

Sudbury & South Suffolk Citizens Advice

England & Wales · Charity number 1123466

Details

Other names	SUDBURY AND DISTRICT CITIZENS ADVICE BUREAU, SUDBURY AND SOUTH SUFFOLK CITIZENS ADVICE LIMITED
Status	Registered
Legal form	Charitable company
Company number	06051096
Registered	2008-04-04
Register	View on the Charity Commission register

Contact

Address	Keyse House Acton Lane Sudbury CO10 1QN
Phone	01787321403
Email	office.admin@sudburycab.org.uk
Website	www.sudburycab.org.uk

Activities

Objects: THE CHARITY'S OBJECTS ('OBJECTS') ARE SPECIFICALLY: 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 SUDBURY AND SURROUNDING AREAS.

Activities: Our service helps people resolve their money, legal and other problems by providing information and advice and by influencing policy makers. This service is independent and provides free, confidential and impartial advice to everyone regardless of race, gender, disability, sexual orientation, religion, age or nationality.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** Other Charitable Purposes
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** THE BOROUGH OF SUDBURY AND SURROUNDING DISTRICT.
- Suffolk

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£248,828	£266,296	-	-
2024-03-31	£214,354	£265,802	-	-
2023-03-31	£251,137	£275,247	-	-
2022-03-31	£285,201	£276,713	-	-
2021-03-31	£352,645	£264,155	-	-

Trustees

Name	Role	Appointed
Andrew Darren Holdcroft		2026-03-18
Catherine Ann Hearn		2025-11-11
Joshua Ben Thomas		2025-07-16
Piers Bellingham Astley Roberts		2023-07-12
Robert Michael Pieczka		2024-10-16
Stephen William Walker		2026-04-15
Terri Donna Van Praagh		2026-04-15

Accounts

Sudbury & South Suffolk Citizens Advice Limited
(a company limited by guarantee)
Unaudited Report & Financial Statements
for the year ending 31 March 2025

Charity number: 1123466
Company number: 06051096

Sudbury & South Suffolk Citizens Advice Limited (a company limited by guarantee)
Unaudited Report & Financial Statements for the year ending 31 March 2025

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Sudbury & South Suffolk Citizens Advice Limited

Report of the trustees (including Directors' Report) for the year ending 31 March 2025

The Trustees (who are also the Directors of the Company for the purposes of company law) are pleased to present their annual directors' report together with the financial statements of the charity for the year ending 31 March 2025 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and the Charities Statement of Recommended Practice ("Charities SORP") (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland; (FRS 102) issued in October 2019.

CHAIR'S REPORT

OBJECTIVES AND ACTIVITIES

Objectives and aims for the public benefit

The principal objectives of the charity, as set out in the Articles of Association, 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 Sudbury and surrounding areas".

The board confirm that they have referred to the guidance contained in the Charity Commissions general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities. The charity carries out these objectives through the involvement of our staff and volunteers in a very wide range of activities reflecting the many kinds of issues that trouble members of the community on a daily basis.

Significant activities

We provide free, independent, confidential, and impartial advice to everyone on their problems, rights and responsibilities across a range of topics that extends across 18 classifications and more than 250 sub-classifications. These include benefits, consumer issues, debt, discrimination, employment, family and relationships, health, housing, immigration, and legal issues.

Our experience is that many clients in difficulties are facing several issues that are connected and need resolution together. So, we continue to support our clients with advice and guidance until all their problems are resolved or they have a clear pathway they can follow.

The benefits of our support extend beyond the practical resolution of clients' issues to their peace of mind and significant health and well-being improvements. National research shows this brings measurable fiscal benefits and wider gains in social and economic terms.

PERFORMANCE AND IMPACT

The Board is pleased to report that we sustained our economic benefit to our community during the past financial year.

In 2024/25, our advisers helped 2,066 clients resolving 10,444 of their issues. £58,935 of direct financial help to clients and £1,100,000 debts written off and income gained.

Sudbury & South Suffolk Citizens Advice Limited

Report of the trustees (including Directors' Report) for the year ending 31 March 2025

LOOKING AHEAD

The Board continues to focus on the financial stability of the organisation alongside its ability to increase our reach in the community.

Our intention last year had been to launch a corporate fundraising programme to supplement our historic fundraising channels. However, this initiative had to be delayed whilst we rebuilt our Trustee numbers following the last AGM.

As we now have greater resource in place, we are actively planning to re-launch this initiative in quarter 4 2025, with clear financial targets in place over the next 3 financial years, against which we can benchmark our progress.

We are also conscious that accelerated devolution is on the Government's agenda for Suffolk and we will have a clearer idea of the shape of this policy later this year. Consequently, we will continue to work closely with partners and stakeholders to ensure that any risks are appropriately managed.

PRINCIPAL FUNDING SOURCES

The charity is principally funded by grants from various bodies detailed in the reports and accounts.

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

OUR THANKS

We are extremely grateful to our many supporters for their funding (the full list of whom can be found on page 17 of our Impact Report 2024/25) and especially the Babergh District, Town and Parish Councils, Suffolk County Council, and the National Lottery. We appreciate their confidence in what we do, and the increasing funding horizons some of them are providing. We are committed to working with them on reach and engagement with our community and in alliance with other Citizens Advice organisations across Suffolk.

Our staff and volunteers are the cornerstone of our work. On behalf of the Trustees, they all have our greatest respect and sincere thanks.

On 31st October 2024, we also saw our long-standing Chairman, Alan Braithwaite, retire from the Board. His dedication and service over the years has been invaluable, leaving a legacy from which the organisation is well structured to move forward into the future. On behalf of the Trustees, we would like to wish him an enjoyable and well deserved retirement.

RESERVES POLICY

The directors believe that Sudbury & South Suffolk Citizens Advice should set aside financial reserves as part of healthy management and operation for two particular reasons: to ensure that it can continue to operate and meet the needs of clients in the event of a cessation or interruption of part of its funding and to ensure contractual commitments are met should contracts need to be terminated in the event of ongoing risks actualising.

Under the agreed Reserves Policy £188,023 are set aside within unrestricted reserves.

Sudbury & South Suffolk Citizens Advice Limited
Report of the trustees (including Directors' Report) for the year ending 31 March 2025

RESERVES POLICY Continued

In addition to the above, the organisation will maintain restricted reserves where funds are restricted by the donor or funder and cannot be used for general purposes.

At 31 March 2025, total unrestricted reserves were £207,473 (2024: £224,941) and restricted funds were £nil (2024: £nil).

REFERENCE AND ADMINISTRATIVE DETAILS

Charity name: Sudbury & South Suffolk Citizens Advice Limited
Charity number: 1123466
Company number: 06051096
Principal office and registered office: Keyse House, Acton Lane, Sudbury, Suffolk, CO10 1QN

Our advisers

Independent examiner:
Moore Green Chartered Accountants 22 Friars Street, Sudbury, Suffolk, CO10 2AA

Bankers:
Lloyds Bank Plc 30 Market Hill, Sudbury, Suffolk, CO10 2EL

Directors and trustees

The directors of the charitable company (the charity) are its trustees for the purpose of charity law. The trustees and officers serving during the year and since the year end were as follows:

Paul Sweeny (co Vice-Chair)
Mr Piers Roberts (co Vice-Chair)
David Watts (Trustee)
Sarah Bartlett (Treasurer)
Robert Pieczka (Trustee) - appointed 16.10.24
Joshua Thomas (Trustee) - appointed 16.07.25
Mark Sones (Trustee) - appointed 16.07.25
Nicholas Jervis (Trustee) - appointed 16.07.25
Richard Oliver (Trustee) - appointed 16.07.25
Mr Matthew Martin - resigned 29.05.25
Alan Braithwaite (Chair) - resigned 31.10.24
Janice Osborne (Trustee) - resigned 17.10.24
Martin Royal (Trustee) - resigned 16.10.24
Riham Aboushousha (Trustee) - resigned 16.10.24

Chief officer:
Colleen Sweeney

Sudbury & South Suffolk Citizens Advice Limited

Report of the trustees (including Directors' Report) for the year ending 31 March 2025

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Sudbury & South Suffolk Citizens Advice Limited is a charitable company limited by guarantee, incorporated on 4 April 2008. The Company is governed by its Memorandum and Articles of Association. 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.

The company is a registered charity with the Charity Commission.

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, alternatively, elected directly at an Annual General Meeting. The charity seeks nominations for trustee vacancies in regard to having the need to have a broad mix of skills and experience.

Trustee induction and training

New trustees are briefed on their legal obligations under charity and company law, the content of the Articles of Association, the committee and decision-making processes, the strategic business development plan and recent financial performance of the charity. They also meet key employees, volunteers and other trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

Organisational structure

The trustee board is responsible for setting the strategic direction of the organisation and the policy of the charity. The trustees carry the ultimate responsibility for the conduct of Sudbury & South Suffolk Citizens Advice Limited and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet quarterly as a minimum, and delegate the day-to-day operation of the organisation to a paid chief officer. The trustee board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Related parties and co-operation with other organisations

Sudbury & South Suffolk Citizens Advice Limited is a member of Citizens Advice, the national association for the Citizens Advice service. From April 2015 Citizens Advice Bureau 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.

Pay policy for senior staff

The directors consider the board of directors, who are the Trust's trustees and the chief officer, the key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day-to-day basis. All directors give of their time freely and no director received remuneration in the year. Details of directors' expenses and related party transactions are disclosed in note 15 to the accounts. The pay of the senior staff is reviewed annually and normally increased in accordance with average earnings. In view of the nature of the charity, the directors benchmark against pay levels in the public sector.

Sudbury & South Suffolk Citizens Advice Limited

Report of the trustees (including Directors' Report) for the year ending 31 March 2025

Audit process

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

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

Client Experience; People Management; Leadership,
Financial Health Monitoring.

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

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

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

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

Financial Health - 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 board has a formal risk management policy. The principal risks to which the charity is exposed have been identified and appropriate controls are in place to provide reasonable assurance against fraud and error. To this end the board has put in place a documented formal risk assessment which is reviewed and updated on a regular basis.

Trustees' responsibilities in relation to the financial statements

The charity trustees (who are also the directors of the charity for the purposes of company law) are responsible for preparing a Trustees' Annual Report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources for that period. In preparing the financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

Sudbury & South Suffolk Citizens Advice Limited

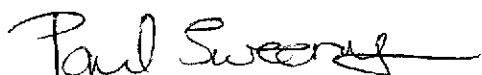
Report of the trustees (including Directors' Report) for the year ending 31 March 2025

Trustees' responsibilities in relation to the financial statements - continued

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The trustees' annual report was approved on 1st October 2025 and signed on behalf of the board of trustees.



Paul Sweeny
(co Vice Chair) Trustee

1st October 2025

Sudbury & South Suffolk Citizens Advice Limited

Independent examiner's report to the trustees for the year ending 31 March 2025

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2025 which are set out on pages 9 to 21.

Responsibilities and basis of report

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

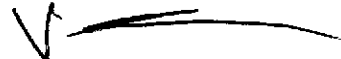
Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act').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

Independent examiner's statement

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

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

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

Signed: 

Vincent Chandler FCA FCCA

Institute of Chartered Accountants in England and Wales

Moore Green
Chartered Accountants
22 Friars Street
Sudbury
Suffolk
CO10 2AA

Date: 01/10/2025

Sudbury & South Suffolk Citizens Advice Limited

Statement of financial activities (including income and expenditure account) for the year ending 31 March 2025

	Note	2025		2024	
		Unrestricted funds	Restricted funds	Total funds	Total funds
		£	£	£	£
Income					
Grants and donations	3	108,645	135,167	243,812	209,936
Other charitable activities	5	478	-	478	99
Investment income	6	4,538	-	4,538	4,319
Total income		113,661	135,167	248,828	214,354
Expenditure					
Charitable activities	7	111,188	155,108	266,296	265,802
Total expenditure		111,188	155,108	266,296	265,802
Net income/(expenditure) for the year		2,473	(19,941)	(17,468)	(51,448)
Transfers between funds for the year	21	(19,941)	19,941	-	-
Net movement in funds for the year		(17,468)	-	(17,468)	(51,448)
Reconciliation of funds					
Total funds brought forward		224,941	-	224,941	276,389
Total funds carried forward		207,473	-	207,473	224,941

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

Sudbury & South Suffolk Citizens Advice Limited
Balance sheet as at 31 March 2025

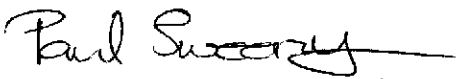
	Note	2025 £	2024 £
Fixed assets	17	6,091	9,137
Current assets			
Debtors	12	510	715
Cash at bank and in hand		228,081	276,617
Total current assets		228,591	277,332
Liabilities			
Creditors: amounts falling due within one year	13	(27,209)	(61,528)
Net current assets		201,382	215,804
Total assets less current liabilities		207,473	224,941
Creditors: amounts falling due after more than one year		-	-
Net assets		207,473	224,941
Funds of the charity	14		
Restricted funds		-	-
Unrestricted funds		207,473	224,941
Total charity funds		207,473	224,941

For the year ending 31 March 2025 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

- Directors' responsibilities:
- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
 - The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements;
 - These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime;

The notes at pages 11 to 21 form part of these accounts.

These financial statements were approved by the board of trustees and authorised for issue on 1st October 2025 and are signed on behalf of the board by:

P Sweeny (co-Chair) Trustee 
S Bartlett (Treasurer) Trustee 

Sudbury & South Suffolk Citizens Advice Limited

Notes to the Financial Statements

1 Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a Basis of preparation

The financial statements have been prepared in accordance with the 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)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Sudbury & District Citizens Advice meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

b Going concern

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

c Fund accounting

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

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

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

d Income

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

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

- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value;

- donated facilities and services are recognised in the accounts when received if the value can be reliably measured;

- no amounts are included for the contribution of general volunteers.

Sudbury & South Suffolk Citizens Advice Limited

Notes to the Financial Statements

1 Accounting policies - continued

e Expenditure

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

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

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

f Operating leases

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

g Tangible assets

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

h Depreciation

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

Office equipment: 25% - 33% Straight line

i Impairment of fixed assets

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

j Debtors

Trade and other debtors are recognized at the settlement amount due. Prepayments are valued at the amount prepaid.

k Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

l Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Sudbury & South Suffolk Citizens Advice Limited

Notes to the Financial Statements

1 Accounting policies - continued

m Financial instruments

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

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

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

Debt instruments are subsequently measured at amortised cost.

2 Legal status of the company

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

3 Income from donations and grants

	2025	2024
	£	£
Donations	3,445	5,513
Grants (<i>note 4</i>)	240,367	204,423
	<u>243,812</u>	<u>209,936</u>

The income from donations and grants was £243,812 (2024: £209,936) of which £108,645 was unrestricted (2024: £98,853) and £135,167 restricted (2024: £111,083).

The Trust benefits greatly from the involvement and enthusiastic support of its volunteers, details of which are given in our annual report. In accordance with FRS 102 and the Charities SORP (FRS 102), the economic contribution of general volunteers is not recognised in the accounts.

