

Charity registration number 1121988

Company registration number 6347304 (England and Wales)

CITIZENS ADVICE SUNDERLAND
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

CITIZENS ADVICE SUNDERLAND

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	C Graham D W Reed P Wallace R Singh T Johnston L Usher J Bell
Secretary	Mrs D Irving
Charity number	1121988
Company number	6347304
Registered office	5a Waterloo Place Sunderland Tyne and Wear United Kingdom SR1 3HT
Independent examiner	Azets Audit Services Bede House 3 Belmont Business Park Durham DH1 1TW

CITIZENS ADVICE SUNDERLAND

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CITIZENS ADVICE SUNDERLAND

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024

The trustees present their report and accounts for the year ended 31 March 2024.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the bureau's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019).

Objectives and activities

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 Sunderland and surrounding areas.

All of the charity's activities focus on advice provision and support for public benefit and the work is carried out through face-to-face consultations, telephone advice and community talks/sessions.

Through free, independent, confidential and impartial advice, we aim to provide the advice people need for the problems they face and to improve the policies that affect people's lives. We also recognise the positive value of diversity, promote equality and challenge discrimination.

Each year, we conduct a thorough review of our aims, objectives, and activities. This process assesses what we have achieved and evaluates the outcomes of our work over the past 12 months. We examine the effectiveness of each key activity and the benefits they have delivered to the communities we aim to support.

The review ensures that our aims, objectives, and activities continue to align with our core purposes. We use the Charity Commission's general guidance on public benefit to inform this review and to guide our planning for future activities. Specifically, the trustees assess how our planned activities will advance the aims and objectives we have established.

Contribution of Volunteers

Although few in number at present, the organisation receives help and support in the form of voluntary assistance in administering the charity through its Trustee Board. In addition to the nine trustees, we currently benefit from having five volunteers, with others who we can call on to help with one off events such as bag packs and manning information stalls.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities undertaken during the year and are satisfied that the information provided in the report and accounts meet the public benefit reporting requirements.

Achievements and performance

Despite a challenging financial landscape, Citizens Advice Sunderland has made a strong impact this year, assisting 8,100 clients with almost 35,000 different issues. However, recruitment and retention challenges across several roles have limited our capacity to serve even more clients, adding additional pressure to our dedicated team.

CITIZENS ADVICE SUNDERLAND

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024

Contracted Services and Project Funding

Our contract with Sunderland City Council to deliver First Tier advice services in Sunderland East – covering benefits, debt, employment, and housing advice – has been extended again with commissioning set for early 2025. This contract supports our daily drop-in and benefit form-filling services, primarily through in-person advice, while also receiving support from our Adviceline. We have received further funding for four additional telephone advisers to help meet demand across the City.

In addition to this, our money advice and debt support, funded by the **Money and Pensions Service (MAPS)** through national Citizens Advice, continues to address Sunderland's high levels of debt and deprivation.

Our grant from the **British Gas Energy Trust** allows us to provide comprehensive, wrap-around support to clients. We exceeded our annual target and saw strong outcomes, including over 750 people reached through our eight-month mobile advice bus for energy inquiries. This initiative, supported by Sunderland Council, provided us with valuable insights and furthered our outreach capacity.

Other key projects include:

- **National Energy Action (NEA) Warm Homes Fund:** In partnership with Sunderland Council and Green Doctors, we are helping clients access energy efficiency measures including air-source heat pumps, energy advice, and debt support.
- **Energy Redress Scheme:** Working with Stockton Citizens Advice, and other local offices, the "Warm Up North" Energy Project has been extended until August 2024.
- **British Gas Energy Trust:** A one off grant to provide advice and raise awareness of support in the Trust's Post Office pop-up project

Additionally, one-off grants from the **National Lottery Community Fund** and **Citizens Advice** have helped us respond to the cost of living crisis, provide critical energy advice, and outreach support across Sunderland.

We've also partnered with **Grace House** and **Castletown Methodist Church** to provide advice for their service users, securing financial gains of over £500,000.

