	409,074	539,455	948,529
<b>Total Resources Expended</b>	<b>409,074</b>	<b>539,455</b>	<b>948,529</b>
<b>Net Incoming Resources for the period</b>	<b>60,131</b>	<b>( 683)</b>	<b>59,448</b>
<b>Total Funds brought forward at 1 April 2021</b>	<b>685,648</b>	<b>68,495</b>	<b>754,143</b>
<b>Total Funds carried forward at 31 March 2022</b>	<b>745,779</b>	<b>67,812</b>	<b>813,591</b>

## 5 Charitable activities costs

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Staff costs	400,712	237,487	638,199	672,833
Travel expenses	9,169		9,169	4,965
Printing, postage and stationery	13,062		13,062	12,553
Telephone	22,762		22,762	16,492
Information systems	27,896		27,896	8,804
Training	1,871		1,871	2,676
Hardship payments	6,336	17,755	24,091	81,452
Overheads allocated to projects	( 37,697)	37,697		-
Management and administration (Note 6)	161,710	-	161,710	148,754
	<b>605,821</b>	<b>292,939</b>	<b>898,760</b>	<b>948,529</b>



**Citizens Advice East Suffolk Ltd**

**Notes to the Financial Statements for the year ended 31 March 2023**

**6 Support costs**

	2023	2022
	£	£
Rent, rates, power and cleaning	115,587	92,916
Technical support	11,318	13,364
Insurance	7,806	9,468
Professional fees	10,918	5,703
Depreciation	9,607	12,387
Depreciation - policy standardisation	-	3,196
Other	6,474	11,720
	<u>161,710</u>	<u>148,754</u>

Included within professional fees are Independent Examiner's fees of £3,000 (2022 £2,882 of which £1,000 donated).

**7 Staff, volunteers and trustees**

The cost of staff was:-

	2023	2022
	£	£
Wages and salaries	592,816	630,472
Social security costs	36,432	29,533
Pension costs	8,951	12,827
	<u>638,199</u>	<u>672,833</u>

The average number of employees during the year was

Support	<u>27</u>	<u>36</u>
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No member of staff received emoluments (excluding employers' pension contributions) of more than £60,000.

During the year two members of staff were made redundant, the company incurring redundancy costs of £40,079 of which £13,358 was ex-gratia

No trustee received remuneration or any other benefits from an employment with the charity. No trustee received reimbursed travel expenses (2022 £Nil).

The charity was supported by 60 volunteers who, on average, contributed 490 hours each to the work of the organisation.

**Citizens Advice East Suffolk Ltd**

**Notes to the Financial Statements for the year ended 31 March 2023**

**8 Tangible Fixed Assets**

	Freehold property £	Property improvements £	Fixtures furniture & IT £	Total £
<b>Cost</b>				
As at 1 April 2022	101,472	36,643	171,450	309,565
Additions	-	-	-	-
Disposals	-	-	-	-
<b>As at 31 March 2023</b>	<b>101,472</b>	<b>36,643</b>	<b>171,450</b>	<b>309,565</b>
<b>Depreciation</b>				
As at 1 April 2022	8,569	19,224	161,650	189,443
Charge for the year	2,030	3,664	3,913	9,607
Disposals	-	-	-	-
<b>As at 31 March 2023</b>	<b>10,599</b>	<b>22,888</b>	<b>165,563</b>	<b>199,050</b>
<b>Net Book Value</b>				
As at 31 March 2023	90,873	13,755	5,888	110,516
As at 31 March 2022	92,903	17,419	9,801	120,123

**9 Short term investments**

	2023 £	2022 £
Bank deposits (less than two years to maturity)	85,019	-
	<b>85,019</b>	<b>-</b>

**10 Debtors**

	2023 £	2022 £
Other debtors	-	22,142
Prepayments and accrued income	20,841	24,494
	<b>20,841</b>	<b>46,636</b>

**Citizens Advice East Suffolk Ltd**

**Notes to the Financial Statements for the year ended 31 March 2023**

**11 Creditors: amounts falling due within one year**

	2023 £	2022 £
Accruals	98,555	61,878
Deferred income	50,000	6,200
	<u>148,555</u>	<u>68,078</u>

Deferred income refers to income received which is to fund expenditure in subsequent periods. All deferred income at 31 March 2022 has been recognised as income in the year ended 31 March 2023.

