

Company number 5866861

**Citizens Advice East Suffolk Ltd**

**Financial Statements  
For the year ended 31 March 2024**

**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>Company No.</b>	5866861
<b>Charity Registration No.</b>	1115522
<b>Chairman</b>	Nick Mayo
<b>Board of Trustees</b>	
<b>- Elected members</b>	Nick Mayo Ed Day David Verney Roger Guthrie (Resigned 5 June 2023) Craig Fiddaman Susan Robinson (Resigned 29 January 2024) Richard McLeod Simon Quantrill (Appointed 19 April 2023) Phil Davy (Appointed 5 June 2023) Lydia Keeble (Appointed 21 May 2024)
<b>- Council nominees</b>	Tony Cooper (East Suffolk Council) to 4 May 2023 Malcolm Pitchers (East Suffolk Council) from 4 May 2023 Keith Robinson (Suffolk County Council) to 4 May 2023 Steve Wiles (Suffolk County Council from 4 May 2023)
<b>Company Secretary</b>	Craig Fiddaman
<b>Chief Officer</b>	Chiara Saunders
<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 Blyth House Rendham Road Saxmundham Suffolk IP17 1WA

## **Citizens Advice East Suffolk Ltd**

### **Trustees' Annual Report for the year ended 31 March 2024**

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 2024.

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

The 2023/2024 year for Citizens Advice East Suffolk (CAES) has focused largely on bedding in the changes following the merger of CA Felixstowe & District, CA Leiston, Saxmundham & District and CA North East Suffolk, achieved on 1 April 2022. The Chief Officer, her staff and the volunteers have all worked exceptionally hard to tie up the loose ends from phase 1 of the merger and progress into phase 2, consolidating the best parts of the legacy CAs into a streamlined and efficient entity.

Over the year, the Trustees have continued to provide the necessary oversight on strategic matters, notably all governance, finance and staffing issues and the Board has benefited greatly by the appointment of new Trustees.

The Chief Officer, Chiara Saunders, has spent much time reviewing and assessing the needs of the community and has worked with multiple stakeholders to secure funding, bringing CAES up-to-date with suitable IT systems, while retaining a face-to-face service for those who would benefit most from this. Stakeholders in local government, other agencies and the voluntary sector have all been tremendously generous and supportive, willing to share their experience and expertise. Particular thanks are extended to the main funders, East Suffolk District Council, Suffolk County Council and the Rope Trust.

Over the year, CAES has worked to embed the improvements recommended in the 2023 Year 3 audit from Citizens Advice at the centre, and to provide evidence of improvement. The 2024 Year 1 audit has been completed and demonstrated full compliance with the process, resulting in a pass score for all aspects of operation.

CAES' greater breadth of cover has enabled potential sources of new funding to be explored, both to develop new ways of advice-giving and to enhance the existing systems. Whilst huge strides have been taken to consolidate CAES post-merger, the need to remain at the forefront of advice giving in the area remains a priority. Given the competing demands for ever decreasing funding, it is to the credit of the staff and volunteers that CAES has consistently performed well both for the community and in terms of financial viability.



Nick Mayo

Chair of the Board of Trustees



## **Citizens Advice East Suffolk Ltd**

### **Trustees' Annual Report for the year ended 31 March 2024**

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).

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 2024 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.

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.

## **Citizens Advice East Suffolk Ltd**

### **Trustees' Annual Report for the year ended 31 March 2024**

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 2024 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;

Cost of Living Grant for housing outreach work;

Income Maximisation working with Suffolk residents;

Waveney Food Bank outreach worker providing advice and support to clients of the food bank;

Yorkshire Building Society generalist advice provision at the Lowestoft branch;

Ministry of Justice - finance, benefit and debt advice to male probationers in East and West Suffolk delivered in conjunction with Citizens Advice West Suffolk;

Energy Advice provided on a one-to-one basis in East Suffolk; and

## **Citizens Advice East Suffolk Ltd**

### **Trustees' Annual Report for the year ended 31 March 2024**

Citizens Advice Core Service Funding - increase in service delivery for clients in deprived areas in East Suffolk.