Financial Impact and Outreach

This year, we secured nearly £2.5 million in income gains and debt write-offs for clients which is similar to what we achieved last year.

We aim to expand our outreach efforts in 2024-25, focusing on connecting with those who may not otherwise seek our support. Our work on the Post Office pop-up and other partnerships has underscored the importance of accessible advice services in underserved areas and we will continue to invest in outreach partnerships.

Recruitment and Staff Development

Staff recruitment and retention remain our greatest challenges. This year, turnover was at an all-time high, reflecting both the demands of the sector and the extensive training required to develop highly skilled advisers. To address this, we are exploring ways to make our organisation more appealing to prospective employees in an increasingly competitive market.

Looking Ahead

We are proud of what we've accomplished, even as we face ongoing challenges, particularly as the cost-of-living crisis persists. Many in our community are struggling to afford essential needs, and we are committed to working alongside our local stakeholders to extend our reach and impact. Together, we aim to continue providing vital support to those most in need, ensuring our community has access to high-quality, compassionate, and effective advice services.

CITIZENS ADVICE SUNDERLAND

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024

Financial review

The organisation is primarily funded by grants from the Money Advice and Pensions Service to provide advice on debt and financial issues and the British Gas Energy Trust to provide advice on energy and debt issues and income maximisation. We have two other major contracts with Sunderland Council, the First Tier Service and the Warm Homes Fund funded through National Energy Action Affordable Warmth Solutions Scheme. We have a number of smaller grants including funding from the Energy Redress Scheme and Citizens Advice Nationally. All of our contracts ensure we are helping clients holistically, seeking to maximise income through energy savings measures, budgeting, dealing with debts and financial resilience and capabilities. All other income comes from one-off projects, donations and bank interest.

We end the year with a surplus of £135,731 which is significantly better than the budget forecast at the beginning of the year. Most of the clawback comes from staff vacancies and salary savings, plus new and unanticipated grant awards. Office costs were also higher than anticipated. Having lost some staff that have not been replaced, we need to rebuild our numbers and focus our attention on regrowth. We have little capacity to cover us for sickness or holidays and this is something we need to address if we are to achieve our goal of growth and meeting client demand.

Nevertheless, having reviewed the organisation's current financial position, the Trustee Board is assured that the charity has adequate financial resources and is able to manage all known business risks going forward. The Management Committee has a reasonable expectation that it has adequate resources to continue in operation for the foreseeable future and believe that there are no material uncertainties that call into doubt its ability to continue as a going concern.

Investment Policy

The Management Committee consistently evaluates available investment options to ensure that reserve funds are invested in low-risk, short-term products offering the most favourable interest rates. To minimise investment risk, the Committee restricts diversification to reputable institutions with strong credit ratings.

Reserves Policy

The Trustee Board maintains a policy for holding unrestricted reserves to safeguard the organisation against potential income shortfalls, unforeseen expenses, or planned expenditures that support its charitable objectives. Given the current economic climate and future uncertainties, the Board aims to keep a reserve equivalent to at least nine months of operational costs. As of 31 March 2024, the unrestricted reserves stand at just over 69 months' worth of costs. However, considering the unpredictable funding environment and economic conditions, it is crucial to remain cautious, adaptable, and flexible.

Restricted funds designated for specific projects are not included in this reserves policy; they must be used in accordance with the funders' restrictions. The trustees have reviewed the major risks facing the organisation and are confident that appropriate systems are in place to manage and mitigate these risks effectively.

Reserves carried forward as at 31 March 2024 are £645,955 Unrestricted (2023: £631,110) and £443,434 Restricted (2023: £331,548), totalling £1,098,389 (2023: £962,658).

In light of the current climate and an uncertain future, the Trustee Board seeks to maintain a minimum of nine months' of £82,147 (2023: £37,821) running costs in reserve. The unrestricted reserves position as at the 31 March 2024 is more than sufficient, but given the uncertainty of the funding landscape and the economic climate, it is important to remain prudent, agile and flexible.