4 Income from grants

	2025	2024
	£	£
Unrestricted		
Suffolk County Council	20,880	19,800
Babergh District Council	80,000	73,540
Parish Council Grants	4,320	-
	<u>105,200</u>	<u>93,340</u>

Sudbury & South Suffolk Citizens Advice Limited
Notes to the Financial Statements

4 Income from grants - continued

	2025	2024
	£	£
Restricted		
Sudbury Town Council	7,000	8,500
Hadleigh Town Council	1,300	1,200
Sudbury Municipal Charity	1,000	1,000
David & Jill Simpson Fund 240268	5,000	-
Suffolk County Council Local Welfare Assistance Scheme	40,000	26,040
Suffolk County Council Income Maximisation Fund	11,000	1,000
Maurken Fund 222046D	-	1,000
E & J Legacy Fund 222046C	-	1,000
Suffolk Community Foundation - Surviving Winter Fund	1,000	3,850
Pargiter Trust Fund (232821)	2,353	1,176
The Befriending Scheme	307	1,226
The Mrs L D Rope Third Charitable Trust	14,509	4,587
Citizens Advice Energy Advice Programme	788	262
National Lottery Community Fund 20231015	-	10,000
J A Grantmaking Programme 240847B	723	-
National Lottery Community Fund 20251514	-	12,372
Babergh District Council Community Development	-	11,667
Babergh District Council Locality Awards	-	322
National Lottery Community Fund 20164774	15,873	25,382
Suffolk County Council – Debt project	-	499
CO-OP Community Cares Fund	2,464	-
West Suffolk Alliance – Suffolk and North East Essex ICB	3,000	-
Samphire Homes - Debt project	28,100	-
Suffolk Community Foundation - Household Support Fund	750	-
	<u>135,167</u>	<u>111,083</u>
Total Grants	<u>240,367</u>	<u>204,423</u>

5 Income from other charitable activities

	Unrestricted funds	Unrestricted funds
	2025	2024
	£	£
Fundraising events	<u>478</u>	<u>99</u>

6 Investment Income

	Unrestricted funds	Unrestricted funds
	2025	2024
	£	£
Bank interest receivable	<u>4,538</u>	<u>4,319</u>

Sudbury & South Suffolk Citizens Advice Limited
Notes to the Financial Statements

7 Expenditure on charitable activities

	2025	2024
	£	£
Staff costs		
Wages and salaries	207,930	204,889
Staff training and travel	5,981	4,640
	<u>213,911</u>	<u>209,529</u>
Office costs		
IT equipment and support	8,691	7,020
Office equipment	-	32
Insurance	2,569	2,283
Payroll and accounting fees	2,094	4,788
Postage	546	637
Printing and stationery	2,203	2,575
Telephone and communication	3,288	3,388
Other	3,142	2,156
	<u>22,533</u>	<u>22,879</u>
Premises costs		
Rent	15,345	15,211
Rates	2,420	2,483
Light and heat	5,023	8,912
Cleaning and maintenance	2,047	1,442
	<u>24,835</u>	<u>28,048</u>
Governance costs		
Independent examiner's fees	1,200	1,200
Other	199	550
	<u>1,399</u>	<u>1,750</u>
Other costs		
Publicity and promotion	437	518
Miscellaneous	135	32
Depreciation	3,046	3,046
	<u>3,618</u>	<u>3,596</u>
Total expenditure on charitable activities	<u>266,296</u>	<u>265,802</u>

8 Net Income

Net income is stated after charging:

	2025	2024
	£	£
Depreciation of tangible fixed assets	<u>3,046</u>	<u>3,046</u>

Sudbury & South Suffolk Citizens Advice Limited
Notes to the Financial Statements

9 Independent examiner's fees

Net Income is stated after charging:

	2025	2024
	£	£
Fees payable to the independent examiner for independent examination of the financial statements	1,200	1,200

10 Employee costs

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

	2025	2024
	£	£
Salaries and social security costs	202,013	199,176
Pension costs	5,917	5,713
	207,930	204,889

The average headcount of employees during the year was 14 (2024: 13)

No employee received employee benefits of more than £60,000 during the year (2024: nil)

11 Trustees' remuneration and expenses

No trustee received any remuneration during the year. The charity reimbursed trustees for expenses during the year amounting to £nil (2024: £nil)

12 Debtors

	2025	2024
	£	£
Prepayments and accrued income	510	715

13 Creditors: amounts falling due within one year

	2024	2023
	£	£
Accruals and deferred income	18,274	61,528
Creditors	8,935	-
	27,209	61,528

Sudbury & South Suffolk Citizens Advice Limited
Notes to the Financial Statements

14 Analysis of charitable funds

	At 1st April 2024	Net movement in funds	Transfer between funds	At 31st March 2025
	£	£	£	£
Unrestricted funds				
General funds	224,941	2,473	(19,941)	207,473
Restricted funds				
Sudbury Town Council	-	-	-	-
Hadleigh Town Council	-	(727)	727	-
Sudbury Municipal Charity	-	-	-	-
Suffolk Community Foundation - Over 75s	-	-	-	-
Suffolk County Council - LWAS	-	-	-	-
Suffolk County Council - IMF	-	(14)	14	-
Suffolk Community Foundation - Benefits Specialist	-	-	-	-
Suffolk Community Foundation - Surviving Winter	-	-	-	-
Suffolk Community Foundation - Advice for over 65s	-	-	-	-
The Befriending Scheme - Cookery project	-	-	-	-
Rope Trust - Benefits Specialist	-	(7,246)	7,246	-
Citizens Advice - EAP	-	-	-	-
Lottery Fund – IT Equipment	-	-	-	-
Suffolk Community Foundation - Pension Credit Awareness	-	-	-	-
Lottery Fund – Community Development Project	-	-	-	-
Babergh District Council - Community Development Project	-	-	-	-
Babergh District Council - Office chairs	-	-	-	-
Lottery Fund – Debt project	-	(4,208)	4,208	-
Suffolk County Council – Debt project	-	-	-	-
CO-OP - Outreach Wells Hall	-	-	-	-
Citizens Advice - Supported Advice	-	(297)	297	-
Samphire Homes - Debt project	-	(7,449)	7,449	-
Suffolk Community Foundation - Household Support Fund	-	-	-	-
	-	(19,941)	19,941	-
Total funds	224,941	(17,468)	-	207,473

Sudbury & South Suffolk Citizens Advice Limited
Notes to the Financial Statements

14 Analysis of charitable funds continued

	Incoming resources	Resources expended	Movement in funds
Unrestricted funds			
General funds	113,661	(111,188)	2,473
Restricted funds			
Sudbury Town Council	7,000	(7,000)	-
Hadleigh Town Council	1,300	(2,027)	(727)
Sudbury Municipal Charity	1,000	(1,000)	-
Suffolk Community Foundation - Over 75s	5,000	(5,000)	-
Suffolk County Council - LWAS	40,000	(40,000)	-
Suffolk County Council - IMF	11,000	(11,014)	(14)
Suffolk Community Foundation - Benefits Specialist	-	-	-
Suffolk Community Foundation - Surviving Winter	1,000	(1,000)	-
Suffolk Community Foundation - Advice for over 65s	2,353	(2,353)	-
The Befriending Scheme - Cookery project	307	(307)	-
Rope Trust - Benefits Specialist	14,509	(21,755)	(7,246)
Citizens Advice - EAP	788	(788)	-
Lottery Fund – IT Equipment	-	-	-
Suffolk Community Foundation - Pension Credit Awareness	723	(723)	-
Lottery Fund – Community Development Project	-	-	-
Babergh District Council - Community Development Project	-	-	-
Babergh District Council - Office chairs	-	-	-
Lottery Fund – Debt project	15,873	(20,081)	(4,208)
Suffolk County Council – Debt project	-	-	-
CO-OP - Outreach Wells Hall	2,464	(2,464)	-
Citizens Advice - Supported Advice	3,000	(3,297)	(297)
Samphire Homes - Debt project	28,100	(35,549)	(7,449)
Suffolk Community Foundation - Household Support Fund	750	(750)	-
	<u>135,167</u>	<u>(155,108)</u>	<u>(19,941)</u>
Total funds	<u>248,828</u>	<u>(266,296)</u>	<u>(17,468)</u>

Sudbury & South Suffolk Citizens Advice Limited
Notes to the Financial Statements

14 Analysis of charitable funds (comparatives)

	At 1st April 2023	Net movement in funds	Transfer between funds	At 31st March 2024
	£	£	£	£
Unrestricted funds				
General funds	276,389	(16,044)	(35,404)	224,941
Restricted funds				
Suffolk County Council - LWAS	-	-	-	-
Suffolk County Council - IMF	-	-	-	-
Suffolk Community Foundation - Benefits Specialist	-	(9,570)	9,570	-
Suffolk Community Foundation - Surviving Winter	-	-	-	-
Suffolk Community Foundation - Advice for over 65s	-	-	-	-
The Befriending Scheme - Cookery project	-	-	-	-
Rope Trust - Benefits Specialist	-	(3,550)	3,550	-
Citizens Advice - EAP	-	-	-	-
Lottery Fund – IT Equipment	-	10,000	(10,000)	-
Lottery Fund – Community Development Project	-	-	-	-
Lottery Fund – Reaching Communities	-	(3,907)	3,907	-
Babergh District Council - Community Development Project	-	(1,191)	1,191	-
Babergh District Council - Office chairs	-	322	(322)	-
Suffolk County Council - Laptop	-	499	(499)	-
Lottery Fund – Debt project	-	(27,508)	27,508	-
	-	(35,404)	35,404	-
Total funds	276,389	(51,448)	-	224,941
		Incoming resources	Resources expended	Movement in funds
Unrestricted funds				
General funds		113,971	(130,015)	(16,044)
Restricted funds				
Suffolk County Council - LWAS		26,040	(26,040)	-
Suffolk County Council - IMF		1,000	(1,000)	-
Suffolk Community Foundation - Benefits Specialist		2,000	(11,570)	(9,570)
Suffolk Community Foundation - Surviving Winter		3,849	(3,849)	-
Suffolk Community Foundation - Advice for over 65s		1,177	(1,177)	-
The Befriending Scheme - Cookery project		1,226	(1,226)	-
Rope Trust - Benefits Specialist		4,587	(8,137)	(3,550)
Citizens Advice - EAP		262	(262)	-
Lottery Fund – IT Equipment		10,000	-	10,000
Lottery Fund – Community Development Project		12,372	(12,372)	-
Lottery Fund – Reaching Communities		-	(3,907)	(3,907)
Babergh District Council - Community Development Project		11,667	(12,858)	(1,191)
Babergh District Council - Office chairs		322	-	322
Suffolk County Council - Laptop		499	-	499
Lottery Fund – Debt project		25,382	(53,389)	(28,007)
		100,383	(135,787)	(35,404)
Total funds		214,354	(265,802)	(51,448)

Sudbury & South Suffolk Citizens Advice Limited

Notes to the Financial Statements

15 Related party transactions

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

16 Employee benefits obligations

The Bureau is a participating employer in The Pensions Trust's Growth Plan, which comprises Series 1 to 4. The plan is funded and is not contracted out of the state scheme. Series 1 to 3 constitute a multi-employer pension plan, where the assets are co-mingled for investment purposes, and benefits are paid out of the plan's total assets. It is not possible in the normal course of events to identify on a reasonable and consistent basis the share of the underlying assets and liabilities belonging to individual participating employers.

A full actuarial valuation for the scheme was carried out at 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m.

Employers participating in Series 1 and 2 of Growth Plan are being required to make additional contributions to help to eliminate this deficit. The Bureau has never participated in these Series. Whilst unlikely, it cannot totally be ruled out that such contributions may arise in the future in respect of the Bureau's past membership of Series 3 of the growth plan.

17 Tangible fixed assets

	Plant and machinery	Fixtures and fittings	Computer equipment	Totals
	£	£	£	£
Cost				
At 1st April 2024	8,982	693	24,928	34,603
Additions	-	-	-	-
At 31st March 2025	<u>8,982</u>	<u>693</u>	<u>24,928</u>	<u>34,603</u>
Depreciation				
At 1st April 2024	8,982	451	16,033	25,466
Charge for the year	-	80	2,966	3,046
At 31st March 2025	<u>8,982</u>	<u>531</u>	<u>18,999</u>	<u>28,512</u>
Net book value				
At 31st March 2025	-	162	5,929	6,091
At 31st March 2024	-	242	8,895	9,137

18 Financial commitments

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

	2025	2024
	£	£
Amounts due within one year	15,000	15,000
Amounts due between one and five years	<u>7,500</u>	<u>22,500</u>
	<u>22,500</u>	<u>37,500</u>

Sudbury & South Suffolk Citizens Advice Limited

Notes to the Financial Statements

19 Contingent liabilities

The Pensions Act 2011 retrospectively altered the definition of Series 3 of the Growth Plan so that it became categorised as a 'defined benefit' arrangement. As such, it is anticipated that employers such as the Bureau which participated in Series 3 will be liable to meet a share of the deficit on a buy-out basis if they leave the Growth Plan.

The Bureau's estimated debt on withdrawal at 30th September 2024 is £2,749.

The Bureau has not provided for this liability in these financial statements since it has no demonstrable commitment to withdraw from the Growth Plan. If immediate withdrawal from the Scheme were to be made, then sufficient cash reserves are held to settle the contingent liability, without impacting on day-to-day operations.

20 Analysis of assets by fund type

	2025		
	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Fixed assets	6,091	-	6,091
Debtors	510	-	510
Cash at bank and in hand	210,447	17,634	228,081
Creditors: amounts falling due within one year	(9,575)	(17,634)	(27,209)
Net assets	207,473	-	207,473

	2024		
	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Fixed assets	9,137	-	9,137
Debtors	-	715	715
Cash at bank and in hand	223,633	52,984	276,617
Creditors: amounts falling due within one year	(7,829)	(53,699)	(61,528)
Net assets	224,941	-	224,941

21 Transfer between funds

A funder can specify the activities for which a donation or grant can be used. In these instances, the funds received are restricted funds. Where funds are received for a specific project and costs of that project exceed funding received the deficit is made up by a transfer from unrestricted reserves to restricted reserves.

Accounts

Sudbury & South Suffolk Citizens Advice Limited
(a company limited by guarantee)
Unaudited Report & Financial Statements
for the year ending 31 March 2024

Charity number: 1123466
Company number: 6051096

Sudbury & South Suffolk Citizens Advice Limited (a company limited by guarantee)
Unaudited Report & Financial Statements for the year ending 31 March 2024

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Sudbury & South Suffolk Citizens Advice Limited

Report of the trustees (including Directors' Report) for the year ending 31 March 2024

The Trustees (who are also the Directors of the Company for the purposes of company law) are pleased to present their annual directors' report together with the financial statements of the charity for the year ending 31 March 2024 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and the Charities Statement of Recommended Practice ("Charities SORP") (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland; (FRS 102) issued in October 2019).

CHAIR'S REPORT

OBJECTIVES AND ACTIVITIES

Objectives and aims for the public benefit

The principal objectives of the charity, as set out in the Articles of Association, 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 Sudbury and surrounding areas".

The board confirm that they have referred to the guidance contained in the Charity Commissions general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities. The charity carries out these objectives through the involvement of our staff and volunteers in a very wide range of activities reflecting the many kinds of issues that trouble members of the community on a daily basis.

Significant activities

We provide free, independent, confidential, and impartial advice to everyone on their problems, rights and responsibilities across a range of topics that extends across 18 classifications and more than 250 sub-classifications. These include benefits, consumer issues, debt, discrimination, employment, family and relationships, health, housing, immigration, and legal issues.

Our experience is that many clients in difficulties are facing several issues that are connected and need resolution together. So, we continue to support our clients with advice and guidance until all their problems are resolved or they have a clear pathway they can follow.

The benefits of our support extend beyond the practical resolution of clients' issues to their peace of mind and significant health and well-being improvements. National research shows this brings measurable fiscal benefits and wider gains in social and economic terms.

PERFORMANCE AND IMPACT

In our report for the year 2022-23 we observed that we had focused on the emergence of our operations from the restrictions of the pandemic. This year (2023-24) has seen us further re-build capacity, assure quality and start to prepare a platform for a long-term sustainable future.

The Board is pleased to report that we sustained our economic benefit to our community during the year, returning £1.052 million (vs £1.061million last year). Within that total the income gain was £701,000 (vs. £746,000 last year). The benefits of our debt services to clients totalled £229,000 (vs £230,000 last year). Other areas of benefit such as compensation and recoveries of deposits totalled £122,000. Our clients numbers increased by 6% to 1,870 and the issues they presented with increased by 17% to 10,479. This reflects the increase in workload and complexity faced by the organisation.