#### **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.

#### **Contribution of staff and 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 2024 the service employed 35 paid workers (14 FTEs) and was supported by 80 volunteers.

Staff, under the direction of the Chief Officer, work across all activities of the charity, including the support of volunteers, ensuring its smooth and effective operation. Staff have an annual review carried out by their line manager and regular informal reviews. Salaries are reviewed across the board by the Staffing Sub Committee in the Spring taking account of a number of factors including the level of inflation, the salary increases agreed by other LCAs and the finances of CAES. Any recommended increase is submitted to the full board for approval.

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, 300 hours each per annum. With volunteering hours of some 21,000 the annualised value of volunteering has been calculated at in excess of £500,000. 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 2023/24 two volunteers left to take up paid work.

#### **Achievements and Performance**

The key achievements of the organisation in 2023/24, in line with the Business and Development plan:

10 volunteers trained;  
8,530 unique clients assisted;  
35,125 advice issues handled;  
52,216 individual activities;

## **Citizens Advice East Suffolk Ltd**

### **Trustees' Annual Report for the year ended 31 March 2024**

£742,337 debt written off;

£1,478,917 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 nine.

In 2023/24 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 2024
- Continue to develop our presence across East Suffolk in community locations to enable our clients to access our service more easily.

### **Plans for the Future**

A key priority for the Trustee Board for 2024/25 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 2023 - 2026 are:

- building on and enhancing our service to reach out to our clients. Our service delivery review is completed and we are working with local partners to enhance existing relationships and forge new partnerships;

## **Citizens Advice East Suffolk Ltd**

### **Trustees' Annual Report for the year ended 31 March 2024**

- maintaining current funding in a very uncertain climate;
- developing CAES now that the merger has been bedded down.

### **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 £929,850 (2022-23: £826,839)

Expenditure in the year amounted to £922,092 (2022-23: £898,760)

The highest cost related to staff salaries for our 38 employed staff amounting to £634,312, including redundancy costs of £1,199 (2022-23: 27 employees and salaries of £638,199 including redundancy costs of £40,079)

This resulted in a surplus of £7,758 (2022-23 deficit of £71,921)

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

The principal core funding sources were as follows:

East Suffolk District Council £199,600

Suffolk County Council £52,800

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	£111,720
Lowestoft Primary Care Network	£136,582
Ministry of Justice	£62,251
The Big Lottery	£32,486
L D Rope Trust	£37,500

### **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 2024 the total unrestricted reserves amounted to £679,236 of which £201,878 were designated reserves, see below. The remaining unrestricted reserves amounting to £477,358 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.

## **Citizens Advice East Suffolk Ltd**

### **Trustees' Annual Report for the year ended 31 March 2024**

#### **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.

#### **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 seven months at the year end.

#### **Going concern**

The directors have considered whether the company is a going concern. Whilst future funding is never certain any uncertainty over such income is mitigated by the assessment of reserves that should be held by the company, see above.

### **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 2024, the company had 7 individual members.

## **Citizens Advice East Suffolk Ltd**

### **Trustees' Annual Report for the year ended 31 March 2024**

#### **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.

#### **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.

## **Citizens Advice East Suffolk Ltd**

### **Trustees' Annual Report for the year ended 31 March 2024**

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. Sub committees for Business & Development, Finance & Fundraising and Staffing each met as required and reported with recommendations to the Board who made decisions as required.

### **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).

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.

## **Citizens Advice East Suffolk Ltd**

### **Trustees' Annual Report for the year ended 31 March 2024**

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.

### **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;

## Citizens Advice East Suffolk Ltd

### Trustees' Annual Report for the year ended 31 March 2024

- Ensuring adequate financial reserves;
- Monthly financial monitoring against annual budget;
- Good communication between volunteers, staff, the management team and the Trustee Board;
- Maintaining independence and political neutrality to avoid conflict of interests.