Any restricted balances held for the purpose of specific projects at year end do not form part of the reserves policy other than to spend the money in accordance with funders' restrictions.

CITIZENS ADVICE SUNDERLAND

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024

Risk Management

We have a comprehensive risk management system in place to address the major risks identified by the Committee. Many of these risks are common across multiple local Citizens Advice offices, allowing us to manage them effectively through standardised policies and procedures provided by Citizens Advice nationally.

In addition to these shared controls, the Committee conducts periodic reviews of specific risks and systems within our local office. This includes establishing tailored procedures to identify, monitor, and manage risks unique to our operations, ensuring that our approach remains relevant and responsive to our specific needs and challenges.

Plans for 2024-25

We expect that it will be another busy year due to the ongoing cost of living crisis and high energy prices. Therefore, for the next 12 months, our attention will be concentrated on:

1. Outreach and Awareness Expansion

Since many potential clients aren't aware of our services, we will look to partner with high-traffic local spaces such as large employers, libraries, community centres, supermarkets, and other local events to have a presence where people gather. We will make the most of our digital channels using targeted social media campaigns to help increase awareness of services, initiatives and local and national campaigns.

2. Resource Allocation for Growth

Given the high demand and limited team size, prioritising time and funding for staffing is essential. We will start with a phased recruitment plan starting with roles that will immediately alleviate pressure on our busiest services, this will be expanded to positions that strengthen our strategic direction, outreach support, client engagement, and back office support and business development.

3. Supporting Team Wellbeing and Retention

Maintaining a dedicated workforce during demanding times requires robust wellbeing initiatives. We will review our current team support systems and encourage regular feedback from the staff on workload and stress to see what we can do to improve and maintain staff wellbeing and keep morale high.

4. Diversity and Expertise on the Trustee Board

With a focus on securing funding and raising our profile, we need to expand our trustee board with people that have experience in finance, PR, and marketing. To increase diversity, we will actively reach out to communities we serve and other stakeholders to attract trustees who bring varied perspectives and lived experiences.

5. Navigating the Cost of Living Crisis

To handle increased demand and complex enquiries, we will invest in recruitment and training to bolster the current team's skills. The aim is to cross-train team members to handle complex cases and ensure we meet our funders' KPIs and expectations. This also increases adaptability if team members need to step into multiple roles.

6. Financial Stewardship and Long-Term Sustainability

While we have a solid financial base, we need to prioritise protective measures for our most valuable assets – our workforce, infrastructure, and reputation. Allocating funds toward reserve building, as well as team development, ensures resilience in the face of potential financial challenges. The Board will regularly revisit our funding sources to ensure flexibility and sustainability in these uncertain times.

By focusing on these strategies, our aim is to build a foundation that supports both immediate service needs and long-term growth, ensuring a broader reach and continued support for the community we serve.

CITIZENS ADVICE SUNDERLAND

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024

Structure, governance and management

Citizens Advice Sunderland is a member of the National Association of Citizens Advice Bureaux (NACAB) which provides support and a framework of agreed membership standards of advice and casework management. However, the organisation maintains its independence and all policy decisions are taken by the Trustee Board in meeting its charitable objects.

The charity was incorporated on the 20 August 2007 and is governed by its Memorandum and Articles of Association which have been updated and amended in 2023. Overall responsibility for governance rests with the Trustee Board.

The trustees, who are also the directors for the purpose of company law, and who served during the year were:

C Graham	
D W Reed	
D R Wood	(Resigned 13 February 2024)
P Wallace	
R Singh	
T Johnston	
L Usher	
J Bell	
Mr C L Eynon	(Resigned 8 August 2023)

The Trustee Board is responsible for:

- Setting the charity's policies,
- Defining corporate strategy, including key strategic objectives,
- Making major financial decisions.