Sudbury & South Suffolk Citizens Advice Limited

Report of the trustees (including Directors' Report) for the year ending 31 March 2024

PERFORMANCE AND IMPACT Continued

Citizens Advice, nationally, uses an HM Treasury agreed model to estimate the multiplier of societal value versus our costs; that suggests that the wider gain in terms of health and well-being is 30 times the investment by funders in our services – a total of £8.2 million

During the year we continued to recruit, train and organise to service increasing demand arising from the cost-of-living crisis. Including Trustees, we now have 48 volunteers; alongside our employed staff team; together they work to support our community. We cannot thank them all enough.

The monthly clients contacting us increased to record levels and the number of their issues rose faster; the increasing complexity of our work reflects the challenges that many of our clients are facing.

The board constantly monitors the statistics of our demand and benchmarks our experience with national figures. We have been able (so far) to cope with the increase in demand which has been the exponential trend seen elsewhere in the country.

LOOKING AHEAD

From this, ever more stable, delivery platform, the Board is focused on the financial stability of the organisation alongside its ability to increase our reach in the community.

To this end we have re-branded the organisation to Sudbury and South Suffolk Citizens Advice, upgraded our web and social media presence, reached out through schools and foodbanks, and socialised our ambitions with local government and funders.

We have prepared a corporate fundraising programme during the coming year to supplement our historic fundraising channels. There are strong signs that this programme is going to be successful.

PRINCIPAL FUNDING SOURCES

The charity is principally funded by grants from various bodies detailed in the reports and accounts.

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

OUR THANKS

We are extremely grateful to our many supporters for their funding and especially the Babergh District, Town and Parish Councils, Suffolk County Council, and the National Lottery. We appreciate their confidence in what we do, and the increasing funding horizons some of them are providing. We are committed to working with them on reach and engagement with our community and in alliance with other Citizens Advice organisations across Suffolk.

Our staff and volunteers are the cornerstone of our work. On behalf of the trustees, they all have our greatest respect and sincere thanks.

RESERVES POLICY

The directors believe that the Bureau should set aside financial reserves to ensure that it can continue to operate and meet the needs of clients in the event of unexpected contingencies including a cessation or interruption of part of its funding. In addition, the Bureau needs to be in a position to meet its contractual commitments. Under the agreed reserves policy reserves of £212,118 are set aside within unrestricted reserves.

Sudbury & South Suffolk Citizens Advice Limited

Report of the trustees (including Directors' Report) for the year ending 31 March 2024

RESERVES POLICY Continued

In addition to the above, the Bureau will maintain restricted reserves where funds are restricted by the donor or funder and cannot be used for general purposes.

At 31 March 2024, total unrestricted reserves were £224,941 (2023: £276,389) and restricted funds were £nil (2023: £nil).

REFERENCE AND ADMINISTRATIVE DETAILS

Charity name: Sudbury & South Suffolk Citizens Advice Limited

Charity number: 1123466

Company number: 6051096

Principal office and registered office: Keyse House, Acton Lane, Sudbury, Suffolk, CO10 1QN

The charity changed its name from Sudbury & District Citizens Advice to Sudbury & South Suffolk Citizens Advice Limited by a special resolution agreed by members on 11th October 2023.

Our advisers

Independent examiner:

Moore Green Chartered Accountants 22 Friars Street, Sudbury, Suffolk, CO10 2AA

Bankers:

Lloyds Bank Plc 30 Market Hill, Sudbury, Suffolk, CO10 2EL

Directors and trustees

The directors of the charitable company (the charity) are its trustees for the purpose of charity law. The trustees and officers serving during the year and since the year end were as follows:

Alan Braithwaite (Chair)

Janice Osborne (Trustee)

Murat Kirac (Trustee) - resigned 23.05.23

Paul Sweeny (Trustee)

Dave Watts (Trustee)

Sarah Bartlett (Treasurer)

Riham Aboushousha (Trustee)

Martin Royal (Trustee)

Mr Matthew Martin - appointed 12.07.23

Mr Piers Roberts - appointed 12.07.23

Chief officer:

Colleen Sweeney

Sudbury & South Suffolk Citizens Advice Limited

Report of the trustees (including Directors' Report) for the year ending 31 March 2024

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Sudbury & South Suffolk Citizens Advice Limited is a charitable company limited by guarantee, incorporated on 4 April 2008. The Company is governed by its Memorandum and Articles of Association. 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.

The company is a registered charity with the Charity Commission.

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, alternatively, elected directly at an Annual General Meeting. The charity seeks nominations for trustee vacancies in regard to having the need to have a broad mix of skills and experience.

Trustee induction and training

New trustees are briefed on their legal obligations under charity and company law, the content of the Articles of Association, the committee and decision-making processes, the strategic business development plan and recent financial performance of the charity. They also meet key employees, volunteers and other trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

Organisational structure

The trustee board is responsible for setting the strategic direction of the organisation and the policy of the charity. The trustees carry the ultimate responsibility for the conduct of Sudbury & South Suffolk Citizens Advice Limited and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet quarterly as a minimum, and delegate the day-to-day operation of the organisation to a paid chief officer. The trustee board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Related parties and co-operation with other organisations

Sudbury & South Suffolk Citizens Advice Limited is a member of Citizens Advice, the national association for the Citizens Advice service. From April 2015 Citizens Advice Bureau 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.

Pay policy for senior staff

The directors consider the board of directors, who are the Trust's trustees and the chief officer, the key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day-to-day basis. All directors give of their time freely and no director received remuneration in the year. Details of directors' expenses and related party transactions are disclosed in note 15 to the accounts. The pay of the senior staff is reviewed annually and normally increased in accordance with average earnings. In view of the nature of the charity, the directors benchmark against pay levels in the public sector.

Sudbury & South Suffolk Citizens Advice Limited

Report of the trustees (including Directors' Report) for the year ending 31 March 2024

Audit process

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

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

Client Experience; People Management; Leadership, Financial Health Monitoring.

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

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

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

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

Financial Health - 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 board has a formal risk management policy. The principal risks to which the charity is exposed have been identified and appropriate controls are in place to provide reasonable assurance against fraud and error. To this end the board has put in place a documented formal risk assessment which is reviewed and updated on a regular basis.

Trustees' responsibilities in relation to the financial statements

The charity trustees (who are also the directors of the charity for the purposes of company law) are responsible for preparing a Trustees' Annual Report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources for that period. In preparing the financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

Sudbury & South Suffolk Citizens Advice Limited

Report of the trustees (including Directors' Report) for the year ending 31 March 2024

Trustees' responsibilities in relation to the financial statements - continued

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The trustees' annual report was approved on 16th October 2024 and signed on behalf of the board of trustees.



A W Braithwaite
(Chair) Trustee

16th October 2024

Sudbury & South Suffolk Citizens Advice Limited

Independent examiner's report to the trustees for the year ending 31 March 2024

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2024 which are set out on pages 9 to 20.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

Signed:



Vincent Chandler FCA FCCA

Institute of Chartered Accountants in England and Wales

Moore Green
Chartered Accountants
22 Friars Street
Sudbury
Suffolk
CO10 2AA

Date: 28.10.2024

Sudbury & South Suffolk Citizens Advice Limited

Statement of financial activities (including income and expenditure account) for the year ending 31 March 2024

	Note	2024		2023	
		Unrestricted funds	Restricted funds	Total funds	Total funds
		£	£	£	£
Income					
Grants and donations	3	109,553	100,383	209,936	249,785
Other charitable activities	5	99	-	99	166
Investment income	6	4,319	-	4,319	1,186
Total income		113,971	100,383	214,354	251,137
Expenditure					
Charitable activities	7	130,015	135,787	265,802	275,247
Total expenditure		130,015	135,787	265,802	275,247
Net income/(expenditure) for the year		(16,044)	(35,404)	(51,448)	(24,110)
Transfers between funds for the year	21	(35,404)	35,404	-	-
Net movement in funds for the year		(51,448)	-	(51,448)	(24,110)
Reconciliation of funds					
Total funds brought forward		276,389	-	276,389	300,499
Total funds carried forward		224,941	-	224,941	276,389

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

Sudbury & South Suffolk Citizens Advice Limited
Balance sheet as at 31 March 2024

		2024	2023
	Note	£	£
Fixed assets	17	9,137	-
Current assets			
Debtors	12	715	1,898
Cash at bank and in hand		276,617	307,478
Total current assets		277,332	309,376
Liabilities			
Creditors: amounts falling due within one year	13	(61,528)	(32,987)
Net current assets		215,804	276,389
Total assets less current liabilities		224,941	276,389
Creditors: amounts falling due after more than one year		-	-
Net assets		224,941	276,389
Funds of the charity	14		
Restricted funds		-	-
Unrestricted funds		224,941	276,389
Total charity funds		224,941	276,389

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

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements;
- These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime;

The notes at pages 11 to 20 form part of these accounts.

These financial statements were approved by the board of trustees and authorised for issue on 16th October 2024 and are signed on behalf of the board by:

A W Braithwaite (Chair) Trustee



S Bartlett (Treasurer) Trustee



Sudbury & South Suffolk Citizens Advice Limited

Notes to the Financial Statements

1 Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a Basis of preparation

The financial statements have been prepared in accordance with the 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)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Sudbury & District Citizens Advice meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

b Going concern

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

c Fund accounting

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

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

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

d Income

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

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

- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value;

- donated facilities and services are recognised in the accounts when received if the value can be reliably measured;

- no amounts are included for the contribution of general volunteers.

Sudbury & South Suffolk Citizens Advice Limited

Notes to the Financial Statements

1 Accounting policies - continued

e Expenditure

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

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

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

f Operating leases

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

g Tangible assets

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

h Depreciation

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

Office equipment: 25% - 33% Straight line

i Impairment of fixed assets

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

j Debtors

Trade and other debtors are recognized at the settlement amount due. Prepayments are valued at the amount prepaid.

k Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

l Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Sudbury & South Suffolk Citizens Advice Limited

Notes to the Financial Statements

1 Accounting policies - continued

m Financial instruments

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

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

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

Debt instruments are subsequently measured at amortised cost.

2 Legal status of the company

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

3 Income from donations and grants

	2024	2023
	£	£
Donations	5,513	6,646
Grants (<i>note 4</i>)	204,423	243,139
	<u>209,936</u>	<u>249,785</u>

The income from donations and grants was £209,936 (2023: £249,785) of which £109,553 was unrestricted (2023: £144,247) and £100,383 restricted (2023: £105,538).

The Trust benefits greatly from the involvement and enthusiastic support of its volunteers, details of which are given in our annual report. In accordance with FRS 102 and the Charities SORP (FRS 102), the economic contribution of general volunteers is not recognised in the accounts.

4 Income from grants

	2024	2023
	£	£
Unrestricted		
Sudbury Town Council	8,500	8,500
Suffolk County Council	19,800	38,881
Hadleigh Town Council	1,200	900
Babergh District Council	73,540	73,750
National Citizens Advice	-	15,500
Sudbury Municipal Charity	1,000	250
	<u>104,040</u>	<u>137,781</u>

Sudbury & South Suffolk Citizens Advice Limited
Notes to the Financial Statements

4 Income from grants - continued

	2024	2023
	£	£
Restricted		
Ganzoni Charitable Trust	-	1,000
Suffolk County Council - LWAS	26,040	12,080
Suffolk County Council - IMF	1,000	-
Suffolk Community Foundation - Benefits Specialist	2,000	-
Suffolk Community Foundation - Surviving Winter	3,850	-
Suffolk Community Foundation - Over 65s	1,176	-
The Befriending Scheme - Cookery project	1,226	-
Rope Trust - Benefits Specialist	4,587	-
Citizens Advice - EAP	262	-
Lottery Fund – IT Equipment	10,000	-
Reaching Communities	-	49,897
Lottery Fund – Community Development Project	12,372	-
Babergh District Council - Community Development Project	11,667	8,333
Babergh District Council - Office chairs	322	-
Lottery Fund – Debt project	25,382	25,074
Suffolk County Council – Debt project	499	-
Suffolk Family Carers - CFH	-	8,974
	<u>100,383</u>	<u>105,358</u>
Total Grants	<u>204,423</u>	<u>243,139</u>

5 Income from other charitable activities

	Unrestricted funds	Unrestricted funds
	2024	2023
	£	£
Fundraising events	<u>99</u>	<u>166</u>

6 Investment income

	Unrestricted funds	Unrestricted funds
	2024	2023
	£	£
Bank interest receivable	<u>4,319</u>	<u>1,186</u>

Sudbury & South Suffolk Citizens Advice Limited
Notes to the Financial Statements

7 Expenditure on charitable activities

	2024	2023
	£	£
Staff costs		
Wages and salaries	204,889	211,075
Staff training and travel	4,640	8,017
	<u>209,529</u>	<u>219,092</u>
Office costs		
IT equipment and support	7,020	12,287
Office equipment	32	1,991
Insurance	2,283	2,486
Payroll and accounting fees	4,788	4,107
Postage	637	472
Printing and stationery	2,575	1,032
Telephone and communication	3,388	3,418
Other	2,156	933
	<u>22,879</u>	<u>26,726</u>
Premises costs		
Rent	15,211	15,113
Rates	2,483	1,813
Light and heat	8,912	1,298
Cleaning and maintenance	1,442	3,926
	<u>28,048</u>	<u>22,150</u>
Governance costs		
Independent examiner's fees	1,200	1,320
Other	550	5,738
	<u>1,750</u>	<u>7,058</u>
Other costs		
Publicity and promotion	518	189
Miscellaneous	32	32
Depreciation	3,046	-
	<u>3,596</u>	<u>221</u>
Total expenditure on charitable activities	<u><u>265,802</u></u>	<u><u>275,247</u></u>

8 Net income

Net income is stated after charging:

	2024	2023
	£	£
Depreciation of tangible fixed assets	<u><u>3,046</u></u>	<u><u>-</u></u>

Sudbury & South Suffolk Citizens Advice Limited
Notes to the Financial Statements

9 Independent examiner's fees

Net income is stated after charging:

	2024	2023
	£	£
Fees payable to the independent examiner for independent examination of the financial statements	1,200	1,320

10 Employee costs

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

	2024	2023
	£	£
Salaries and social security costs	199,176	205,897
Pension costs	5,713	5,178
	204,889	211,075

The average headcount of employees during the year was 13 (2023: 14)

No employee received employee benefits of more than £60,000 during the year (2023: nil)

11 Trustees' remuneration and expenses

No trustee received any remuneration during the year. The charity reimbursed trustees for expenses during the year amounting to £nil (2023: £nil)

12 Debtors

	2024	2023
	£	£
Prepayments and accrued income	715	1,898

13 Creditors: amounts falling due after more than one year

	2024	2023
	£	£
Accruals and deferred income	61,528	29,418
Social security and other taxes	-	3,569
	61,528	32,987

Sudbury & South Suffolk Citizens Advice Limited
Notes to the Financial Statements