### Statement of Internal Control

The Trustee Board oversee the information security of all the personal information that is processed, including the personal information of our clients, staff, funders and strategic partners. 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 22 July 2024 and signed on behalf of the board of Trustees by:

N. S. Mayo

22 July 2024

Trustee

NICK MAYO

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CITIZENS ADVICE EAST SUFFOLK LTD  
FOR THE YEAR ENDED 31 MARCH 2024**

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 2024.

**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: 23/09/2024

Citizens Advice East Suffolk Ltd

Statement of Financial Activities

For the year ended 31 March 2024

		Unrestricted Funds	Restricted Funds	Total Funds 2024	Total Funds 2023 Note 4
	Notes	£	£	£	£
<b>Income and endowments from</b>					
Donations and legacies	2	410,057	23,861	433,918	460,703
Charitable activities	3	52,421	431,355	483,776	364,241
Investments		12,156	-	12,156	1,895
<b>Total Income</b>		<u>474,634</u>	<u>455,216</u>	<u>929,850</u>	<u>826,839</u>
<b>Expenditure on</b>					
Raising funds		-	-	-	-
Charitable activities: Advice	5	454,480	467,612	922,092	898,760
<b>Total expenditure</b>		<u>454,480</u>	<u>467,612</u>	<u>922,092</u>	<u>898,760</u>
<b>Net income / (expenditure)</b>		20,154	( 12,396)	7,758	( 71,921)
<b>Total Funds brought forward at 1 April 2023</b>		<u>659,082</u>	<u>82,588</u>	<u>741,670</u>	<u>813,591</u>
<b>Total Funds carried forward at 31 March 2024</b>		<u>679,236</u>	<u>70,192</u>	<u>749,428</u>	<u>741,670</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 2024**

	Notes	2024 £	2023 £
<b>Fixed Assets</b>			
Tangible assets	8	<u>101,878</u>	<u>110,516</u>
<b>Current Assets</b>			
Short term investments	9	87,840	85,019
Debtors	10	16,593	20,841
Cash at bank and in hand		<u>654,998</u>	<u>673,850</u>
		759,431	779,710
<b>Creditors:</b> amounts falling due within one year	11	<u>( 111,881)</u>	<u>( 148,555)</u>
<b>Net Current Assets</b>		<u>647,550</u>	<u>631,154</u>
<b>Net Assets</b>		<u>749,428</u>	<u>741,670</u>
<b>Funds</b>			
Restricted Funds	12	70,192	82,588
Unrestricted Funds	13		
Designated Funds		201,878	210,516
General Charitable Funds		<u>477,358</u>	<u>448,566</u>
<b>Total Funds</b>		<u>749,428</u>	<u>741,670</u>

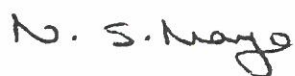
For the year ended 31 March 2024 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

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 22 July 2024 and signed on its behalf by:-



Nick Mayo  
Director  
Company Registration Number 5866861

**Citizens Advice East Suffolk Ltd**

**Cash flow statement**

**For the year ended 31 March 2024**

	<b>Notes</b>	<b>2024 £</b>	<b>2023 £</b>
<b>Cash flows from operating activities</b>			
Cash generated from operations		( 16,031)	43,958
Loan repayment deducted from funding		-	-
<b>Net cash provided by operating activities</b>		<u>( 16,031)</u>	<u>43,958</u>
<b>Cash flows from investing activities</b>			
Purchase of tangible fixed assets		-	-
(Increase) in short term investments		( 2,821)	( 85,019)
<b>Net cash used in investing activities</b>		<u>( 2,821)</u>	<u>( 85,019)</u>
<b>Change in cash and cash equivalents in the year</b>		( 18,852)	( 41,060)
<b>Cash and cash equivalents at 1 April 2023</b>		673,850	714,910
<b>Cash and cash equivalents at 31 March 2024</b>	14	<u>654,998</u>	<u>673,850</u>
Reconciliation of cash flows from operating activities			
<b>Net income for the year (as per statement of financial activities)</b>		7,758	( 71,921)
Depreciation		8,637	9,607
(Increase)/decrease in debtors		4,248	25,795
Increase/(decrease) in creditors		<u>( 36,674)</u>	<u>80,478</u>
<b>Net cash (absorbed)/provided by operating activities</b>	(see above)	<u>( 16,031)</u>	<u>43,958</u>