Each newly appointed trustee receives a Welcome Pack and a comprehensive induction, which includes training and resources through the Citizens Advice intranet and training platform, Skillbook. Trustees are also encouraged to pursue additional training as needed and engage with the broader Citizens Advice network by participating in forums, conferences, and consultations throughout the year.

Our local Citizens Advice trustee board also oversees the information security of all personal data for clients, staff, funders, and strategic partners. Client data stored in our case management system is jointly managed with the national Citizens Advice Service. An information assurance management team ensures the confidentiality, integrity, and availability of all personal and sensitive data, maintaining compliance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

In the coming year, we plan to conduct another trustee recruitment drive to ensure responsibilities are more evenly distributed across the Board and ensure meetings consistently meet quorum requirements. This is particularly important as many of our trustees balance careers outside of the organisation. The board has ambitious plans for the year ahead, and the trustees are committed to ensuring that our infrastructure and strategy are prepared to meet demand, withstand potential economic challenges, and deliver a high-quality, efficient service for our users.

Management Team

Denise Irving is the Chief Officer and is supported by a small management team of Susan White and Peter Wilson, the Finance Officer, who help manage the day to day operations of the organisation.

CITIZENS ADVICE SUNDERLAND

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) *FOR THE YEAR ENDED 31 MARCH 2024*

Administrative Details

Company registration number: 6347304

Charity registration number: 1121988

Registered Office: 5a Waterloo Place, Sunderland, SR1 3HT

Management Committee: Chris Graham, Chair, David Reed, Vice Chair, Peter Wallace, Thomas Johnston, Rajinder Singh, Lee Usher, Jane Bell

Company Secretary: Denise Irving

Senior Management Team: Denise Irving, Chief Officer, Susan White, Quality and Operations Manager, Peter Wilson, Finance Officer

Independent Examiner: Azets Audit Services (Bede House, Belmont Business Park, Durham DH1 1TW)

Bankers: HSBC (101 Front Street, Chester le Street, Co Durham, DH3 3BL)

The trustees' report was approved by the Board of Trustees.

C Graham

Trustee

Dated: 12 December 2024

CITIZENS ADVICE SUNDERLAND

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF CITIZENS ADVICE SUNDERLAND

I report to the trustees on my examination of the financial statements of Citizens Advice Sunderland (the bureau) for the year ended 31 March 2024.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

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

Azets Audit Services

Bede House
Belmont Business Park
DURHAM
DH1 1TW
United Kingdom

Dated: 12 December 2024

CITIZENS ADVICE SUNDERLAND

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

		Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
	Notes						
Income from:							
Donations and legacies	2	2,269	-	2,269	260	-	260
Charitable activities	3	121,467	633,909	755,376	74,068	568,339	642,407
Investments	4	25,596	-	25,596	12,065	-	12,065
Total income		149,332	633,909	783,241	86,393	568,339	654,732
Expenditure on:							
Charitable activities	5	131,929	515,009	646,938	50,239	616,809	667,048
Other finance costs	9	572	-	572	189	-	189
Total expenditure		132,501	515,009	647,510	50,428	616,809	667,237
Net income/(expenditure) for the year/							
Net movement in funds		16,831	118,900	135,731	35,965	(48,470)	(12,505)
Fund balances at 1 April 2023		631,110	331,548	962,658	595,145	380,018	975,163
Fund balances at 31 March 2024		647,941	450,448	1,098,389	631,110	331,548	962,658

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

The notes on pages 11 to 21 form part of these financial statements.