14 Analysis of charitable funds

	At 1st April 2023	Net movement in funds	Transfer between funds	At 31st March 2024
	£	£	£	£
Unrestricted funds				
General funds	276,389	(16,044)	(35,404)	224,941
Restricted funds				
Suffolk County Council - LWAS	-	-	-	-
Suffolk County Council - IMF	-	-	-	-
Suffolk Community Foundation - Benefits Specialist	-	(9,570)	9,570	-
Suffolk Community Foundation - Surviving Winter	-	-	-	-
Suffolk Community Foundation - Advice for over 65s	-	-	-	-
The Befriending Scheme - Cookery project	-	-	-	-
Rope Trust - Benefits Specialist	-	(3,550)	3,550	-
Citizens Advice - EAP	-	-	-	-
Lottery Fund – IT Equipment	-	10,000	(10,000)	-
Lottery Fund – Community Development Project	-	-	-	-
Lottery Fund – Reaching Communities	-	(3,907)	3,907	-
Babergh District Council - Community Development Project	-	(1,191)	1,191	-
Babergh District Council - Office chairs	-	322	(322)	-
Suffolk County Council - Laptop	-	499	(499)	-
Lottery Fund – Debt project	-	(27,508)	27,508	-
	-	(35,404)	35,404	-
Total funds	276,389	(51,448)	-	224,941
		Incoming resources	Resources expended	Movement in funds
Unrestricted funds				
General funds		113,971	(130,015)	(16,044)
Restricted funds				
Suffolk County Council - LWAS		26,040	(26,040)	-
Suffolk County Council - IMF		1,000	(1,000)	-
Suffolk Community Foundation - Benefits Specialist		2,000	(11,570)	(9,570)
Suffolk Community Foundation - Surviving Winter		3,849	(3,849)	-
Suffolk Community Foundation - Advice for over 65s		1,177	(1,177)	-
The Befriending Scheme - Cookery project		1,226	(1,226)	-
Rope Trust - Benefits Specialist		4,587	(8,137)	(3,550)
Citizens Advice - EAP		262	(262)	-
Lottery Fund – IT Equipment		10,000	-	10,000
Lottery Fund – Community Development Project		12,372	(12,372)	-
Lottery Fund – Reaching Communities		-	(3,907)	(3,907)
Babergh District Council - Community Development Project		11,667	(12,858)	(1,191)
Babergh District Council - Office chairs		322	-	322
Suffolk County Council - Laptop		499	-	499
Lottery Fund – Debt project		25,382	(53,389)	(28,007)
		100,383	(135,787)	(35,404)
Total funds		214,354	(265,802)	(51,448)

Sudbury & South Suffolk Citizens Advice Limited
Notes to the Financial Statements

14 Analysis of charitable funds (comparatives)

	At 1st April 2022	Net movement in funds	Transfer between funds	At 31st March 2023
	£	£	£	£
Unrestricted funds				
General funds	268,406	17,109	(9,126)	276,389
Restricted funds				
Suffolk County Council	-	-	-	-
Babergh District Council	-	-	-	-
Citizens Advice	32,093	-	(32,093)	-
Suffolk Family Carers	-	(1,879)	1,879	-
Ganzoni Trust	-	-	-	-
Debt Lottery Fund	-	(38,122)	38,122	-
Community Lottery Fund	-	(1,218)	1,218	-
	<u>32,093</u>	<u>(41,219)</u>	<u>9,126</u>	<u>-</u>
Total funds	<u>300,499</u>	<u>(24,110)</u>	<u>-</u>	<u>276,389</u>
		Incoming resources	Resources expended	Movement in funds
Unrestricted funds				
General funds		145,779	(128,670)	17,109
Restricted funds				
Suffolk County Council		12,080	(12,080)	-
Babergh District Council		8,333	(8,333)	-
Citizens Advice		-	-	-
Suffolk Family Carers		8,974	(10,853)	(1,879)
Ganzoni Trust		1,000	(1,000)	-
Debt Lottery Fund		25,074	(63,196)	(38,122)
Community Lottery Fund		49,897	(51,115)	(1,218)
		<u>105,358</u>	<u>(146,577)</u>	<u>(41,219)</u>
Total funds		<u>251,137</u>	<u>(275,247)</u>	<u>(24,110)</u>

15 Related party transactions

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

16 Employee benefits obligations

The Bureau is a participating employer in The Pensions Trust's Growth Plan, which comprises Series 1 to 4. The plan is funded and is not contracted out of the state scheme. Series 1 to 3 constitute a multi-employer pension plan, where the assets are co-mingled for investment purposes, and benefits are paid out of the plan's total assets. It is not possible in the normal course of events to identify on a reasonable and consistent basis the share of the underlying assets and liabilities belonging to individual participating employers.

A full actuarial valuation for the scheme was carried out at 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m.

Employers participating in Series 1 and 2 of Growth Plan are being required to make additional contributions to help to eliminate this deficit. The Bureau has never participated in these Series. Whilst unlikely, it cannot totally be ruled out that such contributions may arise in the future in respect of the Bureau's past membership of Series 3 of the growth plan.

Sudbury & South Suffolk Citizens Advice Limited
Notes to the Financial Statements

17 Tangible fixed assets

	Plant and machinery	Fixtures and fittings	Computer equipment	Totals
	£	£	£	£
Cost				
At 1st April 2023	8,982	371	13,068	22,421
Additions	-	322	11,860	12,182
At 31st March 2024	<u>8,982</u>	<u>693</u>	<u>24,928</u>	<u>34,603</u>
Depreciation				
At 1st April 2023	8,982	371	13,068	22,421
Charge for the year	-	80	2,965	3,045
At 31st March 2024	<u>8,982</u>	<u>451</u>	<u>16,033</u>	<u>25,466</u>
Net book value				
At 31st March 2024	-	242	8,895	9,137
At 31st March 2023	-	-	-	-

18 Financial commitments

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

	2024	2023
	£	£
Amounts due within one year	15,000	15,000
Amounts due between one and five years	<u>22,500</u>	<u>22,500</u>
	<u>37,500</u>	<u>37,500</u>

19 Contingent liabilities

The Pensions Act 2011 retrospectively altered the definition of Series 3 of the Growth Plan so that it became categorised as a 'defined benefit' arrangement. As such, it is anticipated that employers such as the Bureau which participated in Series 3 will be liable to meet a share of the deficit on a buy-out basis if they leave the Growth Plan.

The Bureau's estimated debt on withdrawal at 30th September 2023 is £2,509.

The Bureau has not provided for this liability in these financial statements since it has no demonstrable commitment to withdraw from the Growth Plan. If immediate withdrawal from the Scheme were to be made, then sufficient cash reserves are held to settle the contingent liability, without impacting on day-to-day operations.

20 Analysis of assets by fund type

	2024	
	Unrestricted funds	Restricted funds
	£	£
Fixed assets	9,137	-
Debtors	-	715
Cash at bank and in hand	223,633	52,984
Creditors: amounts falling due within one year	<u>(7,829)</u>	<u>(53,699)</u>
Net assets	<u>224,941</u>	<u>-</u>

Sudbury & South Suffolk Citizens Advice Limited
Notes to the Financial Statements

20 Analysis of assets by fund type - continued

	2023		
	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Fixed assets	-	-	-
Debtors	1,898	-	1,898
Cash at bank and in hand	289,771	17,707	307,478
Creditors: amounts falling due within one year	(15,280)	(17,707)	(32,987)
Net assets	276,389	-	276,389

21 Transfer between funds

A funder can specify the activities for which a donation or grant can be used. In these instances, the funds received are restricted funds. Where funds are received for a specific project and costs of that project exceed funding received the deficit is made up by a transfer from unrestricted reserves to restricted reserves.

Accounts

Sudbury & District Citizens Advice
(A company limited by guarantee)
Unaudited Report & Financial Statements
Year ending 31 March 2023
Charity number: 1123466
Company number: 6051096

Sudbury & District Citizens Advice
(A company limited by guarantee)
Report & Financial Statements
Year ending 31 March 2023

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Sudbury & District Citizens Advice

Report of the trustees (including Directors' Report) for the year ending 31 March 2023

The Trustees (who are also the Directors of the Company for the purposes of company law) are pleased to present their annual directors' report together with the financial statements of the charity for the year ending 31 March 2023 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and the Charities Statement of Recommended Practice ("Charities SORP") (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland; (FRS 102) issued in October 2019.

CHAIR'S REPORT

OBJECTIVES AND ACTIVITIES

Objectives and aims for the public benefit

The principal objectives of the charity, as set out in the Articles of Association, 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 Sudbury and surrounding areas".

The board confirm that they have referred to the guidance contained in the Charity Commissions general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities. The charity carries out these objectives through the involvement of our staff and volunteers in a very wide range of activities reflecting the many kinds of issues that trouble members of the community on a daily basis.

Significant activities

We provide free, independent, confidential, and impartial advice to everyone on their problems, rights and responsibilities across a range of topics that extends across 18 classifications and more than 250 sub-classifications. These include benefits, consumer issues, debt, discrimination, employment, family and relationships, health, housing, immigration, and legal issues.

Our experience is that many clients in difficulties are facing several issues that are connected and need resolution together. So, we continue to support our clients with advice and guidance until all their problems are resolved or they have a clear pathway they can follow.

The benefits of our support extend beyond the practical resolution of clients' issues to their peace of mind and significant health and well-being improvements. National research shows this brings measurable fiscal benefits and wider gains in social and economic terms.

PERFORMANCE AND IMPACT

The year on which we are reporting was marked by the full emergence of the country (and world) from the COVID-19 pandemic.

The Board is pleased to report that the economic benefit returned to our district directly through our work was £1.061million. This was an increase of 130% over the previous year. The income gain secured for our clients was £746,000, an increase of 89% over the prior year. The debts written off for our clients was £213,000, an increase of more than 8 times the previous year. These two areas make up 92% of the gains achieved for our clients. The gains achieved are more than 4 times the costs of our operations.

But, of course, many clients experience difficulties that are hugely impactful to their lives and wellbeing, but do not have such a direct measurable economic benefit. Figures agreed between National Citizens Advice and HM

Sudbury & District Citizens Advice

Report of the trustees (including Directors' Report) for the year ending 31 March 2023

Treasury point to the overall multiplier on the cost of our service being more than 30 times the investment by funders - a total of £8.2 million.

As our impact report shows we served 1,767 clients. Clients' lives are becoming more complex, and we solved 8,943 of their issues, an increase of 4% over the previous year and we returned direct financial benefits to them of £700,931 which was an increase of 77%.

During the year we continued to grow face-to-face contacts with clients to a level of around 20%. However, the telephone based remote advice that was introduced in the pandemic is now firmly established as the key delivery channel. We have had to learn how to deliver a hybrid service.

We have also had to increase the strength of the team as our staffing and volunteer base was not immune to the pandemic induced 'great resignation'. The Board is pleased to report that we have been very successful in recruitment and training. Our team of staff and volunteers have adapted well to the new ways of working, and it is important to note that the return to the office has been greatly valued for the mutual support and problem solving that it enables.

The year on which we are reporting saw the onset of the cost-of-living crisis and that has led to a doubling of our work in charitable support and the distribution of £30,000 of food and fuel vouchers. The gains in income noted earlier are also an important part of mitigating the impact of the crisis. The Board is pleased to note that we are working successfully with our local authorities on cost-of-living initiatives. We are profoundly grateful for the financial support of Babergh District Council and Suffolk County Council for this special funding and their substantial long-term support.

During the year debt issues overtook benefits to be our biggest single area. This reflects the resumption of debt collection processes post pandemic combined with the increasing pressure being felt by households which may be causing unwise debt accumulation. The board is constantly monitoring the statistics of demand and benchmarking our experience with national figures. At present we have seen steady rather than exponential growth. The latter would put severe stress on our ability to meet the quality standard for which we are recognised. Combined with access to funding, it is our big risk area.

LOOKING AHEAD

The central role of the Board is to ensure the financial sustainability of our organisation so that we can continue to provide our essential service. We entered the year forecasting a deficit of £55,000 and during the year we narrowed that gap to £24,000.

The funding environment continues to tighten, and we entered the year with a budgeted deficit of £108,000. The Board is taking a range of measures to proactively close this gap. The accounts in this report show that we hold £308,000 of cash and our reserves policy calls for £208,000 of cover. The strategic priority is to correct this trend by the year 24/25; it is clearly in our planning together with the need to innovate in both funding and delivery models.

We are extremely grateful to our many supporters for their funding and especially the District, Town and Parish Councils, Suffolk County Council, the Clinical Commissioning Group and the National Lottery. We appreciate their confidence in what we do, their support during the pandemic and the increasing funding horizons some of them are providing. We are committed to working with them on reach and engagement with our community and in alliance with other Citizens Advice organisations across Suffolk.

The advice we provide is totally dependent on our team of dedicated volunteer advisors, led by our outstanding core staff. Their combined work shows dedication and commitment to our community of the highest order. On behalf of the trustees, they all have our greatest respect and sincere thanks.

Sudbury & District Citizens Advice

Report of the trustees (including Directors' Report) for the year ending 31 March 2023

Principal Funding Sources

The charity is principally funded by grants from various bodies detailed in the reports and accounts.

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

Reserves policy

The directors believe that the Bureau should set aside financial reserves to ensure that it can continue to operate and meet the needs of clients in the event of unexpected contingencies including a cessation or interruption of part of its funding. In addition, the Bureau needs to be in a position to meet its contractual commitments. Under the agreed reserves policy reserves of £218,508 are set aside within unrestricted reserves.

In addition to the above, the Bureau will maintain restricted reserves where funds are restricted by the donor or funder and cannot be used for general purposes.

At 31 March 2023, total unrestricted reserves were £276,389 (2022: £268,406) and restricted funds were £nil (2022: £32,093).

Sudbury & District Citizens Advice

Report of the trustees (including Directors' Report) for the year ending 31 March 2023

Reference and administrative details

Charity name: Sudbury & District Citizens Advice
Charity number: 1123466
Company number: 6051096
Principal office and registered office: Keyse House, Acton Lane, Sudbury, Suffolk, CO10 1QN

Our advisers

Independent examiner:
Moore Green Chartered Accountants 22 Friars Street, Sudbury, Suffolk, CO10 2AA

Bankers:
Lloyds Bank Plc 30 Market Hill, Sudbury, Suffolk, CO10 2EL

Directors and trustees

The directors of the charitable company (the charity) are its trustees for the purpose of charity law. The trustees and officers serving during the year and since the year end were as follows:

Alan Braithwaite (Chair)
Janice Osborne (Trustee)
Murat Kirac (Trustee) - resigned 23.05.23
Janice Bowdery (Trustee) - resigned 13.07.22
Margaret Maybury (Trustee) - resigned 12.10.22
Paul Sweeny (Trustee)
Dave Watts (Trustee)
Sarah Bartlett (Treasurer)
Riham Aboushousha (Trustee)
Martin Royal (Trustee)
Piers Roberts (Trustee) - appointed 12.07.23
Matthew Martin (Trustee) - appointed 12.07.23

Chief officer:
Colleen Sweeney

Sudbury & District Citizens Advice

Report of the trustees (including Directors' Report) for the year ending 31 March 2023

Structure, Governance and Management

Governing document

Sudbury & District Citizens Advice is a charitable company limited by guarantee, incorporated on 4 April 2008. The Company is governed by its Memorandum and Articles of Association. 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.

The company is a registered charity with the Charity Commission.

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, alternatively, elected directly at an Annual General Meeting. The charity seeks nominations for trustee vacancies in regard to having the need to have a broad mix of skills and experience.

Trustee induction and training

New trustees are briefed on their legal obligations under charity and company law, the content of the Articles of Association, the committee and decision-making processes, the strategic business development plan and recent financial performance of the charity. They also meet key employees, volunteers and other trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

Organisational structure

The trustee board is responsible for setting the strategic direction of the organisation and the policy of the charity. The trustees carry the ultimate responsibility for the conduct of Sudbury & District Citizens Advice and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet quarterly as a minimum, and delegate the day-to-day operation of the organisation to a paid chief officer. The trustee board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Related parties and co-operation with other organisations

Sudbury & District Citizens Advice is a member of Citizens Advice, the national association for the Citizens Advice service. From April 2015 Citizens Advice Bureau 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.

Pay policy for senior staff

The directors consider the board of directors, who are the Trust's trustees and the chief officer, the key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day-to-day basis. All directors give of their time freely and no director received remuneration in the year. Details of directors' expenses and related party transactions are disclosed in note 17 to the accounts. The pay of the senior staff is reviewed annually and normally increased in accordance with average earnings. In view of the nature of the charity, the directors benchmark against pay levels in the public sector.