**12 Restricted funds**

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
Money Advice Service	-	108,466	107,725	-	741
Help to Claim	-	-	-	-	-
Solutions	23,589	136,582	145,588	-	14,583
Client funding	29,399	41,845	24,091	-	47,153
Other	14,824	20,822	15,535	-	20,111
	<u>67,812</u>	<u>307,715</u>	<u>292,939</u>	<u>-</u>	<u>82,588</u>

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
Money Advice Service	2,395	99,199	101,594	-	-
MAPS	-	23,210	23,210	-	-
Help to Claim	703	83,471	84,174	-	-
Community Connectors	629	51,490	52,119	-	-
Solutions	19,111	136,578	132,100	-	23,589
Client funding	25,849	144,824	141,274	-	29,399
Other	19,808		4,984	-	14,824
	<u>68,495</u>	<u>538,772</u>	<u>539,455</u>	<u>-</u>	<u>67,812</u>

MAPS

Funding to provide a caseworker, trainee money adviser and associated costs to provide advice to those in debt

## Citizens Advice East Suffolk Ltd

### Notes to the Financial Statements for the year ended 31 March 2023

Help to Claim	- A UK Government contract awarded to National Citizens Advice and delivered through the Citizens Advice network to assist claimants in the completion of applications for Universal Credit.
Solutions - Lowestoft Primary Care Network	- The provision of social prescribing and community based support to the patients registered with the 8 GP surgeries serving Lowestoft and the surrounding area.
Client funding	Funding provided by local authorities, charitable trusts and others to provide grants to clients suffering hardship. No individual grant greater than £500.
Other	- Funds provided for improvements to the offices at St Margaret's House and a project funding provided by East Suffolk Council.

### 13 Unrestricted funds

	At 1 April 2022	Income	Expenditure	Transfers	At 31 March 2023
	£	£	£	£	£
Designated funds					
Contractual commitments	98,500			( 48,500)	50,000
Premises	10,500			39,500	50,000
Property reserve	120,123			( 9,607)	110,516
Covid	11,000			( 11,000)	-
Development	10,000			( 10,000)	-
General charitable funds	<u>495,656</u>	<u>519,124</u>	<u>( 605,820)</u>	<u>39,607</u>	<u>448,567</u>
	<u>745,779</u>	<u>519,124</u>	<u>( 605,820)</u>	<u>-</u>	<u>659,083</u>
	At 1 April 2021	Income	Expenditure	Transfers	At 31 March 2022
	£	£	£	£	£
Designated funds					
Contractual commitments	98,500				98,500
Premises	9,500			1,000	10,500
Property reserve	( 9,561)			129,684	120,123
Covid	22,000			( 11,000)	11,000
Development	10,000				10,000
General charitable funds	<u>555,209</u>	<u>469,205</u>	<u>( 409,074)</u>	<u>( 119,684)</u>	<u>495,656</u>
	<u>685,648</u>	<u>469,205</u>	<u>( 409,074)</u>	<u>-</u>	<u>745,779</u>

Contractual commitments - contracted payments to staff including redundancy, provision of locum maternity and sickness cover and the costs of any disciplinary and/or grievance procedures that may arise.

**Citizens Advice East Suffolk Ltd**

**Notes to the Financial Statements for the year ended 31 March 2023**

Premises - 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.