CITIZENS ADVICE SUNDERLAND

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Fixed assets					
Tangible assets	11		25,511		30,506
Current assets					
Debtors	12	153,137		85,244	
Cash at bank and in hand		955,806		875,085	
		1,108,943		960,329	
Creditors: amounts falling due within one year	13	(36,065)		(28,177)	
Net current assets			1,072,878		932,152
Total assets less current liabilities			1,098,389		962,658
Income funds					
Restricted funds	14		450,448		331,548
Unrestricted funds			647,941		631,110
			1,098,389		962,658

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2024.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 12 December 2024

C Graham
Trustee

P Wallace
Trustee

Company registration number 6347304

CITIZENS ADVICE SUNDERLAND

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	18		64,544		(60,645)
Investing activities					
Purchase of tangible fixed assets		(9,419)		(5,008)	
Investment income received		25,596		12,065	
Net cash generated from investing activities			16,177		7,057
Net cash used in financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			80,721		(53,588)
Cash and cash equivalents at beginning of year			875,085		928,673
Cash and cash equivalents at end of year			955,806		875,085

CITIZENS ADVICE SUNDERLAND

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

Charity information

Citizens Advice Sunderland is a private company limited by guarantee incorporated in England and Wales. The registered office is 5a Waterloo Place, Sunderland, Tyne and Wear, SR1 3HT, United Kingdom.

1.1 Accounting convention

The financial statements have been prepared in accordance with the bureau's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". The bureau is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the bureau. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the bureau has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the bureau is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the bureau has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

CITIZENS ADVICE SUNDERLAND

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

1.5 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. Irrecoverable VAT is charged as an expenses against the activity for which expenditure arose.

Direct charitable expenditure includes the direct costs of the activities and depreciation on related assets. Where such costs relate to more than one functional cost category, they have been split on an appropriate basis.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold improvements	Straight line over 5 years
Computers	25% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Impairment of fixed assets

At each reporting end date, the bureau reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

CITIZENS ADVICE SUNDERLAND

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

1.9 Financial instruments

The bureau has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the bureau's balance sheet when the bureau becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the bureau's contractual obligations expire or are discharged or cancelled.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the bureau is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

CITIZENS ADVICE SUNDERLAND

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

2 Donations and legacies

	Unrestricted funds	Unrestricted funds
	2024	2023
	£	£
Donations and gifts	2,269	260

3 Charitable activities

	Provision of advice	Provision of advice
	2024	2023
	£	£
Performance related grants	633,909	568,339
Other income	121,467	74,068
	755,376	642,407
Analysis by fund		
Unrestricted funds	121,467	74,068
Restricted funds	633,909	568,339
	755,376	642,407
Performance related grants		
MASDAP	238,627	252,950
First Tier	149,914	41,500
Wise Steps	-	28,451
Energy Redress Scheme	16,266	20,461
British Gas Energy Trust	159,786	134,607
Warm Homes Fund	35,566	49,747
Carbon Monoxide Advisory Project	33,750	40,623

4 Investments

	Unrestricted funds	Unrestricted funds
	2024	2023
	£	£
Interest receivable	25,596	12,065

CITIZENS ADVICE SUNDERLAND

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

5 Charitable activities

	Provision of advice 2024 £	Provision of advice 2023 £
Staff costs	453,994	475,177
Depreciation and impairment	2,721	1,512
Vehicle hire	227	7,258
Staff and volunteer expenses	636	465
Repairs and renewals	1,105	453
Insurance	795	1,516
Postage, printing and stationery	1,094	874
Materials, subscriptions and licences	1,705	1,129
Telephone	4,262	2,641
Rent	6,387	4,429
Rates	256	224
Light and heat	3,767	1,017
Cleaning	880	313
Sundry expenses	1,710	8,726
Other charitable expenditure	3,511	835
	<u>483,050</u>	<u>506,569</u>
Share of support costs (see note 6)	155,209	154,816
Share of governance costs (see note 6)	8,679	5,663
	<u>646,938</u>	<u>667,048</u>
Analysis by fund		
Unrestricted funds	131,929	50,239
Restricted funds	515,009	616,809
	<u>646,938</u>	<u>667,048</u>
For the year ended 31 March 2023		
Unrestricted funds	50,239	
Restricted funds	616,809	
	<u>667,048</u>	