Sudbury & District Citizens Advice

Report of the trustees (including Directors' Report) for the year ending 31 March 2023

Audit process

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

The Red/Amber/Yellow and Green (RAYG) scoring system is used to mark each of the five key areas: Quality of Advice Assessment, Client Experience; People Management; Leadership, Financial Health Monitoring.

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

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

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

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

Financial Health - 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 board has a formal risk management policy. The principal risks to which the charity is exposed have been identified and appropriate controls are in place to provide reasonable assurance against fraud and error. To this end the board has put in place a documented formal risk assessment which is reviewed and updated on a regular basis.

Trustees' responsibilities in relation to the financial statements

The charity trustees (who are also the directors of the charity for the purposes of company law) are responsible for preparing a Trustees' Annual Report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources for that period. In preparing the financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy

Sudbury & District Citizens Advice

Report of the trustees (including Directors' Report) for the year ending 31 March 2023

at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The trustees' annual report was approved on 11th October 2023 and signed on behalf of the board of trustees.

A W Braithwaite
(Chair) Trustee



11th October 2023

Sudbury & District Citizens Advice

Independent examiner's report to the trustees for the year ending 31 March 2023

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2023 which are set out on pages 9 to 23.

Responsibilities and basis of report

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

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

Independent examiner's statement

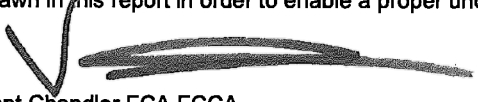
Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed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

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

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

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

Signed:


Vincent Chandler FCA FCCA

Institute of Chartered Accountants in England and Wales

*Moore Green
Chartered Accountants
22 Friars Street
Sudbury
Suffolk
CO10 2AA*

Date 11.10.2023

Sudbury & District Citizens Advice**Statement of financial activities (including income and expenditure account) for the year ending 31 March 2023**

	Note	2023		2022	
		Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income					
Grants and donations	3	144,427	105,358	249,785	285,068
Other charitable activities	5	166	-	166	27
Investment income	6	1,186	-	1,186	106
Total income		145,779	105,358	251,137	285,201
Expenditure					
Charitable activities	7	128,670	146,577	275,247	276,713
Total expenditure		128,670	146,577	275,247	276,713
Net income/(expenditure) for the year		17,109	(41,219)	(24,110)	8,488
Transfers between funds for the year	22	(9,126)	9,126	-	-
Net movement in funds for the year		7,983	(32,093)	(24,110)	8,488
Reconciliation of funds					
Total funds brought forward		268,406	32,093	300,499	292,011
Total funds carried forward		276,389	-	276,389	300,499

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

Sudbury & District Citizens Advice
Balance sheet as at 31 March 2023

	Note	2023 £	2022 £
Fixed assets	12	-	-
Current assets			
Debtors	13	1,898	8,974
Cash at bank and in hand		307,478	303,795
Total current assets		309,376	312,769
Liabilities			
Creditors: falling due within one year	14	(32,987)	(12,270)
Net current assets		276,389	300,499
Total assets less current liabilities		276,389	300,499
Creditors: falling due after more than one year		-	-
Net assets		276,389	300,499
Funds of the charity	15		
Restricted funds		-	32,093
Unrestricted funds		276,389	268,406
Total charity funds		276,389	300,499

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

Directors' responsibilities:

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

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

The notes at pages 13 to 23 form part of these accounts.

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

A W Braithwaite (Chair) Trustee

S Bartlett (Treasurer) Trustee

Sudbury & District Citizens Advice

Statement of cash flows for the year ending 31 March 2023

	Note	2023		Total funds	2022
		Unrestricted funds £	Restricted funds £		Total funds £
Cash used in operating activities	18	25,616	(23,119)	2,497	(1,814)
Cash flows from investing activities					
Interest income		1,186	-	1,186	106
Purchase of tangible fixed assets		-	-	-	-
Cash provided by (used in) investing activities		1,186	-	1,186	106
Cash flows from financing activities					
Repayment of borrowing		-	-	-	-
Cash used in financing activities		-	-	-	-
Increase/(decrease) in cash at bank and in hand in the year		26,802	(23,119)	3,683	(1,708)
Cash at bank and in hand at the beginning of the year		280,676	23,119	303,795	305,503
Total cash at bank and in hand at the end of the year		307,478	-	307,478	303,795

Sudbury & District Citizens Advice Notes to the Financial Statements

1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a. Basis of preparation

The financial statements have been prepared in accordance with the 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)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Sudbury & District Citizens Advice meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

b. Going concern

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

c. Fund accounting

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

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

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

d. Income

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

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

e. Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes

Sudbury & District Citizens Advice

Notes to the Financial Statements

any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

f. Operating leases

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

g. Tangible assets

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

h. Depreciation

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

Office equipment: 25% - 33% Straight line

i. Impairment of fixed assets

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

j. Debtors

Trade and other debtors are recognized at the settlement amount due. Prepayments are valued at the amount prepaid.

k. Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

l. Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

m. Financial instruments

Sudbury & District Citizens Advice Notes to the Financial Statements

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

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

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

Debt instruments are subsequently measured at amortised cost.

2. Legal status of the company

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

3. Income from donations and grants

	2023	2022
	£	£
Donations	6,646	4,026
Grants (<i>note 4</i>)	243,139	281,042
	<u>249,785</u>	<u>285,068</u>

The income from donations and grants was £249,785 (2022: £285,068) of which £144,247 was unrestricted (2022: £111,247) and £105,538 restricted (2022: £173,821).

The Trust benefits greatly from the involvement and enthusiastic support of its volunteers, details of which are given in our annual report. In accordance with FRS 102 and the Charities SORP (FRS 102), the economic contribution of general volunteers is not recognised in the accounts.

Sudbury & District Citizens Advice
Notes to the Financial Statements

4	Income from grants		
		2023	2022
		£	£
	Unrestricted		
	Sudbury Town Council	8,500	8,250
	Suffolk County Council	38,881	38,171
	Hadleigh Town Council	900	800
	Babergh District Council	73,750	53,500
	National Citizens Advice	15,500	-
	Suffolk Community Foundation	-	6,000
	Sudbury Municipal Charity	250	500
		137,781	107,221
	Restricted		
	Ganzoni Charitable Trust	1,000	-
	Suffolk County Council	12,080	-
	Citizens Advice - Best Practice Lead	-	30,503
	Citizens Advice - EAP	-	5,700
	Citizens Advice - Help to Claim	-	12,765
	Reaching Communities	49,897	48,919
	MAPS	-	27,624
	Babergh District Council	8,333	-
	Lottery Fund – Debt project	25,074	12,413
	Suffolk Family Carers - CFH	8,974	35,897
		105,358	173,821
	Total Grants	243,139	173,824
5	Income from other charitable activities		
		Unrestricted	Unrestricted
		Funds	Funds
		2023	2022
		£	£
	Fundraising Events	166	27
		166	27
6	Investment income		
		Unrestricted	Unrestricted
		Funds	Funds
		2023	2022
		£	£
	Bank interest receivable	1,186	106

Sudbury & District Citizens Advice
Notes to the Financial Statements

7	Expenditure on charitable activities	2023	2022
		£	£
	Staff costs		
	Wages and salaries	211,075	228,011
	Staff training and travel	8,017	3,252
		219,092	231,263
	Office costs		
	IT equipment and support	12,287	1,646
	Office equipment	1,991	251
	Insurance – general	2,486	1,294
	Payroll and accounting fees	4,107	4,621
	Postage	472	320
	Printing and stationery	1,032	1,615
	Telephone and communication	3,418	3,438
	Other	933	1,108
		26,726	14,293
	Premises costs		
	Rent	15,113	15,000
	Rates	1,813	2,483
	Light and heat	1,298	4,048
	Insurance	-	2,110
	Cleaning and maintenance	3,926	1,300
	Other	-	-
		22,150	24,941
	Governance		
	Independent examiners fee	1,320	1,200
	Other	5,738	4,084
		7,058	5,284
	Other costs		
	Publicity and promotion	189	192
	Miscellaneous	32	72
	Depreciation	-	668
		221	932
	Total expenditure on charitable activities	275,247	276,713

Sudbury & District Citizens Advice

Notes to the Financial Statements

8 Net income

Net income is stated after charging:

2023	2022
£	£

Depreciation of tangible fixed assets

-	668
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9 Independent examiners fees

2023	2022
£	£

Fees payable to the independent examiner for independent examination of the financial statements

1,320	1,200
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10 Employee Costs

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

2023	2022
£	£

Salaries and social security costs

205,897	221,271
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Pension costs

5,178	6,740
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211,075	228,011
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The average head count of employees during the year was 14 (2022:15)

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

11 Trustees' remuneration and expenses

No Trustees received any remuneration during the year. The charity reimbursed trustees for expenses incurred amounting to £nil (2022: £nil)

Sudbury & District Citizens Advice
Notes to the Financial Statements

12 Tangible fixed assets

	Plant and Machinery £	Fixtures and Fittings £	Computer Equipment £	Totals £
COST				
At 1 April 2022	8,982	371	13,068	22,421
Additions	-	-	-	-
As 31 March 2023	8,982	371	13,068	22,421
DEPRECIATION				
At 1 April 2022	8,982	371	13,068	22,421
Charge for year	-	-	-	-
At 31 March 2023	8,982	371	13,068	22,421
NET BOOK VALUE				
At 31 March 2023	-	-	-	-
At 31 March 2022	-	-	-	-

13 Debtors

2023 £	2022 £
Prepayments and accrued income	8,974

14 Creditors, Amounts falling due within one year

	2023 £	2022 £
Accruals and deferred income	29,418	7,368
Social security and other taxes	3,569	4,902
	<u>32,987</u>	<u>12,270</u>

Sudbury & District Citizens Advice
Notes to the Financial Statements

15 Analysis of charitable funds

	At 1.4.22	Net movement in funds	Transfers between Funds	At 31.3.23
	£	£	£	£
Unrestricted Funds				
General Funds	268,406	17,109	(9,126)	276,389
Restricted Funds				
Suffolk County Council	-	-	-	-
Babergh District Council	-	-	-	-
Citizens Advice	32,093	-	(32,093)	-
Suffolk Family Carers	-	(1,879)	1,879	-
Ganzoni Trust	-	-	-	-
Debt Lottery Fund	-	(38,122)	38,122	-
Community Lottery Fund	-	(1,218)	1,218	-
	<u>32,093</u>	<u>(41,219)</u>	<u>9,126</u>	<u>-</u>
	<u>300,499</u>	<u>(24,110)</u>	<u>-</u>	<u>276,389</u>

	Incoming Resources	Resources Expended	Movement in funds
	£	£	£
Unrestricted Funds			
General Fund	145,779	(128,670)	17,109
Restricted Funds			
Suffolk County Council	12,080	(12,080)	-
Babergh District Council	8,333	(8,333)	-
Citizens Advice	-	-	-
Suffolk Family Carers	8,974	(10,853)	(1,879)
Ganzoni Trust	1,000	(1,000)	-
Debt Lottery Fund	25,074	(63,196)	(38,122)
Community Lottery Fund	49,897	(51,115)	(1,218)
	<u>105,358</u>	<u>(146,577)</u>	<u>(41,219)</u>
	<u>251,137</u>	<u>(275,247)</u>	<u>(24,110)</u>

Sudbury & District Citizens Advice
Notes to the Financial Statements

Analysis of charitable funds (comparatives)

	At 1.4.21	Net movement in funds	Transfers between Funds	At 31.3.22
	£	£	£	£
Unrestricted Funds				
General Funds	232,925	74,330	(38,849)	268,406
Restricted Funds				
Suffolk Community Foundation	5,724	(8,613)	2,889	-
Citizens Advice	51,946	(19,853)	-	32,093
Suffolk Family Carers	-	(18,607)	18,607	-
Debt Lottery Fund	-	(12,413)	12,413	-
Community Lottery Fund	1,416	(6,356)	4,940	-
	<u>59,086</u>	<u>(65,842)</u>	<u>38,849</u>	<u>32,093</u>
	<u>292,011</u>	<u>8,488</u>	<u>-</u>	<u>300,499</u>

	Incoming Resources	Resources Expended	Movement in funds
	£	£	£
Unrestricted Funds			
General Fund	111,380	(37,050)	74,330
Restricted Funds			
Suffolk Community Foundation	-	(8,613)	(8,613)
Citizens Advice	76,592	(96,445)	(19,853)
Suffolk Family Carers	35,897	(54,504)	(18,607)
Debt Lottery Fund	12,413	(24,826)	(12,413)
Community Lottery Fund	48,919	(55,275)	(6,356)
	<u>173,821</u>	<u>(239,663)</u>	<u>(65,842)</u>
	<u>285,201</u>	<u>(276,713)</u>	<u>8,488</u>

Sudbury & District Citizens Advice
Notes to the Financial Statements

16 Financial Commitments

Total commitments under non-cancellable operating leases are as follows:	2023	2022
	£	£
Amounts due within one year	15,000	15,000
Amounts due between one and 5 years	22,500	37,500
	<u>37,500</u>	<u>52,500</u>

17. Related parties

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

18. Reconciliation of net movement in funds to net cash flow from operating activities

	2022		2022	
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
Net movement in funds	25,690	(49,800)	(24,110)	8,488
Add back depreciation charge	-	-	-	668
Deduct interest income shown in investing activities	(1,186)	-	(1,186)	(106)
Decrease/(increase) in stock	-	-	-	-
Decrease/(increase) in debtors	(1,898)	8,974	7,076	(8,974)
Increase/(decrease) in creditors	3,010	17,707	20,717	(1,890)
Net cash used in operating activities	25,616	(23,119)	2,497	(1,814)

19. Employee Benefits Obligations

The Bureau is a participating employer in The Pensions Trust's Growth Plan, which comprises Series 1 to 4. The plan is funded and is not contracted out of the state scheme. Series 1 to 3 constitute a multi-employer pension plan, where the assets are co-mingled for investment purposes, and benefits are paid out of the plan's total assets. It is not possible in the normal course of events to identify on a reasonable and consistent basis the share of the underlying assets and liabilities belonging to individual participating employers.

A full actuarial valuation for the scheme was carried out at 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m.

Employers participating in Series 1 and 2 of Growth Plan are being required to make additional contributions to help to eliminate this deficit. The Bureau has never participated in these Series. Whilst unlikely, it cannot totally be ruled out that such contributions may arise in the future in respect of the Bureau's past membership of Series 3 of the growth plan.

Sudbury & District Citizens Advice
Notes to the Financial Statements

20. Contingent Liabilities

The Pensions Act 2011 retrospectively altered the definition of Series 3 of the Growth Plan so that it became categorised as a 'defined benefit' arrangement. As such, it is anticipated that employers such as the Bureau which participated in Series 3 will be liable to meet a share of the deficit on a buy-out basis if they leave the Growth Plan.

The Bureau's estimated debt on withdrawal at 30th September 2022 is £3,083.

The Bureau has not provided for this liability in these financial statements since it has no demonstrable commitment to withdraw from the Growth Plan. If immediate withdrawal from the Scheme were to be made, then sufficient cash reserves are held to settle the contingent liability, without impacting on day-to-day operations.

21. Analysis of assets by fund type

	2023			2022		
	Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
Fixed assets	-	-	-	-	-	-
Debtors	1,898	-	1,898	-	8,974	8,974
Cash at bank and in hand	289,771	17,707	307,478	280,676	23,119	303,795
Creditors: falling due within one year	(15,280)	(17,707)	(32,987)	(12,270)	-	(12,270)
Net assets	276,389	-	276,389	268,406	32,093	300,499

22. Transfer between funds

A funder can specify the activities for which a donation or grant may be used. In these instances, the funds received are restricted funds. Where funds are received for a specific project and costs of that project exceed funding received the deficit is made up by a transfer from unrestricted reserves to restricted reserves.