## **Citizens Advice East Suffolk Ltd**

### **Notes to the Financial Statements for the year ended 31 March 2024**

#### **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.

CAES was created from the merger of CA Felixstowe & District, CA Leiston Saxmundham & District and CA North East Suffolk. The merger took place on 1 April 2022, when at that date all assets, liabilities, personnel and contracts were merged into CAES Ltd.

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, its receipt is probable 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 2024

#### 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 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.

#### 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

#### 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.

#### Pension costs

Pension costs are recognised in the Statement of Financial Activities as incurred.

## Citizens Advice East Suffolk Ltd

### Notes to the Financial Statements for the year ended 31 March 2024

#### 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 £	2024 £	2023 £
Parish & Town Councils	8,495	-	8,495	14,340
Individuals, Charitable bodies and other	11,030	17,137	28,167	29,455
<b>Donations</b>	<b>19,525</b>	<b>17,137</b>	<b>36,662</b>	<b>43,795</b>
East Suffolk Council	208,080	-	208,080	227,100
Suffolk County Council	128,120	-	128,120	162,406
L D Rope Charitable Trust	-	6,724	6,724	8,895
National Citizens Advice	23,812	-	23,812	-
Hopestead	10,000	-	10,000	10,000
Other	19,919	-	19,919	2,355
<b>Grants Receivable</b>	<b>389,931</b>	<b>6,724</b>	<b>396,655</b>	<b>410,756</b>
Other	601	-	601	6,152
<b>Total donations and similar income</b>	<b>410,057</b>	<b>23,861</b>	<b>433,918</b>	<b>460,703</b>

**Citizens Advice East Suffolk Ltd**

**Notes to the Financial Statements for the year ended 31 March 2024**

**3 Charitable activities**

	Unrestricted Funds £	Restricted Funds £	2024 £	2023 £
Fundraising events	-	-	-	-
Money Advice Service	-	111,720	111,720	108,466
Solutions	-	136,582	136,582	136,582
East Suffolk Council - Housing	-	25,000	25,000	18,500
Suffolk County Council - SASS	-	-	-	31,250
James Paget Hospital - The Big C	4,921	-	4,921	4,921
Community Connectors	-	-	-	12,872
Money Advice and Budgeting - L D Rope	37,500	-	37,500	43,700
Food Banks - Lowestoft and Waveney	-	23,848	23,848	7,949
National Citizens Advice - Deprivation	-	29,498	29,498	-
Ministry of Justice - Probation Service	-	62,251	62,251	-
The Big Lottery	-	32,486	32,486	-
Other	10,000	9,970	19,970	-
Service Level Agreements	52,421	431,355	483,776	364,241
Total charitable activities	52,421	431,355	483,776	364,241

Citizens Advice East Suffolk Ltd

Notes to the Financial Statements for the year ended 31 March 2024

4 Comparative Statement of Financial Affairs

The detailed Statement of Financial Affairs for the year ended 31 March 2023 is set out below

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
<b>Income from</b>			
Donations and legacies	418,858	41,845	460,703
Charitable activities	98,371	265,870	364,241
Investment	1,895	-	1,895
<b>Total Incoming Resources</b>	<b>519,124</b>	<b>307,715</b>	<b>826,839</b>
<b>Resources Expended</b>			
Costs of generating funds			
Charitable activities: Support	605,821	292,939	898,760
<b>Total Resources Expended</b>	<b>605,821</b>	<b>292,939</b>	<b>898,760</b>
<b>Net Incoming Resources for the period</b>	<b>( 86,697)</b>	<b>14,776</b>	<b>( 71,921)</b>
<b>Total Funds brought forward at 1 April 2022</b>	<b>745,779</b>	<b>67,812</b>	<b>813,591</b>
<b>Total Funds carried forward at 31 March 2023</b>	<b>659,082</b>	<b>82,588</b>	<b>741,670</b>