CITIZENS ADVICE SUNDERLAND

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

6 Support costs

	Support costs £	Governance costs £	2024 £	2023 £
Staff costs	44,079	-	44,079	47,358
Depreciation	11,692	-	11,692	12,303
Independent examiners fee	-	5,580	5,580	5,400
Legal and professional	-	3,099	3,099	263
Staff and volunteer expenses	1,159	-	1,159	356
Repairs and renewals	6,248	-	6,248	5,289
Insurance	3,417	-	3,417	4,511
Printing, stationery and postage	4,320	-	4,320	4,491
Materials, subscriptions and licences	3,411	-	3,411	5,548
Telephone	18,324	-	18,324	21,493
Rent	27,488	-	27,488	35,499
Other support costs	35,071	-	35,071	17,968
	<u>155,209</u>	<u>8,679</u>	<u>163,888</u>	<u>160,479</u>
Analysed between Charitable activities	<u>155,209</u>	<u>8,679</u>	<u>163,888</u>	<u>160,479</u>

7 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year, and none of them were reimbursed travelling expenses (2023- none were reimbursed travelling expenses).

8 Employees

The average monthly number employees during the year was 23 :

	2024 Number	2023 Number
Management	4	4
Administrative	3	3
Caseworkers	14	15
Cleaner	2	2
Total	<u>23</u>	<u>24</u>

CITIZENS ADVICE SUNDERLAND

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

8	Employees	(Continued)	
	Employment costs	2024	2023
		£	£
	Wages and salaries	462,116	482,085
	Social security costs	27,165	31,602
	Other pension costs	8,792	8,848
		<hr/>	<hr/>
		498,073	522,535
		<hr/>	<hr/>

In addition a great amount of time, the value of which is impossible to reflect in these financial statements, is donated by volunteers.

There were no employees whose annual remuneration was £60,000 or more.

9	Other finance costs	Unrestricted funds	Unrestricted funds
		2024	2023
		£	£
	Financing costs	27	11
	Other expenditure	545	178
		<hr/>	<hr/>
		572	189
		<hr/>	<hr/>

10 Taxation

Citizens Advice Sunderland, as a registered charity, is potentially exempt from taxation of income and gains falling within S505 of the Income and Corporation Taxes Act 1988 and S256 of the Taxation of Chargeable Gains Act 1992. No tax charge has arisen in the year.

CITIZENS ADVICE SUNDERLAND

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

11 Tangible fixed assets

	Leasehold improvements	Computers	Total
	£	£	£
Cost			
At 1 April 2023	82,607	120,286	202,893
Additions	-	9,419	9,419
	<hr/>	<hr/>	<hr/>
At 31 March 2024	82,607	129,705	212,312
	<hr/>	<hr/>	<hr/>
Depreciation and impairment			
At 1 April 2023	58,819	113,569	172,388
Depreciation charged in the year	7,880	6,533	14,413
	<hr/>	<hr/>	<hr/>
At 31 March 2024	66,699	120,102	186,801
	<hr/>	<hr/>	<hr/>
Carrying amount			
At 31 March 2024	15,908	9,603	25,511
	<hr/>	<hr/>	<hr/>
At 31 March 2023	23,788	6,718	30,506
	<hr/>	<hr/>	<hr/>

12 Debtors

	2024	2023
	£	£
Amounts falling due within one year:		
Trade debtors	112,877	32,165
Other debtors	215	198
Prepayments and accrued income	40,045	52,881
	<hr/>	<hr/>
	153,137	85,244
	<hr/>	<hr/>

13 Creditors: amounts falling due within one year

	2024	2023
	£	£
Trade creditors	11,434	8,589
Other creditors	8,246	8,829
Accruals and deferred income	16,385	10,759
	<hr/>	<hr/>
	36,065	28,177
	<hr/>	<hr/>