Accounts

Sudbury & District Citizens Advice
(A company limited by guarantee)
Unaudited Report & Financial Statements
Year ending 31 March 2022
Charity number: 1123466
Company number: 6051096

Sudbury & District Citizens Advice
(A company limited by guarantee)
Report & Financial Statements
Year ending 31 March 2022

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Sudbury & District Citizens Advice

Report of the trustees (including Directors' Report) for the year ending 31 March 2022

The Trustees (who are also the Directors of the Company for the purposes of company law) are pleased to present their annual directors' report together with the financial statements of the charity for the year ending 31 March 2022 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and the Charities Statement of Recommended Practice ("Charities SORP") (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland; (FRS 102) issued in October 2019.

CHAIR'S REPORT

OBJECTIVES AND ACTIVITIES

Objectives and aims for the public benefit

The principal objectives of the charity, as set out in the Memorandum of Association, are "to promote any charitable purpose for the benefit of the community in Sudbury and the surrounding areas by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress".

The board confirm that they have referred to the guidance contained in the Charity Commissions general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities. The charity carries out these objectives through the involvement of our staff and volunteers in a very wide range of activities reflecting the many kinds of issues that trouble members of the community on a daily basis.

Significant activities

We provide free, independent, confidential, and impartial advice to everyone on their problems, rights and responsibilities across a range of topics. These include benefits, consumer issues, debt, discrimination, employment, family and relationships, health, housing, immigration, and legal issues.

Our experience is that many clients in difficulties have several issues that are connected and need resolution together. So, we continue to support our clients with advice and guidance until their problems are resolved or they have a clear pathway they can follow.

The benefits of our support extend beyond the practical resolution of clients' issues to their peace of mind and significant health and well-being improvements. National research shows this brings measurable fiscal benefits and wider gains in social and economic terms.

PERFORMANCE AND IMPACT

The year on which we are reporting continued, from the previous year, to be dominated by the Covid-19 pandemic. While we had hoped for a return to the office and more normal team working, the uncertainty did not lift until the last quarter. As a result, the team continued to work remotely to serve our clients with just a few people attending the office based on their preference. In the last quarter this gradually eased and we returned to offering clients face-to-face advice on a by-appointment basis. This remained a small part of our service mix and the Board recognises that the future will be hybrid working supported by digital technology.

I wrote last year that "Our team responded brilliantly to the challenges of the new model; but the Board is under no illusion that lockdown and remote working has taken a toll from which we must all work hard to re-build." We did indeed experience that toll (a national phenomenon) and during the year experienced loss of capacity in the form of both staff and volunteers re-defining their personal priorities together with operational issues from remote working. In the second half of the year, we worked hard to turn that around and the Board is pleased with both the extent to which the team has been rebuilt and the introduction of new roles to improve productivity and quality. This work continues.

Sudbury & District Citizens Advice

Report of the trustees (including Directors' Report) for the year ending 31 March 2022

In the context of the shifting sands of demand during the pandemic combined with the capacity issues, the Board is pleased that we supported 1910 clients with 8596 issues and achieved £460,579 of direct financial benefit for them and the local economy. We noted last year that clients are presenting with more, and more complex issues and this trend continued with a 7% increase in issues per client and a 21% increase in the activities we have to undertake on clients' behalf. The Board expects this trend to continue with further implications for capacity, productivity and workflow design.

The profile of client demand is also changing in some areas. Our long-term experience has been that around 50% of our clients are disabled or with long term health conditions. Alongside that our normal experience is that work on benefits is around 25% of our work. These two fundamentals have not changed but below that we have seen significant changes in demand profile. Universal credit support and employment issues were well down while questions on debt, housing and relationships have seen significant increases. We expect this trend to continue in the face of the cost-of-living crisis.

A crucial role for the Board is to ensure the financial sustainability of our organisation so that we can continue to provide our essential service. We entered the year forecasting a surplus of £25,000 but the outturn has been £8,483 as the funding environment tightened faster than we had expected. The forecast as we enter the coming year 22/23 is for a deficit of £55,000. Our strategic review process has the correction of this situation at its centre and the Board is determined to innovate in both funding and delivery models. We are fortunate to have the cash to invest over and above our reserves policy. We were clear in last year's report that we viewed this as a post-Covid investment and development opportunity for our organisation and our funders.

We are extremely grateful to our many supporters for their funding and especially the District, Town and Parish Councils, Suffolk County Council, the Clinical Commissioning Group and the National Lottery. We appreciate their confidence in what we do, their support during the pandemic and the increasing funding horizons they are providing. We are committed to working with them on reach and engagement with our community and in alliance with other Citizens Advice organisations across Suffolk.

The advice we provide is totally dependent on our team of dedicated volunteer advisors, led by our outstanding core staff. Their combined work during the continuing fall-out from the pandemic has shown dedication and commitment to our community of the highest order. On behalf of the trustees, they all have our greatest respect and sincere thanks.

Principal Funding Sources

The charity is principally funded by grants from various bodies detailed in the reports and accounts.

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

Reserves policy

The directors believe that the Bureau should set aside financial reserves to ensure that it can continue to operate and meet the needs of clients in the event of unexpected contingencies including a cessation or interruption of part of its funding. In addition, the Bureau needs to be in a position to meet its contractual commitments. Under the agreed reserves policy reserves of £186,660 are set aside within unrestricted reserves.

In addition to the above, the Bureau will maintain restricted reserves where funds are restricted by the donor or funder and cannot be used for general purposes.

At 31 March 2022, total unrestricted reserves were £268,406 (2021: £232,925) and restricted funds were £32,093 (2021: £59,086).

Sudbury & District Citizens Advice

Report of the trustees (including Directors' Report) for the year ending 31 March 2022

Reference and administrative details

Charity name: Sudbury & District Citizens Advice
Charity number: 1123466
Company number: 6051096
Principal office and registered office: Keyse House, Acton Lane, Sudbury, Suffolk, CO10 1QN

Our advisers

Independent examiner:
Moore Green Chartered Accountants 22 Friars Street, Sudbury, Suffolk, CO10 2AA

Bankers:
Lloyds Bank Plc 30 Market Hill, Sudbury, Suffolk, CO10 2EL

Directors and trustees

The directors of the charitable company (the charity) are its trustees for the purpose of charity law. The trustees and officers serving during the year and since the year end were as follows:

Alan Braithwaite (Chair)
Robert Spivey (Treasurer – resigned 08.12.21)
Janice Osborne (Trustee) - resigned 13.07.22
Murat Kirac (Trustee)
Lyndsay Salmon (Trustee – resigned 08.12.21)
Janice Bowdery (Trustee)
Margaret Maybury (Trustee)
Paul Sweeny (Trustee)
Dave Watts (Trustee)
Sarah Bartlett (Treasurer – appointed 26.01.22)
Riham Aboushousha (Trustee – appointed 26.01.22)
Martin Royale (Trustee – appointed 26.01.22)

Chief officer:

Colleen Sweeney

Sudbury & District Citizens Advice

Report of the trustees (including Directors' Report) for the year ending 31 March 2022

Structure, Governance and Management

Governing document

Sudbury & District Citizens Advice is a charitable company limited by guarantee, incorporated on 4 April 2008. The Company is governed by its Memorandum and Articles of Association. 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.

The company is a registered charity with the Charity Commission.

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, alternatively, elected directly at an Annual General Meeting. The charity seeks nominations for trustee vacancies in regard to having the need to have a broad mix of skills and experience.

Trustee induction and training

New trustees are briefed on their legal obligations under charity and company law, the content of the Articles of Association, the committee and decision-making processes, the strategic business development plan and recent financial performance of the charity. They also meet key employees, volunteers and other trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

Organisational structure

The trustee board is responsible for setting the strategic direction of the organisation and the policy of the charity. The trustees carry the ultimate responsibility for the conduct of Sudbury & District Citizens Advice and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet quarterly as a minimum, and delegate the day-to-day operation of the organisation to a paid chief officer. The trustee board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Related parties and co-operation with other organisations

Sudbury & District Citizens Advice is a member of Citizens Advice, the national association for the Citizens Advice service. From April 2015 Citizens Advice Bureau 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.

Pay policy for senior staff

The directors consider the board of directors, who are the Trust's trustees and the chief officer, the key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day-to-day basis. All directors give of their time freely and no director received remuneration in the year. Details of directors' expenses and related party transactions are disclosed in note 17 to the accounts. The pay of the senior staff is reviewed annually and normally increased in accordance with average earnings. In view of the nature of the charity, the directors benchmark against pay levels in the public sector.

Sudbury & District Citizens Advice

Report of the trustees (including Directors' Report) for the year ending 31 March 2022

Audit process

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

The Red/Amber/Yellow and Green (RAYG) scoring system is used to mark each of the five key areas: Quality of Advice Assessment, Client Experience; People Management; Leadership, Financial Health Monitoring.

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

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

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

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

Financial Health - 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 board has a formal risk management policy. The principal risks to which the charity is exposed have been identified and appropriate controls are in place to provide reasonable assurance against fraud and error. To this end the board has put in place a documented formal risk assessment which is reviewed and updated on a regular basis.

Trustees' responsibilities in relation to the financial statements

The charity trustees (who are also the directors of the charity for the purposes of company law) are responsible for preparing a Trustees' Annual Report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources for that period. In preparing the financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

Sudbury & District Citizens Advice

Report of the trustees (including Directors' Report) for the year ending 31 March 2022

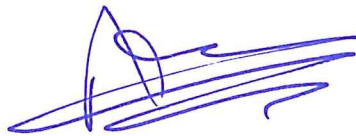
The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The trustees' annual report was approved on 12th October 2022 and signed on behalf of the board of trustees

A W Braithwaite
(Chair) Trustee

12th October 2022



Sudbury & District Citizens Advice

Independent examiner's report to the trustees for the year ending 31 March 2022

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2022 which are set out on pages 9 to 22.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

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

Signed:


Vincent Chandler ACA FCCA

Institute of Chartered Accountants in England and Wales

Moore Green
Chartered Accountants
22 Friars Street
Sudbury
Suffolk
CO10 2AA

Date 12.10.2022

Sudbury & District Citizens Advice

Statement of financial activities (including income and expenditure account) for the year ending 31 March 2022

	Note	2022			2021
		Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income					
Grants and donations	3	111,247	173,821	285,068	351,835
Other charitable activities	5	27	-	27	15
Investment income	6	106	-	106	795
Total income		111,380	173,821	285,201	352,645
Expenditure					
Charitable activities	7	37,050	239,663	276,713	264,155
Total expenditure		37,050	239,663	276,713	264,155
Net income/(expenditure) for the year		74,330	(65,842)	8,488	88,490
Transfers between funds for the year		(38,849)	38,849	-	-
Net movement in funds for the year		35,481	(26,993)	8,488	88,490
Reconciliation of funds					
Total funds brought forward		232,925	59,086	292,011	203,521
Total funds carried forward		268,406	32,093	300,499	292,011

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

Sudbury & District Citizens Advice
Balance sheet as at 31 March 2022

	Note	2022 £	2021 £
Fixed assets	12	-	668
Current assets			
Debtors	13	8,974	-
Cash at bank and in hand		303,795	305,503
Total current assets		312,769	305,503
Liabilities			
Creditors: falling due within one year	14	(12,270)	(14,160)
Net current assets		300,499	291,343
Total assets less current liabilities		300,499	292,011
Creditors: falling due after more than one year		-	-
Net assets		300,499	292,011
Funds of the charity	15		
Restricted funds		32,093	59,086
Unrestricted funds		268,406	232,925
Total charity funds		300,499	292,011

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

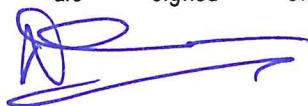
Directors' responsibilities:

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

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

The notes at pages 12 to 22 form part of these accounts.

These financial statements were approved by the board of trustees and authorised for issue on 12th October 2022 and are signed on behalf of the board by:
A W Braithwaite (Chair)Trustee



S Bartlett (Treasurer) Trustee



Sudbury & District Citizens Advice
Statement of cash flows for the year ending 31 March 2022

		2022			2021
	Note	Unrestricted funds	Restricted funds	Total funds	Total funds
		£	£	£	£
Cash used in operating activities	18	34,153	(35,967)	(1,814)	61,094
Cash flows from investing activities					
Interest income		106	-	106	795
Purchase of tangible fixed assets		-	-	-	-
Cash provided by (used in) investing activities		106	-	106	795
Cash flows from financing activities					
Repayment of borrowing		-	-	-	-
Cash used in financing activities		-	-	-	-
Increase/(decrease) in cash at bank and in hand in the year		34,259	(35,967)	(1,708)	61,889
Cash at bank and in hand at the beginning of the year		246,417	59,086	305,503	243,614
Total cash at bank and in hand at the end of the year		280,676	23,119	303,795	305,503

1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a. Basis of preparation

The financial statements have been prepared in accordance with the 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)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Sudbury & District Citizens Advice meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

b. Going concern

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

c. Fund accounting

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

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

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

d. Income

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

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

e. Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes

any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

f. Operating leases

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

g. Tangible assets

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

h. Depreciation

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

Office equipment: 25% - 33% Straight line

i. Impairment of fixed assets

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

j. Debtors

Trade and other debtors are recognized at the settlement amount due. Prepayments are valued at the amount prepaid.

k. Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

l. Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

m. Financial instruments

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

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

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

Debt instruments are subsequently measured at amortised cost.

2. Legal status of the company

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

3. Income from donations and grants

	2022	2021
	£	£
Donations	4,026	8,239
Grants (<i>note 4</i>)	281,042	343,596
	<u>285,068</u>	<u>351,835</u>

The income from donations and grants was £285,068 (2021: £351,835) of which £111,247 was unrestricted (2021: £125,646) and £173,821 restricted (2021: £226,189).

The Trust benefits greatly from the involvement and enthusiastic support of its volunteers, details of which are given in our annual report. In accordance with FRS 102 and the Charities SORP (FRS 102), the economic contribution of general volunteers is not recognised in the accounts.