5 Charitable activities costs

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Staff costs	266,296	368,016	634,312	638,199
Travel expenses	18,614		18,614	9,169
Printing, postage and stationery	14,036		14,036	13,063
Telephone	18,934		18,934	22,762
Information systems	29,916		29,916	27,895
Training	1,618		1,618	1,871
Hardship payments	-	15,563	15,563	24,091
Project partner charges	-	28,273	28,273	-
Overheads allocated to projects	( 55,759)	55,759	-	-
Management and administration (Note 6)	160,826	-	160,826	161,710
	<b>454,480</b>	<b>467,612</b>	<b>922,092</b>	<b>898,760</b>

**Citizens Advice East Suffolk Ltd**

**Notes to the Financial Statements for the year ended 31 March 2024**

**6 Support costs**

	2024	2023
	£	£
Rent, rates, power and cleaning	98,332	115,587
Technical support	14,257	11,318
Insurance	6,277	7,806
Professional fees	25,128	10,918
Depreciation	8,637	9,607
Other	8,195	6,474
	<u>160,826</u>	<u>161,710</u>

Included within professional fees are Independent Examiner's fees of £3,080, of which £1,080 relates to underaccrued 2023 fees (2023 £3,000).

**7 Staff, volunteers and trustees**

The cost of staff was:-

	2024	2023
	£	£
Wages and salaries	582,848	592,816
Social security costs	40,774	36,432
Pension costs	<u>10,690</u>	<u>8,951</u>
	<u>634,312</u>	<u>638,199</u>

Included within wages and salaries are redundancy costs of £1,199 (2023 £40,079) of which £nil were ex gratia.

The average number of employees during the year was

Support	<u>31</u>	<u>27</u>
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No member of staff received emoluments (excluding employers' pension contributions) of more than £60,000.

No trustee received remuneration or any other benefits from an employment with the charity. No trustee received reimbursed travel expenses (2023 £Nil).

## Citizens Advice East Suffolk Ltd

### Notes to the Financial Statements for the year ended 31 March 2024

Some 80 volunteer advisers contributed on average seven hours per week each to the Bureau during the year; other volunteers helped and supported the Bureau in administering the day-to-day aspects of the Bureau.

#### 8 Tangible Fixed Assets

	Freehold property £	Property improvements £	Fixtures furniture & IT £	Total £
Cost				
As at 1 April 2023	101,472	36,643	171,450	309,565
Additions	-	-	-	-
Disposals	-	-	-	-
As at 31 March 2024	<u>101,472</u>	<u>36,643</u>	<u>171,450</u>	<u>309,565</u>
Depreciation				
As at 1 April 2023	10,599	22,888	165,563	199,050
Charge for the year	2,029	3,664	2,944	8,637
Disposals	-	-	-	-
As at 31 March 2024	<u>12,628</u>	<u>26,552</u>	<u>168,507</u>	<u>207,687</u>
Net Book Value				
As at 31 March 2024	<u>88,844</u>	<u>10,091</u>	<u>2,943</u>	<u>101,878</u>
As at 31 March 2023	<u>90,873</u>	<u>13,755</u>	<u>5,888</u>	<u>110,516</u>

#### 9 Short term investments

	2024 £	2023 £
Bank deposits (less than two years to maturity)	87,840	85,019
	<u>87,840</u>	<u>85,019</u>

#### 10 Debtors

	2024 £	2023 £
Trade debtors	7,125	-
Other debtors	-	-
Prepayments and accrued income	<u>9,468</u>	<u>20,841</u>
	<u>16,593</u>	<u>20,841</u>

**Citizens Advice East Suffolk Ltd**

**Notes to the Financial Statements for the year ended 31 March 2024**

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

	2024 £	2023 £
Accruals	107,702	98,555
Deferred income	4,179	50,000
	<u>111,881</u>	<u>148,555</u>

Deferred income refers to income received which is to fund expenditure in subsequent periods. All deferred income at 31 March 2023 has been recognised as income in the year ended 31 March 2024.