Property reserve - equal to the net book value of fixed assets the designated fund serves to underline the illiquid nature of the investment in fixed assets

Of the general charitable funds £240,000 is considered by the trustees as the minimum level that needs to be retained in order to provide cover against risks that the Bureau faces, particularly that relating to uncertainty over future funding. The funds over and above this level will be used in the forthcoming years to fund improved services provided by the Bureau.

**13 Analysis of net assets between funds**

	Tangible Fixed Assets £	Net Current Assets £	2023 Total £	2022 Total £
Restricted funds	-	82,588	82,588	67,812
Designated funds	110,516	100,000	210,516	250,123
General funds	-	448,567	448,567	495,656
	<u>110,516</u>	<u>631,155</u>	<u>741,670</u>	<u>813,591</u>
	Tangible Fixed Assets £	Net Current Assets £	2022 Total £	2021 Total £
Restricted funds	-	67,812	67,812	68,495
Designated funds	120,123	130,000	250,123	144,877
General funds	-	495,656	495,656	540,771
	<u>120,123</u>	<u>693,468</u>	<u>813,591</u>	<u>754,143</u>

**14 Analysis of cash and cash equivalents**

	2023 £	2022 £
Cash in hand	306	276
Bank current account	102,261	624,496
Bank deposit (immediate access)	400,873	90,138
Bank deposit (access within three months)	170,411	-
Total cash and cash equivalents	<u>673,850</u>	<u>714,910</u>

## Citizens Advice East Suffolk Ltd

### Notes to the Financial Statements for the year ended 31 March 2023

#### 15 Merger accounting

By virtue of Merger agreements signed in February 2022 the directors of North East Suffolk Citizens Advice Bureau (Citizens Advice East Suffolk as now is) ("CANES"), Leiston, Saxmundham and District Citizens Advice Bureau ("Leiston") and Citizens Advice - Felixstowe and District Limited ("Felixstowe") agreed to merge with effect from 1 April 2022. On that date all assets, liabilities, personnel and contracts of the last two named entities were transferred to Citizens Advice East Suffolk ("CAES").

The analysis of the Statement of Financial Activities for the year ended 31 March 2022 is as follows:-

	Felixstowe 31 Mar 22 £	Leiston 31 Mar 22 £	CANES 31 Mar 22 £	CAES 1 Apr 22 £
Total incoming resources	229,785	213,529	564,662	1,007,976
Total resources expended	203,546	206,881	534,905	945,333
Depreciation - policy standardisation				3,196
Surplus/(deficit) for the year	<u>26,239</u>	<u>6,648</u>	<u>29,757</u>	<u>59,448</u>
Funds brought forward at 1 April 2021	193,649	221,892	349,844	765,385
Depreciation - policy standardisation - prior yrs				( 11,242)
Funds carried forward at 31 March 2022	<u>219,888</u>	<u>228,540</u>	<u>379,601</u>	<u>813,591</u>

The net assets of each of the parties to the merger together with their funds analysed between restricted and unrestricted funds at the date of the merger were as follows:-

	Felixstowe 31 Mar 22 £	Leiston 31 Mar 22 £	CANES 31 Mar 22 £	CAES 1 Apr 22 £
Net assets (before fixed asset adjustments)	219,888	228,540	379,601	828,029
Depreciation - policy standardisation				( 14,438)
	<u>219,888</u>	<u>228,540</u>	<u>379,601</u>	<u>813,591</u>
Restricted funds	8,591	18,271	40,950	67,812
Unrestricted funds	211,297	210,269	338,651	760,217
				( 14,438)
Total funds	<u>219,888</u>	<u>228,540</u>	<u>379,601</u>	<u>813,591</u>

**Citizens Advice East Suffolk Ltd**

**Notes to the Financial Statements for the year ended 31 March 2023**

**16 Regulatory and other information**

The company is a registered charity, number 1115522, limited by guarantee registered in England & Wales.

The registered office is:-

St Margaret's House

Gordon Road

Lowestoft

Suffolk

NR32 1JQ

The charity is a Public Benefit Entity.

There have been no related party transactions that require disclosure.