Sudbury & District Citizens Advice
Notes to the Financial Statements

4	Income from grants	2022	2021
		£	£
	Unrestricted		
	Sudbury Town Council	8,250	8,000
	Suffolk County Council	38,171	54,607
	Hadleigh Town Council	800	600
	Babergh District Council	53,500	53,500
	Other Parish Councils	-	700
	Suffolk Community Foundation	6,000	-
	Sudbury Municipal Charity	500	-
		<u>107,221</u>	<u>117,407</u>
	Restricted		
	Other grants	-	4,037
	Suffolk Community Foundation	-	26,101
	National Citizens Advice	-	17,300
	Citizens Advice - Best Practice Lead	30,503	39,634
	Citizens Advice - EAP	5,700	8,100
	Citizens Advice - Help to Claim	12,765	26,492
	Reaching Communities	48,919	48,560
	MAPS	27,624	17,212
	SASS	-	3,900
	Lottery Fund – Debt project	12,413	-
	Suffolk Family Carers - CFH	35,897	34,853
		<u>173,821</u>	<u>226,189</u>
	Total Grants	<u>281,042</u>	<u>343,596</u>
5	Income from other charitable activities	Unrestricted	Unrestricted
		Funds	Funds
		2022	2021
		£	£
	Fundraising Events	27	15
	Other Income	-	-
		<u>27</u>	<u>15</u>
6	Investment income	Unrestricted	Unrestricted
		Funds	Funds
		2022	2021
		£	£
	Bank interest receivable	106	795

Sudbury & District Citizens Advice
Notes to the Financial Statements

7 Expenditure on charitable activities

	2022 £	2021 £
Staff costs		
Wages and salaries	228,011	222,080
Staff training and travel	3,252	1,862
	231,263	223,942
Office costs		
IT equipment and support	1,646	2,475
Office equipment	251	16
Insurance – general	1,294	(66)
Payroll and accounting fees	4,621	1,764
Postage	320	475
Printing and stationery	1,615	1,020
Telephone and communication	3,438	3,716
Other	1,108	484
	14,293	9,884
Premises costs		
Rent	15,000	16,520
Rates	2,483	3,483
Light and heat	4,048	2,856
Insurance	2,110	935
Cleaning and maintenance	1,300	857
Other	-	549
	24,941	25,200
Governance		
Independent examiners fee	1,200	1,800
Other	4,084	2,352
	5,284	4,152
Other costs		
Publicity and promotion	192	129
Miscellaneous	72	182
Depreciation	668	666
	932	977
Total expenditure on charitable activities	276,713	264,155

8	me		
	ne is stated after charging:		
		2022	2021
		£	£
	tion of tangible fixed assets	668	666

9	dent examiners fees		
		2022	2021
		£	£
	able to the independent examiner for independent examination of the statements	1,200	1,800

10	ie Costs		
	staff costs and employee benefits for the reporting period are analysed as follows		
		2022	2021
		£	£
	and social security costs	221,271	215,051
	costs	6,740	7,029
		<u>228,011</u>	<u>222,080</u>

age head count of employees during the year was 15 (2021:17)

oyee received employee benefits of more than £60,000 during the year (2021: nil)

11	s remuneration and expenses	
	ees received any remuneration during the year. The charity reimbursed trustees for expenses amounting to £nil (2021: £nil)	

Sudbury & District Citizens Advice
Notes to the Financial Statements

12 Tangible fixed assets

	Plant and Machinery £	Fixtures and Fittings £	Computer Equipment £	Totals £
COST				
At 1 April 2021	8,982	371	13,068	13,068
Additions	-	-	-	-
As 31 March 2022	8,982	371	13,068	13,068
DEPRECIATION				
At 1 April 2021	8,982	371	12,400	12,400
Charge for year	-	-	668	668
At 31 March 2022	8,982	371	13,068	13,068
NET BOOK VALUE				
At 31 March 2022	-	-	-	-
At 31 March 2021	-	-	668	668

13 Debtors

	2022 £	2021 £
Prepayments and accrued income	8,974	-

14 Creditors, Amounts falling due within one year

	2022 £	2021 £
Accruals and deferred income	7,368	9,140
Social security and other taxes	4,902	5,020
	<u>12,270</u>	<u>14,160</u>

Sudbury & District Citizens Advice
Notes to the Financial Statements

15 Analysis of charitable funds

	At 1.4.21	Net movement in funds	Transfers between Funds	At 31.3.22
	£	£	£	£
Unrestricted Funds				
General Funds	232,925	74,330	(38,849)	268,406
Restricted Funds				
Suffolk Community Foundation	5,724	(8,613)	2,889	-
Citizens Advice	51,946	(19,853)	-	32,093
Suffolk Family Carers	-	(18,607)	18,607	-
Debt Lottery Fund	-	(12,413)	12,413	-
Community Lottery Fund	1,416	(6,356)	4,940	-
	<u>59,086</u>	<u>(65,842)</u>	<u>38,849</u>	<u>32,093</u>
	<u>292,011</u>	<u>8,488</u>	<u>-</u>	<u>300,499</u>

	Incoming Resources	Resources Expended	Movement in funds
	£	£	£
Unrestricted Funds			
General Fund	111,380	(37,050)	74,330
Restricted Funds			
Suffolk Community Foundation	-	(8,613)	(8,613)
Citizens Advice	76,592	(96,445)	(19,853)
Suffolk Family Carers	35,897	(54,504)	(18,607)
Debt Lottery Fund	12,413	(24,826)	(12,413)
Community Lottery Fund	48,919	(55,275)	(6,356)
	<u>173,821</u>	<u>(239,663)</u>	<u>(65,842)</u>
	<u>285,201</u>	<u>(276,713)</u>	<u>8,488</u>

Analysis of charitable funds (comparatives)

	At 1.4.20	Net movement in funds	Transfers between Funds	At 31.3.21
	£	£	£	£
Unrestricted Funds				
General Funds	156,407	91,588	(15,070)	232,925
Restricted Funds				
Suffolk Community Foundation	5,116	608	-	5,724
Citizens Advice	35,438	16,508	-	51,946
Suffolk Family Carers	6,560	(13,290)	6,730	-
Suffolk County Council	-	(8,340)	8,340	-
Community Lottery Fund	-	1,416	-	1,416
	<u>47,114</u>	<u>(3,098)</u>	<u>-</u>	<u>59,086</u>
	<u>203,521</u>	<u>88,490</u>	<u>-</u>	<u>292,011</u>

	Incoming Resources	Resources Expended	Movement in funds
	£	£	£
Unrestricted Funds			
General Fund	147,793	(56,206)	91,588
Restricted Funds			
Suffolk Community Foundation	26,101	(25,493)	608
Citizens Advice	91,438	(74,930)	16,508
Suffolk Family Carers	34,853	(48,143)	(13,290)
Suffolk County Council	3,900	(12,240)	(8,340)
Community Lottery Fund	48,560	(47,144)	1,416
	<u>204,852</u>	<u>(207,950)</u>	<u>(3,098)</u>
	<u>352,645</u>	<u>(264,156)</u>	<u>88,490</u>

16 Financial Commitments

Total commitments under non-cancellable operating leases are as follows:	2022	2021
	£	£
Amounts due within one year	15,000	15,000
Amounts due between one and 5 years	37,500	52,500
	<u>52,500</u>	<u>67,500</u>

17. Related parties

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

18. Reconciliation of net movement in funds to net cash flow from operating activities

	2022		2021	
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
Net movement in funds	35,481	(26,993)	8,488	88,490
Add back depreciation charge	668	-	668	666
Deduct interest income shown in investing activities	(106)	-	(106)	(795)
Decrease/(increase) in stock	-	-	-	-
Decrease/(increase) in debtors	-	(8,974)	(8,974)	1,495
Increase/(decrease) in creditors	(1,890)	-	(1,890)	(28,762)
Net cash used in operating activities	34,153	(35,967)	(1,814)	61,094

19. Employee Benefits Obligations

The Bureau is a participating employer in The Pensions Trust's Growth Plan, which comprises Series 1 to 4. The plan is funded and is not contracted out of the state scheme. Series 1 to 3 constitute a multi-employer pension plan, where the assets are co-mingled for investment purposes, and benefits are paid out of the plan's total assets. It is not possible in the normal course of events to identify on a reasonable and consistent basis the share of the underlying assets and liabilities belonging to individual participating employers.

A full actuarial valuation for the scheme was carried out at 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m.

Employers participating in Series 1 and 2 of Growth Plan are being required to make additional contributions to help to eliminate this deficit. The Bureau has never participated in these Series. Whilst unlikely, it cannot totally be ruled out that such contributions may arise in the future in respect of the Bureau's past membership of Series 3 of the growth plan.

20. Contingent Liabilities

The Pensions Act 2011 retrospectively altered the definition of Series 3 of the Growth Plan so that it became categorised as a 'defined benefit' arrangement. As such, it is anticipated that employers such as the Bureau which participated in Series 3 will be liable to meet a share of the deficit on a buy-out basis if they leave the Growth Plan.

The Bureau's estimated debt on withdrawal at 30th September 2021 is £4066.

The Bureau has not provided for this liability in these financial statements since it has no demonstrable commitment to withdraw from the Growth Plan. If immediate withdrawal from the Scheme were to be made, then sufficient cash reserves are held to settle the contingent liability, without impacting on day-to-day operations.

21. Analysis of assets by fund type

	2022			2021		
	Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
Fixed assets	-	-	-	668	-	668
Debtors	-	8,974	8,974	-	-	-
Cash at bank and in hand	280,676	23,119	303,795	246,417	59,086	305,503
Creditors: falling due within one year	(12,270)	-	(12,270)	(14,160)	-	(14,160)
Net assets	268,406	32,093	300,499	232,925	59,086	292,011

Accounts

COMPANY REGISTRATION NUMBER: 6051096

CHARITY REGISTRATION NUMBER: 1123466

**Sudbury & District Citizens Advice
Limited by Guarantee
Unaudited Financial Statements
31 March 2021**

Sudbury & District Citizens Advice

Company Limited By Guarantee

Financial Statements

Year Ended 31 March 2021

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Sudbury & District Citizens Advice

Company Limited By Guarantee

Trustees' Annual Report (Incorporating The Directors' Report)

Year Ended 31 March 2021

Reference and administrative details

Registered charity name	Sudbury & District Citizens Advice
Charity registration number	1123466
Company registration number	6051096
Principal office and registered Office	Keyse House Acton Lane Sudbury CO10 1QN

The trustees

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

John Ashton (Chair -resigned 20.05.20)
Lindsey Greig-Smith (resigned 20.05.20)
Christopher Jullings (resigned 20.05.20)
PR Campbell Farmer (resigned 19.10.20)
Alan Braithwaite (Chair – appointed 20.05.20)
Robert Spivey (Treasurer, appointed Vice-Chair 20.05.20)
Janice Osborne (Trustee)
Murat Kirac (Trustee)
Lyndsay Salmon (Trustee)
Janice Bowdery (Trustee)
Margaret Maybury (Trustee)
Paul Sweeny (Trustee – Appointed 20.01.2021)
Dave Watts (Trustee – Appointed 20.01.2021)

Chief Officer Colleen Sweeney

Independent examiner L Harvey FMAAT FFA
Suffolk Tax Accountants Group
9 Byford Court
Byford Court
Hadleigh
Suffolk
IP7 6RD

Bankers Lloyds Plc
30 Market Hill
Sudbury
Suffolk
CO10 2EL

Sudbury & District Citizens Advice

Company Limited By Guarantee

Trustees' Annual Report (Incorporating The Directors' Report) *(Continued)*

Year Ended 31 March 2021

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

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

Objectives and aims for the public benefit

The principal objectives of the charity, as set out in the Memorandum of Association, are "to promote any charitable purpose for the benefit of the community in Sudbury and the surrounding areas by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress".

The board confirm that they have referred to the guidance contained in the Charity Commissions general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

The charity carries out these objectives through the involvement of our staff and volunteers in a very wide range of activities reflecting the many kinds of issues that trouble members of the community on a daily basis.

How our activities deliver Public Benefit

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

Contribution of Volunteers

The charity's success could not have been achieved without the hard work and dedication of volunteers and staff. The Trustee Board and senior management team recognise the tremendous contribution made by the charity's volunteers in advising the public and administering the service without which the service could not operate.

Significant activities

We provide free, independent, confidential, and impartial advice to everyone on their problems, rights and responsibilities across a range of topics. These include benefits, consumer issues, debt, discrimination, employment, family and relationships, health, housing, immigration, and legal issues.

Our experience is that many clients in difficulties have several issues that are connected and need resolution together. So, we continue to support our clients with advice and guidance until their problems are resolved or they have a clear pathway they can follow.

The benefits of our support extend beyond the practical resolution of clients' issues to their peace of mind and significant health and well-being improvements. National research shows this brings measurable fiscal benefits and wider gains in social and economic terms.

Sudbury & District Citizens Advice

Company Limited By Guarantee

Trustees' Annual Report (Incorporating The Directors' Report) *(Continued)*

Year Ended 31 March 2021

Performance and Impact

The year on which we are reporting was dominated by the effects of the pandemic. We closed our doors to providing face-to-face advice with clients just before the start of the year and have moved through various stages of restrictions including a partial short-term return to the office, but without welcoming clients. Our provision of advice moved quickly to telephone and email provided locally as well as for county and national advicelines; the Citizens Advice website has also been a crucial resource for people needing guidance. Our team responded brilliantly to the challenges of the new model; but the Board is under no illusion that lockdown and remote working has taken a toll from which we must all work hard to re-build.

Given the speed of transition, the Board is pleased that we supported 2,132 clients with 8,921 issues and achieved £745,028 of direct financial benefit for them. The clients we served, presented with more, and more complex issues. It has also been observed that many clients have self-served using both the national and our local website, where traffic has been much higher. We have been constrained in capacity as our teams worked bravely from home under conditions of national uncertainty. Training and capacity building is our top priority as we emerge from pandemic conditions.

In line with national experience the average age of our clients declined by around 5 years; this reflects contacts by a new group of clients who have not previously accessed benefits or experienced employment issues. With people generally not being chased for debts during the pandemic, we expect that a return to 'normal' will see a surge in demand from older clients, as debts have accumulated and the bailiffs are released to do their work; we also expect to see more younger as the full impact of ceasing furlough is experienced.

The advice we provide is totally dependent on our team of dedicated volunteer advisors, led by our outstanding core staff. Their combined work during this most difficult year has been the bedrock of our performance. On behalf of the trustees, they all have our greatest respect and sincere thanks.

Financial review

Financially, we entered the year forecasting a surplus of £33,000 as we had experienced success in securing new contracts before the pandemic struck. During the year we received additional funding to support us with the pandemic, some of which enabled us to invest in technology. As a result, our income increased by 18% to £352,645 and we ended the year with an increased surplus of £88,490. The cash position at the end of the year was £305,503 compared with a forecast of £245,000. Of that cash £195,000 is a combination of reserves policy and committed project funds.

The Board carried out a strategic planning process during the year, set in the context of pandemic and the long-term requirement to deliver a multi-channel service. That work identified three top priorities: to further increase our efforts to reach the people in our district who may need our services; to substantially upgrade our technology platform; to invest in recruitment and training to increase capacity as we come out of lockdown. Specific measures are being developed and implemented in these areas and we are fortunate to have the funds to realise these opportunities. The Board sees this as a post-Covid dividend for our organisation and our funders.

We are extremely grateful to our many supporters for their funding and especially the District, Town and Parish Councils, Suffolk County Council, the Clinical Commissioning Group and the National Lottery. We appreciate their confidence in what we do, their support during the pandemic and the increasing funding horizons they are providing. We are committed to working with them on reach and engagement with our community and in alliance with other Citizens Advice organisations across Suffolk.

Sudbury & District Citizens Advice

Company Limited By Guarantee

Trustees' Annual Report (Incorporating The Directors' Report) *(Continued)*

Year Ended 31 March 2021

Principal Funding Sources

The charity is principally funded by grants from various bodies detailed in the reports and accounts.

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

Reserves policy

At the Board meeting of the 14th October 2020, the financial reserves were reviewed and the following policy was agreed relating to the year ended 31st March 2021:

The directors believe that the Bureau should set aside financial reserves to ensure that it can continue to operate and meet the needs of clients in the event of unexpected contingencies including a cessation or interruption of part of its funding. In addition, the Bureau needs to be in a position to meet its contractual commitments to staff should it be obliged to terminate their contracts.

Towards this end the directors have decided that unrestricted funds should be internally designated to form the following reserves:

1. **An operating reserve** £80,000, (previously £65,000). The directors consider that it would be prudent to maintain a reserve of four month's operating expenditure (calculated on the basis of 20/21 budget).

2. **A contractual commitment reserve in respect of staff costs** £20,000, being £15,000 in respect of employees eligible for Statutory redundancy payments, and for those not qualifying, payments in lieu of notice of £5,000. (NB For those members of staff entitled to extended notice periods, the above operating reserve includes 4 months of salary costs available to fund this)

3. **A contractual commitment reserve in respect of the Premises and rental equipment**, being in total £17,000:

Premises - as at 1/10/20 (assuming the break clause of the lease is activated), there would be rent due for the period to Sept 2021 of approximately £15,000.

Rental Equipment - Copier/Printer £2,000.

4. **A premises and equipment reserve** £10,000 to meet repairs or alterations to premises to the extent that these cannot be met out of budgeted expenditure and to replace major items of equipment when it becomes obsolete or beyond economic repair.

5. **A pension reserve** £15,000, (previously £9,000) to meet the contingent liability in respect of employer debt on withdrawal should the Bureau ever decide to leave the Pension Trust's Growth Plan.

On the above basis, as at the date of this policy, the total requirement for reserves is £142,000 (equivalent to around seven months' of budgeted expenditure for 2020/21 (nine months in 2017)). The level of reserves may fall below this level to the extent that they are required to meet a shortfall in income or for any of the designated purposes. In this event, it will be necessary to decide the extent to which they should be replenished and the timing of this.