**12 Restricted funds**

	At 1 April 2023 £	Income £	Expenditure £	Transfers £	At 31 March 2024 £
Money Advice Service	741	111,720	110,521	-	1,940
Solutions	14,583	136,582	151,165	-	-
Probation Service	-	62,251	62,251	-	-
Big Lottery	-	32,486	32,486	-	-
Deprivation	-	29,498	29,498	-	-
Food Banks	7,949	23,848	31,797	-	-
Client funding	47,153	23,861	15,444	-	55,570
Other	12,162	34,970	34,450	-	12,682
	<u>82,588</u>	<u>455,216</u>	<u>467,612</u>	<u>-</u>	<u>70,192</u>

**Citizens Advice East Suffolk Ltd**

**Notes to the Financial Statements for the year ended 31 March 2024**

	At 1 April 2022	Income	Expenditure	Transfers	At 31 March 2023
	£	£	£	£	£
Money Advice Service	-	108,466	107,725	-	741
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>

**MAPS**

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

**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.

**Ministry of Justice - Probation Service**

Finance, benefit and debt advice to male probationers in East and West Suffolk delivered in conjunction with Citizens Advice West Suffolk

**Big Lottery**

Cost of Living Grant for housing outreach work

**Deprivation - National Citizens Advice**

Increase in service delivery for clients in deprived areas in East Suffolk.

**Food Banks - Lowestoft and Waveney**

Outreach worker providing advice and support to clients of the food banks.

**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 project funding provided by East Suffolk Council.

**Citizens Advice East Suffolk Ltd**

**Notes to the Financial Statements for the year ended 31 March 2024**

**13 Unrestricted funds**

	At 1 April 2023 £	Income £	Expenditure £	Transfers £	At 31 March 2024 £
Designated funds					
Contractual commitments	50,000	-	-	-	50,000
Premises	50,000	-	-	-	50,000
Property reserve	110,516	-	-	( 8,638)	101,878
General charitable funds	<u>448,566</u>	<u>474,634</u>	<u>( 454,480)</u>	<u>8,638</u>	<u>477,358</u>
	<u>659,082</u>	<u>474,634</u>	<u>( 454,480)</u>	<u>-</u>	<u>679,236</u>
	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>( 605,821)</u>	<u>39,607</u>	<u>448,566</u>
	<u>745,779</u>	<u>519,124</u>	<u>( 605,821)</u>	<u>-</u>	<u>659,082</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.

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 Charity 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 organisation.

**Citizens Advice East Suffolk Ltd**

**Notes to the Financial Statements for the year ended 31 March 2024**

**14 Analysis of net assets between funds**

	Tangible Fixed Assets £	Net Current Assets £	2024 Total £	2023 Total £
Restricted funds	-	70,192	70,192	82,588
Designated funds	101,878	100,000	201,878	210,516
General funds	-	477,358	477,358	448,566
	<u>101,878</u>	<u>647,550</u>	<u>749,428</u>	<u>741,670</u>
	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	-	448,566	448,566	495,656
	<u>110,516</u>	<u>631,154</u>	<u>741,670</u>	<u>813,591</u>

**15 Analysis of cash and cash equivalents**

	2024	2023
Cash in hand	552	306
Bank current account	59,135	102,261
Bank deposit (immediate access)	595,311	400,873
Bank deposit (access within three months)	-	170,411
Total cash and cash equivalents	<u>654,998</u>	<u>673,850</u>

**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.