CITIZENS ADVICE SUNDERLAND

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

14 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			Movement in funds			
	Balance at 1 April 2022	Incoming resources	Resources expended	Balance at 1 April 2023	Incoming resources	Resources expended	Balance at 31 March 2024
	£	£	£	£	£	£	£
Business Innovation and Skills	9,256	-	-	9,256	-	-	9,256
Money Advice Service Debt Advice Project	132,148	252,950	(255,498)	129,600	238,627	(225,983)	142,244
Sunderland City Council Big Lottery Fund and European Social Fund	140,809	41,500	(71,010)	111,299	149,914	(67,408)	193,805
Energy Redress Scheme	-	28,451	(28,451)	-	-	-	-
British Gas Energy Trust (BGET)	2,646	20,461	(19,382)	3,725	16,266	(15,343)	4,648
Cumbria Northumberla nd Tyne and Wear NHS Foundation Trust	60,159	134,607	(123,924)	70,842	159,786	(170,709)	59,919
Warm Homes Fund	35,000	-	(35,000)	-	-	-	-
EAP- CMAP	-	49,747	(49,747)	-	35,566	(35,566)	-
	-	40,623	(33,797)	6,826	33,750	-	40,576
	380,018	568,339	(616,809)	331,548	633,909	(515,009)	450,448

Unrestricted Funds

The Trustees seek to maintain minimum Reserves levels equivalent to nine months running costs of the Bureau. The Reserves Policy is outlined in the Trustees' Report on page 1 to 7.

CITIZENS ADVICE SUNDERLAND

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

14 Restricted funds

(Continued)

Restricted Funds

Money Advice Service Debt Advice Project (MASDAP)

This is an integrated debt advice service which is funded by the Money Advice Service and has funding until March 2025.

Sunderland City Council (First Tier Welfare Rights Contract)

This is a welfare benefits and debt advice service funded by Sunderland City Council. The project has funding until May 2025.

Energy Redress Scheme

This a project to provide energy advice to vulnerable people to meet the objectives of the Energy Redress Scheme (ERS). Funding is from Stockton & District Advice & Information Service (SDAIS). The project has funding until August 2024.

British Gas Energy Trust (BGET)

This a project to provide energy advice and assistance to the public aimed at reducing and managing debt, maximising income, reducing fuel poverty, and improving energy efficiency. The project has funding until March 2025.

CNTW NHS

Working alongside the three Sunderland NHS Foundation Trusts, the project provides dedicate advice and support to their patients particularly around welfare benefit support. The project has funding until December 2023.

Warm Homes Fund

This project provides 135 first time central heating systems and associated energy efficiency measures to eligible households affected by fuel poverty. The project has funding until March 2024.

Carbon Monoxide Advisory Project (EAP-CMAP)

This project involves the delivery of one to one carbon monoxide awareness and energy advice. The project has funding until March 2024 and March 2025.

15 Analysis of net assets between funds

	Unrestricted 2024 £	Restricted 2024 £	Total 2024 £	Unrestricted 2023 £	Restricted 2023 £	Total 2023 £
Fund balances at 31 March 2024 are represented by:						
Tangible assets	25,511	-	25,511	30,506	-	30,506
Current assets/(liabilities)	622,430	450,448	1,072,878	600,604	331,548	932,152
	<u>647,941</u>	<u>450,448</u>	<u>1,098,389</u>	<u>631,110</u>	<u>331,548</u>	<u>962,658</u>

16 Related party transactions

There were no disclosable related party transactions during the year (2023 - none).

17 Charitable Status

Citizens Advice Sunderland is a Registered Charity (Number 1121988). The Charity is a Company Limited by Guarantee, having no share capital. The liability of each member in the event of winding up is £1.

CITIZENS ADVICE SUNDERLAND

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

18	Cash generated from operations	2024 £	2023 £
	Surplus/(deficit) for the year	135,731	(12,505)
	Adjustments for:		
	Investment income recognised in statement of financial activities	(25,596)	(12,065)
	Depreciation and impairment of tangible fixed assets	14,414	13,816
	Movements in working capital:		
	(Increase) in debtors	(67,893)	(47,747)
	Increase/(decrease) in creditors	7,888	(2,144)
	Cash generated from/(absorbed by) operations	64,544	(60,645)