In addition to the above, the Bureau will maintain restricted reserves where funds are restricted by the donor or funder and cannot be used for general purpose.

At 31st March 2021, total unrestricted reserves were £232,925 (2020: £156,407) and restricted funds were £59,086 (2020: £47,114).

Sudbury & District Citizens Advice

Company Limited By Guarantee

Trustees' Annual Report (Incorporating The Directors' Report) *(Continued)*

Year Ended 31 March 2021

Structure, Governance and Management

Governing Document

Sudbury & District Citizens Advice is a charitable company limited by guarantee, incorporated on 04 April 2008: Company No. 06051096, Charity No. 1123466. The Company is governed under its Articles of Association. 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.

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, alternatively, elected directly at an Annual General Meeting. The charity seeks nominations for trustee vacancies in regard to having the need to have a broad mix of skills and experience.

Trustee Induction and Training

New Trustees are briefed on their legal obligations under charity and company law, the content of the Articles of Association, the committee and decision-making processes, the strategic business development plan and recent financial performance of the charity. They also meet key employees, volunteers and other Trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

Organisational Structure

The Trustee Board is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Sudbury & District Citizens Advice and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet quarterly as a minimum, and delegate the day to day operation of the organisation to a paid Chief Officer. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Related Parties

Sudbury & District Citizens Advice is a member of Citizens Advice, the national association for the Citizens Advice service. With effect from April 2015 Citizens Advice Bureau 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.

Sudbury & District Citizens Advice

Company Limited By Guarantee

Trustees' Annual Report (Incorporating The Directors' Report) *(Continued)*

Year Ended 31 March 2021

Audit process

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

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

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

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

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

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

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

Financial Health - 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.

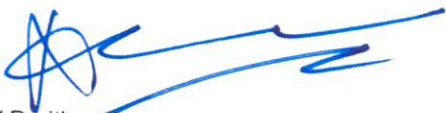
Risk management

The board has a formal risk management policy. The principal risks to which the charity is exposed have been identified and appropriate controls are in place to provide reasonable assurance against fraud and error. To this end the board has put in place a documented formal risk assessment which is reviewed and updated on a regular basis.

Small company provisions

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

The trustees' annual report was approved on 13-10-21 and signed on behalf of the board of trustees by:


A W Braithwaite
(Chair) Trustee

Sudbury & District Citizens Advice

Company Limited By Guarantee

Independent Examiner's Report

Year Ended 31 March 2021

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

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

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

L Harvey FFA FMAAT
Independent Examiner



Suffolk Tax Accountants Group
9 Byford Court
Crockatt Road
Hadleigh
Ipswich
Suffolk
IP7 6RD

Sudbury & District Citizens Advice

Company Limited By Guarantee

Statement Of Financial Activities (Including Income And Expenditure Account)

Year Ended 31 March 2021

		Unrestricted funds £	2021 Restricted funds £	Total funds £	2020 Total funds £
	Note				
Income and endowments					
Grants and donations	5	146,983	204,851	351,835	231,385
Other Trading activities	7	16	—	16	3,931
Investment income	8	795	—	795	1,173
Total income		147,794	204,851	352,645	236,489
Expenditure					
Charitable activities	9	56,206	207,949	264,155	206,837
Total expenditure		56,206	207,949	264,155	206,837
Net income/(expenditure)		91,588	(3,098)	88,490	29,652
Transfers between funds		(15,070)	15,070	-	-
Net movement in funds		76,518	11,972	-	-
Reconciliation of funds					
Total funds brought forward		156,407	47,114	203,521	173,869
Total funds carried forward		232,925	59,086	292,011	203,521

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

Sudbury & District Citizens Advice

Company Limited By Guarantee

Notes To The Financial Statements

Year Ended 31 March 2021

	Note	2021 £	£	2020 £	£
Fixed Assets	14		668		1,332
Current assets					
Debtors	15	-		1,495	
Cash at bank and in hand		305,503		243,614	
		305,503		245,109	
Creditors: Amounts falling due within one year	16	(14,160)		(42,920)	
Net current assets			291,343		202,189
Total assets less current liabilities			292,011		203,521
Net assets			292,011		203,521
Funds of the charity					
Restricted funds			59,086		47,114
Unrestricted funds			232,925		156,407
Total charity funds	17		292,011		203,521

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

Directors' responsibilities:

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

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

These financial statements were approved by the board of trustees and authorised for issue on 13.10.21, and are signed on behalf of the board by:

A W Braithwaite
(Chair) Trustee



13.10.21

R M Spivey
(Treasurer) Trustee



13/10/21

Company registration number: 05296023

Sudbury & District Citizens Advice

Company Limited By Guarantee

Notes To The Financial Statements

Year Ended 31 March 2021

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Keyse House, Acton Lane, Sudbury, Suffolk, CO10 1QN.

2. Statement of compliance

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

3. Accounting

policiesBasis of

preparation

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

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

Going concern

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

Fund accounting

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

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

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

Sudbury & District Citizens Advice

Company Limited By Guarantee

Notes To The Financial Statements *(Continued)*

Year Ended 31 March 2021

3. Accounting policies *(continued)*

Income

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

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

Expenditure

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

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

Operating leases

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

Tangible assets

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

Depreciation

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

- | | |
|------------------|---------------------------|
| Office equipment | - 25% - 33% Straight line |
|------------------|---------------------------|

Impairment of fixed assets

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

Sudbury & District Citizens Advice

Company Limited By Guarantee

Notes To The Financial Statements *(Continued)*

Year Ended 31 March 2021

3. Accounting policies *(continued)*

Financial instruments

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

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

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

Debt instruments are subsequently measured at amortised cost.

4. Limited by guarantee

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

5. Grants and donations

	31 March 2021 £	31 March 2020 £
Donations	8,239	1,977
Grants	343,596	229,407
	351,835	231,385

Sudbury & District Citizens Advice

Company Limited By Guarantee

Notes To The Financial Statements (Continued)

Year Ended 31 March 2021

6. Grants Received

	2021 £	2020 £
Grants Receivable		
Great Cornard Parish Council	600	1,101
Sudbury Town Council	8,000	8,000
Suffolk County Council	54,607	44,991
Hadleigh Town Council	600	-
Suffolk Foundation Warmer Homes Project	-	-
Babergh District Council – Debt Relief Grant	-	-
Babergh District Council	53,500	53,500
Other Parish Councils	100	1,700
Other Grants	4,037	1,458
Big Lottery Grant	-	-
Suffolk Community Foundation	26,101	5,220
National Citizens Advice	17,300	-
Citizens Advice – Best Practice Lead	39,634	38,544
Citizens Advice – EAP	8,100	22,053
Citizens Advice – Help To Claim	26,492	24,016
Reaching Communities	48,560	-
MAPS	17,212	-
SASS	3,900	-
Suffolk Family Carers - CFH	34,853	28,825
	343,596	229,408

7. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Fundraising Events	16	-	16
Other Income	-	-	-
	16	-	16

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Fundraising Events	2,889	-	2,889
Other Income	1,043	-	1,043
	3,931	-	3,931

8. Investment income

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Bank interest receivable	795	795	1,173	1,173

Sudbury & District Citizens Advice

Company Limited By Guarantee

Notes To The Financial Statements (Continued)

Year Ended 31 March 2021

9. Expenditure on charitable activities

	31 March 2021 £	31 March 2020 £
Staff Costs		
Wages and salaries	222,080	157,989
Staff training and travel	1,862	12,280
	223,942	170,269
Office Costs		
IT equipment and support	2,745	1,275
Office equipment	16	686
Insurance - general	(66)	933
Payroll and accounting fees	1,764	1,623
Postage	475	241
Printing and stationery	1,020	2,170
Telephone and comms	3,716	3,126
Other	484	374
	9,884	10,428
Premises Costs		
Rent	16,520	11,218
Rates	3,483	3,444
Light and heat	2,856	3,185
Insurance	935	1,048
Cleaning and maintenance	857	1,080
Other	484	156
	25,200	20,131
	2021 £	2020 £
Governance		
Independent examiners fee	1,800	1,800
Other	2,352	3,073
	4,152	4,873
	2021 £	2020 £
Other Costs		
Publicity and promotion	129	338
Miscellaneous	182	142
Depreciation	666	666
	977	1,146

Sudbury & District Citizens Advice

Company Limited By Guarantee

Notes To The Financial Statements (Continued)

Year Ended 31 March 2021

10. Net income

Net income is stated after charging:

	2021	2020
	£	£
Depreciation of tangible fixed assets	666	666
	666	666

11. Independent examination fees

	31 March 2021 £	31 March 2020 £
Fees payable to the independent examiner for: Independent examination of the financial statements	1,800	1,800

12. Staff costs

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

	2021 £	2020 £
Wages, salaries and social security costs	222,080	159,001
Pension costs	1,862	11,268
	223,942	170,269

The average head count of employees during the year was 17 (2020: 14).

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

13. Trustee remuneration and expenses

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

Sudbury & District Citizens Advice

Company Limited By Guarantee

Notes To The Financial Statements (Continued)

Year Ended 31 March 2021

14. Tangible fixed assets

	Plant and Machinery	Fixtures and Fittings	Computer Equipment	Totals
	£	£	£	£
COST				
At 1 April 2020	-	-	13,068	13,068
Additions	-	-	-	-
At 31st March 2021	-	-	13,068	13,068
DEPRECIATION				
At 1st April 2020	-	-	11,736	11,736
Charge for year	-	-	666	666
At 31st March 2021	-	-	12,402	12,402
NET BOOK VALUE				
At 31st March 2021	-	-	667	667
At 31st March 2020	-	-	1,332	1,332

15. Debtors

	2021 £	2020 £
Prepayments and accrued income	-	1,495

16. Creditors: Amounts falling due within one year

	2021 £	2020 £
Accruals and deferred income	9,140	40,226
Social security and other taxes	5,020	2,695
	14,160	42,921

Sudbury & District Citizens Advice

Company Limited By Guarantee

Notes To The Financial Statements *(Continued)*

Year Ended 31 March 2021

17. Analysis of charitable funds

	At 1.4.20	Net Movement in funds	Transfers Between Funds	At 31.3.21
	£	£	£	£
Unrestricted Funds				
General Funds	156,407	91,588	(15,070)	232,925
Restricted Funds				
Suffolk Community Foundation	5,116	608	-	5,724
Citizens Advice	35,438	16,508	-	51,946
Suffolk Family Carers	6,560	(13,290)	6,730	-
Suffolk County Council	0	(8,340)	8,340	-
Community Lottery Fund	0	1,416	-	1,416
	47,114	(3,098)	15,070	59,086
	<u>203,521</u>	<u>88,490</u>	<u>-</u>	<u>292,011</u>
	Incoming Resources	Resources Expended	Movement in funds	
	£	£	£	
Unrestricted Funds				
General Fund	147,794	(56,206)	91,588	
Restricted Funds				
Suffolk Community Foundation	26,101	(25,493)	608	
Citizens Advice	91,438	(74,930)	16,508	
Suffolk Family Carers	34,853	(48,143)	(13,290)	
Suffolk County Council	3,900	(12,240)	(8,340)	
Community Lottery Fund	48,560	(47,144)	1,416	
	204,852	(207,950)	(3,098)	
	<u>352,646</u>	<u>(264,156)</u>	<u>88,490</u>	

Sudbury & District Citizens Advice

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Notes To The Financial Statements *(Continued)*

Year Ended 31 March 2021

COMPARATIVES FOR MOVEMENT OF FUNDS

	At 1.4.19	Net Movement in funds	At 31.3.20
	£	£	£
Unrestricted Funds			
General Funds	147,275	9,132	156,407
Restricted Funds			
Warmer Homes Project	400	(400)	-
Big Lottery Grant	8,713	(8,713)	-
Suffolk Community Foundation	-	5,116	5,116
Citizens Advice	17,481	17,957	35,438
Suffolk Family Carers	-	6,560	6,560
	26,594	20,520	47,114
	<u>173,869</u>	<u>29,652</u>	<u>203,521</u>
	Incoming Resources	Resources Expended	Movement in funds
	£	£	£
Unrestricted Funds			
General Fund	120,831	(111,699)	9,132
Restricted Funds			
Warmer Homes Project	-	(400)	(400)
Big Lottery Grant	-	(8,713)	(8,713)
Suffolk Community Foundation	5,220	(104)	5,116
Citizens Advice	84,613	(66,656)	17,957
Suffolk Family Carers	28,824	(22,264)	6,560
	118,657	(98,137)	20,520
	<u>239,488</u>	<u>(209,836)</u>	<u>29,652</u>

Sudbury & District Citizens Advice

Company Limited By Guarantee

Notes To The Financial Statements *(Continued)*

Year Ended 31 March 2021

18. Financial commitments

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

	2021	2020
	£	£
Amounts due within one year	-	-
Amounts due between one and 5 years	11,825	28,345
	11,825	28,345

19. Related parties

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

20. Employee Benefit Obligations

The Bureau is a participating employer in The Pensions Trust's Growth Plan, which comprises Series 1 to 4. The plan is funded and is not contracted out of the state scheme. Series 1 to 3 constitute a multi-employer pension plan, where the assets are co-mingled for investment purposes, and benefits are paid out of the plan's total assets. It is not possible in the normal course of events to identify on a reasonable and consistent basis the share of the underlying assets and liabilities belonging to individual participating employers.

Following the triennial actuarial valuation as at 30 September 2011, a shortfall in the market value of the plan's assets compared with its Technical Provisions (i.e. past service liabilities) was identified and at 30 September 2017, this stood at £131.5 million. This shortfall has decreased by 15% to £111.9 million as at 30 September 2019.

Participating employers in Series 1 and 2 of Growth Plan are being required to make additional contributions to help to eliminate this deficit. However, the Bureau has never participated in these Series and is not, at this stage, being required to pay any additional contributions (though, while unlikely, it cannot totally be ruled out that such contributions may arise in the future in respect of the Bureau's past membership of Series 3 of the growth plan).

The Bureau does however have a contingent liability in respect of its past membership of Series 3 on a buy-out valuation basis, which is detailed further in Note 22.

21. Contingent Liabilities

As at 30 September 2015, the Growth Plan had a deficit of £206.9 million on a buy-out valuation basis. This represents the difference between the market value of the Scheme's assets and an actuarial estimate of the amount an insurance company would charge to take on responsibility for paying all the benefits due from the Scheme. It is a more demanding valuation basis than the Technical Provisions basis.

As at 30 September 2019, the deficit on a buy-out basis has decreased to 111.9 million, giving a funding level of 88%.

The Pensions Act 2011 retrospectively altered the definition of Series 3 of the Growth Plan so that it became categorised as a 'defined benefit' arrangement. As such, it is anticipated that employers such as the Bureau which participated in Series 3 will be liable to meet a share of the deficit on a buy-out basis if they leave the Growth Plan.

In order to prevent further build-up of a liability under Series 3, the Bureau decided to offer

Sudbury & District Citizens Advice

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Year Ended 31 March 2021

Growth Plan Series 4 (as a replacement for Series 3) to its relevant employees with effect from 1 July 2012. Series 4 is a defined contribution scheme and cannot give rise to a liability for "employer debt on withdrawal". This does not however remove the liability in respect of contributions made to Series 3 prior to 1 July 2012.

The Bureau's estimated contingent liability for the employer debt on withdrawal in respect of Series 3 was £6,294 as at 30 September 2015, this increased by 11% to £6,956 as at 30 September 2016 and now stands at £5,988 as at 30th September 2019.

The Bureau has not provided for this liability in these financial statements since it has no demonstrable commitment to withdraw from the Growth Plan. If immediate withdrawal from the Scheme were to be made, then sufficient cash reserves are held to settle the contingent liability, without impacting on day-to-day operations.